

## **Croydon South-East Local Community Partnership (LCP)**

### **Outcomes Based Community Plan**

- Tackling Health Inequalities\* compounded by the 'cost of living' crisis

#### **Context: Healthy Communities Together - One Croydon Alliance\*\***

*'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.'*

- From One Croydon's successful application to The King's Funds 'Healthy Communities Together' programme

## 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 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. The Local Community Partnerships (LCPs) involving local civil societies – including active citizens, faith and community groups, and VCS service-providers
2. The statutory Multi-Disciplinary Teams (MDTs) – 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 in 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 Croydon's Shadow Health and Care Board.*

Croydon has six localities: Croydon North East, Croydon North West, Croydon Central East, Croydon Central West, Croydon South East and Croydon South West. See One Alliance Profiles and maps [link](#)

## **Local Community Partnerships**

In alignment with One Croydon and as part of the Healthy Communities Together programme, Croydon Voluntary Action (CVA) and Croydon Council have set up six Local Community Partnerships (LCPs) holding 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 to the partnership and the emerging Community Plans.

Our aims 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' via this [link](#)

### **Locality Commissioning Model**

One Croydon's Healthy Communities Together work streams 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 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 gets funded across each locality. The model is designed to bring greater transparency and accountability to local commissioning.

*'The proposal is that the current Local Voluntary Partnership (LVP) & Mental Health Local Voluntary Partnership (MHLVP) grants funds 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 South-East Local Community Partnership - Co-creating the Community Plan

By June 2023 we'd held 10 'Local Community Partnership' events in Croydon South East (which includes the New Addington, Fieldway, Addington Village, Forestdale, Monks Hill and Selsdon communities) involving people and communities (including; 68 Voluntary and Community Organisations and 103 Voluntary and Community Sector staff) we've celebrated some of the phenomenal local assets in the area (the most valuable of which is the local people) and initiated locally owned Community Plans with input from 148 individuals living and working in the locality. For notes from previous meetings see the Locality Webpage: [Simply Connect Croydon - Croydon South East Local Community Partnership](#)

This Community Plan is evolving and live 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 South-East have been summarised in the table below:

	<b>Outcome</b>	<b>Actions</b>	<b>Who</b>	<b>Funding proposals &amp; Sources of funding (in consultation with Council &amp; NHS Commissioners)</b>
1.	<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.	<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> </ul>	Croydon Voluntary Action's (CVA's) Community Facilitator. VCS. One Croydon MDT for the locality. CVA's Community Facilitator.	Locality funding for host VCS organisations to run and sustain Community Hubs, e.g. heating, lighting, refreshments etc. costs. <b>LVP fund</b>

		<ul style="list-style-type: none"> <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 MDTs to consistently support and attend each Hub</li> </ul>	<p>Multi-Disciplinary Team (MDT). CVA's Community Facilitator. VCS.</p> <p>MDT. One Croydon. CVA's Community Facilitator. Council's 'Front Door' Team</p> <p>MDT. One Croydon.</p>	<p>Funding for the Community Facilitator to have enough capacity in to set-up, promote and co-ordinate the growing network of Community Hubs LVP fund</p> <p>N.A.</p>
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### Key Achievements

- **New Addington Community Hub at 'New Addington Pathfinders'** – held every Wednesday 10.30am -1.30pm and had it's one-year anniversary.
- **Fieldway Community Hub at the Family Centre, Fieldway** – held every first and third Tuesday of the month, 10-12.30pm. Launched on 21st January 2023, building on all the great partnership work already taking place in the Fieldway community
- **Selsdon Community Hub at Selsdon Baptist Church** - The Hub paused due to the following issues: once a month not being frequent enough to become established, accessibility difficulties (up a slope) and greater demand in other parts of the locality. The partnership working between the Baptist Church, Jubilee Church and Selsdon Retirement Centre continues.

<p>2.</p>	<p><b>Mental Health</b> - Residents will have better mental health and well-being through taking local opportunities related to 'The Five Ways to Well-being':</p> <ol style="list-style-type: none"> <li>1. Connecting with other people (tackling Social Isolation)</li> <li>2. Being physically active</li> <li>3. Learning new skills</li> <li>4. Giving to others</li> <li>5. Paying attention to the present moment or 'mindfulness'</li> </ol>	<ul style="list-style-type: none"> <li>• This outcome will be achieved by partnership working, initially in the Fieldway, New Addington and Selsdon communities. The work will focus on <b>New Addington 'Good Samaritans' Pop-in.</b> It will build upon and join-up existing opportunities, as well as filling gaps by introducing new activities and sources of support. Ideas highlighted by Local Community Partnership members include: <ul style="list-style-type: none"> <li>- Intergenerational Work between people later in life living in the locality and neighbouring schools/colleges</li> <li>- Exploring opportunities related to coffee mornings at The Family Centre, The Centre for Change, New Addington Pathfinders, New Addington Baptist Church and other local organisations</li> <li>- Exploring opportunities related to Good Food Matters 'MENSHERD', cookery and food growing activities.</li> <li>- Exploring opportunities related to choirs, music, dance and art.</li> </ul> </li> </ul>	<p>New Addington 'Good Samaritans' Pop-in  Centre of Change, New Addington.  Family Centre, Fieldway.  New Addington Pathfinders.  Selsdon Contact.  Good Food Matters, Fieldway.  Age UK Croydon.  Community Facilitator.  CVA Director of Communities.</p>	<p>LVP Funds</p>
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		<ul style="list-style-type: none"> <li>- Exploring opportunities related to local green spaces such as volunteering to do conservation activities and litter-picking</li> <li>- Exploring opportunities relating to IT skills such as those provided by Clear Community Web at the Family Centre and Community Fibre at New Addington Pathfinders</li> </ul>		
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### Key Achievements

- Group consisting of representatives from New Addington 'Good Samaritans' Pop-in, Centre of Change, Family Centre, New Addington Pathfinders, Selsdon Contact, Good Food Matters, Age UK Croydon and CVA's Director of Communities set up in April 2023. Plans being developed for these partners to increase support for residents who attend the Pop-in. This will achieve outcomes related to Social Isolation and Cost of Living challenges through intergenerational work using links with local schools, Mental Health Training, Mentoring, Health & Social care courses, Hot Meal Provision, Breakfast Clubs, Food Delivery, support with 'Cooking on a Budget', Health & Well-being events and the increased shared usage of the Pop-In's van.

2.	<p><b>On poverty - 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>	<ul style="list-style-type: none"> <li>• Support (storage, volunteers, donations etc) for local Food Banks, Soup Kitchens etc. so that they can make best use of donated food and essentials</li> <li>• Emergency fund</li> </ul>	<p>VCS, CVA, One Croydon</p> <p>Community Facilitator</p>	<p>Locality funding to promote, sustain and grow existing Food Hubs, Soup kitchens etc. LVP</p> <p>Funds for very small one-off contributions to struggling individual</p>
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	<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"> <li>• Provide advice on benefits and fuel at Community Hubs (see 'On Cost of Living' below)</li> </ul>	<p>DWP. Croydon Healthy Homes. Other Benefits Advisors</p>	<p>residents waiting for UC/benefits release Household Support Fund</p> <p>N/A</p>
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### Key Achievements

- Known groups responding to food poverty working in partnership (e.g. St. Francis Church in Monk's Hill, the Family Centre in Fieldway, Salvation Army's 'The Vine' in New Addington, Selsdon Food Hub, Good Food Matters and New Addington Baptist Church). See Simply Connect LCP South East and Food Banks

	<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 (New Addington Pathfinders survey)</li> </ul>	<p>Community Hubs. Citizen's Advice Croydon. Mind in Croydon. Community Facilitator. 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 and Household Support Fund</p> <p>N/A</p>
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	<p>(See CORE20 data*** New Addington has a large number of people experiencing barriers to housing)</p>	<ul style="list-style-type: none"> <li>Issue identified with lack of face- to-face GP appointments in New Addington and Fieldway. GPs to be invited to work with people and communities (through LCP) on what can be done.</li> </ul>	<p>LCP members, GPs, CVA Community Facilitator, Healthwatch Croydon</p>	<p>N/A</p>
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**Key Achievements**

- Change Stories from Community Hubs
- Practice Managers to attend next LCP

	<p><b>Training and Employment</b>  - Improved social and emotional wellbeing, wider range of skills and enhanced employment opportunities through participation in Adult Education courses</p> <p><i>Training and employment are important determinants of good health. Increasing Social Prescribing (SP) referrals into adult education can help patients' social and emotional wellbeing, improve skills and open up employment opportunities (Good Work Recovery Mission)</i></p>	<ul style="list-style-type: none"> <li>Free adult education and training to be available locally with information available at Community Hubs. Adult education providers are invited to work with the Local Community Partnership and residents to identify and deliver more courses of benefit to local people in a local setting</li> <li>Provide employment and career advice in the Hubs</li> </ul>	<p>CALAT. Education Development Trust. LSBU. Clear Community Web, Ourspace, Groundwork, Croydon Commitment, Aim4Work, The Education Development Trust, Monk's Hill, Schools/colleges</p> <p>As above</p>	<p>Funds to be made available to run sessions  DWP</p> <p>Locality funds to be made available to run sessions  DWP</p>
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	<p>(CORE20 data*** New Addington shows very high deprivation driven by low income, employment and take up of adult education)</p>	<ul style="list-style-type: none"> <li>• Setting up a Human Library - gaining from others experience about careers, history, lived experiences '<u>Unjudge someone - The Human Library Organization</u>'</li> </ul>	<p>St Christopher's</p>	<p>Locality funds to be made available to run sessions DWP</p>
<p><b>Key Achievements</b></p> <ul style="list-style-type: none"> <li>• Clear Community Web running digital inclusion sessions in The Family Centre – Fieldway</li> </ul>				
	<p><b>Connection</b> – Residents feel safer, healthier and happier through being better connected to the people and opportunities around them. Social activity and peer support combats Social Isolation</p>	<ul style="list-style-type: none"> <li>• <i>Community Asset Transfers</i> to free up buildings in every locality for use as Community Hubs and/or to rescue services at risk of reduction or closure</li> <li>• Invite proposals for intergenerational activities and activities for people in later life</li> <li>• List of trusted people that older people can call on for odd jobs/support</li> </ul>	<p>Council. Communities First. ReNA. CVA Community Facilitator</p> <p>Age UK Croydon. Centre of Change. St Christopher's. Council's Over 65 Social Work Team. Council's Extra Care Housing Teams. CVA Community Facilitator.</p> <p>Selsdon Contact, New Addington Pathfinders, Age UK Croydon,</p>	<p>N/A</p> <p>To fund a project on Intergenerational Work between people later in life living in the locality and neighbouring schools/colleges MH LVP funds</p> <p>Funding for the upkeep of the locality-based webpages LVP funds</p>

		<ul style="list-style-type: none"> <li>• Develop activities with older people to enable them to live safe and meaningful lives</li> <li>• 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.</li> <li>• Partnerships working towards Dementia Friendly status</li> </ul>	<p>CVA Community Facilitator – Locality-based webpages</p> <p>Centre of Change, Age UK Croydon</p> <p>VCS, Active Citizens, Mental Health First Aid Training Providers, LCP members</p> <p>All</p>	<p>LVP funds</p> <p>MH LVP funds</p> <p>N/A</p>
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**Key Achievements**

- Centre of Change and Age UK Croydon working together around new opportunities for person centred activities

<b>Communication</b> - greater knowledge of local support/activities available	<ul style="list-style-type: none"> <li>• Street Champions working at a street/estate level to develop role, task description and mobilise.(See Heating &amp; Eating)</li> </ul>	<p>Croydon Covid-19 Mutual Aid with CVA, Neighbourhood Watch, St Christopher's, Age UK Croydon,</p>	<p>Locality funds to be available for small activity costs (Identity badges, volunteer expenses)</p> <p>LVP grants/ Household Support Fund</p>
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		<ul style="list-style-type: none"> <li>• South East Locality Webpages- incl. database of free/low cost community activities: <u>Simply Connect Croydon - Croydon South East Local Community Partnership</u></li> <li>• Hold Community Showcase events/'Community Fayres' in the different communities of the locality to promote assets, opportunities and activities</li> <li>• Produce, distribute and display posters/flyers publicising LCP events, Community Hubs, Community Fayres and other community assets, opportunities and events</li> </ul>	<p>Local faith group leaders, CVA Community Facilitator</p> <p>LCP members, CVA</p> <p>LCP members</p> <p>LCP members</p>	<p>Funds to sustain and update webpages <b>Community Fund</b></p> <p>Locality funds to be available for event costs (refreshments, venue hire etc.) <b>Community Fund</b></p> <p>Funds for promotional materials <b>Community Fund</b></p>
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**Key Achievements**

- Locality webpage
- Flyers/posters being distributed for Community Hubs and LCP events
  - NA Carnival and Community Spotlight event in June 2023

	<p><b>On Learning Disabilities</b> To make Croydon the happiest, healthiest and safest place for children and adults with learning disabilities to live by being part of Croydon's <i>Learning Disability Alliance</i>. This Alliance will create a Learning Disability Strategy</p>	<ul style="list-style-type: none"> <li>Support the achievement of all the outcomes identified in the Learning Disability Strategy</li> </ul>	<p>LCP members, Learning Disability Alliance members</p>	<p>Locality funds to be available for activity costs <b>Community Fund</b></p>
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**Key Achievements**  
**Mencap Community Partner active at Community Hub**

	<p><b>On Safety –</b> To make the communities of the South-East Croydon locality safer by stopping knife-crime  <i>(CORE20 data*** New Addington has a high school-aged population and barriers to housing and crime)</i></p>	<ul style="list-style-type: none"> <li>Support the <i>Croydon Model of Youth Provision</i> that brings mentoring, relationship-building and sports, arts and environmental activities into primary/secondary schools, colleges and Community Hubs, targeting our most vulnerable young people – and their parents</li> </ul>	<p>ReNA, CVA, LCP members</p>	<p>Locality funding for youth provision incl: mentoring, sports, arts and the environment <b>LVP grants</b></p>
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**Key Achievements**

- Promoting ReNA's partnership work through film: <https://youtu.be/-MLH18L9y4I>
  - Safe Havens in New Addington - Change Story

## **Conclusion**

This Community Plan for Croydon South 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 continually worked on by the Local Community Partnership Croydon South 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, disproportionally 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.

**New Addington** has 24,000 of the CORE20 population. There is a high school-aged population and very high deprivation driven by income, employment, education and barriers to housing and crime.