

# Croydon Central East Local Community Partnership (LCP)

## Community Plan

### Introduction

This Community Plan for the Croydon South West 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 South West 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 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 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 South West Local Community Partnership - Co-creating the Community Plan

By June 2023, ten 'Local Community Partnership' events had been held in Croydon South West (which includes Purley, Woodcote, Purley Oaks, Riddlesdown, Sanderstead, Kenley, Coulsdon and Old Coulsdon communities) involving people and communities, including; 107 Voluntary and Community Sector staff from 71 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 168 individuals living and working in the locality**. For notes from previous meetings see the Locality Webpage: [Croydon South West - Local Community Partnership - Croydon Voluntary Action \(cvalive.org.uk\)](http://Croydon South West - Local Community Partnership - Croydon Voluntary Action (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 South West have been summarised in the table below:

Croydon South West – Local Community Plan				
February 2023				
	Outcome	Action	Who?	Funding Proposals and Sources of Funding agreed by Council and NHS Commissioners
1.	<b>Community Hubs –</b>	<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</li> </ul>	<ul style="list-style-type: none"> <li>✓ Community Facilitator</li> <li>✓ VCS workers</li> <li>✓ 'One Croydon'</li> </ul>	Locality funding for host VCS organisations to run

<p>At Community Hubs, local residents will be connected to local activities, groups and services. Outcomes identified at the Hubs and related Action Plans will enable ...</p> <p>...residents to take next steps towards safer, healthier and happier lives.</p> <p>Over time, different Community Hubs will be set up in the different</p>	<p>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.</p> <ul style="list-style-type: none"> <li>• Community Facilitator to co-ordinate the setting-up and running of Community Hubs</li> </ul>	<ul style="list-style-type: none"> <li>✓ Multi-disciplinary Team (MDT) for the locality</li> <li>✓ Library staff</li> </ul> <ul style="list-style-type: none"> <li>✓ Community Facilitator</li> <li>✓ VCS workers</li> <li>✓ 'One Croydon'</li> </ul>	<p>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>Funding for the Community Facilitator to have enough capacity in the South 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> </ul>
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	<p>communities across the South West Locality</p>	<ul style="list-style-type: none"> <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 Team (MDT) to consistently support and attend each Hub</li> <li>• Options for a venue/organisation to host the first Community Hub in the SW LCP are being considered</li> </ul>	<ul style="list-style-type: none"> <li>✓ Community Facilitator</li> <li>✓ MDT</li> <li>✓ VCS workers</li> <li>✓ Local Community Partnership (LCP) members</li> </ul> <ul style="list-style-type: none"> <li>✓ MDT</li> <li>✓ 'One Croydon' team members</li> <li>✓ Community Facilitator</li> <li>✓ Council's 'Front Door' Team</li> </ul> <ul style="list-style-type: none"> <li>✓ Community Facilitator</li> <li>✓ Lynda Graham – Senior Community Facilitator</li> </ul>	<ul style="list-style-type: none"> <li>➤ South-West London Integrated Care System (SWL ICS).</li> <li>➤ CORE20</li> </ul> <p>Not Appropriate (N.A.)</p> <p>N.A.</p>
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<b>Key achievements:</b> <b>Old Lodge Lane Baptist Church are ready to launch as a Community Hub  Community Builder for Croydon South West in post and supporting set up</b>				
2.	<b>‘Community Champions’</b> - To improve the safety, health and happiness of local residents through strength-based conversations held on door-steps. Community	<ul style="list-style-type: none"> <li>• Building upon existing good practice of the Covid19 Mutual Aid street-based work, identify a neighbourhood/community in the locality where a ‘Community Champions’ network can be established</li> <li>• Agree safe and effective ways for Community Champions to work, covering : <ul style="list-style-type: none"> <li>- DBS checks/safety</li> <li>- Identity Cards</li> <li>- publicity and promotion</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ LCP Members</li> <li>✓ Community Champions’ Working Party – led by Ben Taylor</li> <li>✓ ‘Community Champions’ Working Party – led by Ben Taylor, Croydon Voluntary Action (CVA)</li> </ul>	Funding for ID Cards, training and other aspects of the scheme yet to be agreed

<p>Champions will listen and seek to intervene as early as possible so that who are residents facing challenges avoid ending up in more serious crisis situations.</p> <p>Community Champions will look to connect residents to local people, opportunities, groups and events that offer positive solutions and outcomes.</p>	<ul style="list-style-type: none"> <li>- what support can and cannot be offered</li> <li>- knowledge of local sources of support including active citizens, organisations, groups, events and services</li> <li>- links with 'Ward Panels' and the Police's 'Safer Neighbourhood Teams'</li> <li>- training and support for Community Champions</li> </ul>	<ul style="list-style-type: none"> <li>✓ Lynda Graham – Senior Community Builder</li> <li>✓ LCP Members</li> </ul>	
		<ul style="list-style-type: none"> <li>✓ Ben Taylor (CVA)</li> </ul>	

		<ul style="list-style-type: none"> <li>• Next meeting of the Working Party is on 21.2.23. Emerging plans to be shared and discussed with LCP members at the next SW LCP meeting</li> <li>• Keep sharing information about any door-step-based support that is being offered by active citizens or organisations working in the communities of the South West Locality.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Lynda Graham</li> <li>✓ LCP members to liaise with Ben Taylor (CVA)</li> </ul>	
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**Key Achievements:**

- Community Champions Working Party set-up in January 2023 bringing together experienced facilitators of door-step based support in Croydon and those keen to set-up new schemes

3.	<p><b>Mental Health</b></p> <p>Local residents will have better mental health, well-being and</p>	<ul style="list-style-type: none"> <li>• Map and share information about the wide range of groups, places, opportunities and events in the South West locality by keeping the <i>'Community-based Support, Activities and Opportunities</i></li> </ul>	<ul style="list-style-type: none"> <li>✓ LCP Co-Chairs</li> <li>✓ Lynda Graham, Senior Community Builder</li> <li>✓ LCP members</li> <li>✓ Sarah Burns (CVA)</li> </ul>	
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<p>overall quality of life.</p>	<p><i>in the Croydon South-West locality</i>' list up-to-date. For now, please send information to Sarah Burns (CVA) - <a href="mailto:sarah.burns@cvalive.org.uk">sarah.burns@cvalive.org.uk</a> These sources of support should include 'informal', non mental health specific opportunities such as friendly cafes, e.g. Priscillas in Sanderstead, The Corner House Tea Room in Hamsey Green and the café at Christ Church in Purley Longer opening hours would also help.</p> <ul style="list-style-type: none"> <li>• Building upon the shared knowledge of what is available in the Locality, other sources of support that LCP members have identified as needing to be increased include: <ul style="list-style-type: none"> <li>- More befriending schemes needed</li> <li>- More After-school clubs for young people needed</li> <li>- Set-up more Intergenerational work between young people and people later in life</li> </ul> </li> </ul>	<p>✓ LCP Members to share any further ideas on these potential areas of action with Sarah Burns, <a href="mailto:sarah.burns@cvalive.org.uk">sarah.burns@cvalive.org.uk</a> prior to further discussion and planning at the next SW LCP meeting</p>	
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		<ul style="list-style-type: none"><li>- Set-up more 'informal' sources of community support such as friendly cafes. Longer opening hours would also help</li><li>- More counselling, Talking Therapies and peer-to-peer support sessions needed</li><li>- Telephone Helplines such as Samaritans and the Alzheimer's Society are highly valued and could be more widely publicised</li></ul> <p>(CONTINUED BELOW)</p> <ul style="list-style-type: none"><li>- Male focus – establish more 'Men in Sheds' projects, e.g. Good Food Matters in Fieldway, as well as Barbers-based projects, Breakfast/Coffee-based projects and online groups for men</li><li>- Provide Health Education, Self-care ownership and</li><li>- Increase anger Management opportunities</li></ul>		
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		<ul style="list-style-type: none"> <li>- Expand the Warm Spaces scheme and promote the directories that let people know where they are.</li> <li>- Explore the creative use of Croydon's library spaces, e.g. the work that the Friends of Sanderstead Library group are doing to try to set up a Community Hub at that venue on the days it is not open as a library</li> </ul> <p style="text-align: center;">(CONTINUED BELOW)</p> <ul style="list-style-type: none"> <li>- Set up a 'Community Champions' network in the locality to call at houses and connect people to local sources of support as early as possible. Reach people who are lonely/isolated/depressed. Encourage 'Neighbourly Love'...</li> </ul>	<ul style="list-style-type: none"> <li>✓ SEE 'COST OF LIVING – HEATING AND EATING' BELOW</li> <li>✓ SEE 'COMMUNITY CHAMPIONS' ABOVE</li> </ul>	
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<b>Key Achievements</b>				
<ul style="list-style-type: none"> <li>• <i>'Community-based Support, Activities and Opportunities in the Croydon South-West locality'</i> Directory produced and distributed via email and in paper form</li> </ul>				
4.	<b>Cost of Living – 'Heating &amp; Eating'</b>  Residents are warm and have enough food to eat through inclusive support for all	<ul style="list-style-type: none"> <li>• Increase awareness of the 'Warm Spaces' initiative – share information at Local Community Partnership meetings and the link to the Council's Warm Spaces webpage which gives details/links to the Council's Warm Spaces Directory, Croydon Voluntary Action's (CVA) Warm Spaces directory (via Simply Connect) and the National Warm Spaces Directory as well as</li> </ul>	✓ LCP Members	

<p>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>some other related information:  <a href="https://www.croydon.gov.uk/community-and-safety/warm-spaces">https://www.croydon.gov.uk/community-and-safety/warm-spaces</a></p> <ul style="list-style-type: none"> <li>• Identify gaps, particularly in deprived areas, where Warm Spaces could be set-up</li> <li>• Use non-digital methods to share information such as posters, flyers and printed newsletters. Examples to be shared at LCP meetings.</li> <li>• Continue to share information about support provided by Malcom Bell's Croydon Healthy Homes Team – <a href="mailto:Malcolm.Bell@croydon.gov.uk">Malcolm.Bell@croydon.gov.uk</a></li> </ul> <p>Other suggested actions:</p> <ul style="list-style-type: none"> <li>• Make information better illustrated with a more structured message</li> </ul>	<ul style="list-style-type: none"> <li>✓ LCP members</li> <li>✓ LCP members</li> <li>✓ LCP Members</li> <li>✓ Malcolm Bell</li> </ul>	
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		<ul style="list-style-type: none"> <li>• Make 'Warm Spaces' sound more attractive</li> <li>• Send out a Warm Spaces leaflet/list with residents' Council Tax Bill</li> <li>• Use the weekly Mayors Update to publicise warm Spaces</li> <li>• More information, advice and guidance</li> </ul>	<ul style="list-style-type: none"> <li>✓ LCP Members to share any further ideas on these potential areas of action with Sarah Burns, <a href="mailto:sarah.burns@cvalive.org.uk">sarah.burns@cvalive.org.uk</a> prior to further discussion and planning at the next SW LCP meeting</li> </ul>	
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**Key Achievements**

- Warm Spaces set-up at Bradmore Green, Sanderstead and Coulsdon Libraries, as well as at Old Coulsdon Congregational Church, All Saints Church, Kenley, at The Hub on the Hill at St Barnabus Church in Purley, at Purley United Reform Church and at The Hub at Kenley Memorial Hall

5.	<p><b>Transport</b></p> <p>Local Residents will be able to access activities, groups, events and opportunities</p>	<p><b>SUGGESTIONS MADE AT THE FEBRUARY 2023 SW LCP MEETING – TO BE DISCUSSED FURTHER AND MORE DETAILED PLANS TO BE AGREED:</b></p> <ul style="list-style-type: none"> <li>• More work needed to identify and map what transport-related sources of support we have in the locality? What areas are covered?</li> </ul>	<ul style="list-style-type: none"> <li>✓ Any possible solutions related to these suggestions to be shared with Sarah Burns – <a href="mailto:sarah.burns@cvalive.org.uk">sarah.burns@cvalive.org.uk</a></li> </ul>	
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<p>using safe, affordable and comfortable transport</p>	<p>What pockets of transport support are there?</p> <ul style="list-style-type: none"> <li>• What is the need?</li> <li>• Sharing information about who has mini-buses that could be used, e.g. <ul style="list-style-type: none"> <li>- Croydon Mencap mini-bus</li> <li>- Legacy Youth Zone</li> <li>- Bumble Bee. Stella</li> <li>- St Giles School vehicles?</li> <li>- Sea Cadets vehicles?</li> <li>- Multiple Sclerosis (MS) Society bus?</li> </ul> </li> <li>– Croydon Support Group based at Christ Church –  <a href="mailto:Croydonsupport@mssociety.org.uk">Croydonsupport@mssociety.org.uk</a> <ul style="list-style-type: none"> <li>- Mini-bus – Kaysen?</li> <li>- CARS – support Dileep!</li> </ul> </li> <li>• More volunteer drivers are needed</li> <li>• Croydon Accessible Transport (CAT) mini-buses – are they still in operation?</li> <li>• Kenley Connecting Group?</li> </ul>	<p>Prior to further discussion and planning at the next SW LCP meeting</p>	
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	<ul style="list-style-type: none"><li>• Greater London Authority (GLA) – green transport – means a plan could be put in to action.</li><li>• NHS Hospital non-emergency Patient Transport Services (PTS) – availability?</li><li>• Training mini-bus drivers</li><li>• Many excellent Volunteer Drivers already supporting residents, e.g. via Sanderstead Neighbourhood Care (SNC)</li><li>• Purley Taxis?</li><li>• What transport has the Council?</li> <li>• Look at transport support in other Localities</li></ul>		
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**Key Achievements:**

<p>6. Communication</p> <p>Residents will have a greater knowledge of local sources of support available from active citizens, groups, organisations and events.</p>	<p><b>SUGGESTIONS MADE AT THE FEBRUARY 2023 SW LCP MEETING – TO BE DISCUSSED FURTHER AND MORE DETAILED PLANS TO BE AGREED:</b></p> <ul style="list-style-type: none"> <li>• Map and share information about the wide range of groups, places, opportunities and events in the South West locality on CVA’s Simply Connect Directory and by keeping the ‘<i>Community-based Support, Activities and Opportunities in the Croydon South-West locality</i>’ list up to date. For now, please send information to Sarah Burns (CVA) - <a href="mailto:sarah.burns@cvalive.org.uk">sarah.burns@cvalive.org.uk</a></li> <li>• Need to make people aware of how residents can get to/access support services, e.g. making use of the Social Prescribing service at G.P. practices</li> </ul>	<p>✓ Any possible solutions/ideas related to these suggestions to be shared with Sarah Burns – <a href="mailto:sarah.burns@cvalive.org.uk">sarah.burns@cvalive.org.uk</a> Prior to further discussion and planning at the next SW LCP meeting</p>	
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		<ul style="list-style-type: none"><li>• Need to take in to account different learning styles</li><li>• Paper copies of information still needed for many local residents, including posters in GP surgeries</li><li>• Visual information also helps many residents to understand, as does 'Easy-read versions</li><li>• How to reach young people?</li><li>• Need to put information in the right places, e.g. information about support for women experiencing domestic abuse being put in women's toilets</li><li>• How to establish good communication between services?</li><li>• Training and awareness</li><li>• Digital training, e.g. Clear Community Web's new session at the Purley Cross</li></ul>		
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	<p>Centre in Purley Baptist Church and in Libraries.</p> <ul style="list-style-type: none"><li>• Special equipment needed such as dictation tools</li><li>• Mediation needed to reduce conflict</li><li>• Set up a 'Community Champions' network in the locality to call at houses and connect people to local sources of support as early as possible – 'Prevent. Delay. Reduce'.</li></ul>		
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**Key Achievements:**

- *'Community-based Support, Activities and Opportunities in the Croydon South-West locality'* Directory produced and distributed via email and in paper form