

## Croydon North West Local Community Partnership - Co-creating the Community Plan

By July 2024, fourteen 'Local Community Partnership' events had been held in Croydon North West (which includes Norbury, Pollards Hill, West Thornton Heath & Bensham Manor communities) involving people and communities, including; 139 Voluntary and Community Sector staff from 93 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 252 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)

Community Plans go beyond identifying need by taking an outcomes focused approach that identifies gaps. 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 North West have been summarised in the table below:

### Community Plan for Croydon North West, November 2024

	<b>Key themes &amp; Outcomes</b>	<b>Co-production in design &amp; delivery</b>	<b>Current Activity</b>	<b>Evidence base</b>	<b>Alignment</b>	<b>Filling the gaps</b> -What needs to happen
	Community Hubs  <i>Healthy, safe and well-connected neighbourhoods and communities*</i>	Brigstock Road Community Hub is led by Asian Resource Centre Croydon with 15 partners attending the 'Community Hub'	<b>Brigstock Road Community Hub</b> At Brigstock Road Community Hub you can learn about the resources and various support services available to you: <ul style="list-style-type: none"> <li>• Monthly creative workshops</li> <li>• Meet paid workers from the health, community and statutory sector</li> </ul>	Upshot-quarterly monitoring reports to OCA quantitative (incl. SMART outcomes data) and qualitative	Joint Local Health & Wellbeing Strategic Plan 2024/29 (Priority 3)* <i>'Our Community Hubs offer holistic support</i>	Sustain 'Brigstock Road' for community use  Challenges identified by LCP incl: Gather information from people on the local support they want at a Hub and use that

	<p>Increased independence</p> <p>Improved mental and physical health</p> <p>Increased social contact and community support</p>	<p>Further community engagement needed</p> <p>Ongoing interconnection with stakeholders incl. VCOs and NHS</p> <p>More work needed with GPs/SPLWs/Health professionals to enable effective co-production</p>	<p>Link to full list of activities at Brigstock Road Community Hub:  <a href="https://www.arccltd.com/projects/community-hub">https://www.arccltd.com/projects/community-hub</a></p> <p>Mondays 10.00- 13.00. Contact, <a href="mailto:communityhub@arccltd.com">communityhub@arccltd.com</a></p> <p>Strengthen other Community Hubs incl:          Thornton Heath Library          Bensham Hall          Haslemere Hall          Queen's Community Centre          Mencap Croydon          St. Jude's with St. Aiden Church          Norbury Library          Harlow Hall Hub          Holmesdale Community Gardens</p>	<p>(incl. change stories)</p> <p>Joint Outcomes and Monitoring Framework with key performance indicators to track progress towards our goals</p>	<p><i>to our communities.. and are a place for our residents to meet and connect with others.'</i></p> <p>Croydon Council adopted NDTi Community Led Support Resource Wheel incl: 'Strength based conversations' -ASC          Transformation Plan, Newtons</p>	<p>intelligence to shape the Hub team</p> <p>Opening hours are limited for access (weekends/evenings needed)</p> <p>Need private spaces at the hub to be inclusive for activities such as Maureen's hair hygiene</p> <p>Satellite hubs- more interconnection needed</p> <p>Outreach join up into homes through NDTs, Community Builders and Community Champions</p> <p>Identify and enable other Community Hubs</p>
	<p>Later Life</p> <p><i>Supporting our older population to live healthy, independent and fulfilling lives*</i></p> <p>Increased independence</p>	<p>Lead partners such as: AUKC, ASKi, Cassandra Centre and We Love Norbury have fed into LCP plans</p> <p>"Roots, know where you're from to embrace the future"          LCP member</p>	<p><b>Intergenerational Youth Worker (IYW)</b> hosted by Reaching Higher Youth Charity to lead on the development of intergenerational projects with key stakeholders, extending existing activities and co-create new opportunities, both within schools, youth projects as well as with NEETs.</p> <p>Welcoming opportunities, lunch clubs in existing cultural spaces for intergenerational connection incl. AYDA Centre   African Youth Development Association and Community Cafe, Advice Support Knowledge Information</p>	<p>Joint Outcomes and Monitoring Framework with key performance indicators to track progress towards our goals</p>	<p>Joint Local Health &amp; Wellbeing Strategic Plan 2024/29 (Priority 5)*</p> <p>Croydon's Proactive and Preventative Care Model</p> <p>Population Health</p>	<p>Intergenerational activities parent and child groups in welcoming community spaces and activities that celebrate cultural identity</p> <p>Sustain and help groups initiate opportunities enabling people to keep independent</p>

	<p>Improved mental and physical health</p> <p>Increased social contact and community support</p>	<p>H&amp;WB Survey underway of LCM funded partnership</p>	<p>(aski.org.uk) and <a href="#">Cassandra Centre - Cassandra Centre</a></p> <p>Digital Ambassadors- Intergenerational paid work experience with ClearCommunityWeb (CCW) in libraries at the Community Hub</p> <p>Since Covid care homes in Croydon have stopped providing entertainment.</p> <p>Dementia Friendly Borough, Memory Café's such as Stanley Arts</p> <p>Community Champions- Mutual Aid/door knocking legacy to connect people to local activities/support through neighbours. Good practice being shared. Contact <a href="mailto:Andrew.slegg@croydon.gov.uk">Andrew.slegg@croydon.gov.uk</a></p> <p>Specialist Information, Advice and Guidance (IAG) provision</p> <p>Death literacy- compassionate conversations</p>		<p>Management Programme</p> <p>ICN+ Programme</p> <p>Croydon's Dementia Strategic Plan</p>	<p>A People Library (life stories/ skills/experiences) to be taken into schools, once worked up to link with the Croydon Youth Consortium (joined up community offer for schools).</p> <p>Sustain opportunities to learn social media</p> <p>Invite entertainment back into care homes.</p> <p>Sustain and incr. dementia support such as Memory Tree Cafes</p> <p>Coordination of neighbourhood groups to connect people into community life</p> <p>More specialist IAG provision needed, incl. in-person IAG</p> <p>Sustain and create more spaces for compassionate conversations</p>
	<p>Young people</p> <p>Supporting our children, young</p>	<p>LCP North East Survey to identify what support they want</p>	<p>RH intergenerational activities incl: Survey with AUKC</p> <p>Careers Fair in Aug. at Tumble Gardens</p>	<p>Upshot- quarterly monitoring reports to OCA as above</p>	<p>Joint Local Health &amp; Wellbeing Strategic Plan 2024/29</p>	<p>PREVENTION:</p> <p>- incr. youth-led activities incl. lunch time and after school clubs</p>

	<p>people and families*</p> <p>Increased independence</p> <p>Improved mental and physical health</p> <p>Increased social contact and community support</p>	<p>Reaching Higher's survey</p> <p>80% of young people report better health &amp; wellbeing had improved as a result of taking part in activities</p>	<p>'Croydon Model of Provision' (Reedham/CVA Youth Investment Fund) Schools/Colleges connect to mentoring, sports, arts, environmental activities</p> <p><a href="mailto:Steve.Phaure@cvalive.org.uk">Steve.Phaure@cvalive.org.uk</a> or <a href="mailto:Sarah.Smart@Reedham.co.uk">Sarah.Smart@Reedham.co.uk</a></p> <p>Education, training and employment</p>	<p>Joint Outcomes and Monitoring Framework with key performance indicators to track progress towards our goals</p>	<p>(Priority 4)*</p> <p><i>'9,041 7-to-16 year olds were estimated to have a probable mental disorder in Croydon (Mental Health of Children and Young People in England Survey, 2023'</i></p> <p>Croydon young people and families plan 2020/24</p>	<p>- help to identify skills</p> <p>- mental health First Aid for teens</p> <p>- volunteer/work opportunities needed</p> <p>Sustain/create spaces for young people, network of sanctuaries to "hang out"</p> <p>'At risk' included incl. NFA, young carers, care leavers and challenging behavior</p> <p>- Interventions needed</p> <p>- culturally appropriate</p>
	<p>Heating &amp; eating</p> <p><i>Cost of living: supporting our residents to 'eat, sleep and have heat'</i></p> <p>Increased independence</p> <p>Improved mental and physical health</p> <p>Increased social contact and community support</p>	<p>Lead partners providing poverty support incl. Cassandra Centre, Queens Community Centre, His Grace, ARCC, Healthy Homes and Citizen's Advice Croydon (CAB) have inputted into LCP</p> <p>Health &amp; Wellbeing Survey of LCM partnership activity underway</p>	<p>Housing Officers, Healthy Homes and ward Councillors attend the Community Hub</p> <p>GLA Food Roots- small funds to sustain and grow</p> <p>Croydon's Food Poverty Network meets quarterly</p> <p>Increase in numbers of people presenting in food poverty</p>	<p>Upshot- quarterly monitoring reports on LCM to OCA quantitative (incl. SMART outcomes data) and qualitative (incl. change stories)</p> <p>Upshot- H&amp;WB Survey results</p> <p>Joint Outcomes and Monitoring Framework with key performance indicators to track progress</p>	<p>Joint Local Health &amp; Wellbeing Strategic Plan 2024/29 (Priority 2)</p> <p><i>- 'around 1 in 3 children under 16 years of age lived in poverty (Child poverty rates, 2021/22).'</i></p> <p>Work with the H&amp;WBB to establish a 'Cost of Living Action Group'</p>	<p>Improve housing: Poor stock and many property owners will not take families- intervention needed</p> <p>Action needed on street homeless and vulnerably housed</p> <p>Food Poverty Strategy and Action Plan needed for Croydon</p> <p>Projects to increase donations of food and essentials, volunteer recruitment &amp; co-ordination, education to reduce stigma</p>

			<p>Enable people to access support &amp; benefits they're entitled to with specialist IAG</p> <p>Workshops at the Community Hub initiated by the NW Community Builder</p>	towards our goals		<p>More specialist IAG</p> <p>Training &amp; resources on accessing Information Advice &amp; Guidance (IAG)</p> <p>Crisis Fund v. small one off contributions</p> <p>Telephone helpline option for council tel. no to direct to community support</p> <p>Sustain and enable community-led peer support groups</p>
<p>Mental health &amp; wellbeing</p> <p><i>Good mental health and wellbeing for all*</i></p> <p>Increased independence</p> <p>Improved mental and physical health</p> <p>Increased social contact and community support</p>	<p>Lead partners incl: Mind in Croydon, Croydon Drop In, Off the Record and The BME Forum have inputted through the LCPs</p> <p>H&amp;WB survey of LCM participants is underway</p>	<p>Community Mental Health First Aiders (MHFA) We have 1000 Mental Health First Aiders in Croydon, we have a list of trained people (with Public Health) let's use them.</p> <p>Croydon Mental Health Alliance (CMHA) coordinating and aligning community responses to critical mental health issues contact, <a href="mailto:steve.phaure@cvalive.org.uk">steve.phaure@cvalive.org.uk</a></p> <p>Activities that help with self-regulation <a href="#">Link to list of activities/opportunities</a></p> <p>Work to de-medicalise death, dying and loss and other health related concerns</p>	<p>Upshot-quarterly monitoring reports to OCA quantitative (incl. SMART outcomes data) and qualitative (incl. change stories)</p> <p>Joint Outcomes and Monitoring Framework with key performance indicators to track progress towards our goals</p>	<p>Joint Local Health &amp; Wellbeing Strategic Plan 2024/29 (Priority 1)*</p> <p><i>'..improving, protecting and promoting our mental health and wellbeing at the centre of our actions'.</i></p> <p>Mental Health Transformation Programme</p>	<p>Invite Mental Health First Aiders to community events/ activities to be proactive</p> <p>More MH Awareness/ Trauma informed training for partners/residents</p> <p>Creative solutions to be inclusive incl. informal, safe activities</p> <p>Arts and creative approaches to</p>	

				Active Minds Evaluation	South West London Mental Health Strategy	contemplate existential themes  Careers support
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## Change Stories:

### Helen Toomey

#### Summary:

Miss Hellen, a resident of Bensham Manor, initially expressed interest in joining a litter-picking session and participating in art-making activities with Norwood Junk Action. An activist in her younger years, Miss Hellen also used to play the violin but has recently struggled to integrate with her community. Recognizing her potential, I invited her to play the violin at one of our LCP meetings at Thornton Heath Library. Her performance was a great success and demonstrated how creative activities can help residents regain confidence and visibility.

#### Reflection:

Miss Hellen's experience is a vivid example of how reconnecting with past passions can positively impact individuals who feel disconnected from their community. By supporting her in this way, she rediscovered her strength and confidence.

Her words:

*"I cannot thank you enough, Norman, for the strength and confidence you have given me. Playing that violin again brought back so many memories and prospects! Thank you."*

These words highlight the profound impact that such opportunities can have, opening up new possibilities for the future.

### **MENCAP CAREGIVERS - CONDUCTED AT THE URBAN ROOM**

The workshop, which included around 20 residents with physical and learning disabilities such as Down syndrome, was a powerful experience. Both the residents and the staff were extremely engaged, making the event highly impactful and memorable.

*"I want to say a big thank you for such a brilliant time getting out of my own head, which is priceless—a still moment in time and having fun. A prescription I did not know I needed. There are just no words to describe it; I loved it, and Norman was brilliant, a beautiful soul - My love and respect" Pam*