Active and Supportive Communities

Proposed Local Voluntary Partnerships (LVPs) model

Alignment with Social Prescribing Model
Part of Out of Hospital Transformation plan

Background and Context

Croydon's population is projected to be 404,000 in 2020 *(Public Health England Health Profile 2017)*, with nearly 13% over 65s growing by 10% in the next five years. Furthermore, Croydon is a net importer of service users from other boroughs with the largest care homes market in London. This is putting severe pressure on health and social care services. Furthermore, local intelligence from GP practices suggests that many practices' registered population is growing and an increasing number of visits do not require clinical intervention; a small number of people take up to 90% of appointment times; people who need to engage with primary care do not always attend appointments or fail to manage their health appropriately.

Given the challenges, in April 2017, the One Croydon Alliance was formed; an ambitious and innovative journey to transform health and care in Croydon. The Alliance is a partnership between six organisations, namely; Croydon CCG, Croydon Council, Croydon Health Services NHS Trust, South London and Maudsley NHS Trust, the Croydon GP Collaborative and Age UK Croydon.

The voluntary and community sector is an important partner for the One Croydon Alliance in its quest for transformation and sustainable change. It plays a key role in improving health, wellbeing and care outcomes, and it is recognised as a valuable source of knowledge about local populations and their needs. As a result, active and supportive communities work stream was established within One Croydon Alliance's Out of Hospital Transformation plan to bring Croydon's voluntary and community sector together and deliver following proposed **key aims**;

- Maximise the potential of the voluntary and community sector organisations to be recognised, supported and developed as a key partner in transforming health and social care in Croydon

- Enable the building and sharing of knowledge, expertise and resource across various voluntary and community organisations

- Connect people, places and services in the community to enable people to live healthy, active and independent lives for as long as possible;

- Reduce the over dependency of Croydon's population on statutory health and social care services, whilst creating a culture of self-care that promote preventative lifestyles and independence in Croydon; and

- Inform future commissioning of care and support services for people by highlighting priorities for investment and identifying duplication of services.

Proposed Service Model *(Appendix I)*

Transforming a model of care means changing the way people use services, not just the way we deliver them. Community organisations are pivotal to delivering Croydon's prevention agenda, providing co-ordinated, consistent, high quality support, information, advice and support to our residents. This solution cannot be delivered without effective integrated working built on trust.

Local Voluntary Partnerships

Local voluntary partnerships will be formed of local voluntary and community organisations coming together in an informal consortium. The proposed membership could include representations from across the voluntary and community sector, ensuring coverage from all sections of the community.

Key delivery areas for each LVP;

- o Leadership and management of each network (including feedback)
- o Development role to build capacity within the community
- o Community Exchange system *(Appendix II)*
- o Asset mapping and local directory of services
- o Points of access and information service

The key elements of the proposed model are;

- Local voluntary and community organisations come together in a partnership for each GP network under local voluntary partnerships.

- One Croydon Alliance to facilitate the formation of LVP framework in each GP network through grants.

- LVPs to intrinsically link with the Social Prescribing model, facilitated by Croydon Voluntary Action (CVA) – subject to a successful bid.

- Ground level information about what's working well and gap analysis passed to One Croydon Alliance through each LVP

- Periodic alignment of health and social care voluntary and community sector commissioning as shown in the model, to ensure maximum impact of available funding;

  - o *From Apr 19, Prevention Fund commissioning will take into account intelligence received from LVPs on what's working well and what's needed in each network.*
  - o *From Oct 19, Community Fund commissioning will take into account intelligence received from LVPs on what's working well and what's needed in each network*
  - o *From Apr 20, all health and social care voluntary and community sector funding will take into account information received from LVPs*

- Croydon Advice Services Contract aligned with the LVPs to enhance existing commissioned provision and value for money. *(Detailed modelling under discussion)*

Social Prescribing Model *(currently working in Thornton Health Network)*

Social prescribing, sometimes referred to as community referral, is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

Recognising that people's health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social Prescribing model key features;

- Each GP Practice will have three hubs
- Each hub is a physical space in the community. For example, a church, leisure centre etc.
- Each space (hub) will hold multiple sessions throughout the day held by various voluntary and community organisations
- Daily activities time table for each hub will be available on Practice and Network websites, and will feed into borough wide local voluntary and community sector directory of services
- Practices will be free to use each other's community hubs

Each hub will offer some or all of the following; *(not an exhaustive list)*

- Health lifestyles/fitness classes
- Practical programmes like gardening, sewing, art, bingo, health classes etc.
- Education, vocational training
- Mentoring
- Financial / debt advice
- Health and exercise / health management
- Refreshments /tea/coffee clubs

Progress to date

- Local voluntary partnerships model 1st engagement with voluntary and community sector on 7th December 2017 in an event held by Croydon Voluntary Action (CVA).
- 2nd engagement event planned on 31st January 2018.
- 3rd engagement planned at Community Fund event on 5th February 2018
- 4th engagement subject to discussions on 31st January 2018.
- Detailed service specification under development *(input from engagement events)*
- Engagement with together for health and care steering group
- Engagement with Public Health
- Social Prescribing model link in with LVP model

Funding

- The LVP model will be funded through recurrent One Croydon Alliance out of hospital voluntary and community sector funding *(£229k per annum).* **The funding is additional to existing funding from commissioners.**

- The social prescribing model will be funded through GP Forward View and other national social prescribing funds.

Appendix II

Community Exchange System – How it works

The Community Exchange System (CES) is a web service that provides the tools for communities to set up and manage exchange and trade in their areas without using money. It also provides communities with a network that permits them to trade with other communities, wherever they are in the world.

The main object of the CES is to facilitate trade and exchange by providing a range of non-monetary exchange methods. This helps to build community by connecting people and providing a local support network.

By 'trade' we mean the normal activities of providing goods and services by 'givers', 'producers', 'sellers' or 'providers', and the receiving of these by 'buyers', 'customers', 'clients', 'patients', 'consumers', 'receivers', etc.

The CES serves two basic functions:

- It is an online exchange system that facilitates exchange in a number of different ways
- It is an online 'marketplace' where users advertise their skills, offerings and requirements

Although the CES is internet-based it also works for those who do not have computers or smart phones. Each user gets an account number and a password, and this gives them access to their account on the CES web site. The site works like a true online banking service. Users can enter transactions, view their current balances and obtain statements of account. They can also keep track of the trading position of others.

Those without computers can interface with the system through local-area coordinators, who serve as local 'branches' of the exchange. Coordinators are trusted users who have rights and facilities to perform actions on behalf of others.

The CES provides a number of ways or methods to facilitate exchange. All of these are aimed at eliminating the inconveniences of spot barter, which is what money does too.

Goods and services are advertised on the web site through an Offerings List. Users can advertise their offerings as gifts, for organised barter, to swap for something explicit or for trade using the online accounting facilities of CES. Users look through this list, or do a search, and if they find something they want they contact the seller who then provides the goods or service.

If gifting, bartering or swapping is used, the traders make their own arrangements about how it is done and no records need to be kept. They can, however, record the hours given and received in order to keep account and ensure balance.

When using the trade facilities, 'payment' is effected either through the buyer signing a Trading Sheet provided by the seller, or through a cheque-like Trading Slip that serves both as a means of 'payment' and a receipt for the goods or service. The information on the Trading Sheet or Slip is entered by the seller into a transaction form on the web site. This credits the account of the seller and debits that of the buyer. Accounts record these debits and credits, giving a balance after each transaction.

A positive balance represents a claim against the community while a negative one represents a commitment to provide goods and services to the community. Those who have received are not obligated to their providers but 'pay' for what they have received by doing or giving something to someone else in the community.

To ensure that unscrupulous traders do not exploit the system, details of each user's overall trading position are available to all, and limits prevent excessive negative and positive balances. General trading statistics are also available to show how much trading is taking place.

The web site also provides all the information needed to contact other users.

There is also a Wants List where users can advertise for goods and services they require.

Trading in this system requires no supply of money, either by the community as a whole or by each user. Instead of using a 'hard' currency, which then has to be allocated by some authority according to a formula, the 'currency' of this system is the pure metric of the values exchanged in trade. It is a true moneyless exchange system that performs all the functions, and more, of a conventional money-based exchange system.

There are currently 967 CES exchanges hosted on this server, in 90 countries. There are more CES exchanges on other servers. Each exchange has its own 'currency', 'trading space' and administration but the users of one exchange can trade with the users of other exchanges, making trading with CES even more convenient than trading with conventional currencies.

All CES exchanges are linked into a global Community Exchange Network, which includes other, non-CES, trading systems. This makes the CES a truly global trading system. It does this without the need for a global 'reserve currency'. A unique system of 'virtual traders' and conversion rates permits seamless trading between the hundreds of different 'currencies'. This keeps the focus local and prevents one currency becoming dominant and more desirable.

CES 'currencies' are units of measure (metric currencies) rather than tradeable commodities like conventional currencies (issued currencies). However, to make these 'currencies' meaningful to users, their units of value or account are usually referenced against national currencies or time. This helps users to price their offerings. Those exchanges that use the national currency as their price reference are in no way tied to them and can decide to deviate from them in times of rapid inflation.

There are no rules for pricing in the CES: the 'law' of supply and demand prevails. However, within the context of the CES, certain services that otherwise would not be highly valued, might increase in value because of their relative shortage. Other services that are expensive outside the CES might be cheaper in the CES because the provider wishes to attract custom.