

Local Voluntary Partnerships Programme Provider Engagement Event Feedback

31 January 2018

1. Purpose

This report reflects the feedback from the stakeholders at the first Local Voluntary Partnerships (LVP) Programme Provider Engagement Event on 31 January 2018.

2. Introduction

Rachel Soni, (*One Croydon Programme Director*) opened the event and spoke about how One Croydon was formed and the ambition to work collaboratively with the voluntary and community organisations in order to deliver proactive and preventative health and care in the local community.

(Appendix A: List of attendees)

3. 1st Table Top Discussion – Aims and Objectives

Rehan Qureshi introduced the LVP programme, highlighting the aims and objectives. There is a need for One Croydon to build effective multi-agency working and engagement with the local voluntary and community organisations in order to deliver the new model of care.

The participants were asked:

- *Are the aims and objectives the right ones?*
- *Is there anything missing from the aims and objectives?*

The participants were encouraged to discuss their thoughts on these questions and the facilitator on each table fed back the key points raised and are summarised in Table 1 below.

4. 2nd Table top discussion – Integration and Localisation

Following a presentation on why One Croydon are looking to create LVPs in each of the six networks, the participants were asked:

- *For feedback on the proposed model*
- *How do we ensure the right balance in the consortium*

Again, the participants were encouraged to discuss their thoughts on these questions. Due to time constraints, the key points were not fed back to the group. However, the facilitator on each table captured these, which are detailed in Table 2 below.

The following questions were raised on the table but not discussed openly with others in the room:

- Can the whole model be sent to all? Some people did not receive it.
- If Alliance is to extend to general population should Age UK Croydon be a major partner
- When will priorities of borough be reviewed?
- Timeline for pilot for over 65s - One Croydon expecting us to get involved but when will opportunities arise for different areas e.g. young adults, 35-55 etc.
- What will be the length of the term of the contracts?

Table 1

1st Table Top Discussions – Aims & Objectives

Are the aims and objectives the right ones?

Is there anything missing from the aims and objectives?

- The objectives are broadly right but how do we translate these into outcomes? How will this work on the ground?
- Focus should be on de-medicalising instead of reducing dependency on statutory services
- Include tackling social isolation
- Aim to reach hard to reach groups (*including disabled*) and provide information regarding existing provision of services
- Provide information regarding existing services to healthy people
- LVPs need to be able to accurately state what capacity exists at a local level
- It should be made explicit that the organisations must work together
- Need to include private providers e.g. Boots have the contract for hearing services
- Feel wording is paternalistic

General comments

- Are we creating unrealistic expectations (i.e. "...creating a culture of self-care and..." – instead providing/ creating environment where self-care is considered viable alternative)
- Some organisations expressed concern about out of borough organisations working in Croydon and therefore filling a need that local organisations could fill
- Outside (larger) organisations are refusing access to smaller local organisations
- How will we shift resource/ funding into voluntary sector?
- Save costs – access for voluntary sector to tap into statutory services
- How savings are measured? Will the savings then be released into the voluntary sector?
- Overall vision is missing
- Relationship with voluntary sector needs improving in general
- Lots of small grass roots self-funded initiatives are doing good work but don't know who to turn to for support, so the LVPs need to address this by connecting them with resources and support to develop their initiatives.
- Reducing dependency on statutory bodies could push more activity into the voluntary sector who may not be able to handle it
- Are all population groups represented properly on the various boards? Are we confident we understand all the issues voluntary sector organisations are facing properly?

Table 2

2nd Table Top Discussions – Integration and Localisation

For feedback on the proposed model

How do we ensure the right balance in the LVP?

For feedback on the proposed model

- How can we ensure this model works for all areas as they can have different features?
- As it looks, it appears that the model segregates and need to be careful not to create inequalities – the needs north of the borough might be different to the needs in the south of the borough but there are similarities that need to be addressed.
- How will we ensure organisations have the ability to get access to the needs data
- Will this effect current service provision?
- Diagram is confusing and difficult to follow – needs to be simpler
- How will we measure success? This will vary from one local area to another.
- What will Health watch's role be in the future?
- How much is available? How many years is it available for? Is it recurrent?
- There was a general concern that the council might use this funding to reduce other pots - repeated mentions of the community fund shrinking each year. Basically there is a fear this could just be used to deliver efficiencies
- People want to know how to connect with each other in their networks now - what can we start to share ahead of the next engagement?
- There are cross cutting services that meet needs in all networks
- Once organisations have contributed local intelligence – where does the final commissioning sit?
- Can the commissioning process be defined?
- What part of OBC money is coming to LVP to fill the gaps highlighted by organisations?
- Some concern raised about how LVPs will be effective in 1 hour huddle meetings.
- Problems – what is working by one group might not work on the ground
- Should be centred around organisation not individuals
- Members should include community, faith member, political (ward councilor), alliance member and infrastructure organisations
- One directory of services
- Which group of people we want to reach – how do we reward people?
- Clarity on what a “practice” is? Confusion with each GP practice having 3 hubs? – will they be open all day every day?
- Where are the needs identified? Is there a localised needs analysis?
- To ensure the balance is right we feel the sector need a cultural change
- Small groups need trust and relationship building with larger groups to be able to support each other. (Also to be able to get external funding)
- How can we start conversations to kick of LVP?
- Only 6 LVPs so how many members will be in a hub?
- Logistics may be difficult

Table 2 - continued

- There is a need to mandate one tool for asset mapping across the 6 networks, with the ability to split the information geographically or by activity. The asset software must be owned across the community and not by one organisation due to the risk of intellectual property rights.
- The Hull coin was recommended as a good Community Exchange system.

How do we ensure the right balance in the LVP?

- It was acknowledged that the smaller groups may not be represented and the commissioners should go out to the community to find these groups
- Need to formalise the way in which organisations can connect in order to form a consortium
- Will larger organisations (i.e. CVA) act as an umbrella organisations for the smaller organisations?
- Concerned about the details of the commissioning process – inclusiveness of smaller and bigger local organisations.

5. Timetable

Matt White (*Head of Service, Older People Commissioning and Brokerage, Croydon Council*) presented a provisional commissioning timetable and explained that almost twice as much time will be allowed for organisations to come together to form LVPs, than in a normal tender process.

6. Next Steps

- An FAQ section based on comments and questions raised in Table 1 and 2 above is being developed and will be circulated within the next 5 working days.
- LVP information will be available for view on Croydon Council website shortly. A link will be circulated with FAQs.
- Provisional Engagement dates for your diary
(*Agenda, discussion papers and venue location to be confirmed shortly*)
 - 22nd February 2018 – Open Q&A drop-in sessions (2.30pm – 5.00pm)
 - 28th February 2018 – Engagement event
(*Draft LVP Model and key deliverables discussions*)
- Further updates to be sent periodically

If you think we have missed any feedback, please email us on one.croydon.alliance@croydon.gov.uk, with 'LVP' in subject line.

If you attended the event and are not on the attendee list, please let us know at the above email address. Please make sure to state your and your organisation's full name.

Appendix A: List of Attendees

No.	Organisation Name	Attendee Name
1	Action for Elder Abuse	Lucia Ciolanel
2	Addiscombe Neighbourhood Care Association	Norman Till
3	Age UK Croydon	Kate Pierpoint
4	Al-Khair Foundation	Wajiha Hussain
5	Amazing Grace Ministries (Kingdom Centre)	Grace Sackie-Osae
6	Asian Resource Centre Croydon	Bushra Ahmed Mamun Khan Ima Miah Raghu Shetty
7	Beanstalk	Rachel Ellis
8	Bramley Hill Day Centre	Stephanie Brophy
9	Capita	Debbie Fisher and Kieran Lee
10	Carers Support Centre	Helen Thompson
11	CAYSH	John Young
12	Citizens Advice Croydon	Caroline Mack
13	Croydon Association for Pastoral Care in Mental Health and St John's Church Upper Norwood	Terence Roberts
14	Croydon BME Forum	Anna Dagostino
15	Croydon Council	Stephen Bahooshy
16	Rachel Carse	Juliet Stevenson and Matt White
17	Croydon Drop In	Gordon Knott
18	Croydon Neighbourhood Care Association	Sue McVicker and Kathy Morgan
19	Croydon Vision	Susanette Mansour
20	Croydon Voluntary Action	Sarah Burns and Steve Phaure
21	Deaf Plus	Rebecca Mansell & Gary Williams
22	Disability Croydon	James Kelleher
23	Good Food Matters	Amanda McGrath
24	Health N.E.W.S. Mobile	Shirley Sorhaindo
25	Help for Carers	Lisa Taylor
26	Imagine Independence	Navroop Kullar
27	Mind in Croydon	Emma Turner
28	My Fitability	Emmanuel Botchway
29	Neblina Art and Neblina Friendship	Juliet Motley
30	Neighbourhood Watch – Croydon	Brian Udell
31	Oasis Ashburton Park Community Hub	Siobhan Judd
32	One Croydon Alliance	Dawn Richardson
33	One Croydon Alliance	Rachel Soni
34	Open Gate	Wole Adebola and Mary McCauley

35	Over 50s café	Dawn Spence
36	Parchmore Road Methodist Church and Community Centre	Jenny Harms and Nadine Wilkinson
37	Selsdon Contact Centre	Andy Stranack
38	Shirley Neighbourhood Care	Suzy Stoyel
39	South Norwood & Woodside Community Association	Karen Jewitt
40	St Christopher's Hospice	Ruth Sheridan
41	St Edmund's Care Group	Richard Wragg
42	Stroke Action Croydon	Victoria Wabara
43	Studio Upstairs	Jemma Curry
44	Wild in the City CIC	Beth Collier
45	Wellbeing You Ltd	Sylvia Wachuku-King
46	Woodside Bereavement Service	Lyn Barnett and Beth McClure
47	Young Roots	Hayley Cohen
48	Croydon CCG	Kieran Houser
49		Juliet Olalekan (organisation not provided)
50		Councillors Margaret Bird and Yvette Hopley