Local Community Partnerships in Croydon North West

Minutes 26th January 2022

Dear Colleagues, 

Many thanks to all who joined the 4th session and contributed to the emerging Community Action Plans for the Croydon North West locality (which includes: West Thornton Heath, Bensham Manor and Norbury communities). Please find a record of our meeting below:

An overview and update on One Croydon and how our emerging Local Community Action Plans will link into borough wide plans will be provided at the end of this session. Additionally we will give a borough wide overview of how Local Community Partnerships are joining up with borough wide plans as part of the next Croydon’s Voluntary Sector Alliance online meeting on 10th February, please book your place here: [Croydon Voluntary Sector Alliance (CVSA) meeting Tickets, Thu 10 Feb 2022 at 10:00 | Eventbrite](https://www.eventbrite.co.uk/e/croydon-voluntary-sector-alliance-cvsa-meeting-tickets-251346804057).

Three questions were used to start our Community Plans on the key priority theme of ‘Later Life’ in this locality:

***Question1.*What are your experiences of supporting people in their Later Life in the North-West Croydon locality? How have you used your assets, your strengths, your skills, knowledge and expertise to support Older People? What do you or your organisation do to help Older People to find better mental health, well-being and happiness? What other local assets have you used to support Older People in this locality?**

**Palace for Life**Social contact, responding to the major challenge of social isolation. We’re inviting people to join us in the main room at the Salvation Army to take part in bowls, snooker, cards, table tennis- activities getting people talking. Currently 10-15 people per session. Contact EnRico Montalvo, [enricomontalvo@palaceforlife.org](mailto:enricomontalvo@palaceforlife.org).

**Clear Community Web** Digital support for older people, vulnerable adults and carers. We provide 2 x weekly COMMUNITY TECH SUPPORT drop-in sessions in the north of the borough, TUESDAYS 1.30 - 3.30 at Age UK Croydon Brigstock Road and FRIDAYS 10 - 12 at Upper Norwood Library Hub. Drop in support with laptops, tablets and mobile phones. We help residents be safer online and also provide friendly advice. We are actively looking for other organizations/venues to host sessions –as a one off or on a regular basis. We take organization referrals to provide critical support in the home and we have a donation program and from time to time, have devices we can distribute to the community. We have a community learning program as well running 8 and 12 week courses

<https://www.youtube.com/watch?list=PLZ6JOuiuO7x2PwROfMF8oJenAsEZ1PrGv&v=G4npnv_99w8>. See case study attached and film of recent activity here: <https://www.youtube.com/watch?list=PLZ6JOuiuO7x2PwROfMF8oJenAsEZ1PrGv&v=G4npnv_99w8>. Contact Casper Kennerdale, [info@clearcommunityweb.co.uk](mailto:info@clearcommunityweb.co.uk).

**Age UK Croydon** Important to help people get out again, to see real faces. There’s a lot of anxiety about using public transport and many need a bit of support to start going to activities again. Exercise is also important and we’re hosting online and in-person options to help build confidence. Here's the link for all of Age UK Croydon activities both in person and online: <https://www.ageuk.org.uk/croydon/activities-and-events/>. Contact Anne Vigor, Personal Independence Co-ordinator (PIC) Team Leader for North West and North East, [anne.vigor@ageukcroydon.org.uk](mailto:anne.vigor@ageukcroydon.org.uk).

Provide health checks and work with Clear Community Web. Hosting exercise classes in Scratchley Hall in Brigstock Road, Thornton Heath 10.30- 11.30 with standing and seated options, 15 attendees but space for more. Work with Tamil group and Stroke Association. Council funded activity has changed so that we’re now focusing on care homes. Contact Becky Stebbings, Healthy Lifestyle Service Manager, [rebecca.stebbings@ageukcroydon.org.uk](mailto:rebecca.stebbings@ageukcroydon.org.uk).

**Education Development Trust** supporting 18+ Croydon citizens to employability through variety of services. Getting people back to work is important- people lose confidence. Older people tend to need face to face help with digital skills, there’s fear around this, we’re working with Clear Community Web. Contact Luchiya, Employability Coach Employability Coach, [lbuyuklieva@educationdevelopmenttrust.com](mailto:lbuyuklieva@educationdevelopmenttrust.com), 07747234573.

**CALAT** We’re part of Croydon Council and run as a college with centres in Thornton Heath and New Addington. We run accredited courses and have a big ICT department helping people use the internet. Digital skills are an issue with some residents still relying on support workers as they are frightened of online shopping. We run (low cost) courses in drawing, photography etc that attract older and retired learners. Open Coffee morning in Thornton Heath Centre, Zion Road, 10.00 - 13.00, [www.calat.ac.uk](http://www.calat.ac.uk/). We want to know what courses people want in the centre. Contact Francoise Gayle, [francoise.gayle@croydon.gov.uk](mailto:francoise.gayle@croydon.gov.uk) 07926 084976.

**Mind in Croydon** based at Fairfield House, 10 Altyre Road, CRO 5LA. Mon- Sat, over 55 years group on Thursdays. Most need support with technology - how to use phones, internet, access to council and family. We run a language session including French, German and Spanish for 13 over 55 year olds.  Running some small trips out but some reluctant so we call and zoom on singing, mindfulness and reminiscing. We help with applications to Dial a Ride for over 60s and people with disabilities. Contact Arlene Foster, [arlene@mindincroydon.org.uk](mailto:arlene@mindincroydon.org.uk)

**St.Christopher’s** **Hospice** Supporting End of Life conversations in the community. Hosting cruise sessions, bingo, create and chat sessions. Once a month we host a Death Café for all in libraries, helping people to have conversations and prepare. Through outreach connecting young and older people. Contact Jarmila Whiteley, [J.Whiteley@St.Christophers.org.uk](mailto:J.Whiteley@St.Christophers.org.uk)

Malcolm Gill, [M.Gill@StChristophers.org.uk](mailto:M.Gill@StChristophers.org.uk)

***AUKC****- Jarmila you are welcome to do a talk at one our sessions,*[*Rebecca.stebbings@ageukcroydon.org.uk*](mailto:Rebecca.stebbings@ageukcroydon.org.uk)

**Department of Work and Pensions** (**DWP)**homelessness support outreach worker covering Sutton Merton and Croydon. Contact [caroline.collender@dwp.gov.uk](mailto:caroline.collender@dwp.gov.uk) 07825 592933.

**Croydon Voluntary Action (CVA)**working across Croydon with those in the VCS, Health and Social Care and Croydon's Active Citizens. Working in a preventative and proactive way, I'm passionate about bringing partnership working in alignment with Community Building and linking up all the amazing assets in Croydon. James Moore Community Facilitator for CVA, 07943 382 193, [james.moore@cvalive.org.uk](mailto:james.moore@cvalive.org.uk)

**SWL CVSs**part of a voluntary sector consultancy team commissioned by the infrastructure bodies (CVSs) in South west London. Our brief is to understand how the voluntary and community sector is organising itself in relation to NHS structural changes. I’m here today to understand and learn how you are working in NW Croydon. Contact John Gillespie via [Sarah.Burns@cvalive.org.uk](mailto:Sarah.Burns@cvalive.org.uk)

**Croydon Mencap**, The Volunteer Buddy project pairs adults with a learning disability with a buddy mentor to regularly volunteer with local organisations and community projects. Contact Lameez, Project Coordinator, [lameez@croydonmencap.org.uk](mailto:lameez@croydonmencap.org.uk)

**Culture and Heritage/Croydon Libraries** Croydon Libraries deliver a Home Library Service for the elderly.  Our team will carefully select items that suit needs and preferences and also specific requests. This free service that can be used by residents of the borough who are unable to visit their local library due to permanent or temporary disability. We deliver to their own home, sheltered accommodation or residential care. Contact Paulette [paulette.johnson@croydon.gov.uk](mailto:paulette.johnson@croydon.gov.uk)

**Croydon Communities Consortium (CCC**)​ is a community group that covers the borough. We run a website and social media to​ engage and inform. We also run open public meetings on a range of topics, book a free place for our meetings:  [http://croydoncc.eventbrite.co.uk](http://croydoncc.eventbrite.co.uk/)[http://croydoncc.wordpress.com/​Twitter](http://croydoncc.wordpress.com/%E2%80%8BTwitter). ​Happy to advertise anything relating to Croydon.​ I also sit on the steering group of Faiths Together. Will make sure there is info in the Faiths Together in Croydon newsletter about these locality meetings too. One is coming out in February. <https://faithstogetherincroydon.org.uk/>. Contact Elizabeth Ash, Chair CCC, @CroydonNbrhoods, 07864 676 088.

**Sustainable Thornton Heath** We run meetings and events, based in Thornton Heath, but open to everyone with an interest in sustainability, wherever you are on that journey. Sustainable Thornton Heath is planning a pop-up Sustainable Living Hub.  This will be the last Saturday of the month. <https://sustaintheath.wordpress.com/2022/01/22/meeting-plans-for-our-monthly-pop-up-sustainable-living-hub-sun-6-feb-5-6-30pm-via-zoom/>. Contact Elizabeth Ash, [https://sustaintheath.wordpress.com](https://sustaintheath.wordpress.com/) @SustainTHeath,

[sustainablethorntonheath@gmail.com](mailto:sustainablethorntonheath@gmail.com)

**NHS South West London Clinical Commissioning Group (CCG)**Contact, Jo Austin, Communication and Engagement Lead, [jo.austin@swlondon.nhs.uk](mailto:jo.austin@swlondon.nhs.uk) and Rachael Swan, Engagement Coordinator, [Rachael.Swan@swlondon.nhs.uk](mailto:Rachael.Swan@swlondon.nhs.uk)

**Q2. What are the outcomes that we believe people Older People would like to achieve in Croydon North East?**

**CALAT/Francoise***Social interaction*- getting together, making new friends, talking through trauma and stress. *Financial concerns*- pension isn’t always enough, some need to upskill and have a career change, improve confidence and get online, *Digital skills*.

**AgeUK Croydon/Becky**Access to services (digital and in-person), *transport*- some can’t physically manage public transport but want to attend exercise classes to get stronger. Share/pooling resource would be great. *Language*- Information and Guidance is pointless if it can’t be translated.

**Croydon Mencap** Volunteering opportunities for people with disabilities. We work with CVA who provide comprehensive volunteer training and we need more organisations to host volunteers. We Contact Lameez, [lameez@croydonmencap.org.uk](mailto:lameez@croydonmencap.org.uk).

**Clear Community Web/Casper** Being *a bit more confident* is a good outcome. Knowing that there are connections/activities out there for each of us - small but significant to people’s lives in combatting alienation.

**Croydon Libraries/Paulette**Outcomes include *feeling included and making decisions*that concern them. Having a *safe space* they can meet/make friends. A safe space to express themselves.

**DWP/Caroline** People to trust DWP and come to us. We can host sessions about benefit maximisation and access funds for laptops, wifi and data.

**Clarion Futures** We are a foundation to help residents and refer unemployed London residents into training and work. We have a min age of 16 and no upper age limit. We offer a number of funding courses including Teaching Assistant awards and SIA as well as HGV and other sector based academies.  We are a customer led service and provide Information Advice and Guidance (IAG) specifically geared towards what they want to do. Digital inclusion and getting back to work are key outcomes. Contact Simone Bascombe 07596889891 or [simone.bascombe@clarionhg.com](mailto:simone.bascombe@clarionhg.com).

**St.Christopher’s** **Hospice/Jarmila** Through outreach we’re becoming aware that there may be a benefit to men only groups where they feel more at ease with talking together.

**AgeUK Croydon**We currently run a Just 4 Men online exercise class on Zoom Becky

**Palace for Life**Older people would like to be more socially involved as Francoise has pointed out. I think that ties in with an overall higher quality of life, which for me is a key outcome. EnRico Montalvo, [enricomontalvo@palaceforlife.org](mailto:enricomontalvo@palaceforlife.org).

**Q3 How can we use and strengthen the locally available assets/ what is working well for older people to help them achieve these outcomes?**

**What new opportunities would also help them to achieve these outcomes?**

**CALAT/Francoise**Energy and passion in organisations and people in Croydon. Joint working, partnership. At CALAT we have venues, trainers etc that we can bring to partnerships/joint working.

**Croydon Community Mediation** We are here to help people have difficult conversations and reach workable resolutions when dealing with neighbourhood conflict. Our referrals are from the council and housing associations but we need other partners to know about and refer into our services. A *Community Market* would help us get to know one another and spread the word on what we can offer locally. Contact Mary, freelance mediator, [office@croydonmediation.org.uk](mailto:office@croydonmediation.org.uk) 020 8686 6084, @croydonmediate, [www.croydoncommunitymediation.org.uk](http://www.croydoncommunitymediation.org.uk/)

**Croydon Council Social Work for 65 years+ in Croydon North West** We hold a peer forum every fortnight 10.30- 11.30 on Wednesdays and you’re welcome to join us. It would be helpful to have a paper leaflet with services/activities for older people in this locality. Contact Diana Jones, Team Manager for Social Workers, [Diana.James@croydon.gov.uk](mailto:Diana.James@croydon.gov.uk)

**Mind in Croydon/Arlene**Great that we’re getting together so we can work as a team.

**St Christopher’s/Jarmila** People are buzzing, Mutual Aid WhatsApp groups would make great Independent Champions to share information. We are a wealth of information and need to find ways of sharing it.

**Education Development Trust/Luchiya**Invite me to your groups/organisations. We want to collaborate.

**Libraries/Paulette**Community Fairs for each locality would be great.

**Where could we host a Community Fair in this locality?**Norbury Library, Upper Hall. Acorn to Oaks, West Thornton Community Centre, Queens Community Centre, Cassandra Centre

**AgeUK Croydon/Becky** My thoughts are around mapping our existing assets but conscious this has been done and don't want to reinvent the wheel.  Is Simply Connect well used enough to help us understand what is out there and if not can we build on that? If everyone uses it this will show up the gaps and we can work from there.

**Actions:**

**Simply Connect** - widely share information on the activities and support available to people in this locality. [Simply Connect Croydon - connecting you to your local community](https://croydon.simplyconnect.uk/) is the online activities database we use in Croydon and this is being linked to [Adult health and social care | Croydon Council](https://www.croydon.gov.uk/adult-health-and-social-care). If your activity isn’t yet on Simply Connect please email [connectwellcroydon@cvalive.org.uk](mailto:connectwellcroydon@cvalive.org.uk).

**Community Marketplace/Fayre** - host an in-person event to network and spread the word on activity within this locality, ideally to launch a Community Hub attended by health and social care colleagues.

**Mutual Aid** - Invite the local Mutual Aid organisers to use their WhatsApp groups to share local information on activity/support available.

**One Croydon Locality Updates**See attached graphic of the model.

Community Builders - Through the Kings Fund, One Croydon has secured funding for two new Community Builders to work to two of Croydon’s Local Community Partnerships. There is a strong case to make that a Community Builder is based in the North West as it is widely recognised that this locality has not benefitted from this previously. The decision will be made at One Croydon’s LVP Board. The timescale for this is that the Community Builders are in post by the third quarter of this year.

Many thanks to each of you for inputting into these emerging Community Action Plans. Please do save the date for our next partnership meeting **Wednesday 27th April 2022**which, all being well, will be held in person. Local venue to be confirmed (suggestions most welcome). Please do spread the word and invite others to join the Local Community Partnership in Croydon South West.

Thanks as ever for the feedback, including: “*This has been a really insightful meeting for me. As a statutory service provider to an older client group within Croydon Council the information detailed today will be invaluable. Thank you.”*Diane

Warm wishes- Sarah and Andrew

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