**Local Community Partnerships, Croydon South West - Minutes 12th January 2022**

**From:** sarah.burns <Sarah.Burns@cvalive.org.uk>  
**Sent:** 17 January 2022 16:13

Dear Colleagues,

Many thanks to all who joined the 4th session and contributed to the emerging Community Action Plans for the Croydon South West locality (which includes: Purley, Coulsdon, Old Coulsdon, Sanderstead, Kenley, Woodcote and Riddlesdown). Please find a record of our meeting below:

An overview and update on One Croydon plans and how our emerging Local Community Action Plans will link into borough wide plans will be provided at the end of this session. Croydon’s Mental Health Alliance launch is on 13th January: wider involvement will be invited at future meetings.

Three questions were used to look at the key priority theme of ‘Mental Health’ in the locality:

***Question1.****Please share your experiences of supporting people with Mental Health issues in this locality. What are your strengths/assets and how do you use these strengths/assets to support people with Mental Health issues? (What skills/knowledge/expertise and resources?) What other local assets have you used to support people to find better mental health, well-being and happiness.*

**Place 2 Be Café** at St Mark’s Church Woodcote, ['A Place to Be' | St Mark’s is the Parish Church of Woodcote (stmarkswoodcote.org.uk)](http://www.stmarkswoodcote.org.uk/whats-on/news-posts/a-place-to-be/). It’s encouraging to see the focus on Mental Health, especially the importance of social connections. I found there was little in this area for people with Alzhimers so started a new weekly social group (Friday 14.00- 16.00) for older people and people living with dementia and their carers, specifically targeting the emotional and mental health problems caused by isolation and loneliness. We’re providing a supportive environment for carers/people living with dementia. Contact Lena Gathercole [lena.gathercole@btinternet.com](mailto:lena.gathercole@btinternet.com).

**Priscilla’s Tea Room**in Sanderstead [(11) Priscilla's Tea Room Sanderstead Coffee | Facebook](https://www.facebook.com/priscillastearoomsandersteadcoffee/) and

**Corner House Tea Room**[(11) Corner House Tea Room and Charity Boutique | Facebook](https://www.facebook.com/cornerhousetearoom) in Hamsey Green. Social Enterprise: we get visitors with Alzheimer’s Disease and other forms of dementia. Some people are attracted by the vintage crockery!. People don’t come for a service they come for a coffee and meet others in the space, then groups form, [www.priscillastearoom.co.uk](http://www.priscillastearoom.co.uk/). We are seeing young people from Riddlesdown who lack resilience as an impact of lockdown. Issues, such as fall outs with friends, are escalating into withdrawl and mental health issues. We provide a space for young people. Contact Amanda Ashton [priscillascic@gmail.com](mailto:priscillascic@gmail.com)

**Friends of Sanderstead Recreation Ground and Green Spaces** [(11) Friends of Sanderstead Recreation Ground and Green Spaces | Facebook](https://www.facebook.com/friendsofsandersteadrec/) is a great opportunity to get involved and engage in positive activities that improve the area as well as improving mental health of the participants with outdoor activities.

**Croydon Communities Consortium (CCC)**[www.croydoncc.wordpress.com](http://www.croydoncc.wordpress.com/). There are fully funded 2 day Mental Health First Aid training available in Croydon, through a campaign initiated by Cllr Janet Cambell: [Could you train as a Mental Health First Aider in Croydon? | CCC (wordpress.com)](https://croydoncc.wordpress.com/2021/11/29/could-you-train-as-a-mental-health-first-aider-in-croydon/). Important that we get the Death Cafes back as death, dying and loss are so needed. Contact Elizabeth Ash [CroydonNeighbourhoods@gmail.com](mailto:CroydonNeighbourhoods@gmail.com). Find us on Facebook, Twitter and Insta at @CroydonNbrhoods. Book a free place for our meetings on <http://croydoncc.eventbrite.co.uk/> Phone/Text: 07864 676 088.

**Croydon Libraries** set up a Befriending phone service to Home Library Service users during lockdown. Offer online services to families during lockdown. Also have worked on Reading Friends project with the Reading Agency previously tackling loneliness by bringing people together through reading, chat and sharing stories. There are Books on Prescription and Home Library Services, Reading Friends, Book Groups, Rhymetimes, Storytimes etc (offered both virtually and in person) and can just be somewhere to visit to feel less isolated. We work in partnership with a lot of agencies and are always looking for more opportunities to work together to support the local community.

Contact Siobhan Endean [siobhan.endean@croydon.gov.uk](mailto:siobhan.endean@croydon.gov.uk)

**Croydon BME Forum** Mental Health Personal Independence Coordinators (PIC) Service working with adults 18yrs+ with emotional wellbeing, finances, housing, benefits issues- takinga person centred approach. Contact Keleisha, [Keleisha@bmeforum.org](mailto:Keleisha@bmeforum.org) and Meadhbh (pronounced Mave) [Meadhbh@bmeforum.org](mailto:Meadhbh@bmeforum.org).

**St Christopher’s Hospice**[St Christopher's | Death Chat - St Christopher's (stchristophers.org.uk)](https://www.stchristophers.org.uk/timetable/event/death-chat/)

We have just started a Death Chat group which is on site in the CARE building at the hospice in Sydenham. It's the 1st Thursday of every month. The Croydon project is looking to engage with local people and groups borough wide to create further hubs. We are offering free workshops and training around sensitive conversations, grief and advanced care planning. Contact [M.Gill@StChristophers.org.uk](mailto:M.Gill@StChristophers.org.uk) and Jarmila Whiteley [J.Whiteley@StChristophers.org.uk](mailto:J.Whiteley@StChristophers.org.uk).

**Croydon Adult Learning & Training (CALAT)** continued to deliver our full range of courses - both qualifications and for leisure such as drawing & Painting and Modern Foreign Language both online and in our centres. Learner’s feedback is that they are appreciative of being able to meet others, learn and develop new skills and make friends. We are looking at delivering more courses in the community - such as in the libraries so that we are more easily accessible to communities across the borough, [www.calat.ac.uk](http://www.calat.ac.uk/). **I would like to hear from people as to what courses they would like to see/access in their local area**, possibly Purley library but could be based in other venues. Contact Contact Francoise Gayle, [francoise.gayle@croydon.gov.uk](mailto:francoise.gayle@croydon.gov.uk)

Amanda Ashton (Priscilla’s Tea Rooms)- I would love to discuss with CALAT some of the education programmes we are developing through animal therapy and animal care (we have a focus on 18+ with learning difficulties). We also do work placement skills for food handling, customer service and confidence building through the placement, this project is called The Reptile Shed.

**Care to Listen**We provide a low cost, clinical counselling service, part of Improving Access to Phycological Therapy Service (IAPTs). We are in the process of setting up Multi Ethnic Counselling and are looking for counsellors that are able to counsel clients in their mother tongue.  We especially need counsellors that can converse in Albanian.  Contact Sharon Thomas 07956 891203, [s.thomas@caretolisten.co.uk](mailto:s.thomas@caretolisten.co.uk).

**Croydon Community Mediation** Contact Mary [office@croydonmediation.org.uk](mailto:office@croydonmediation.org.uk)

020868 020 8686 6084 Twitter @croydonmediate

**One Croydon Patient Representative** (ECRA) On Committee of Patient Participation Group (PPG) at Old Coulsdon Medical Practical.  Involved in what was Brick by Brick/CCG/ NHS on new medical centre at Calat Centre which fell through because of Brick by Brick and bankruptcy of Croydon Council, they allowed the approved plans to fall through.  NHS took over and made meetings which we were told would be scheduled in October - not happened yet. We have 7 medical facilities in the bottom third (south) of the borough - 49 in rest, I know of few mental health facilities in south. There are lots of new developments and this impacts on resident’s mental health, there is often noise and dust. We are also impacted by local murders and anti-social behaviour. They have now stopped the walk-in at the GP Hub, formally the Urgent Care Centre in Purley which is detrimental for many, especially older people. We need to share information on all that’s going on in this area. Contact Maureen Levy, [mcb.l@btinternet.com](mailto:mcb.l@btinternet.com).

**AGE UK Croydon** are helping people to get online, [Home | Age UK Croydon](https://www.ageuk.org.uk/croydon/).

**Clear Community Web** help people with devices and learning to use online tools as well as getting them online, [ClearCommunityWeb](https://clearcommunityweb.co.uk/" \t "_blank).

**Education Development Trust**Employability support in Croydon,<https://www.educationdevelopmenttrust.com/our-expertise/employability-and-careers-services/supporting-you-into-employment/contact-making-a-difference> People often have great CVs but when they lose their job often don’t feel ‘good enough’. Contact Luchiya Buyuklieva Employment Coach, [lbuyuklieva@educationdevelopmenttrust.com](mailto:lbuyuklieva@educationdevelopmenttrust.com) or 07747234573.

***Question 2.****What do you think that people need in order to promote and maintain their positive mental health? Draw on your work within your own agencies and reflect also on your own experiences.*

Amanda - I want to mention needs in the form of connectedness and self-help. Earlier I had said about the people that don’t see themselves as in need of a mental health service but tackling loneliness and improving connectedness can be through engaging in community activities. Book clubs for communities of local book lovers. I meet for coffee with other local women to connect and share ideas and best practice etc. The Rotary Club hosts a hobby fair which was a fantastic collection of clubs and activities around Sanderstead and Selsdon.

Lena - Raising awareness of what’s available in the community. Enabling a sense of belonging- being welcomed, safe and having friends. Having a sense of people around you caring about you.

Maureen - There are frequently barriers to accessing mental health services - people see a wall and often don’t get listened to or related to holistically, just told what services they offer. Within the One Croydon group and prior group on PICs and huddles etc. was that there was to be a directory of all of the community and health services which there are within Croydon which was to be put out through the Council but that seems to have sunk and not actioned.  Perhaps this should be re-thought and actually done.

Lena - Even if we start with the groups attending today, it will still be a really useful directory - is this something CVA may be able to create?  I've jotted down a number of contact details but a directory with a paragraph explaining service and then contact details will be helpful.

**Rotary**I am surprised at the help available to the community via this forum. However we need to get what we hear in this forum into the public domain. It then targets the groups needing help. Could more be done to have such useful links and information made accessible to all? Not everyone, of a certain age, uses Social Media. Perhaps the Council could fund an A5 booklet that contains such information and have it posted out. Contact Tony Farrell, [Rotary Purley - welcome. (rotary-ribi.org)](https://www.rotary-ribi.org/clubs/homepage.php?ClubID=885).

**Sanderstead Residents Association** Libraries make an important contribution to community life. In the particular case of Sanderstead Library, it is the only council owned building in the area and has the potential to be more of a community hub offering social, medical, and well-being services if the building was brought up to date with necessary toilets and additional indoor space, [Sanderstead Residents Association (sanderstead-residents.co.uk)](http://www.sanderstead-residents.co.uk/" \t "_blank).

**The Friends of Sanderstead Library**, presently a sub group of Sanderstead Residents Association would be interested in working with any financially sound organisation to improve those facilities and the offering to residents. The Council retaining ownership and working with them in partnership. Contact Andrew Kennedy, [kennedy.aj@gmail.com](mailto:kennedy.aj@gmail.com).

**Community Mediation Service**Mediation is often about neighbours, an outlet for frustrations, people need to feel listened to and understood. People don’t know about these services, visibility is a huge issue. We’ve had a trail-off in referrals recently. My first time at this group and it is excellent - really excellent, [Croydon Community Mediation (croydonmediation.org.uk)](http://www.croydonmediation.org.uk/).

**Age UK Croydon Personal Independence Coordinator (PIC)**Mental Health is still a taboo with older people with stigma attached. The PIC service is person centred and we have time to build report and trust. There’s a lack of provision for people who are house bound. Contact Jessica George, [jessica.george@ageukcroydon.org.uk](mailto:jessica.george@ageukcroydon.org.uk)

**Purley and Woodcote Residents Association**Lots of expertise here that I didn’t know existed. When a family member was diagnosed 5 yrs ago with Alzheimers we were given a leaflet by the GP, appointments were always far away. Mind and Alzhiemer’s Society were brilliant. Many local people will be unaware of all these resources, [Purley and Woodcote Residents' Association - Protecting and developing the character of Purley (pwra.co.uk)](http://www.pwra.co.uk/" \t "_blank)

**Purley Baptist Church - Job Club**Every Thursday 10.00-14.00 open for all, with Department of Work and Pensions (DWP) providing outreach. [Purley Baptist Church : CAP Job Club](https://purleybaptist.org/Groups/302963/CAP_Job_Club.aspx) Contact Maria- Luisa, [maria-luisa.vanegas@dwp.gov.uk](mailto:maria-luisa.vanegas@dwp.gov.uk)

**Croydon Council** Exercise and connection is so important to mental health and wellbeing. Contact Becca Ruffles, National Management Trainee, [rebecca.ruffles@croydon.gov.uk](mailto:rebecca.ruffles@croydon.gov.uk)

Luchiya - Personal stories really help. Talk to everyone you can and build relationships. Supermarkets are a great place to share information on what’s going on.

**Purley Baptist Church**, Renew 23 Wellbeing Café. Refreshments, chat, hobbies & crafts, be reflective [Renew Wellbeing - London & within M25 - Purley - Renew 23](https://renewwellbeing.org.uk/our-centres/447-renew-23).

***Question 3.****What do you think would be needed in order to make you even more effective in identifying and/or responding to mental health needs? This may include help within your own agency or further developments and information on an inter-agency basis.*

Lena - raising awareness, A4 document on South-West locality would be a great place to start. Dementia friendly sessions- we can deliver if of interest?

**DWP**- Homeless Outreach Worker, Caroline, Job Centre has intranet where we can put what is available locally.

**Age UK Croydon**- PIC in Tandridge, Ruth Jaisingh, Lost as to what’s available in the community. Invite to Lena to meet.

Maureen-so many of the electronic meetings as so constrained in the time allowance of half hour to an hour and - unlike this group which is so interactive - not everyone feel they can get involved and be vocal.

**Healthwatch Croydon**We are looking into access to healthcare and both the benefits and barriers to technology, [Home - Healthwatch CroydonHealthwatch Croydon](https://www.healthwatchcroydon.co.uk/).

**Jarmila (St Christopher’s Hospice**) - Working with Mutual Aid and Local Champions.

**MENCAP** I'm a community partner, new to Mencap , and I would like to network with more of you regarding the people with disabilities in Croydon. [Home - Croydon Mencap](https://www.croydonmencap.org.uk/) Contact Stella Osan, [stella.osan@mencap.org.uk](mailto:stella.osan@mencap.org.uk).

**Community Facilitator** for Croydon Voluntary Action (CVA) working to bring closer partnership working between the Voluntary and Community Sector (VCS), Health and Social Care. I also work with local residents. Contact James Moore [james.moore@cvalive.org.uk](mailto:james.moore@cvalive.org.uk), 07943 382 193.

**Community Builder for Croydon Central West** Working in partnership with CVA and One Croydon. My role is to support people to access local services and also support their skills and passion development. These could be around project initiations and volunteering opportunities through the Health and Social Care recovery process. Contact Victoria Kamara, [Victoria.kamara@cvalive.org.uk](mailto:Victoria.kamara@cvalive.org.uk)

**Localities and Updates**Please see the attached Localities Operating Model graphic as a visual of One Croydon’s ambition to link communities and Voluntary and Community Organisations (VCOs) alongside health and social care.

Clear action from this partnership meeting is to 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…

Online isn’t going to reach everyone so we’ll also put a list together that can be printed off nad shared locally.

**ACTION:** CVA to draft a paper based service directory for the South-West locality with groups who have given input today and including activities from Simply Connect, others to add/revise draft. First draft shared before the end of January as a first step towards sharing widely the support and activities available in South-West Croydon.

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 South West as it is widely recognised that this locality has not benefitted from this previously. The timescale for this is that the Community Builders are in post by the third quarter of this year.

Maureen - Suggestions of use of Sentinel House in the Centre of Coulsdon which the owners are either selling or renting out.  With lots of parking, in the centre of town and lots of spaces which would be a good ADDITIONAL health facility too -  including all the community builders stuff.  The owners have been contacted via member of ECRA and Chair of FoFD&HV Chair and myself.  Needs to be more holistic planning.

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 30th March 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.

Warm wishes- Sarah, Andrew & Martin

Sarah Burns - [Sarah.burns@cvalive.org.uk](mailto:Sarah.burns@cvalive.org.uk)

Andrew Slegg - [andrew.slegg@croydon.gov.uk](mailto:andrew.slegg@croydon.gov.uk)

Martin Faiers- [martinfa9@yahoo.com](mailto:martinfa9@yahoo.com)

Sarah Burns

Director of Communities

Mob: 07540 720106

Email: [sarah.burns@cvalive.org.uk](mailto:sarah.burns@cvalive.org.uk)

CVA Resource Centre,

82 London Road, Croydon CR0 2TB