

Building a better Croydon for Everyone – Interim Report

- Commission chaired by Bishop of Croydon
- Independent body set up by Croydon Council
- Final report for January 2016
- Engagement with c.3,000
- CCG and various organisations, particularly the public
- Obesity not covered
- Prioritised errors where major challenge and could add value

Chapter 1 – Vibrant, responsible and connected communities

- Are there ways to increase participation of volunteers?
- Can we devolve power to communities to take more responsibility in their areas?
- Use online platform for exchange of time and support within communities
- BID model to include residents – devolving responsibility for some services such as upkeep, aspects of crime and local transport

Chapter 2 - A town centre that lifts the whole borough

- Can we spread prosperity out to more deprived areas?

Chapter 3 – Leaving no child behind

- Early years intervention
- Improving support for SEN children
- Wellbeing – nurturing programmes (Best Start)
- Best practice around therapeutic support in schools
- Overload of CAMHs service
- Many schools could do more around mental health issues
- Praise around work done by Fair Access Panel

Chapter 4 – A connected borough where no one is isolated

- Further work needed to understand challenges around isolation
- More volunteering needed to support socially isolated residents
- Major agenda around issues in hospitals – bed blocking, people in hospitals unnecessarily

Chapter 5 – Finding homes for all

- Challenge of more security in private sector renting
- Good Landlord Charter to encourage acceptance of tenants on benefits
- Home owners to take in homeless people?

Chapter 6 – Supporting residents towards better times

- Can more be done around child care to support people into work
- Could developers be part of the solution by investing in child care?
- Support for money wise training for those in debt
- First Step – offer everyone a local work experience job

Issues discussed:

1. Social isolation

Voluntary sector – social isolation – major problem of transport to get people out into community to provide support

Community centres – encourage them to open up at lunchtimes – need information on people who are isolated – how to contact them

Get information from GP surgeries about people who are isolated – confidentiality issues

Voluntary sector - number of directories in the borough – consolidated into one resource (Care Place) to provide information for GPs and other services to pass on

Issue of getting people to take the first step – need encouragement from neighbours

Isolation not just elderly people – single men without social skills and emotional intelligence have particular difficulties

Care Place – some people unable to use this website – struggling to gain access – only an information resource – will not replace advice services

Libraries – signpost people there and ensure staff available to help find information

Digital solution not the only answer

Pivotal for people to connect with each other

Volunteers needed for Go On launch....

GPs should have information about other voluntary societies for specific needs

Diversity needed to cover different needs – some people not social animals

Not only social contact – practical issues cause problems for isolated

Project in east London, Good Gym – people identified by GPs – once a week drop in – gardening etc – digitally facilitated

Young people to adopt older people

Volunteering for young people – during school years, students going to university and in 'gap' year

Mental health – need to deal with practical problems before they can cope with everyday life

Community transport

Neighbourhood Care Association offer transport service but short of volunteer drivers

Inconsistency of offer across the borough

Asset based community development – what do we need in order to create in north of borough the same service as existing in the south? Start with a Big Lunch?

Finances – difficult to get relatively small amounts of money to keep initiatives going?

Residents' Associations funding local charities

Projects around the borough need linking up – churches, RAs etc

2. Improving outcomes for children

Drop In Centre - Referring children 9-13 years – deal with young people up to 25 years – increasing numbers – have multiple problems

Isolated older people encouraged to go into schools and share experiences with children and help younger children to read

Social movement in Croydon – needs to be at local level

Finding a way for people to help neighbours, get people together

Lot of depression – worried about school, getting a job

Bullying in schools – some racist
Issue of marriage break ups – domestic and emotional violence – children in the middle
Children need someone to listen – befriending
Work looking at joining up the problems – gateway approach – make connections and support families as a whole
Increasing children and young people in poverty – work being done collectively – direct/indirect consequences?
Opportunity through Local Plan to transform young people’s emotional and physical issues – need to plan well over coming years – to give children more resilience
Trying to recognise messages YP put out
Extra CAHMS money from central government – proportion to focus on early indicators at primary school to identify issues and put support in early where needed
Lack of support in schools a major issue
Fair Access – looked at 3 therapeutic interventions – providing emotional nourishment – from leadership in schools and sharing best practice
Not all schools using Octavo support
“Prevention is far better than cure” – particularly with mental health issues
Look at how much money being spent – education, social care, voluntary sector – what proportion should be on preventative, as opposed to treatment basis?
Need commitment to way of looking and measuring this – state of the nation report every two years – “right thing to do”
Need to help parents to understand what is going on when they have difficulties with their children
Children learn from their parents – copy or do the opposite
Disruption in home life reduces chances of success in adult life
Prevention – environmental impact – nature space in Norbury (was a fly tip)
Thornton Heath – another betting shop in place where young girls complained if being harassed – likely to increase – authorities have a responsibility to address this
PTAs to get more involved? Fundraise and provide additional services – crèches etc. - get fathers more involved

Summary

CAMHs – outreach for prevention rather than cure
Supporting parents
Developing PTAs
Concern about betting shops – need changes in Licensing/Planning rules
Concern about bullying
Developing emotional intelligence in children and parents
¹Reducing poverty
How to unlock money and use in a different way to alleviate feeling of hopelessness amongst young people?
Social prescribing – How to promote it more? How effective is it? Could be taken forward through the Transforming Care Board?

CCG to provide briefing regarding CAHMs funding

¹ **Note:** Delhi – despite poverty, local government manages to run a successful environment – traffic keeps moving, no begging.