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| REPORT TO: | HEALTH AND WELLBEING BOARD (CROYDON) 14 December 2016 |
| AGENDA ITEM: | 12 |
| SUBJECT: | Healthwatch Croydon report |
| BOARD SPONSOR: | Jai Jayaraman, interim CEO, Healthwatch Croydon |
| BOARD PRIORITY/POLICY CONTEXT: | |
| Healthwatch Croydon is the 'consumer champion' for local health and social care service users. We ensure that those who plan, run and oversee services listen to the views and experiences of local people. As part of our business plan for this year we are undertaking engagement projects with eight 'seldom heard' groups - people who may be isolated, vulnerable and marginalised. In this report we research the experience of refugees and asylum seekers | |
| FINANCIAL IMPACT: | |
| N/A | |

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| 1. RECOMMENDATIONS See report, Pages 17 – 20. |
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2. EXECUTIVE SUMMARY

We found that the experience of expectant and new mothers, and children, who are afforded 'social protection' including welfare and accommodation, can be radically different from that of single adults, who are not.

Without recourse to public funds, adults can find themselves homeless, many 'trapped' in their situations – desperate to work, but without official documentation, not easily able to secure legal employment. This places them in a position of vulnerability and risk – we heard accounts of exploitation, violence, malnutrition and constant tiredness. While these people do have good access to primary and emergency care services, this is not necessarily their greatest need – many are preoccupied with 'getting through the day and night'.

It is not the remit of Healthwatch to comment on welfare or housing but nonetheless we urge policymakers to consider this, and ask if the increasing reliance on the third sector to pick up the pieces, while the state 'looks on' is fair, or sustainable.

3. DETAIL

See report, Pages 7 – 17.

4. CONSULTATION

During the autumn of 2016 we engaged with 105 people of all ages, visiting organisations including Croydon Refugee Day Centre, Linguahouse CIC, British Red Cross and Tamil Family Association. We also talked to frontline staff at Crisis and the British Refugee Council.

5. EQUALITIES IMPACT

N/A

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BACKGROUND DOCUMENTS: None