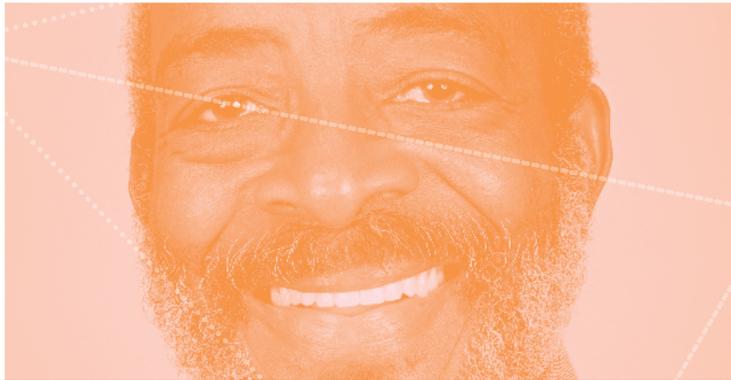




CROYDON COUNCIL'S
**COMMUNITY FUND
PROGRESS REPORT**

YEAR 2 • 2018



DELIVERING BETTER OUTCOMES FOR LOCAL PEOPLE

Contents

3

FOREWORD: Councillor Hamida Ali:
Cabinet Member for Safer Croydon
and Communities

4

EXECUTIVE SUMMARY

6

THEME 1: Vibrant, responsible
and connected communities

11

THEME 2: A connected borough
where no one is isolated

15

THEME 3: Supporting residents
towards better times

19

THEME 4:
Leaving no child behind

24

THEME 5:
Finding homes for all

28

APPENDIX 1: Services Funded
by the Community Fund

FOREWORD

Councillor Hamida Ali, Cabinet Member for Safer Croydon and Communities

Croydon is one of London's most wonderfully diverse boroughs and a place where inspirational residents and communities live and work. With 93,000 young people, we are proud to be London's youngest borough and proud to be a place where we celebrate our diversity, we celebrate our successes, and in tough times we stand together as one community. The Voluntary, Community and Social Enterprise (VCSE) sector sits at the heart of our communities and makes a significant and essential contribution to the social, economic and health and wellbeing of local people.

In 2015, the Opportunity and Fairness Commission (OFC) gathered views from across the borough to understand the issues and challenges faced by the people of Croydon in order to build and create a fairer and better place to live for all. In meeting the key inequality and poverty challenges residents face, the OFC made a series of recommendations. The Council was asked to show leadership in this area by promoting community involvement, supporting asset based development approaches and devolving power to local communities.

This is why we created the Community Fund. By reshaping the grant support to the Voluntary Sector around the OFC themes and including support for asset based community development, we were able to secure circa £6m of funding for three years. This report takes you through the progress that has been made

and the outcomes that have been delivered through the Community Fund in the second year of the programme.

On behalf of the Administration, I would like to extend my sincere gratitude towards the Voluntary and Community Sector. The Council would not be able to achieve its objective of a fairer and better place to live for all without the vital contribution that the VCSE sector makes. They play a key role in delivering services that rebalance and address inequality, improve cohesion and increase community leadership.

I know through my experience of working with the sector and visits to the partner organisations, that the Community Fund programme harnesses a culture of putting people at the heart of solutions, as we all move from dependence on traditional services towards enabling greater independence, self-reliance and putting in place preventative approaches. There are several case study examples in this report, which demonstrate the power of community solutions in helping improve the lives of local residents.

We are now in year three of the Community Fund, and I look forward to another exciting year of the projects ahead. The Council in the recently approved Corporate Plan recognised the important role the VCSE plays in the Borough and has confirmed its commitment to funding the VCSE, including the Community Fund. We have extended the existing Community Fund projects for a further six months and are currently developing

a Voluntary and Community Sector Strategy which will set out how the Council will continue to work with and support the sector, which will in turn shape the future commissioning of the VCSE.

To conclude, I would like to say a heartfelt thanks to the committed staff, volunteers, and hardworking partners who make a difference day in day out to local communities.



Councillor Hamida Ali
Cabinet Member for Safer
Croydon and Communities

EXECUTIVE SUMMARY

The Voluntary, Community and Social Enterprise (VCSE) sector makes a significant and essential contribution to the social, economic and health and wellbeing of communities. The VCSE sector has a strong history of innovation and has continued to strive and play a crucial role in providing a wide range of services. They are the gateway to our diverse communities, widening the reach of residents who sometimes feel excluded from mainstream services.

Public services are under increasing pressure as a result of both increasing demand and reducing resources. The Third Sector remains key to helping the Council and its partners to respond to this challenge. To support the required changes, in 2014/15, the Council reviewed its Third Sector investment and commissioning arrangements to ensure they were delivering the desired outcomes, driving maximum value for money, meeting community need and effectively supporting the Sector to improve and thrive.

In October 2016, the Council adopted a new approach to supporting and investing in the VCSE sector. Its focus was on unlocking and recognising the need to focus on outcomes for our residents and to harness the social value of the voluntary sector as equal partners. The Council moved to an outcomes based commissioning approach, focused on five priority areas which are set out later in this report.

This report sets out the current funding arrangements and themes and outcomes delivered so far. It presents the emerging findings, key achievements and a selection of case studies to illustrate the difference that the Community Fund is making to people's lives.

The initial three year term of the Community Fund was due to end September 2019. The Council has extended the existing contracts for a further six months until March 2020.

The Council in the recently approved Corporate Plan recognised the important role the VCSE plays in the Borough and has confirmed its commitment to funding the VCSE, including the Community Fund. The Council is developing a Voluntary and Community Sector Strategy which will set out how the Council will continue to work with and support the sector. The intention is that the strategy will be developed by spring 2019 and will help shape the future commissioning of the VCSE.

The re-commissioning of the Prevention Fund and Community Fund will start after the VCSE Strategy has been approved and following this, there will be a period of engagement with the sector on the new approach.



BACKGROUND

During 2015, the Council commissioned the Opportunity and Fairness Commission (OFC) to recommend ways to reduce inequity and advance equality and diversity. The work of the OFC was one of the widest conversations with the community of any London borough, with over 3,000 residents and stakeholders involved. The findings from the OFC report, reported to Cabinet in January 2016, have influenced the outcomes the Council sought to achieve through the Community Fund programme 2016-19.

Croydon Opportunities and Fairness Commission published its final report on 28th January 2016. The report highlighted the key inequality and fairness challenges for the borough and presented recommendations on how these could be addressed by the Council in partnership with the VCSE sector.

The Community Fund programme adopted the OFC key themes and built a dynamic approach to supporting and investing in the VCSE sector to deliver improved outcomes. The proposal was developed in collaboration with the sector through a range of meetings and discussions.

The programme was established on a number of important principles:

- A focus on key outcomes that needed to be influenced and changed across the borough. This meant that we moved away from funding organisations and instead funded programmes and activities which would achieve the intended outcomes;
- Alignment to the Council's Corporate Plan, Ambitious for Croydon, and the borough's Community Strategy;
- Shaped and influenced by the recommendations of the Opportunities and Fairness Commission;
- Supported community empowerment by helping residents to live independent lives; and
- Supported VCSE strengths in developing community responses to the identified key outcomes while building the capabilities of the sector to adapt to the difficult financial climate and become more sustainable.

In October 2016, the three year funding arrangements for the Council's new programme were implemented. Overall, nearly £6m will be invested in the programme delivery over three years. A detailed breakdown will be provided in appendix 1.

Year two of the Community Fund spans from 1st October 2017 until 30th September 2018. Some of the stories and achievements of the Community Fund have been captured in this report. Over the next five sections you will be able to see how the Community Fund services have been able to support people living in Croydon.

The programme has 35 delivery partners, see Appendix 1 for details.

NB – Please note, the case studies described in this report are a mixture of anonymised case studies where explicit consent was gained to publish their story in this report from the person in the description, or where sensitive topics are described, an amalgamation of true events has been used to protect individuals' identities.

This report also contains photos taken from services where consent was obtained from the subject.

THEME 1

Vibrant, responsible and connected communities

£2.2 million was committed to the Vibrant, Responsible and Connected Communities theme over three years. With this funding the Council wanted the VCSE sector to work with us to create an environment which engenders responsibility and nurtures the positive things which people are willing to do to make their locality a better place to live.

The priority outcomes for this theme are:

- To drive fairness for all communities, people and places
- To improve wellbeing across all communities through sport and physical activity; and
- To create a place that communities are proud of and want to look after as their neighbourhood

The key outcomes achieved over the last year include:

- The Asian Resource Centre of Croydon in partnership with 23 delivery partners, have engaged with 10,397 people, including 7833 people who attended health related activities

- 3560 people accessed the Purley Cross Centre for information and advice, the top three most popular type of enquiries were computer training, Legal/ Power of Attorney and Age UK services
- 58 training sessions provided on setting up a charity / social enterprise
- 110 training sessions held to support local organisations fundraise
- Over £1m in financial gains for clients in benefits, tax credits, grants, refunds and debt written off
- Over 12,000 advice issues supported by Croydon Citizen's Advice
- Over 90 Voluntary and Community Organisations have received support
- More partnerships between Voluntary and Community Organisations to secure funding
- Numerous capacity building events held providing training on starting up a charity/social enterprise, fundraising, monitoring, evaluation and impact measurement as well as systems, policies and procedures

- Over 80 targeted campaigns to recruit volunteers living in Croydon with over 700 individuals placed into volunteering

The case studies below demonstrate the difference that this funding is making.



Case study 1

GREEN SPACES – CROYDON BME FORUM



Green Spaces provided by Croydon BME Forum at the Elmwood Community Centre provides a range of activities for black & minority ethnic (BME) communities to help reduce social isolation whilst allowing people to get familiar with nature and green spaces in and around the borough. People participating in the activities are aged between 35 to 90 and may be lonely and have health and care needs. Many have difficult lives and have struggled with exercise, keeping healthy, retaining their independence and managing conditions like arthritis. However, thanks to the Community Fund, Green Spaces has helped change this.

“I have enjoyed the nutrition talks as we can adapt the information to what is useful to us individually. The physical activity sessions were good as they helped us reduce stiffness in our joints. We also learned about stretches we can do at home. Also, the visit to Kew Gardens last September was really enjoyable as we could socialise among ourselves. It was fun to be together with people of different ages!”



Members have enjoyed:

A visit to Kew Gardens

The group really enjoyed visiting Kew Gardens in September to appreciate nature. Many said it was the “experience of a lifetime”.

Walking in Winterbourne and Streatham parks

September saw the start of a programme of walks in two Croydon parks, led by a volunteer. Members of different ages joined in and really enjoyed the contact with nature and socialising. Afterwards people said they now understood the benefit of walking as a form of physical exercise – especially as it didn’t require too much effort or money.

Physical activity sessions

A fitness instructor engaged the group in gentle, slow-paced yet energizing aerobics classes, suitable for both older people and those with reduced mobility.

Healthy eating sessions

A qualified nutritionist discussed various topics with the group aiming to educate members on essential nutrients and balanced eating.

“ experience of a lifetime ”

Case study 2

CROYDON VOLUNTARY ACTION



Volunteer Centre Croydon is the first step into volunteering within Croydon, making it easier for Croydon's residents from all backgrounds and abilities to get more involved in their communities.



John's Story:

During John's search for voluntary work, he searched online, sent lots of expressions of interest and made numerous phone calls. Open to working with many different service users, all of his efforts were with reading the websites of the charities and approaching them directly, leaving his details and sending off emails, explaining his situation and offering his time of one day per week. It was time consuming and he did not seem to be getting much response or return calls/emails.

A neighbour suggested that he try the local Volunteer Centre in Croydon. Making an appointment was straightforward on an electronic booking system and he was sent a reminder. 'When I attended I was greeted warmly and seen more or less right away. The chap that interviewed me, listened to my situation and needs and responded to my questions. I was registered onto the system and a statement was uploaded describing my skills and interests. It was all very pain free!' While at the interview opportunities for volunteering were shown to him which he applied for on the spot with the adviser.

Within a few days of visiting the Volunteer Centre, he was being interviewed for an opportunity through

MENCAP to work with learning disabled adults as a Volunteer Teaching Assistant locally in Croydon. Since starting in February, he has attended weekly and helps the teachers and tutors with role play, tasks and activities as well as working with the learning disabled people towards achieving their goals.

John had not worked with learning disabled people before and feels that the experience has been tremendous in bringing a better understanding of their needs, especially around communication. 'I have learnt to become more creative in my approach and work in a person centred way. I have also gained richly from the expertise of the staff, all of which is vital for my development as a student social worker. My overall experience on the project has helped me to decide that this is the user group I would like to specialise in for my chosen area in social work.'

'Thank you. Without the help of the Volunteer Centre I would not have been paired with this project or had such a wonderful time!'

“ When I attended I was greeted warmly and seen more or less right away ”

Case study 3

CITIZENS ADVICE CROYDON



Citizens Advice has been running an advice service in Croydon for nearly 80 years, operating within the core principles that services are free, confidential, independent and impartial. A truly unique service, embedded in the community, the service is available to anyone who needs it.

Support from the Community Fund is essential to the delivery of the organisation's core service and has enabled us to help over 6,000 Croydon residents this year, helping them to resolve around 15,000 advice problems.

The Citizens Advice Service is accredited with the Advice Quality Standard and covers a broad spectrum across English Civil Law. This means that what we do ranges from helping someone who has purchased faulty consumer goods, or someone who has not been paid correctly by their employer, to providing crisis advice to someone who has bailiffs at the door. A significant element of our work relates to welfare benefits and, in particular, Universal Credit, where our advice ranges from eligibility checks to helping to appeal a welfare benefits decision. We have supported Croydon's Windrush generation resolve problems with Citizenship and the multiple problems that arose as the legal status of this group of people came under scrutiny.

In an increasingly complex world, problems tend to be multi-faceted and often interconnected. The holistic nature of our service means that we can deal with the whole person, saving someone from having to re-tell their story to several different agencies all dealing with separate aspects of a problem. Liaising with social workers, housing officers, council tax officials, housing associations, NHS Trusts and GPs, negotiating with creditors and landlords and working with other voluntary organisations can be all part of trying to resolve a client's problem and all in a day's work for our hardworking and dedicated group of staff and volunteers.



Case study 3 continued

CITIZENS ADVICE CROYDON

DAVID'S STORY:

David lives alone in privately rented property. He has been living with a chronic health condition for over 10 years, affecting the functions of some of his limbs. David then suffered a stroke causing further debilitation. Despite the weaknesses in both sides of his body severely impairing his ability to undertake daily living tasks such as dressing, bathing, walking and preparing meals, David was refused Personal Independence Payment (PIP) (additional payments to help people with a disability or long-term condition with extra costs). David had difficulty with communication and concentration and relied on his nephew for support.

Receiving regular treatment from NHS services, David was referred to Citizens Advice Croydon by clinicians involved in his treatment.

A specialist adviser from Citizens Advice Croydon made an assessment of David's advice needs and identified that not only did the decision regarding PIP warrant an appeal, but that David also had a shortfall with rent and housing benefits.

Working with David and his nephew, the Citizens Advice adviser:

- Supported David to challenge the Department of Work and Pensions (DWP) decision to refuse PIP. The appeal went to the First Tier Tribunal and the Citizens Advice adviser attended the appeal hearing with the client. The appeal overturned the previous DWP decision and David was awarded PIP at the enhanced rate of both the daily living and mobility components.
- As David's payments from Housing Benefits wasn't enough to meet his rent, the adviser applied for a Discretionary Housing Payment (DHP). The Local Authority awarded £53.00 per week towards the rent.

David was very anxious and worried about his financial position but receiving professional support to prepare for the appeal was hugely reassuring for him, as was having the Citizens Advice adviser attend the tribunal hearing itself. The success of the appeal together with the DHP award means that David is now over £10,000 a year better off.

Outcome/Financial gain	
PIP Appeal	£7,558.20 per year
Discretionary Housing Payment (DHP)	£2,756.00 per year

For every £1 invested in Citizens Advice in Croydon, we generated at least:

£3.05 in fiscal benefits: Savings to government by reducing health service demand and local authority homelessness services.

£13.13 in public value: Wider economic and social benefits such as improvements in participation and productivity for clients and volunteers.

£13.01 in benefits to individuals: Real money for some of Croydon's most disadvantaged residents, through benefits gained, debts written off and consumer problems resolved.

“Wonderful service. I found everyone really helpful, taking a lot of the strain off us, the people”

THEME 2

A connected borough where no one is isolated

£1.8 million was committed to the Connected Borough Where No One Is Isolated theme over three years. For this the council wanted to support organisations working with carers across the borough and to reduce loneliness and social isolation.

The priority outcomes for this theme are:

- A thriving and lively cultural offer which engages communities and supports regeneration
- A place that is easy and safe for all to get to and move around in
- A supportive network for carers that enables them to sustain relationships whilst continuing their caring role

The key outcomes achieved over the last year include:

- Almost 25,000 contacts with carers have been made at the Carers Support Centre over the course of the year
- CNCA provided befriending service (telephone and/or home visit) to over 120 people, over 80% of these people were aged 75 years and over
- Horizon Care and Welfare Association provided short breaks to over 600 carers
- Croydon Accessible Transport provided invaluable transport support to its 130 member groups and its team of volunteers provided transport to residents affected by the Whitestone Way gas leak
- 1038 counselling sessions for carers held by Mind in Croydon
- 814 health and wellbeing activities/sessions offered attended by 5,021 carers

The case studies below demonstrate the difference that this funding is making.



Case study 4

MIND IN CROYDON - CARERS SUPPORT PARTNERSHIP



The Carers Support Partnership provides support for people over the age of 16 years who care for a relative, partner, friend or neighbour who has a mental health problem.

Here is an example of the help the Community Fund Carers Support project has provided:

James & Helen have recently been reunited with their son who had left home at a young age, ten years earlier. They had not seen or heard anything from him after the first few years and believed he was living rough. They had a vague idea of where he was and visited this area once or twice a week hoping that they would see him and be able to make contact. Eventually they had word from a family friend on his whereabouts. They were able to speak with him and persuade him to come home with them.

Although delighted to have their son home and safe, his behaviour was very difficult for the family to understand and manage. He was very withdrawn and displayed many unusual and disturbing behaviours. They recognised that there were mental health problems as well as physical health problems. However, their son was resistant to any medical intervention. The parents then contacted Carers Support Partnership to access help to be able to support their son.

They wanted their son to be able to manage the usual daily living skills that we all take for granted

and to be able to interact with other family members and the wider community. They wished to reduce his isolation and help him to build his confidence and access the health care that they felt he needed.

The Carers Support Partnership arranged regular weekly meetings with James & Helen to discuss the behaviours they found challenging and the more practical issues of their son accessing health care and benefits services. The practical issues took some time to resolve. The behaviours and living skills were the focus of regular meetings over a period of months to help the family understand and put in place communication skills that would encourage and nurture their son back into family life.

The family are now managing very well, with the young person attending the Hub drop in service at Mind on a regular basis and, from September last year, undertaking a college course. This is a massive step for the young person who was anxious, fearful and withdrawn. The family also recently took a family holiday together to visit relatives.

Case study 5

PHASE 1 ENTERPRISE TRAINING LTD.



Anisha's story

Anisha who is married and has three children, moved to the UK ten years ago from India. She came to the project looking for training on how she could save money and stay safe online.

Anisha attended financial capability training and had one to one sessions. She also attended the Digital Zone sessions in the Central Croydon Library to learn about online safety and digital platforms.

After doing all this, Anisha said she would review the workshop notes with her husband and use the information to discuss ways of saving money, especially as, according to her religion, a certain percentage saved would go to charity. She remembered she had many toys, buggies, and clothes she had gathered in her loft that she was considering throwing away. She decided to use Ebay to sell some of the unwanted items. Anisha found this very helpful, as she said,

'It's really very useful knowledge, with the workshop and activities I have improved my skills and learnt about finance. I have also learnt how to be safe online and what platforms I can use to sell things online. Thank you very much for the knowledge and practical tips that I can now use to save some money and use online platforms like Ebay and Facebook to sell things I do not need and provide for those in need in the local community'.

“ It's really very useful knowledge, with the workshop and activities I have improved my skills and learnt about finance. ”

Empower Women of Croydon' project aims to support women, especially those with children from BME communities, to become more financially sustainable via financial capability and digital skills training, one to one support and peer to peer support groups.

Case study 6

THE RAPE AND SEXUAL ABUSE CENTRE (RASASC)



The Rape and Sexual Abuse Centre ensures that fewer women suffering from domestic violence are isolated, that they and their children are protected from harm and exploitation and that perpetrators are brought to justice to prevent further domestic crimes being perpetrated.

The Community Fund provides help for those who are coping with very challenging and stressful situations. Camille is a worker for the Family Justice Centre (FJC) project, at RASAC, which receives money from the Community Fund. Camille tells the story of one such person. Not only were the FJC able to help her with the immediate issues, they left her better off and feeling better able to cope with future challenges.

Camille's story

"The client came to FJC for help because she was in an abusive relationship which was having a massive impact on her life. She felt that she could not cope anymore. She felt that if she stayed in the relationship, she would come to serious harm. During their relationship she had suffered from physical, emotional, and verbal abuse as well as being stalked and subject to coercive and controlling behaviour. The client lived in her own property, and the perpetrator was not on the tenancy so had no legal right to the property.

Because of the fear of further physical abuse, the client was initially reluctant to engage with legal orders or police. The service worked to engage with the client, using the resource 'the wheel of power' and control.

The client agreed to obtain a Non Molestation order, legal aid was applied for and a Non Molestation order was obtained, supported by FJC's Duty Solicitor. This



RASASC
Rape & Sexual Abuse Support Centre
RAPE CRISIS SOUTH LONDON

gave the client the tools to stop the perpetrator from coming to her property or near her. The client did not wish to move, as property had been adapted for her needs, and felt that she would notify the Police if there were to be a breach of the order. The legal intervention provided had empowered the client.

In addition to this, the service made a referral to Sanctuary and arranged for the property's locks to be changed, and safety measures put in place, such as window locks and garden gate locks installed. A referral was also made to Turning Point, to support the client with on-going alcohol misuse, further empowering her to take control of her life choices. The client was offered counselling and access to the Freedom Together Programme but at this time she does not feel able to engage with these resources.

The client has now been stepped down to Community IDVA level to support to help her feel more in control of the situation, to have the necessary support when she needs it and to help her feeling less isolated. Potential on-going support will be provided by an FJC Volunteer to keep in touch with her. The risk to the client has been significantly reduced and steps have been put in place to enable her to ask for help when she feels that she needs it."

THEME 3

Supporting residents towards better times

£610k has been committed to the Supporting Residents Towards Better Times theme over three years. Through this funding we wanted to work with the VCSE sector to support flexible and inclusive employment opportunities for local people and to support the health and well-being of local communities.

The key outcomes achieved over the last year include:

- Families and individuals are more financially resilient and live affordable lives
- People from all communities live longer, healthier lives through positive lifestyle choices
- Families are healthy and resilient and able to maximise their life chances and independence

The key outcomes to date include:

- Phase 1 Enterprise Training CIC, provided one-to-one mentoring support to 78 BME mums to set up their own businesses or get into employment and supported 20 women to complete accredited training in Level 1 Business Accounting

- 172 people with a mental health illness were supported by Mind in Croydon to attend a sports activity they've never tried before and/or increased the use of health and wellbeing technology for motivation, information and improved health; using health and wellbeing apps
- Parents in Partnership provided individual support to 150 families with children under 5

The case studies below demonstrate the difference that this funding is making.



Case study 7

MIND IN CROYDON - ACTIVE MINDS



The service is available to anyone with a mental health problem or who is isolated and would like to improve their wellbeing by developing a healthier lifestyle. Where possible groups are led by volunteers who have attended the groups themselves and are ready to take the next step in their recovery.

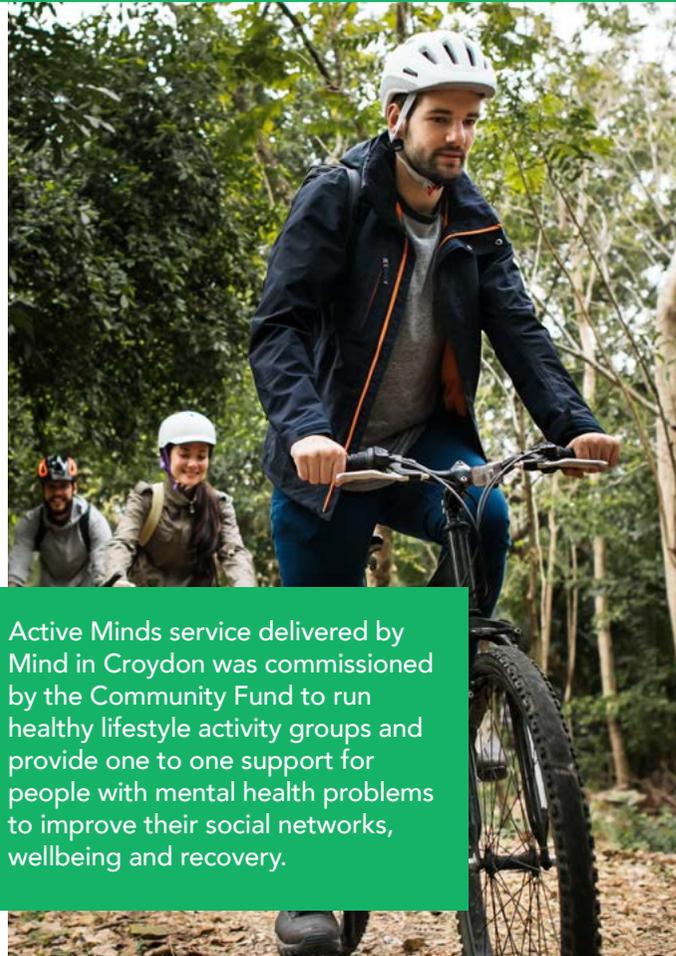
436 people have been referred to the service, with 262 people taking part in new activities and seven service users have gone on to volunteer for Mind in Croydon.

The football group has enabled group members to join the grass roots mental health football league and take part in regular matches, winning the end of league tournament. The group members have developed friendships and often meet socially outside of these events. "I just wanted to say I'm really glad I came today, I feel really good" – service user after attending the Active Mind football group.

The cycling group runs each summer from April to October. This year, 17 people attended the group building up from cycling in the shelter of Croydon sports arena and South Norwood Country Park, to learning road safety skills and gaining the confidence and fitness to cycle all over Croydon and the surrounding boroughs. Group attendees went on to attend independent cycle rides and take part in the local women's BMX group. "I can't tell you the difference it has made to him. The change we see in him" – Carer of a group attendee.

"This is such a good thing, you can really see what people get from it, you can see in their faces, it's just brilliant it really is" – Member of staff supporting a patient to attend an activity.

“I just wanted to say I'm really glad I came today, I feel really good”



Active Minds service delivered by Mind in Croydon was commissioned by the Community Fund to run healthy lifestyle activity groups and provide one to one support for people with mental health problems to improve their social networks, wellbeing and recovery.

Case study 8

METRO CHARITY - THE CROYDON HIV HEALTHY LIVING SERVICE

People living with HIV in the UK can now live as long as someone without HIV owing to the great advances in HIV treatment. However, there are still many challenges that people with HIV face in coping with their diagnosis, the stigma that still exists and the pressure that can be felt on relationships.

The Croydon HIV Healthy Living Service brings together services for people with HIV in Croydon. They provide a range of services that sit together including peer support groups for people with HIV, advice and advocacy support, family and children's support, counselling support and services for young people.

Jo at Metro tells us about the Croydon HIV Healthy Living Service funded by the Community Fund.

"A common experience for clients accessing these types of support services is to go on a journey, from feeling often isolated, anxious and depressed, to feeling supported, more confident and outgoing. Clients goals achieved include: successful housing and benefits support; better psychological health and wellbeing;

being supported to talk within families about HIV, for example parents appropriately disclosing HIV status with children when they are old enough for this to make sense.

Many of our clients have problems taking their medication when they first come to us, this is for a range of physical and psychological reasons. We support them to view HIV as just one issue that affects their lives, and to put things in perspective and get back on their feet, feeling happier and healthier. Often talking to our workers, or a peer, or a counsellor can make all the difference in the world to clients, and it enables them to feel supported and often results in disclosure of HIV status to partners, and also helps with key life goals, such as changing jobs or finding work that is more supportive for them.

Some of our clients come to us in crisis, and are able to work through the next steps to get them back on track, feeling empowered to just take one day at a time, and address the most important issues first. Sometimes, this is finding a safe place to stay, to avoid homelessness; sometimes this is meeting someone else with HIV and sharing their story, which makes them feel so much less isolated."



This is what service users say about the service:

"Thank you METRO for helping me with my Personal Independence Allowance (PIP) appeal... I have been awarded an enhanced rate for daily living component"

"I had the happiest week ever...seeing animals like sheep was fun. Campfire stories and songs were fun too. It was happy times, for once I did not think about my HIV and had a great opportunity to travel away from London (A young person living with HIV who attended the respite week away).

"Meeting someone else with HIV at the peer support group made all the difference. It's so good to know that I'm not alone anymore".

“ Thank you METRO for helping me with my Personal Independence Allowance (PIP) appeal ”

Case study 9

PARENTS IN PARTNERSHIP, CROYDON (PIP)

Parents in Partnership, Croydon (PiP) is a charity working with parents and carers of children and young people with special educational needs and disabilities (SEND) aged 0-25 in Croydon.

Direct feedback from parent carers who received support from PiP over 2017-19 shows that:

- 100% felt better informed, more supported and better able to cope;
- 81% felt less isolated;
- 78% gained useful skills;
- 69% met other carers;
- 53% thought their health and wellbeing have improved
- 23% were able to have a break from caring

Sharon's Story:

Sharon heard about Parents In Partnership through a friend who used to live in the same area as her. Sharon was told about the service because she really needed someone to listen to and help her. Within two days of contacting PIP, Sharon was visited by someone from the organisation who introduced themselves and let Sharon know how they could help her situation. She was really surprised that there was a service available to help her.

Sharon initially needed help because she was living in a basement flat with two young sons, aged two and eleven, of which her oldest had some disabilities. Sharon's eleven year old son had been diagnosed with ADHD, Congenital Glaucoma and chronic lung disease. There were also problems when they got evicted from their home due to the landlord wanting the property back. They were moved to an industrial estate where a lot of other families with young children lived. She then

encountered difficulties with transport and changing school as they had been moved out of Croydon. Sharon felt she had completely lost hope and was feeling very down, however PIP were there to help by providing emotional support and by supporting her to resolve the issues. When asked about Parents in Partnership, Sharon said: "To be honest, you were my rock. Even when we were waiting for things to happen, every day you were there. The support was absolutely brilliant, I couldn't ask for more" Sharon says about her advisor at PIP.

“The support was absolutely brilliant,
I couldn't ask for more”



THEME 4

Leaving no child behind

£830k was committed to the Leaving No Child Behind theme over three years. There are nearly 100,000 young people living in Croydon – more than anywhere else in London. Through this funding we wanted to work with the VCSE sector to reduce child poverty in the most deprived wards and to support well established youth providers to help young people make positive life choices.

The priority outcomes for this theme are:

- Children and vulnerable adults are protected from harm and exploitation
- Domestic abuse and sexual violence is prevented where possible, victims are supported and perpetrators held to account
- People of all ages are able to reach their full potential through access to quality schools and learning
- Children, young people and parents are healthy and physically well
- Youth community provision is supported

The key outcomes achieved over last year include:

- Play Place have worked across 11 estates across the borough, working with 8 grass roots partners. Together they have provided 1,622 sessions in year 2, supporting 13,889 attendants
- 320 young people attended 2 community events in Ashburton Park organised by Oasis Community Hub
- 7,090 people visited the Croydon Drop In (CDI) Talk Bus, which visits 4 areas of the borough a week to provide information and advice
- Metro Centre have delivered 4 professional development training sessions on LGBTQ support for staff and volunteers in the voluntary sector
- Metro Centre provided 79 support sessions for LGBTQ young people, with a total of 327 attendances
- Monk's Hill Youth Club provided 39 football sessions and 37 youth club sessions. Moreover, they had 3 new volunteers joining last year who all completed their level 1 coaching qualification

The case studies below demonstrates the difference that this funding is making.



Case study 10

ST. FRANCIS CHURCH YOUTH ACTION FOR MONKS HILL



Each year, this project, encourages young people aged between 11-14 years who attend Monks Hill Youth Club, to contribute to their local community. The project is designed to enable young people to demonstrate their abilities to their local community, to be a visible presence and to make a difference. This year the project took place in the summer term.

At the beginning of each youth club session, the young people participating came together to work on the project. The first session involved them coming up with ideas and then voting to decide which idea to pursue. The idea they chose was to hold a charity bake sale. In the second week, the young people began to plan the sale, identifying how it would work, and what they would need to do. They also voted on the charity that they wanted to raise money for. Many young people put forward charities and Great Ormond Street Hospital was voted the winner. In the third week, the young people created flyers to help them advertise the bake sale. They raised £50 for the charity, and welcomed members of

the community into their youth club for the evening. The only contribution by the leaders of the youth club was to facilitate the group, provide materials to make the flyers and the cash float. The young people (about 12 were involved) enjoyed the experience, and were proud of their achievement. They demonstrated impressive leadership and planning skills, as well as a willingness to take on responsibility.



Case study 11

ASIAN RESOURCE CENTRE OF CROYDON



With funding from the Community Fund, Asian Resource Centre of Croydon (ARCC) has been able to offer free educational support to children and parents from poorer and more challenging backgrounds. The weekly tutoring support is designed to support both the parents and children to become an effective and supportive partnership in helping children make the most out of their transition years to secondary school and to develop their potential to succeed in core subjects.

The workshops have a dual focus; firstly they support parents in understanding the English curriculum and how they can better support their children in their schoolwork. Secondly, they support children from ages 8 to 10 in maths and English tuition to prepare them for SATs and 11+ Exams.

This funding has raised the ability of parents that are unfamiliar with the British educational system to support their child's education. The Community Fund has resulted in increased participation by these parents in their child's homework and school life. Many of these parents would not be in a position to be able to afford private tuition services. Our programme has enabled them to make the most of this opportunity. Many of the pupils have gone through this programme to achieve

great results in their exams. One such example is that of Jakub who has a learning disability and is a wheelchair user. Shortly after the project launched, his family contacted us resulting in Jakub and his brother enrolling on our programme and, since then, both their results at school have improved noticeably. Jakub recently took part in the entrance exams for Wallington Grammar School and achieved a remarkable result. This was a fantastic and unexpected result to the family and the teachers.

Jakub's mother has attributed this to the tuition support they have received from ARCC through our Community Fund Programme. "I am really grateful for the Tuition Classes offered by the Asian Resource Centre of Croydon to both my boys during the past two years, one of them who has special needs requirements. During that time I noticed huge improvements on both the core subjects English and Maths".

Our educational support partner Asim Khan also said: - "Jakub is a delightful child with a bubbly personality and a keen attitude to learning, he has great potential and these classes provide a great facility for children like Jakub to develop in a small group where we can give children greater focus and attention".

Case study 12

REACHING HIGHER - FULL CIRCLE & SUMMERBLITZ



Stacey's story

Stacey is a care leaver involved in the Full Circle programme. She found her transition to independence overwhelming, particularly the pressures of finding housing, a job and paying her bills. Full Circle provided a sense of stability for her and helped her to find support when needed. Since joining the programme, Stacey has been assigned a mentor who meets with her fortnightly, supporting her to generate work and financial plans which helped her manage her work load and budget more effectively.

Stacey expressed her interest in volunteering at the SummerBlitz summer scheme. This was her first time volunteering for an organisation and she committed to working two days a week. Stacey was an asset to the team and contributed greatly to the programme, welcoming

young people onto the scheme and supporting them during sessions. This was a great achievement for Stacey. It helped her improve her time management and communication skills greatly, so much so that she put herself forward to represent Reaching Higher at a presentation held at the Jack Petchy Foundation.

As a volunteer Stacey wants to contribute to her community and aims to help others the same way she has been helped. Stacey is now in her final year of college and hopes to finish with her desired grades. Her CV now demonstrates her productivity since joining the Full Circle and she is able to evidence the new skills she has acquired since being on the programme.



Full Circle supports the transition of care leavers to independent living. Summerblitz is a summer scheme funded by the Community Fund for 12 – 16 year olds and provides volunteering opportunities for young people aged 17 and above.



Case study 13

SHPRESA PROGRAMME AIMING HIGHER



The Aiming Higher project which operates at John Ruskin College, helps young Albanian unaccompanied minors reach their potential. This includes support for young people to be better able to make positive lifestyle choices, to reduce their risk of gang involvement, to feel less socially isolated, to gain new skills and be better able to study and prepare for work.



Agnesa's story

Agnesa was referred to Aiming Higher by her social worker. When she first attended she appeared very shy, stressed, lonely, apologetic and sensitive. She had little idea of how to get support. She said that she wanted to better understand her rights and responsibilities, especially those concerning asylum and trafficking. She wanted to learn more about life in UK. She missed her mother and was always worried about what might have happened to her.

At first, Agnesa rarely spoke during the group sessions. After a couple of months she would stay behind, when the young people left, and talk to staff about some of her worries. After attending workshops on Health and Wellbeing, Life in UK, Criminal Justice, personal money management, Immigration, and the ARISE programme on domestic violence she became more confident, trusting and active in the group.

She began to take part in all activities and to attend the weekend workshops at Shpresa Programme's centre in East London. The project also referred her to get support at Solace Women's Aid. She attended the ARISE programme there, as well as participating in the programme of psycho-education groupwork run by Women's therapy centre. She was also referred for counselling.

After attending the immigration workshops Agnesa asked for help with her immigration case, as she had recently been denied leave to appeal a negative decision. The project referred her to a new solicitor who won her one year leave. This news changed further how she felt. Agnesa became even more involved in the project.

As part of her volunteering she gained a number of qualifications, including ABC Level 1 Award Personal Money Management, Leadership training and Asdan qualifications.

Currently Agnesa is studying law and is involved with other young people designing training for lawyers.

During her time attending Aiming Higher Agnesa moved from an isolated, lonely young woman to wanting to build a new and meaningful life, strong enough to care both for herself and others. Agnesa has become a role model for many young people in our project. She says:

"In this country I was given a chance to rebuild my life, I was not judged and supported. I will use all this experience to help and support others to grow."

**“The support was absolutely brilliant,
I couldn't ask for more”**

THEME 5

Finding homes for all

£381k has been committed to the Finding Homes for All theme over three years. How homelessness occurs is complex and there is no one factor that can trigger it or is necessary for it to occur. Through this funding we wanted to work with the VCSE sector to prevent homelessness, provide advice and information to those people in housing need and at risk of homelessness, and engage with and support people sleeping rough with a view to helping them "move off" the streets.

The priority outcomes for this theme are:

1. Tackling street homelessness and destitution
2. Preventing homelessness where possible
3. Providing a efficient and effective statutory homelessness service
4. A minimum use of emergency accommodation
5. Improving health outcomes for homeless households

The key outcomes achieved over the last year include:

- 167 homeless people have been supported by a Housing Coach
- 73 people improved their housing situation, for example moving from rough sleeping to a night shelter or from a night shelter to a homeless hostel
- 105 mediation cases supported in the community
- South London Law Centres supported 1677 people in the year with a legal issue in Croydon
- 97% of users of South West London Law Centres legal clinics reported increased ability to help themselves with their legal issue.
- Over 1,200 Croydon residents who cannot afford a lawyer have been supported by the South West London Law Centre on a broad range of issues such as housing, employment, consumer, debt, family and benefits

The case studies below demonstrate the difference that this funding is making.



Case study 14

SKYLIGHT CROYDON FIRST STEPS AWAY FROM HOMELESSNESS

Crisis is funded through the Community Fund to support the delivery of the Skylight Croydon Project, which supports anyone who is homeless or at risk of becoming homeless. Crisis offer's free practical and creative workshops, individual advice and guidance sessions in their centre in Surrey Street, as well as local hostels, day centres and libraries.

This offer includes one to one advice and guidance on education, training and housing, support to find work, accommodation and a home to rent, help funding for rent in advance and to pay for a new qualification and also provides support around physical and mental health.



Mike's story

Mike first approached Skylight Croydon in September 2018, having lost his job and home, and having been sleeping rough for three months.

Mike had substance misuse issues, using both cocaine and alcohol heavily, which resulted in him not being able to manage his money or pay his rent and, ultimately, ended up in his being evicted. Mike started sleeping at work. His employer noticed this and terminated his contract.

A friend agreed to store his belongings but couldn't take him in. Mike's drug use and drinking increased whilst he was rough sleeping until he reached a point when he decided he'd had enough, stopped using and drinking, and looked for help.

Mike approached Crisis and was seen by a duty worker. He asked for help getting ID as he had lost his passport and birth certificate when he was homeless. He also asked for support with finding somewhere to live, accessing courses in IT and getting his Constructions Skills Certification Scheme card to help him to find work for himself. Mike also needed a care of address for his post.

The duty worker referred Mike to a Work and Learning coach. During his first one to one Mike explained he



had found a room and had paid a holding deposit, as he believed he would be in work soon and needed to move his belongings out of a friend's house as soon as possible. The work and learning coach quickly referred him to a housing coach to see if the tenancy he had been offered was legitimate and safe.

The Crisis housing coach confirmed the tenancy was appropriate and negotiated with the landlady to offer him the tenancy, despite her concerns that she would be housing someone who had been rough sleeping. A rent in advance was sourced through Croydon Council to enable Mike to move in.

The Work and Learning coach supported Mike to update his CV and apply for jobs. He also started his construction skills course and was provided with practical and financial help to obtain a new passport. In the meanwhile, Mike saw an opportunity for a trial as a kitchen porter at a hotel and was helped to apply. Mike did brilliantly and was offered the job. Whilst waiting for his first pay, Crisis gave Mike an Oyster card and topped it up so he could get to work.

The Community Fund and Crisis supported Mike to go from rough sleeping and unemployment to having his own tenancy and a new job in just over a month.

Case study 15

SOUTH WEST LONDON LAW CENTRES – CROYDON LEGAL ADVICE CLINIC

The Community Fund helps Croydon Legal Advice clinic to see over a thousand clients each year. They offer one-off advice in issues ranging from housing and family matters to immigration and advice on criminal issues.



Edna's story

Edna approached Croydon Legal Advice Clinic for help with retrieving her deposit in a property that she had left over a year and half ago. The property had been rented through an estate agent and the deposit of £1300 was paid in full at the beginning of the tenancy. The contract, which Edna signed, clearly stated that the deposit would be returned within 10 days of check out.

However, Edna did not receive the deposit back within the correct timeframe and spent several months trying to recover her entitlement, during which she was regularly ignored and signposted from pillar to post between the estate agent and the landlord. Sadly, after nine months of trying, Edna became ill and had to temporarily give up any effort to retrieve the deposit to focus on her wellbeing.

Edna was feeling quite helpless when she decided to visit Croydon Legal Advice Clinic. The volunteer advisor researched the agency (who had changed their name) and subsequently wrote to them requesting the money be returned. When this first attempt



didn't work, a volunteer solicitor spoke directly to the manager of the estate agent, who confirmed that the client's details were still on file. The estate agent could not justify the delay in dealing with the client's return of deposit. They got in touch with the client shortly after the call from Croydon Legal Advice Clinic and finally, after 18 months, the deposit was released in full to the client.

Needless to say, the client was delighted and wrote:

"I am just writing to you this last email to appreciate your dedication in helping me to get my money back. If there was a big world then a sincere thank you I would say. Thank you to all your team and especial to you P. to help me to recover my money back. I could never have managed by myself. You all have been amazing, keep doing this great job help people like me less fortune. God bless."

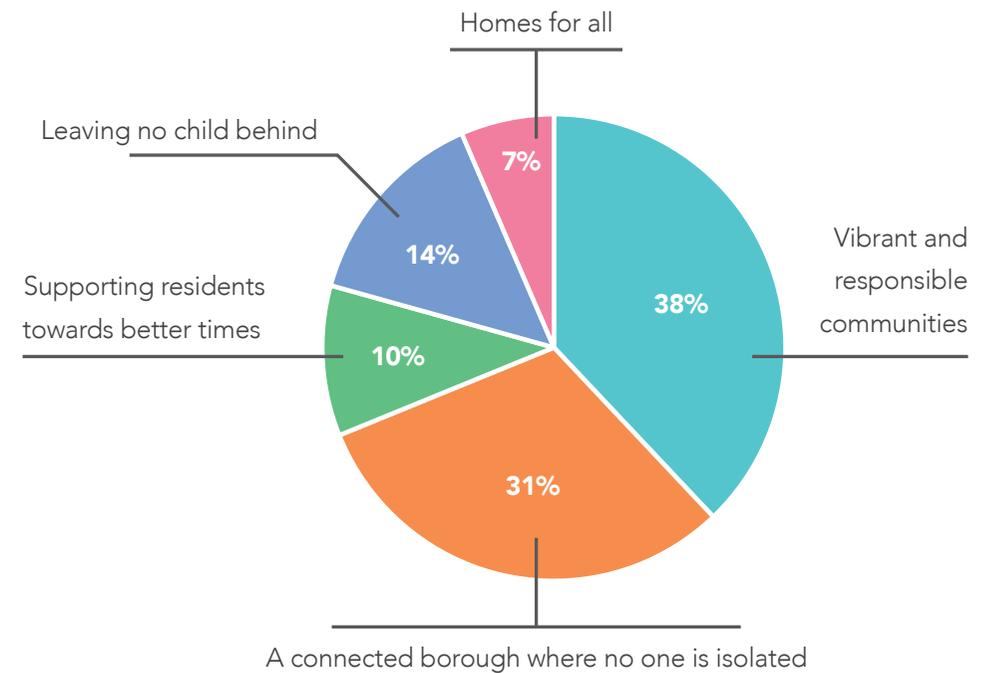
APPENDIX 1

Total Community Fund investment broken down into themes

Theme

1. Vibrant and responsible communities	£2,216,860
2. A connected borough where no one is isolated	£1,809,588
3. Supporting residents towards better times	£609,504
4. Leaving no child behind	£829,918
5. Homes for all	£381,000
Total	£5,846,870

Total funding awarded by theme



APPENDIX 1

Theme 1



Asian Resource Centre of Croydon Limited

Partnership approach of 15 community organisations, our mission is to support, develop and promote voluntary and community activity that enhances the quality of life in Croydon.

Our programmes offer a core strengthening of the Asian VCSE, using an asset based community development methodology. We have created a strong partnership to build family resilience, combat social isolation, enable volunteering opportunities.

Contact

-  Ima Miah, CEO
-  CVA Resource Centre, 82 London Road, Croydon, CR0 2TB
-  ima.miah@arccltd.com
-  020 8684 3784



Croydon BME Forum: Specialist Local Infrastructure Services

Empowering BME voluntary and community sector organisations and social enterprises in developing their people, systems and structures so that they are better able to deliver quality services to their users.

Contact

-  Andrew Brown
-  56a Mitcham Road, Croydon, CR0 3RG
-  info@bmeforum.org
-  020 8684 3719



Croydon BME Forum – Green Spaces

Activating BME communities in Green Spaces and supporting emotional and physical health. Croydon BME Forum are running Nature Connectors to explore these questions and get more people into nature.

We'll be providing a free programme of training to BAME volunteers who sign up to be Nature Connectors. Teaching woodland skills, exploring local green spaces and with plenty of campfire conversation, the course is designed to help people pass on what they've discovered, or rediscovered to friends, families and members of their communities.

Contact

-  Andrew Brown
-  56a Mitcham Road, Croydon, CR0 3RG
-  info@bmeforum.org
-  020 8684 3719



APPENDIX 1

Theme 1



croydonvoluntaryaction

Croydon Voluntary Action (CVA)

CVA is a membership umbrella organisation providing leadership and support to voluntary sector groups, residents and communities in Croydon. Our services under the Community Fund include:

- **Information service:** a regular newsletter for voluntary sector groups and social enterprises, packed with information on local projects, events, training for professionals, funding and commissioning opportunities. We can publicise your community events on the newsletter and our website!
- **Training provision:** a range of free and/or affordable training sessions and events for employees and volunteers of local community groups. Training includes 'Basic Fundraising skills', 'How to set up a charity or social enterprise', 'Meet the Funder' events and more. We also provide some one-to-one support by email, telephone or in person.
- **Support for groups managing volunteers:** good practice support (training and one-to-one) to voluntary sector groups, helping them to maintain high standards in the management of volunteers. Organisations can also join our Volunteer Management Forum to share experiences and ideas about how to develop and manage volunteer programmes.



The Queen's Award
for Voluntary Service
The MBE for volunteer groups

- **Hire a venue:** we provide affordable meeting and office space to charitable and community groups in Croydon at four community centres.
 www.cvalive.org.uk/venue-hire
- **Networking opportunities:** regular meetings of our network for voluntary sector groups, the Croydon Voluntary Sector Alliance (CVSA), allowing local organization to network, shape potential partnerships, influence local decision making and discuss important topics. We also host and support Faiths Together in Croydon, a network of local faith leaders.
 <http://faithstogetherincroydon.org.uk>
- **Empowerment of citizens based democracy:** we elect voluntary sector representatives, who sit on a range of Partnership Boards and Steering Groups within the Council, bringing the voice of the sector and users on the table. CVA also attends the local Strategic Partnership Boards, Chief Executives Groups, thematic partnerships and associated executive/task and finish groups to represent the voice of its members. They provide asset based community development (ABCD), although not funded through the Community Fund, we offer a UK wide training programme in strategic partnership with Nurture Development and mentor/support to other Croydon based and UK wide groups wanting to deliver ABCD.

- **Volunteering:** if you are a local resident and would like to volunteer your time, make friends and gain new skills, come to our Team Croydon shop, which is based on the ground floor of the Centrale shopping centre! There are hundreds of opportunities available, these range from regular volunteering at a local community group to occasional support to Croydon's vibrant cultural, sports and other events/festivals.

 www.cvalive.org.uk/volunteering

Contact

-  Sara Milocco and Sarah Burns at the CVA Resource Centre, telephone 020 8253 7060
-  Karen Chillman at the Team Croydon Shop (Volunteer Centre), telephone 020 8253 7070
-  CVA Resource Centre, 82 London Road, Croydon, CR0 2TB (for our information, training and networking support)
-  Team Croydon Shop, Centrale Shopping Centre, North End, Croydon, CR0 1TY (for our volunteer centre)
-  CVA Resource Centre:
9:30am - 5pm Monday to Friday
-  Team Croydon Shop (volunteer centre):
Monday to Thursday 10am - 5:30pm
Friday to Saturday 10am - 5pm

APPENDIX 1

Theme 1

Neighbourhood Watch CROYDON

Croydon Borough Neighbourhood Watch Association

Croydon Borough Neighbourhood Watch Association (CBNWA) supports Croydon residents who are concerned about crime such as burglary, scams and antisocial behaviour.

The aim of Neighbourhood Watch is to bring neighbours together to create strong, friendly, connected communities where crime and anti-social behaviour are less likely to happen.

CBNWA is a charity which encourages neighbours to get together to combat local problems and enables them to work more closely with the police and the local council to take action to resolve them.

It encourages people to be good neighbours and look out for each other, especially those more vulnerable and the elderly. It aims to create a united, caring community and ultimately a safer environment.

Our members act as co-ordinators, looking after the area in which they live which is called their 'Watch'. By sharing information with other watches in the area and the CBNWA, members benefit from a network of support and up to date information of crime and nuisances in their area.

Members receive window stickers and street signs to show that they live in an active Neighbourhood Watch area and this may help to deter crime.

Contact

 nhw@cbnwa.com for information on how to become a NHW Co-ordinator or visit our website www.cbnwa.com



Citizens Advice Croydon

Citizens Advice Croydon provides the advice people need for the problems they face and improves the policies and practices that affect people's lives. They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Contact

 Claire Keetch

 48-50 Portland Road, South Norwood, SE25 4PQ

 ceo@croydoncab.org.uk
www.citizensadvicecroydon.org
www.citizensadvicecroydon.info

 020 8684 2236

APPENDIX 1

Theme 1



Croydon Disability Forum (CDF)

CDF supports and helps disabled people to live a fully independent life. They raise awareness of the issues and barriers facing disabled people on a day to day basis, especially in Croydon. We challenge those who, through ignorance or thoughtlessness, act to make life more difficult for the disabled and those who care for the disabled.

We hold regular Forum meetings that include presentations and speakers to explore what may affect or benefit our members. We also work with other like-minded groups for the benefit of people with disabilities.

Contact

-  Adrian Dennis, CDF Chair
-  C/O Croydon Vision, 72 - 74 Wellesley Road
Croydon, CR0 2AR
-  info@croydondisability.org.uk
-  020 8653 7256



Phase 1 Enterprise Training Ltd CIC

Empowering Mothers of Croydon. Set up by mothers of Croydon for mothers/carers of Croydon to target local mothers/carers most at risk of social isolation and disadvantage. My OutSpace offers the following services under Community Fund:

- Digital skills training
- Financial capability training with an opportunity to gain a Level 2 qualification
- Employability training
- Business advice and mentoring
- Access to networking opportunities

Contact

-  Yuliana Topazly
-  Weatherill House Business Centre, New South
Quarter, 23 Whitestone Way, Croydon CR0 4WF
-  yuliana@myoutspace.co.uk
-  020 3603 1140

APPENDIX 1

Theme 1



Purley Cross Centre

The Purley Cross Centre is a community information service located in the heart of Purley. Our purpose is to provide appropriate information, training, support and advice services to people across the borough which help to tackle social and financial isolation and inequalities and to improve mental health. The services provided by the Centre cover a multiplicity of issues such as housing, finance, health and wellbeing, family, leisure, legal and employment matters. It refers users to appropriate services; collaborates with charities and agencies; hosts a variety of onsite clinics and provides in-house IT training and volunteering opportunities. Its aim is to train volunteers; increase social connectedness and engagement with the local community; improve employability; promote the regeneration and the development of a vibrant, culturally rich community.

Contact

-  Leo Cardow, Manager
-  Purley Cross Centre, 24 High Street, Purley, CR8 2AA
-  manager@purleycrosscentre.org
www.purleycrosscentre.org
info@purleycrosscentre.org
-  020 8668 4189



APPENDIX 1

Theme 2



Croydon Accessible Transport (CAT)

Croydon Accessible Transport (CAT) provides accessible community transport, training and vehicle pooling services. The service aims to improve mobility and health in Croydon's older citizens and, so improve wellbeing among Croydon's more isolated citizens.

Contact

-  Robert Macchi
-  Cornerstone House 14 Willis Road Croydon, Surrey, CR0 2XX
-  robmacchi@croydonaccessibletransport.org.uk
-  020 8665 0861



Croydon Neighbourhood Care Association (CNCA)

Carer's Befriending service for over 65s. A bespoke intensive service for carers, looking after someone with complex needs over 65 years. The befriending service provides a home visit and intensive support around day-to-day care and hospital appointments. There is also a telephone befriending service. Our "keeping in touch" service takes the form of a text or email, and also uses Facebook and Twitter to keep carers informed about local events and support networks. There are also various events and trips held throughout the year.

Contact

-  Susan McVicker
-  CNCA, Central Hall, Davidsons Lodge, Freemason's Road, Croydon, CR0 6PD
-  info@cnca.org.uk
-  020 8654 4440



Whitgift Foundation & Croydon Mencap - Carer Assessment Service

An independent carers assessment is undertaken by a professionally trained and sensitive assessment officer. Assessments can take place in the Carers Support Centre on George Street or over the phone.

Contact

-  Helen Thompson
-  Croydon Carers Support Centre, George Street, Croydon, CR0 1PB
-  assessments@carersinfo.org.uk
-  020 8649 9339, option 1

Carers Respite Allocation Service

A free 75 hours of homecare is available for carers in Croydon. Administered by the Carers Support Centre, this service allows eligible carers to choose their own care agency to provide the support and allow them time off from caring.

Contact

-  Helen Thompson
-  Carers Support Centre, 24 George Street, Croydon, CR0 1PB
-  assessments@carersinfo.org.uk
-  020 8649 9339, option 1



APPENDIX 1

Theme 2



Horizon Care and Welfare Association

The Carers Support Project provides short breaks and respite which can be organised on an emergency basis. We also offer pre-booked and scheduled appointments. We have an emergency contact number that allows carers who need emergency support to get a break.

We provide weekly support group meetings and organise outings twice a year for carers overcome with stress. We also organise health workshops.

Contact

-  Anab Osman
-  Horizon Care and Welfare Association,
79 Park Lane, Croydon, CR0 1JG
-  horizoncareandwelfare@hotmail.com
-  020 8665 0921



Royal Association for Deaf people

Royal Association for Deaf people (RAD)

Croydon Deaf Choice, in the Community aim to cater for deaf Croydon residents aged 16-65, parents with deaf children, young carers, children of deaf parents, deaf carers and carers of deaf adults. Founded in 1841, The Royal Association for Deaf people (RAD) provides services to Deaf people in their first language which is usually British SignLanguage (BSL) and supports mainstream providers to be more accessible to Deaf people. Funded by the Croydon Community Fund, RAD hosts topical events and educational workshops fully accessible to Croydon's Deaf Adults, Parents of Deaf Children, Carers and Children of Deaf Adults.

Contact

-  Damaris Cooke or Linda Parkin
-  Royal Association for Deaf people, Block F, Parkside Office Village, Nesfield Road, Colchester CO4 3ZL
-  damaris.cook@royaldeaf.org.uk
linda.parkin@royaldeaf.org.uk
contact info@royaldeaf.org.uk
www.royaldeaf.org.uk
-  **Voice phone:** 0300 688 2525
Text phone: 0300 688 2527
SMS: 07851 423 866

APPENDIX 1

Theme 2



Carers Support Partnership

The Carers' Information Service runs the Carers Support Centre in George Street, the one stop shop for carers in Croydon. Carers can drop in Monday to Friday, 10am-4pm for information, advice and support. Support available for carers at the Centre includes drop-in information and advice, casework support for carers with more complex issues, a Carers Café open on weekday mornings, health and wellbeing events, specialist advice surgeries, a comprehensive range of informative publications, a quarterly newsletter, monthly carers' e-bulletin, emotional support, support groups and carers' workshops.

Contact

-  Helen Thompson
-  The Whitgift Foundation – Carers' Information Service, Carers Support Centre, 24 George Street, Croydon, CR0 1PB
-  enquiries@carersinfo.org.uk
-  020 8649 9339

Carers Counselling

Are you a Croydon resident providing unpaid support for family or friends who could not manage without your help? Are you caring for a relative, partner or friend who is ill, elderly, disabled or has mental health or substance misuse problems? If so, you can apply for six free counselling sessions with our Carers' Counselling Service.

As a carer you may face a number of difficulties which are hard to deal with emotionally and which cause you distress. Counselling can provide you with an opportunity to talk about these emotional difficulties with someone who is trained to listen. It can help you to understand what you are experiencing and to see the difficulty in a more manageable way.

If you are a carer, 18 and over and live, work or are educated in the borough of Croydon, or if the person you care for is 18 or over, lives, works, or is educated in the borough of Croydon then you are eligible to apply for Carers Counselling at Mind in Croydon.

Contact

-  counselling@mindincroydon.org.uk
-  020 8763 2064



Carers Support

Are you living in Croydon, 16 years or above and looking after someone with a mental health problem? If so you are a carer. Carers can be relatives, partners, friends or neighbours.

As a carer you may not be aware of what help is available to you. The Carers' Support Service can provide you with:

- Information on services available
- Support to access help you need
- An advocacy service
- Emotional support
- Access to events and workshops
- An opportunity to meet other carers
- Opportunities to get involved in the planning and development of services for carers

We hold weekly meetings for mental health carers on Tuesday evenings 6pm - 8pm. Please let us know if you are coming to the meeting in advance. The meetings are free and are held at:

Contact

-  Fairfield House, 10 Altyre Road, East Croydon, CR0 5LA

Please note that the meetings are for the mental health carer only. If you would like more details please get in touch.

-  020 8688 1210

APPENDIX 1

Theme 3



The Rape and Sexual Abuse Support Centre

Provision of an Independent Domestic/Sexual Violence Advocate in the Family Justice Centre. We ensure that women suffering from domestic violence that are isolated, and their children, are protected from harm and exploitation and that perpetrators are brought to justice.

Contact

 Yvonne Traynor

 The Rape and Sexual Abuse Support Centre
RASASC, PO Box 383, CR9 2AW

 info@rasasc.org.uk

 020 8683 3311



Revivify Community Initiative



GOOD FOOD MATTERS
GROWING A HEALTHY COMMUNITY

Good Food Matters and Revivify Community Initiative

A joint initiative to ensure fresh produce is distributed to those who may not always have access to it and develop Food skills for life. The project includes:

- Cookery skills
- Introduction to nutrition and a balanced diet
- Food budgeting and planning
- Foodbank basics cooking – using the average provisions and cooking balanced meals
- Developing online/recipe/resources book

Contact

 Amanda Mcgrath

 Good Food Matters and Revivify Community Initiative (previously community food bank)
Mickleman Way, New Addington, CR0 0PN

 amanda@goodfoodmatters.org.uk
revivifyci@hotmail.com

 01689 847 605 / 07715 905 033 and
020 8633 1630 / 07757 754 637



Metro Centre Ltd – Metro Croydon HIV Healthy Living Service

This programme brings together various services for people living with and affected by HIV in Croydon. These services include:

- Advice and Advocacy for people living with HIV (housing, welfare benefits)
- Family Support (support for children and parents)
- Positive Peer Support groups (youth groups and adult groups)
- Counselling services for people living with HIV
- Volunteering and professional training services

Contact

 Edith Ntabyera

 Services provided in various locations in Croydon

 edith@metrocharity.org.uk

 020 8305 5000 / 020 8305 5006 / 07964 450 930

APPENDIX 1

Theme 3



Mind in Croydon Ltd – Active Minds

Physical and mental wellbeing are intertwined, a healthy mind needs a healthy body and a healthy body needs a healthy mind. Active Minds can encourage you to look after your wellbeing by supporting you to become more physically active and develop your knowledge on healthy living issues, like the importance of nutrition, sleep, relaxation and leisure time.

 Active Minds, Orchard House, 15A Purley Road, South Croydon, CR2 6EZ

 activeminds@mindincroydon.org.uk

 020 8253 8205/6



GOOD FOOD MATTERS
GROWING A HEALTHY COMMUNITY

The Conservation Volunteers (TCV)

The Croydon National Health Service is a consortium consisting of five organisations TCV, Wild in the City, Good Gym, Wheels for Wellbeing and Good Food Matters. It uses nature to support individual wellbeing and the development of resilient and healthy communities

Contact

 Alan Marchant

 TCV, 4th Floor, Charles Darwin House 2, 107 Gray's Inn Road, London, WC1X 8TZ

 a.marchant@tcv.org.uk
<http://naturalhealthservice.london>

 07801 686 044



APPENDIX 1

Theme 3



The Family Centre

The Family Centre Community Café, promotes healthier cooking methods, utilising fruit and vegetables sourced locally. The Community Cafe is operates four afternoons per week targeting specific groups. We serve fresh home cooked healthy meals at affordable and subsidised prices for the local community.

The Community Cafe and Food Stop Shop have just been awarded a 5 star Food Hygiene rating by the Food Standards Agency.

Day	Target Group
Monday	Parents/carers of children/family members who special or additional needs
Tuesday	The Birchwood over 50s club
Wednesday	Low income families, Job seekers and marginalised communities
Thursday	Open to all

Tea and Talk sessions (with a crèche) run two mornings per week Wednesdays and Thursday from 9:30am - 12noon and compliments our Food Stop shop.

Contact

-  Julia Weller
-  The Family Centre Fieldway New Addington
Fieldway, new Addington, Croydon, Surrey,
CR0 9AZ
-  familycentre.fieldway@virgin.net
-  01689 844277
-  07498058733



APPENDIX 1

Theme 4



Croydon Drop-in (CDI)

CDI Talkbus provides outreach into all parts of the Borough offering Information, Advice & Guidance to all members of the community. Especially helping children & young people stay safe, feel more self-confident, find strategies to cope with stress and talk about themselves, their health, their relationships and their futures.

Contact

-  Gordon Knott
-  Croydon Youth Information and Counselling Services Limited (CDI) 132 Church Street, CR0 1RF
-  gordonknott@croydondropin.org.uk
www.croydondropin.org.uk
-  020 8680 0404



Crystal Palace FC Foundation

The develop through Sport' Community Programme (DTSC Programme) helps young people be less confrontational and more understanding of other cultural differences through regular participation in sport or other physical activities. Promoting positive interaction with others to create a sense of connection through co-operation and teamwork. This will hopefully support young people to identify and be more likely to stay away from gangs and other negative behaviour.

Contact

-  Jamie Broughton
-  Palace for Life Foundation, Selhurst Park, London, SE25 6PU
-  jamiiebroughton@palaceforlife.org
-  020 8768 6047



APPENDIX 1

Theme 4



METRO Bridge

A holistic service for LGBTQ young people. The Bridge is a free and confidential service for lesbian, gay, bisexual, trans and questioning (LGBTQ) young people aged 11-25 in Croydon. The Bridge runs two weekly youth groups; one for those aged 11-16 and one for those aged 17-25. These groups provide a safe and social space to meet other LGBTQ young people, get support and enjoy activities, trips and workshops.

This service also includes

- One-to-one advice and support sessions for LGBTQ young people aged 11-25
- Free training sessions for professionals to help them develop their knowledge and confidence to support LGBTQ young people in Croydon

Contact

-  Jevany Thompson
-  METRO Charity, 1st Floor Equitable House, 7 General Gordon Square, London, SE18 6FH
-  jevany@metrocharity.org.uk
-  07850 308841



Oasis Community Hub Ashburton Park

Developing friends of Oasis groups. Support communities to be healthy, safe and full of opportunity, where each individual is supported to reach their full potential in life.

Contact

-  Kat Simmonds
-  Oasis Community Hub, Ashburton Park, Shirley Road, Croydon, CR9 7AL
-  info@oasisuk.org
-  07474 575 732



APPENDIX 1

Theme 4



Play Place Inov8 CIC

The Our Space and Community Fun Clubs projects aim to:

“Harnesses the energy and social capital of each chosen community and use an asset based community development (ABCD) approach; volunteers, under-used buildings and partnership working”.



Our Space

The project supports a strong community constructed youth offer to target the most deprived neighbourhoods in Croydon. The project sites represent a pan Croydon spread and target estates and communities identified as having high levels of deprivation or where a clearly identified community need exists.

A key element of the programme is to support and upskill local people who want to play a more active role in their community. The AQA Accreditation in Volunteering commenced in February 2016. The project has recruited 52 volunteers; we currently support 20 volunteers on a regular basis.

Contact

 info@playplace.org
www.playplaceinnov8.org

 www.facebook.com/play-place-532087400261547



Family Fun Clubs

The Play Place Family Community Fun (FCF) Programme brings together residents, volunteers, community groups and activity providers to offer family and resident community engagement activities across 10 neighbourhoods in Croydon. A range of positive activities have been developed for all ages, these are listed below:

- Work with communities to help plant local events, festivals and activities – increasing community ownership, neighbourhood relationships, pride, aspirations and making the locality feel a better place to live
- Stimulate better use of open spaces on community estates – safe place to play and activities for whole families to play and learn together
- Promote well-being and physical health through outdoor sports, play and physical activities
- Promote creativity and community arts in each estate
- Tackle gaps in equality by supporting deprived children and families and reducing isolation for marginalised communities

We are working with a range of partners, community volunteers and young leaders. FCF helps to plant new events and support existing events and activities at each site.

APPENDIX 1

Theme 4



Reaching Higher – Summer Blitz

Promoting positive activities for young people, estate based community based activities. It is a jam-packed 4 week programme aimed at young people aged 12-16, with volunteering opportunities for young people aged 17+. The programme aims to keep young people engaged in positive activities during the summer holidays. You can expect: performing arts workshops, sports and activities such as cooking and day trips to some of London's most popular destinations!

Contact

-  Nicola Coke
-  Reaching Higher South Norwood Methodist Church, Suffolk Road, SE25 6EG
-  nicola@reachinghigher.org.uk
info@reachinghigher.org.uk
-  0208 945 5560

Reaching Higher – Full Circle Life Skills Programme

Full circle is a mentoring programme aimed to support care leavers transitioning into independent living. We focus on building key life skills including cooking, food shopping, financial literacy including budgeting and account management as well as key employability skills such as CV writing, work experience and productive job search.

Contact

-  Nicola Coke
-  Reaching Higher South Norwood Methodist Church, Suffolk Road, SE25 6EG
-  nicola@reachinghigher.org.uk
info@reachinghigher.org.uk
-  020 8945 5560



APPENDIX 1

Theme 4



Shpresa Programme

Shpresa Programme delivers the Aiming Higher programme – which helps unaccompanied Albanian young people reach their potential

Thursday – “Aiming High” project

Come and dine with me/English classes women and young people/volunteer support

Patrolling at Croydon town

 194 Selhurst Road, London SE25 6XX

 3pm - 8pm

Friday – “Aiming High”

Youth activities/football/dancing/badminton/networking

 Old Town Youth Club. Duppas Hill Terrace, Croydon, Surrey, CR0 4BA

 6:30pm - 8:30pm

Thursday – Working together to develop resilience

121 support/mentoring and youth support group

Motto: Your career starts here!

 John Ruskin College, Selsdon Park Road, South Croydon, CR2 8JJ

 9am - 3pm

Contact

 shpresaprogramme@yahoo.co.uk
www.shpresaprogramme.com

 shpresaprogramme

 020 7511 1586

APPENDIX 1

Theme 4



Sir Philip Game Youth Centre

The service is for young women and men 12-21 years of age who are not currently engaged in health and fitness or youth activities in the East Croydon and Addiscombe area. The health and fitness activities take place several days a week during the school term at the Sir Philip Game Centre. On Fridays these activities overlap with the evening youth club, thereby encouraging the young people to take part in other youth activities as well.

The service provides a range of safe, age-appropriate physical activities such as stretching and dance exercises, circuit training, gym activities, basketball and five a side football. There is a health bar providing fitness smoothies and drinks for the young people.

Training is provided for young volunteers to help them achieve fitness and exercise qualifications and become assistant fitness instructors at the centre. The health bar coordinator trains young people to make health and

fitness smoothies and drinks. There are plans for health and fitness open days and joint events with Surrey Clubs for Young People, including encouraging visitors to try out a range of fitness activities and healthy sports drinks at the centre, thereby increasing regular users of the health and fitness and youth activities in the area. Sir Philip Game Wellbeing Youth Community – meeting fitness, health and vocational aspirations and Sir Philip Game Centre's.

Contact

-  Sally Thorpe
-  Sir Phillip Game Centre (SPG), 38 Morland Avenue, Croydon, Surrey, CR0 6EA
-  sallythorpe3861@yahoo.co.uk
-  020 8662 5752



St Francis Monks Hill

The Youth Action for Monks Hill project provides Monks Hill Youth Club, Monks Hill Football Academy and a Mentoring service to young people, working constantly to reduce anti-social behaviour and encourage them to develop personally and socially, reaching their potential. Monks Hill Youth Club welcomes young people aged 11-16, for activities such as cooking and sport. Monks Hill Football Academy for school years 5-9 is open to all for football skills training and matches.

Contact

-  Alice Price
-  Our activities are run on Monks Hill
-  alicejprice@hotmail.com
-  07985 936 185



APPENDIX 1

Theme 5



Crisis UK – Skylight Croydon First Steps Away from Homelessness

If you are homeless, have been homeless in the last two years, or are at risk of becoming homeless, they can help you.

Crisis offer free practical and creative workshops, individual advice and guidance sessions in our centre in Surrey Street, Croydon as well as local hostels, day centres and libraries.

Contact

 croydon@crisis.org.uk
www.crisis.org.uk

 Unit 3 Bridge House 13 Surrey Street
London, CR0 1RG
Opening hours
9am - 5pm Monday to Friday

 020 3848 1700



Croydon Community Mediation

Croydon Community Mediation (CCM) offers a professional and effective mediation service. If you have a problem with a neighbour, they can help.

Their trained and experienced mediators will help you cope with problems such as noise, boundaries, repairs, parking, animals and boisterous children which disturb those living nearby.

Contact

 office@croydonmediation.org.uk
www.croydonmediation.org.uk

 020 8686 6084



South West London Law Centre

South West London Law Centres provides specialist legal advice and representation to people who could not otherwise afford access to justice. Their solicitors focus on social welfare law issues such as community care, discrimination, employment, housing, immigration & asylum, debt and welfare benefits to people living in Croydon.

They run free evening advice clinics in Croydon on a Monday, Tuesday and Wednesday covering a wide range of legal issues such as Housing, Immigration, Family, Crime and Wills and Probate.

They receive 60,000 calls for help each year and get 1 million website hits each year.

Contact

 Patrick Marples

 South West London Law Centres, 5th Floor Davis House, Robert Street, CR0 1Q

 info@swllc.org
www.swllc.org

 020 8767 2777



Croydon Council would like to thank all the organisations commissioned via the Community Fund for their continued support and for delivering outcomes for residents in Croydon. We would also like to extend a special thanks to all those who submitted case studies to this report

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