

LONDON BOROUGH OF CROYDON

REPORT:	Health and Wellbeing Board	
DATE OF DECISION	11 July 2024	
REPORT TITLE:	Update on South West London ICS Annual Report 2023-24 for Croydon Place	
CORPORATE DIRECTOR / DIRECTOR:	Matthew Kershaw, Chief Executive and Place Based-Leader for Health Hilary Williams, Managing Director for Community Services and Integration	
LEAD OFFICER:		
LEAD MEMBER:		
DECISION TAKER:		
AUTHORITY TO TAKE DECISION:		
KEY DECISION? [Insert Ref. Number if a Key Decision] <i>Guidance: A Key Decision reference number will be allocated upon submission of a forward plan entry to Democratic Services.</i>	No	N/A
CONTAINS EXEMPT INFORMATION? <i>(* See guidance)</i>	No	Public
WARDS AFFECTED:	All	

1 SUMMARY OF REPORT

- 1.1** The South West London Integrated Care System (ICS) produces an Annual Report provides an overview of what the ICB has delivered each financial year and is a statutory requirement by NHS England. As part of the Annual Report, the ICS would like to focus on Croydon's progress as a Place and has produced a summary of a number of our achievements at over the past year. The report also outlines how the local NHS has supported the delivery of our joint health and well-being strategy in the borough.
- 1.2** The Chair of the Health and Wellbeing Board has reviewed the information pertinent to Croydon and provided feedback. The information highlighted has been included following this feedback to strengthen public understanding of the health inequalities facing Croydon residents.
- 1.3** The below information relating to the borough of Croydon will now be included in the South West London Integrated Care System (ICS) annual report for 2023-24.
- 1.4** The full annual report and accounts are scheduled for publication in mid-September 2024.

2 RECOMMENDATIONS

The Health and Wellbeing Board is recommended to:

- 2.1** Note the contents of the South West London ICS Annual Report.

3 ANNUAL REPORT CONTENT

3.1 Our role in delivering health and wellbeing strategies

- 3.2** We are committed to working with our local Health and Wellbeing Boards to develop plans that support the Health and Wellbeing of our residents. Across each of our Place partnerships, we have developed Health and Care Plans that support the delivery of each borough's Joint Health and Wellbeing Strategy. These strategies are developed by the Health and Wellbeing Board, to meet the health needs identified in the borough's Joint Strategic Needs Assessment (JSNA). Each of our Place leads for Health represent their place on the local authority Health and Wellbeing Board along with representatives from local NHS acute, mental health and community providers, Healthwatch, community and voluntary sector and other partner organisations.

- 3.3** Read the Health and Care plans for each place on our website.

You can find details of each borough's Health and Wellbeing Board on the local authority websites:

- Croydon Health and Wellbeing Board
- Merton Health and Wellbeing Board

- Kingston Health and Wellbeing Board
- Richmond Health and Wellbeing Board
- Sutton Health and Wellbeing Board
- Wandsworth Health and Wellbeing Board

3.4 Our place-based partnerships

3.5 We have a strong history of partnerships at place level, and these continue to grow each year. Our place-based partnerships lead the detailed design and delivery of integrated services across our local communities and neighbourhoods.

3.6 Our place partnerships involve the NHS, local councils, community and voluntary organisations, residents, people who use services, their carers and representatives and other community partners with a role in supporting the health and wellbeing of the local population.

3.7 We have been developing ways of working with our partners at place including local authorities, NHS provider trusts, Healthwatches and voluntary and community sector. We have examples of place partnership below, that show the delivery of borough health and wellbeing strategies and health and care plans.

3.8 Croydon

3.9 Croydon includes Coulsdon, Purley, South Norwood, Norbury, New Addington and Thornton Heath. With a population of 390,718, Croydon is the largest borough in London. Within South West London, Croydon has both the largest population of under 18s (90,241 people, 23% of Croydon's population) and the largest population of working-age people (257,325 people, 65% of Croydon's population). With 52% of the population being from Global Majority, Croydon is also the most ethnically diverse local authority within South West London (12th in London).

3.10 Croydon is also the South West London borough with the widest health inequalities; these are unfair differences in health and health outcomes. Within South West London, Croydon has some of the most deprived areas and the widest inequalities in health outcomes. 50% of the most deprived South West London residents live in Croydon and 40% of residents who are most likely to have physical and mental health conditions.

3.11 Croydon is also the South West London borough with both the lowest life expectancy and the lowest healthy life expectancy for both genders, as well as the widest gap in life expectancy between residents living in its least and most deprived areas

3.12 The local NHS, Croydon Council, Voluntary and Community Sector (VCS) partners and Healthwatch collaborate as the 'One Croydon Alliance' to meet the health and care

needs of local people. During this year the Alliance made progress in making improvements for residents.

3.13 Supporting residents with complex health and social needs

3.14 There are six teams of health and care professionals working in different areas of Croydon – north east and west, central east and west and south east and west. The programme is called Integrated Community Networks Plus (ICN+). Each team comes together to work as a system to focus on what's best for the person they're caring from - supporting residents holistically. Over this past year, around 2,700 people were supported through this model and 1,145 people were able to stay in the place they call home, avoiding an unnecessary stay in hospital.

3.15 This year, Croydon has recruited a new team of health professionals supporting people who are frailer, usually older people. The team works to support people in both community and hospital settings. They are also working with GP practices to identify and support people to help people stay healthy and avoid their frailty deteriorating.

3.16 This year the ICN+ programme has expanded to include dermatology (skin) and anticoagulation services (reducing the risk of blood clots), in partnership with Croydon GP practices. The new way of working for both services provides people with care closer to home and makes better use of clinical time.

3.17 Creating seamless discharges from hospital

3.18 Croydon supports people to leave hospital (hospital discharge) in a number of different ways, aiming to help people return to the place they call home as soon as possible.

3.19 There is a transfer of care hub – two integrated teams of health and care workers across hospitals and the community - responsible for the provision of safe and timely discharges of Croydon residents. One team is based at the hospital, coordinating support for during and after discharge - with leads for acute, community, primary, and social care, and housing and the voluntary sector.

3.20 The other 'home first' team is based in the community and provides 'wrap around' care for up to seven days following discharge from hospital – the team starts caring for around 12 new people each day.

3.21 This year Croydon was chosen to become an 'integrated discharge frontrunner for intermediate care' by the National Discharge Taskforce and received additional funding for a new support service which launched in July 2023.

3.22 Family Hubs

3.23 Family Hubs are a new way of bringing together all the support children and families may need from pregnancy through to young people turning 19 years, or 25 if they have

a disability. Croydon's first hub opened in January 2024 in the south of the borough, Woodlands Children's Centre. Another two hubs will launch over the next two years.

3.24 In each hub there will be children's activities for young children and a wide range of support for families with older children. Family hubs are run by services working together to support families, such as health services, the council, and the voluntary and community sectors.

3.25 Reducing health inequalities

3.26 Croydon works closely with local voluntary and community sector organisations – to make the most local community assets and keep residents fit and healthy longer by connecting people with their neighbours and communities.

3.27 Croydon has established a Local Community Partnership in each of Croydon's six localities. Through each Community Partnership local community and voluntary organisations are funded to deliver activities which reduce health inequalities. This year five different targeted programmes were delivered including: supporting children, young people and adults to maintain a healthy weight; supporting people with their mental health and wellbeing; and supporting residents to better manage their long-term conditions and stay healthy.

3.28 Together the Community Partnerships have established three Community Hubs which see over 2,000 people per year - offering a range of support including housing, benefits advice and health checks and place to meet other people.

3.29 Following the successful rollout of The Ethnicity Mental Health Improvement Programme in Wandsworth to address inequalities for black and minority ethnic people in mental health care, partners in Croydon have worked together to co-design a model that works for the Croydon population. In August 2023, NHS South West London, Croydon BME Forum and South London and Maudsley NHS Foundation Trust launched mobile mental health support in non-clinical settings across the borough working with VCSE organisations including Croydon Health and Wellbeing Space, New Testament Church of God, Centre of Change and Off the Record.