

Croydon's Voluntary, Community and Faith Sector – Analysis and Insight

7 January 2025

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Executive Summary

Overview

The One Croydon Alliance is a partnership with a shared ambition to improve the lives of Croydon residents. It consists of Croydon Council, Croydon Health Services NHS Trust, South West London Integrated Care Board – Croydon, Croydon GP Collaborative, South London and Maudsley Mental Health NHS Trust, and Croydon Voluntary and Community Sector Leadership Board (VCSLB). Their vision is that everyone in Croydon has healthy, happy and fulfilling lives, supported by safe, healthy and thriving communities and neighbourhoods. Building on our strengths, we work together to protect and improve our health and wellbeing, ensuring those with the poorest health can improve their health the fastest.

Established in 2022, the VCSLB replaced Age UK Croydon as the voice of Croydon's Voluntary and Community Sector within the Alliance. It includes CEOs from Age UK Croydon, Asian Resource Centre of Croydon, Citizen's Advice Croydon, Croydon BME Forum, Croydon Neighbourhood Care Association, Croydon Vision, Croydon Voluntary Action and Mind in Croydon.

The VCSLB acknowledges the challenges faced by Croydon's Voluntary, Community and Faith Sector (VCFS), such as the COVID-19 fallout, cost of living crisis, and Croydon Council's financial issues. Despite these challenges, Croydon's VCFS achieves remarkable outcomes but often lacks recognition and security in strategic planning and funding.

Croydon's VCFS organisations work daily with some of society's most marginalised and disadvantaged groups, many of whom struggle to be heard when local policies are being developed. These organisations are crucial stakeholders for statutory services in transforming devolved public services and strengthening local democracy, but the VCFS remains frequently underestimated and little understood.

To address these issues, the VCSLB, with support from One Croydon Alliance Programme Management Office (PMO), commissioned an independent study of the local VCFS market. This study aims to:

- Review Croydon's VCFS for efficiency and effectiveness.

- Understand current funding and identify what works well.
- Identify gaps, synergies, and duplications.

Conducted by Healthwatch Croydon, the local health and care champion, this research aims to review charities and community interest companies (CICs)¹ in Croydon. Healthwatch Croydon, independent of all services, regularly engages with local communities through surveys and interviews.

Healthwatch Croydon thanks the contribution of the Project Steering group who advised on all aspects of the project, see more details on page 14.

Findings

From the mapping:

Number: Our mapping found 834 organisations linked to Croydon with 765 being charities and 69 being CICs (*see page 21*).

Place: Of these, 513 were based in Croydon and 321 were registered as being outside Croydon but have a commitment to work in the borough (*see page 22*).

Within localities: The largest number of organisations was in Central West (178), then South West (91), Central East (76), North West (66), North East (63) and South East (39). It should be noted that many organisations work outside of the locality of their office (*see page 23*).

Outside Croydon: Organisations with a link to Croydon came from 105 constituencies outside the borough including Carshalton and Wallington (25), then Beckenham and Penge (20), Dulwich and West Norwood (19), East Surrey (18), Streatham and Croydon North (13), and Vauxhall and Camberwell Green (12) (*see page 24*).

Type of organisation: Christian religious organisations are by far the largest type representing 17% (141) of organisations. Community organisations represent 9% (77), followed by performing arts organisations at 6% (50) and disability organisations and parent-teacher organisations at 5% (45 and 43). Health

¹ A community interest company (CIC) is a type of limited company and a social enterprise business model that was established in 2005. CICs are set up to undertake activities for the benefit of the community and not purely for a profit. Returns are permitted but these must be balanced and reasonable. (see <https://companieshouse.blog.gov.uk/2023/08/31/an-introduction-to-community-interest-companies/>) (UKGovernment, An introduction to community interest companies, 2023)

charities and sports and fitness organisations representing 4% (31 and 30), with mental health and older people's organisations representing 3% (34 and 21) (*see pages 25-29*).

Size of organisation: Small organisations (income between £10,000 and £100,000) represent 42% of Croydon's VCFS with medium organisations (income between £100,000 and £1m) representing 26% of the VCFS. Both are significantly higher than the National Council for Voluntary Organisations (NCVO) national percentage. There are 27% micro-organisations (less than £10,000 income) in Croydon, but this is significantly lower compared with the NCVO percentage (*see pages 30-31*).

Religion: Of the 834 organisations, 234 (28%) are allied to a faith. Of these 234, 90% represent Christian denominations. The largest number of non-Christian religious organisations are Muslim organisations (15 – 6%), followed by Hindu (6 – 3%), Sikh (2 – 1%) and Buddhist (1 – 0.5%) (*see pages 32-33*).

Ethnicity: Of the organisations analysed, 84% (695) stated all groups. Of the 16% that worked with specific ethnic communities, African, Caribbean and Asian groups had significant numbers, and were based primarily in the north of the borough (*see pages 34-36*).

Simply Connect website presence: Of 513 organisations based in Croydon, 111 (22%) were listed on Simply Connect, as of April 2024. Of the 321 organisations based outside Croydon but who work in Croydon, 14 (4%) were listed on Simply Connect. This may have changed in recent months (*see pages 37-39*).

Gaps and duplications

The gaps analysis suggested there were potential gaps in services, when comparing population with providers. These include services for older people, those with mental health conditions, those with disabilities who need assisted living, refugee and asylum seekers and those who are homeless. There is a high number of Christian organisations that seem to do similar work, although it should be noted that they may well serve specific geographic and spiritual communities (*see pages 40-46*).

From the survey

We received 111 responses to the survey run from July to September 2024 (*see pages 47-50*). Out of the 834 organisations this represented 13%, with a range of different organisations surveyed, see appendix C for more detail.

Funding: For this section, 82 of 111 chose to respond so the percentages of respondents are based on 82 responses. 43% of income received came from bids, grants and contracts from local authorities, NHS or other grant making and charitable organisations such as National Lottery (from 79% of those respondents - 66 responses); 30% of income came from donations (from 86% - 71 responses) and 18% from income generation in fundraising (64% - 53 responses). Other sources included membership and subscriptions (from 61% - 50 responses), 15% from income generation such as space hiring (from 50% - 41 responses) (*see pages 51-52*).

Accreditation, affiliation, quality marks: Most 74% (82) did not have these, but of those who did British Association of Counselling and Psychotherapy (BACP) was most mentioned – seven times. Only 12% (13) required these, again BACP was the most mentioned – three times (*see page 53*).

Peer support mentoring: 59% (65) said they did have the right support, 24% (27) did not; and 17% (19) preferred not to say (*see page 54*).

Actively linked to local community partnerships (LCPs): 39% (43) said they were linked; 59% (65) said they were not linked and 3% (3) preferred not to say (*see page 55*).

What is working well? 93% (103) said the positive contribution the organisation makes to the community; 59% (66) said the demand for services within their organisation; and 52% (58) said being able to reach the targets or goals within the specific service that their organisation runs (*see pages 56-57*).

What is most challenging? 40% (44) said lack of awareness of local and national funding and/or difficulty in obtaining funding for the services they run; 40% (44) said expenditure is higher than income, meaning organisations cannot deliver services to meet the demand of their community; 34% (38) said lack of retaining or attracting specialised employees and/or volunteers for their organisation; 32% (36) said the cost of renting premises or finding suitable premises within a specific price range; 32% (35) said the cost of maintaining premises and paying bills; 30% (33) said the wider economic and social impact was also an issue, and a similar number found a lack of awareness of organisations to collaborate with. (*see pages 58-64*).

What improvements are needed? Of the 72 responses received, many emphasised better collaborations, funding, working together, sharing of

information and integration. More support from Croydon Council and knowing more about funding were also commented on by many. (*see pages 65-74*).

Services that organisations would like to offer: Of the 91 responses to this question, 54 organisations wanted to offer more services reflecting a wide range of services for all ages and communities; 19 organisations were interested in opening a centre or getting appropriate new premises which would help them further develop their services. For some organisations, they would like more interaction with other organisations, or continue to provide more training, workshops and advice (*see pages 75-85*).

From the conversations

We conducted 45 conversations with organisations (*see pages 86-106*).

Themes included:

- The impact of Croydon Council's reduction in funding of VCFS organisations on their ability to deliver services effectively.
- General challenges in funding opportunities such as ways and opportunities to be able to apply for funding.
- Selling of community assets and property on the long-term future and the potential impact on the VCFS.
- Continued impact of COVID-19 outbreak on the sector.
- Benefits of the LCPs but a lack of awareness about them by other organisations as well.
- Need for better information sharing and networking.

Recommendations

For Commissioners

Assess the value of Croydon's VCFS to Croydon: It has been suggested by contributors to this report that there is a lack of understanding of the financial impact that the VCFS makes to the wider health and care sector in terms of supporting people and taking pressure off statutory services, as well as employing residents and involving them as volunteers. A further exploration of the shape of the market should be considered to ensure it meets Croydon residents' health and care needs. Croydon has a larger than average number of small and medium organisations, but less micro-organisations. From the responses in the survey, many rely on grants and bid funding. An economic assessment of the VCFS impact and the market will help support a business case for further investment.

A sustainable long-term and equitable funding approach for Croydon: Many VCFS organisations rely on local funding or have previously relied on funding from the council and NHS. There is a need for a sustainable long-term funding approach that can enable organisations to plan. Contracts should be offered over many years enabling organisations the opportunity to plan, rather than on a short-term annual basis. Once funding is confirmed, find ways to enable the smallest organisations to be able to apply easily, or provide support so they can apply in a more equitable way.

Consider the use and disposal of community assets: While there is understanding of the difficult financial challenges for Croydon Council, maintaining community assets and using these to support VCFS organisations is an investment in the future. Consider long-term planning and impact on any decisions.

For the VCSLB

Undertake more research including mapping demand and supply: This report is a starting point for understanding Croydon's VCFS, providing a snapshot of its range, complexity and diversity and hearing from a variety of organisations representing different communities. However, more focused research is needed, particularly with some specific ethnic communities, who are less likely to engage in surveys or conversations, to better understand their needs. It is suggested that there are gaps in services for older people, those with mental health conditions, those with disabilities who need assisted living, refugee and asylum seekers and

those who are homeless. Applying recent local population health data with the mapping of services and what they provide will help residents and patients get the support they need.

Consider adopting a consistent quality mark that can be applied to most organisations: Most organisations did not have, or said they did not need, quality marks suggesting this was a low priority. Of those who did, there was a diverse range with some closely related to their specific service areas. Find a consistent quality assessment or mark that could be used by most organisations such as Charity Essentials², or the National Council for Voluntary Organisations (NCVO) Trusted Standard³ to help organisations meet their goals.

VCFS as a whole

Increase awareness of current services and celebrate good practice and experiences: A greater emphasis on promotion is required to ensure that more organisations are engaged in the wider VCFS network. Ensure all active organisations are included on Simply Connect and promote Simply Connect as the place for organisations to find out more information. LCPs are clearly benefitting many of those organisations who attend, but not all organisations are aware of these and other networking and support initiatives. Many organisations enjoy the contribution they make to Croydon's communities, so look to celebrate good practice and learning and promote this to inspire and support the wider VCFS.

Enhance information sharing and networking: While significant work has been done to information share and network, it is clear more needs to be done. Many organisations would welcome a dedicated and well-publicised webpage on the council website where all organisations can find the information they need. Therefore, there is a need to review what is currently presented and enhance more information and support to meet the needs of Croydon's residents. Looking beyond Croydon, organisations would welcome a dedicated team to support an organisation's bid for national funding which can support sustainability. Some also would like help to promote staff recruitment into Croydon's VCFS, working collectively.

² Charity Essentials <https://www.ncvo.org.uk/help-and-guidance/running-a-charity/collaboration/charity-essentials/charity-essentials-english/> (NCVO, Charity Essentials, 2024)

³ Trusted Standard <https://www.ncvo.org.uk/about-us/our-services/trusted-suppliers/trusted-standard/> (NCVO, Trusted Standard, 2024)

Encourage more peer support for community leaders: Many have gained from having peer support, but a quarter had not used peer support, and 17% preferred not to say, suggesting there may be a confusion on what it is⁴. Further developing peer support and promoting the value of this would help many VCFS organisations, particularly those starting up or in the initial stages of development. Over a quarter of survey respondents did not want to share their funding sources. This may be to do with issues of trust in revealing this information or sharing concerns about funding. However, many were prepared to share information, so it may well be linked to confidence. Creating a more open environment, through advice and support for organisations to discuss about funding may help organisations maintain some financial stability. Peer support may help with this.

⁴ <https://www.nhsconfed.org/case-studies/how-peer-support-has-helped-one-system-develop-place-level>
(NHSConfederation, 2024)

Background

Rationale

Demographics in Croydon

According to Office of National Statistics 2023, Croydon has a population of 397,741⁵. It has the largest population in all the boroughs in London. Croydon's population has grown by 7.5% from 2011 to 2021, which is higher than the overall increase for England. It also has the largest population of young people. Croydon is one of the most diverse boroughs in outer London and has a higher proportion of residents from Black, Asian, and Minority Ethnic (BAME) communities than the national average.⁶ The proportion of Asian and Black residents in Croydon has been increasing since the 2011 Census.

A Croydon Observatory report from 2021 showed that Croydon has 54,852 people considered disabled under the Equality Act, out of the 1,164,456 people who are considered disabled in London under the same act.⁷ According to the South West London Integrated Care System⁸ report almost 10,000 people living in areas across Croydon are considered to be within the 10% most deprived in England and research shows that people living in these areas are more likely to need mental health care but are less likely to access support and to recover. With the borough's population expected to increase by 12% by 2035, the number of people experiencing mental health conditions are also likely to increase.

A study conducted by Croydon Council's Director of Public Health in 2022, showed that people living in the most deprived wards in Croydon usually have worse health outcomes than those living in the least deprived wards, with health inequalities related to household income across the borough in Croydon⁹. This is made worse by the impact of COVID-19, fuel price increases and consequent cost of living crises. For example, 1 in 4 children are living with obesity by the end of primary school; and 1 in 3 adults with mental health problems. Many report

⁵ <https://www.croydonobservatory.org/> (CroydonObservatory, 2024)

⁶ https://www.croydonobservatory.org/population/#/view-report/63aeddf1d7fc44b8b4dffcd868e84eac/___iaFirstFeature/G3 (CroydonObservatory, 2024)

⁷ <https://www.croydonobservatory.org/2-disability/> (CroydonObservatory, 2024)

⁸ <https://www.southwestlondonics.org.uk> (NHSSouthWestLondon, 2022)

⁹ [https://www.croydon.gov.uk/sites/default/files/2024-05/director-of-p.\(DirectorofPublicHealthCroydon,2022\)ublic-health-report-2022.pdf](https://www.croydon.gov.uk/sites/default/files/2024-05/director-of-p.(DirectorofPublicHealthCroydon,2022)ublic-health-report-2022.pdf) (DirectorofPublicHealthCroydon, 2022)

their conditions have worsened since 2020; and waiting lists for elective care in the most deprived areas of Croydon has grown by 55%.

One Croydon Alliance

The One Croydon Alliance is a partnership with a shared ambition to improve the lives of Croydon residents. It consists of Croydon Council, Croydon Health Services NHS Trust, South West London Integrated Care Board – Croydon, Croydon GP Collaborative, South London and Maudsley Mental Health NHS Trust, and the Croydon VCSLB. Their vision is that everyone in Croydon has healthy, happy and fulfilling lives, supported by safe, healthy and thriving communities and neighbourhoods. Building on our strengths, we work together to protect and improve our health and wellbeing, ensuring those with the poorest health can improve their health the fastest.

Established in 2022, the VCSLB replaced Age UK Croydon as the voice of Croydon's VCFS within the Alliance. It includes CEOs from Age UK Croydon, Asian Resource Centre of Croydon, Citizen's Advice Croydon, Croydon BME Forum, Croydon Neighbourhood Care Association, Croydon Vision, Croydon Voluntary Action and Mind in Croydon.

Local community partnerships (LCPs)

The LCPs' vision is for local people having greater control over how the places they live and work in are enabled to thrive. Their mission is to strengthen and sustain partnerships that are well connected, fully representative and mandated to set local priorities, promote joint working and influence local spend in their locality. Their aim is to identify gaps in service provision through listening to Croydon's residents and working together with the VCFS and key statutory partners to meet these needs, as well as preventing duplication, thereby making best use of scarce resources.

The LCPs exist in the six localities in Croydon which are:

- Croydon North East (Crystal Palace South, Upper Norwood, Thornton Heath and South Norwood).
- Croydon North West (Norbury, Pollards Hill, West Thornton Heath and Bensham Manor).
- Croydon Central East (Woodside, Shirley, Addiscombe East and Park Hill).

- Croydon Central West (Broad Green, Fairfield, Addiscombe West, Selhurst, Waddon and South Croydon).
- Croydon South East (New Addington, Fieldway, Addington Village, Forestdale, Monks Hill and Selsdon).
- Croydon South West (Purley, Woodcote, Riddlesdown, Purley Oaks, Sanderstead, Kenley, Coulsdon and Old Coulsdon).

Each of the six LCPs now hold meetings three times a year. On average, thirty residents, together with VCFS organisations, Croydon Council and the NHS are represented at each meeting. Much of the work takes place outside of these meetings in smaller 'Action Groups'.

Reasons for this research

The VCSLB acknowledges the challenges faced by Croydon's VCFS, such as the fallout from the COVID-19 pandemic, cost of living crisis, and Croydon Council's financial issues. Despite these challenges, Croydon's VCFS achieves remarkable outcomes but often lacks recognition and security in strategic planning and funding.

Croydon's VCFS organisations work daily with some of society's most marginalised and disadvantaged groups, many of whom struggle to be heard when local policies are being developed. These organisations are crucial stakeholders for statutory services in transforming devolved public services and strengthening local democracy, but the VCFS remains frequently underestimated and little understood.

To address these issues, the VCSLB, with support from One Croydon Alliance Programme Management Office, commissioned an independent study of the local VCFS market. This study aims to:

- Create a comprehensive list of all VCFS organisations who operate within Croydon.
- Review Croydon's VCFS for efficiency and effectiveness.
- Understand current funding and identify what works well.
- Identify gaps, synergies, and duplications.

Healthwatch Croydon and Public Voice

Healthwatch Croydon¹⁰ is the local health and care champion in Croydon, who are independent of all services. They regularly conduct surveys and interviews with the local communities as well undertaking research. They are managed by Public Voice¹¹, whose mission is to improve neighbourhoods, the lives of the people who live in them and the public services.

Healthwatch Croydon through Public Voice was commissioned to undertake this research by the One Croydon Alliance and developed a project team to deliver the research.

Many thanks

One Croydon Alliance and Healthwatch Croydon would like to thank the Project Steering Group for their advice and guidance throughout the project. The members were Sanjay Gulati, Chief Executive Officer, Age UK Croydon; Susanette Mansour, Chief Executive, Croydon Vision, and Ima Miah, Chief Executive Officer, Asian Resource Centre of Croydon. We also thank Penny Smith-Orr of Faiths Together in Croydon who assisted us in the classification of religious organisations.

We also wish to thank all partners who helped promote the survey and express special thanks to VCFS contributors to the survey and the conversations.

¹⁰ <https://www.healthwatchcroydon.co.uk/> (HealthwatchCroydon, 2024)

¹¹ <https://publicvoice.london/> (PublicVoice, 2024)

Methodology including inclusions and exclusions

The methodology of the research was three-fold:

1. To create a matrix sheet that gave insight of the charities and CICs that work in Croydon. This matrix would create an inclusion and exclusion list of charities and CICs, which would be included on certain factors, such as being a registered charity or CIC.
2. To create a survey that asks questions about the running of charitable organisations such as funding strategies, what works well in their organisation as well what challenges they face in this economic climate.
3. To hold conversations with at least thirty charities and CICs that expressed an interest in their survey response. The conversations were about getting in depth knowledge of the responses they had put in their questionnaire.

List of charities and CICs – inclusions and exclusions

The matrix sheet created included charities and CICs that were either registered with the Charity Commission¹² or Companies House¹³, recording information such as websites, email and registered addresses. The rationale for using these sources is that they are verifiable sources where such organisations are legally obliged to register key information. The charities, which were selected from the Charity Commission, were those who declared that their charity worked in Croydon and had two or more employees as well as recorded income and expenditure.

It was later decided by the Project Steering Group that CICs should be included where their registered addresses are based in Croydon. It was also decided to include all charities and CICS who worked in Croydon, regardless of how many employees they have or income and expenditure that was recorded, if they had contact details such as an email address, telephone number and or website. This information was collected from various resources such as Charity Commission and online research regarding their website and contact details.

We also added charities and CICs who had received contracts from Croydon Council, even if they were not based in Croydon, and did not specify that they

¹² <https://www.gov.uk/government/organisations/charity-commission> (UKGovernment, The Charity Commission, 2024)

¹³ <https://www.gov.uk/government/organisations/companies-house> (UKGovernment, Companies House, 2024)

worked in Croydon in their constitution such as the British Red Cross and the Alzheimer's Society.

Political constituency to define geographic location

Other information gathered included the constituency of the registered addresses that these organisations were based in, and the distinct aspects of these organisations such as what they do, how they help and who they help. This information was collected from resources such as Charity Commission for charities. Additionally, for CICs, research was conducted through their websites with information about them as well as Companies House.

Simply Connect

This information was checked against the Simply Connect website which shows the several types of organisations that work in Croydon and is managed by Croydon Voluntary Action. This was conducted to give a clear idea of the charities as well as CICs that serve in Croydon's VCFS.

Registration in Croydon or outside Croydon

It was then decided by the Project Steering Group to include other important aspects, such as whether these organisations' registered addresses were based in or outside Croydon as well as their charity or CIC type. This was specially done to give a clearer indication of how many diverse types of charities and CICs serve residents in this borough. For example, how many organisations serve older people, how many organisations were defined under the category of community charities or CICs, how many charities and CICs were considered cultural community organisations. All this information was collected by researching information on the specific charity or CIC's websites.

Other aspects: ethnicity, nationality, religion and health

There were further iterative developments to include aspects such as ethnicity, nationality, religion and health categories. This information was collected by researching information on the different charities and CICs websites or websites that gave information about them. By undertaking this research, we could give a precise indication of the distinct types of charities and CICs that work in this borough and in-depth insight into how they cater for the distinct types of communities that exist in Croydon. For example, the distinct cultural, religious communities as well as the different age groups that exist in this borough. As this research was looking at specific aspects such as disability, health and mental health issues, these aspects were included, to give a clearer indication of

all the distinct types of charities and CICs that deal with these characteristics. The religion classification was defined by researching websites and then sharing this with a key faith networking organisation, Faiths Together in Croydon, who helped us revise this classification.

Localities

As part of the research all charities and CICs included in the study were categorised into the different localities. The categorisation of each organisation was related to the postcode of their registered address. These categories of localities are Central East, Central West, North East, North West, South East, South West and outside of the localities. The postcodes for the localities were provided by the One Croydon Alliance PMO.

Clarity

The different methodologies used in the matrix sheet gave transparent evidence of Croydon's VCFS, including the specific focus of organisations as well as other important aspects of who and where they delivered their services such as cultural, demographic, religious, health, disability and social factors.

Exclusions

Overall, 1600 charitable organisations were researched using desktop research methods. These included organisations provided by the One Croydon Alliance (from partner contact and contract lists) and Simply Connect.

The exclusions of charitable organisations were those who had no contact information such as website, telephone number or email address. It was also decided to exclude those charities or CICs that no longer functioning according to Charity Commission or Companies House. As a result, 64 charities and 68 CICs were excluded, of which 84 were based in Croydon and 48 based outside Croydon.

From undertaking this research, it was noted that the VCFS picture was complex. Many CICs had stopped functioning according to the information available on Companies House. Also, the information shared about the number of charities and community interest groups operating in Croydon was possibly overstated. It is also likely that some organisations, due to the way they are classified on the Charity Commission and Companies House websites, may not have been included in the research but, yet still provide a service to Croydon. We note this in the limitations below.

Survey

A survey was undertaken of Croydon's VCFS organisations. Questions were developed between the Healthwatch Croydon project team and the project steering group. The survey was completed by 111 organisations between July and September 2024. See the survey section and appendix C for more information. This survey was promoted through the network of the One Croydon Alliance PMO, OCA partners and through VCSLB member networks, in addition to Healthwatch Croydon. The Healthwatch Croydon team, completed rounds of proactive phone calls to organisations in September 2024 to increase the survey response uptake to ensure there were a representative sample of organisations across organisation types and localities. We spoke to 13% of the total list of 834 organisations and 18% of those based in Croydon and Appendix C shows the distribution of different types and their locality area.

Conversation

Within the survey, a follow up conversation was offered to organisation leaders. We undertook 45 conversations based on a representative sample of organisations across organisation types and localities. See the conversation section and appendix D for more information. This reflects 40% of those who completed the survey and 5.5% of the total numbers on the matrix sheet.

Limitations

A focus on registered charities and CICs

Not all charitable organisations could be included in the research. Only those organisations that were registered with Charity Commission or Companies House, who had contact details such as website, email address or telephone number included, as it gave an indication that these organisations work in Croydon. Therefore, many other types of organisations who work in Croydon's VCFS would have been excluded because they were not a CIC or charity but another type of charitable organisation.

Declaring Croydon specifically

Only those organisations who declared that they worked in Croydon with the Charity Commission were included, or those CICs with addresses in Croydon.

Charities that declared that they worked throughout England and Wales or at another specific location were not researched even if they had a presence in Croydon, and this accounts for why they were not included on the list.

Only registered charities included

Another limitation was that not all charity types were included in the study, such as an Unincorporated Charitable Association, which is a small UK charitable organisation that has not been registered (incorporated) with the Charity Commission, or other regulator and therefore not a registered charity. It is estimated there are roughly 100,000 organisations in the United Kingdom¹⁴, but since they are unincorporated, they do not have a registration source to check actual numbers by borough. It is likely that some of this type of organisations are working in Croydon.

Timing

Another limitation of this research is around timing. The research of organisations to map the VCFS, took place between February to May 2024, starting from a collection of lists from the Charity Commission and Companies House in February 2024. If organisations have not updated this information on the Charity Commission or Companies House by February 2024, or their own websites by May 2024, this could be out of date on the matrix list. This could include key data such as registered addresses, contact details, or whether they are still operating. It should also be noted that some new organisations operating now in Croydon may not have been registered at the time.

Communication and representation

The project team used many opportunities to promote the survey to the VCFS through various networks as well as dedicated telephone calls to speak to organisations. It may be that some organisations did not receive information in time or were already overrepresented in the type of organisation on the matrix list and so did not receive a call. It should be noted that it was planned to be a representative study. Not every organisation would be called as this was conducted to deliver a representative sample, but every organisation was encouraged to complete the survey.

Faith and ethnic organisations

A further limitation is that some faith organisations may not be fully reflected in this report. Some serve Croydon but did not specify with the Charity Commission that they work within the borough. Others are part of wider organisations not based in Croydon. Some are not registered as charities and CICs, but still serve their community. This reflects the complexity of how organisations are constituted and how they engage with their communities. This makes the case

¹⁴ <https://www.charityexcellence.co.uk/uk-unincorporated-charitable-associations/> (CharityExcellence, 2024)

for more detailed and focused research on specific communities and their VCFS organisations, who may not engage in the same way as many other organisations.

Some additions

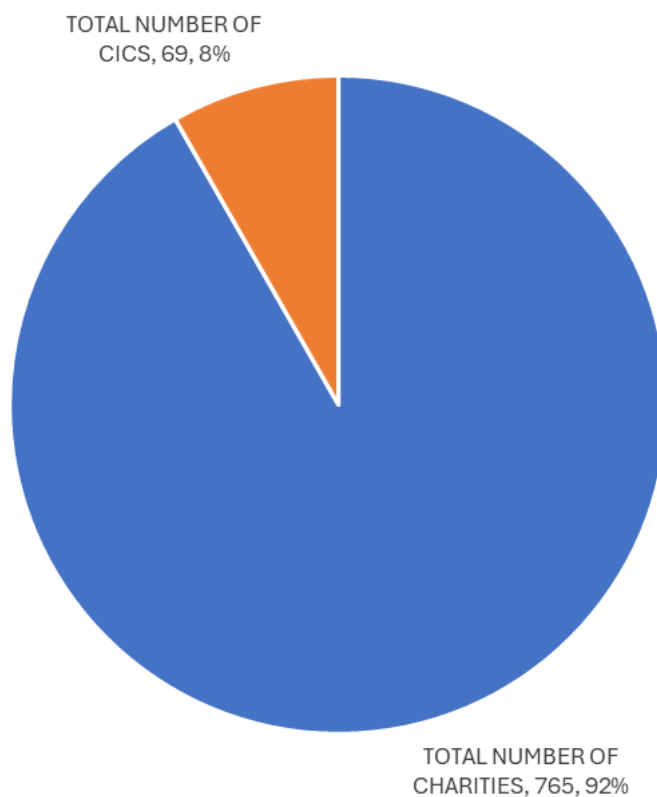
A small number of organisations were included as they had received contracts and grants from One Croydon Alliance partners, and so were considered relevant for addition.

Mapping the sector

Overall findings

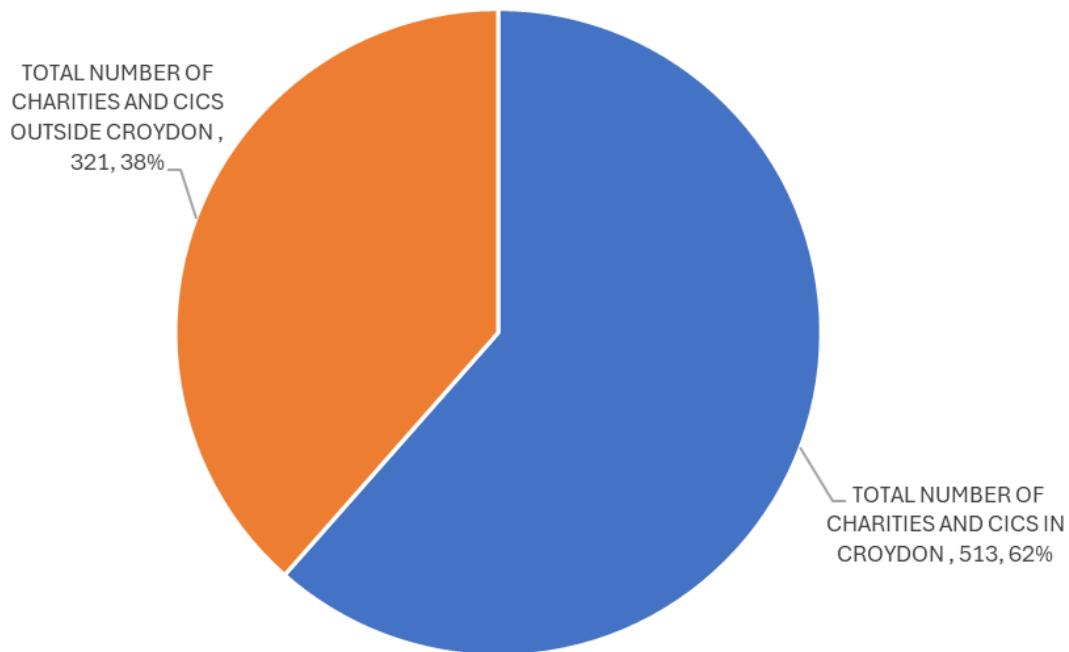
Charities and CICs included in this study

Total number of charities	765
Total number of CICs	69
Total number of organisations	834



Organisations registered within Croydon and outside the borough

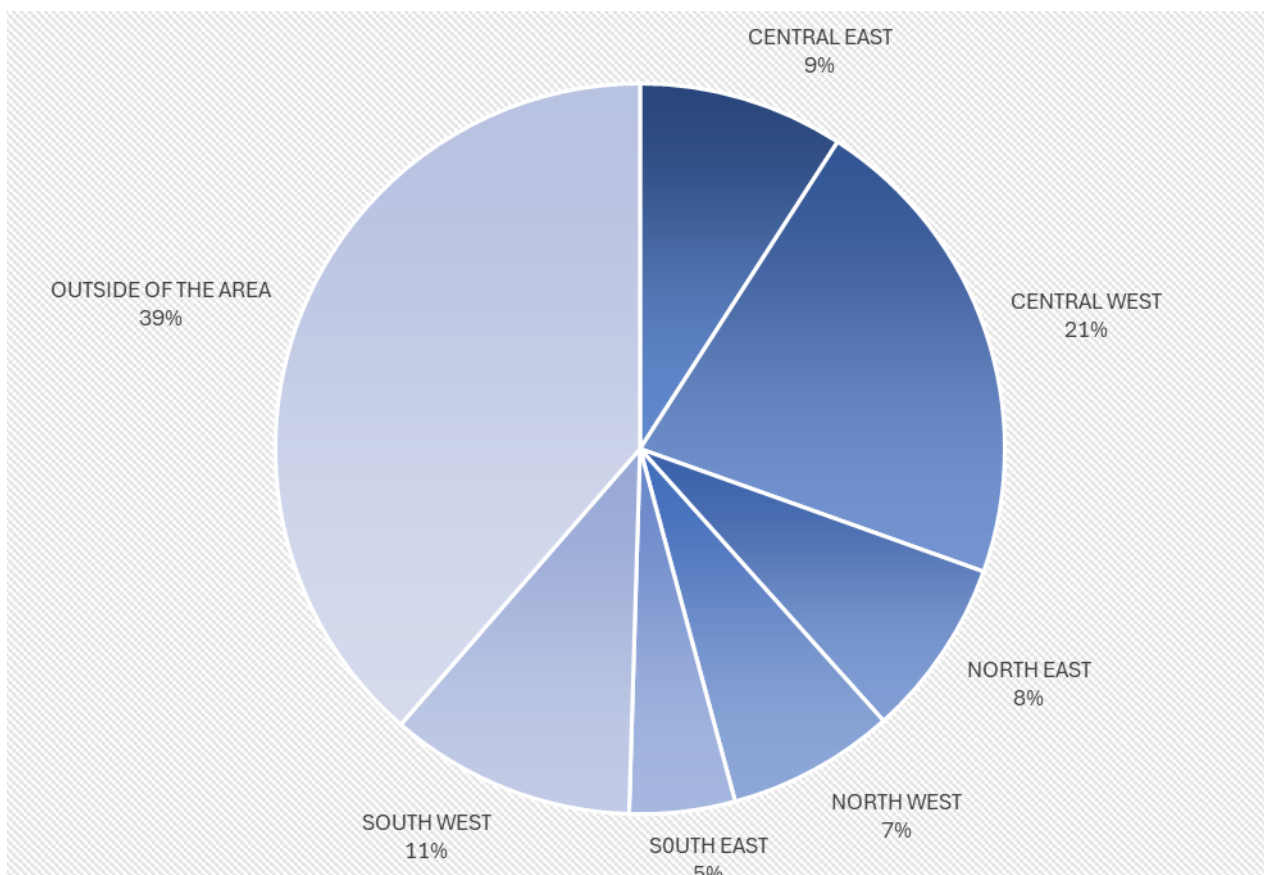
Total number of charities and CICs whose address is within Croydon	513
Total number of charities and CICs whose address is outside Croydon, but the organisation works within the borough	321
Total number of organisations	834



By place

Within localities: The largest number of organisations was in Central West (178), then South West (91), Central East (76), North West (66) and North East (63). The smallest number were in South East (39). It should be noted that some organisations work outside of the locality of their office.

Area	Number or organisations
North East	63
North West	66
Central East	76
Central West	178
South East	39
South West	91
Outside Croydon	321



Distribution of organisations working in Croydon but with their office address outside Croydon

Outside Croydon: Organisations with a link to Croydon came from 93 areas outside the borough. The largest number were based in Carshalton and Wallington (25), then Beckenham and Penge (20), Dulwich and West Norwood (19), East Surrey (18), Streatham and Croydon North* (13), and Vauxhall and Camberwell Green (12). See Appendix B for full listing.

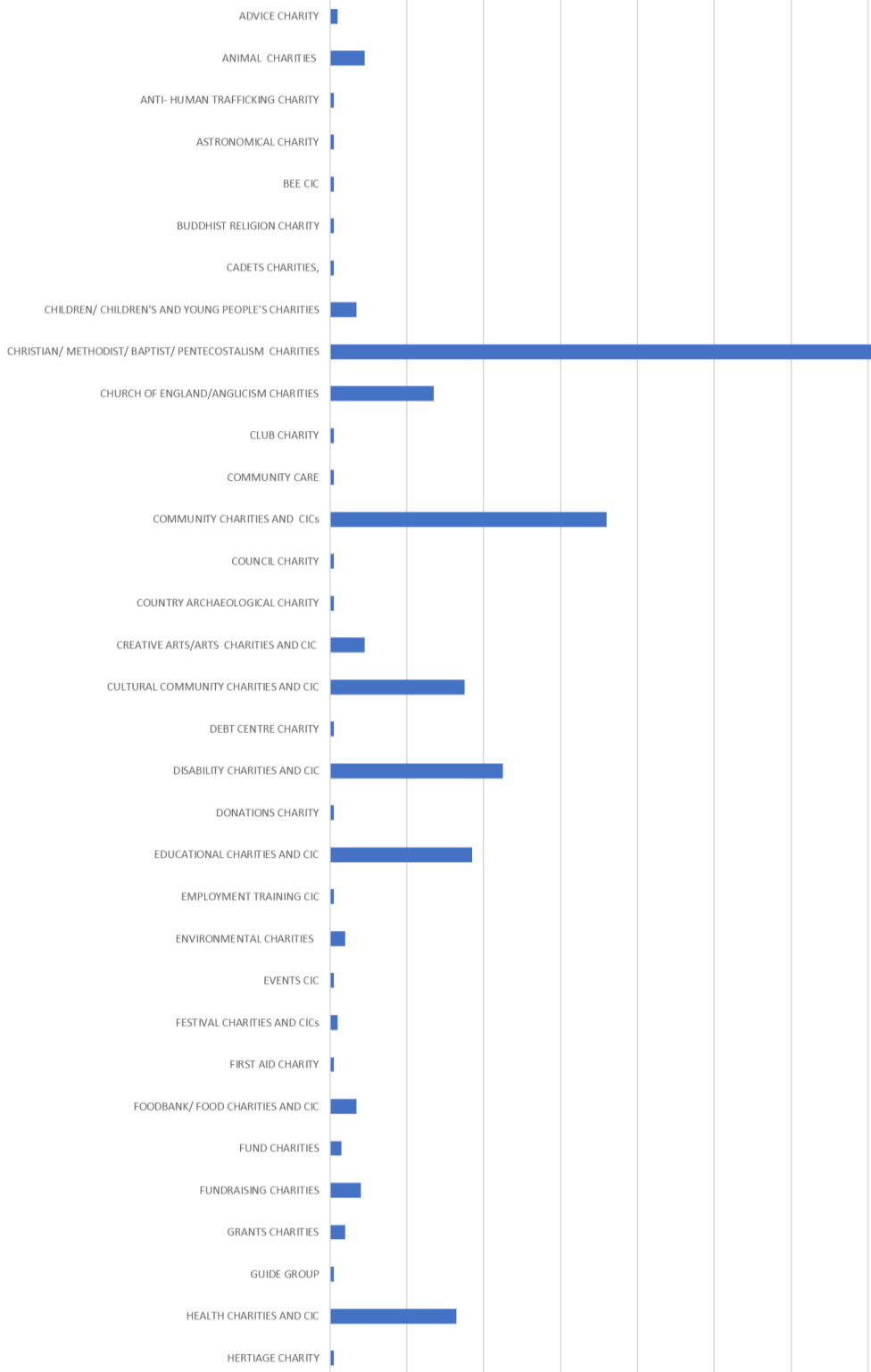
*Please note this refers to organisations based in the Streatham side of the newly formed Streatham and Croydon North constituency, which splits over the boroughs of Croydon and Lambeth.

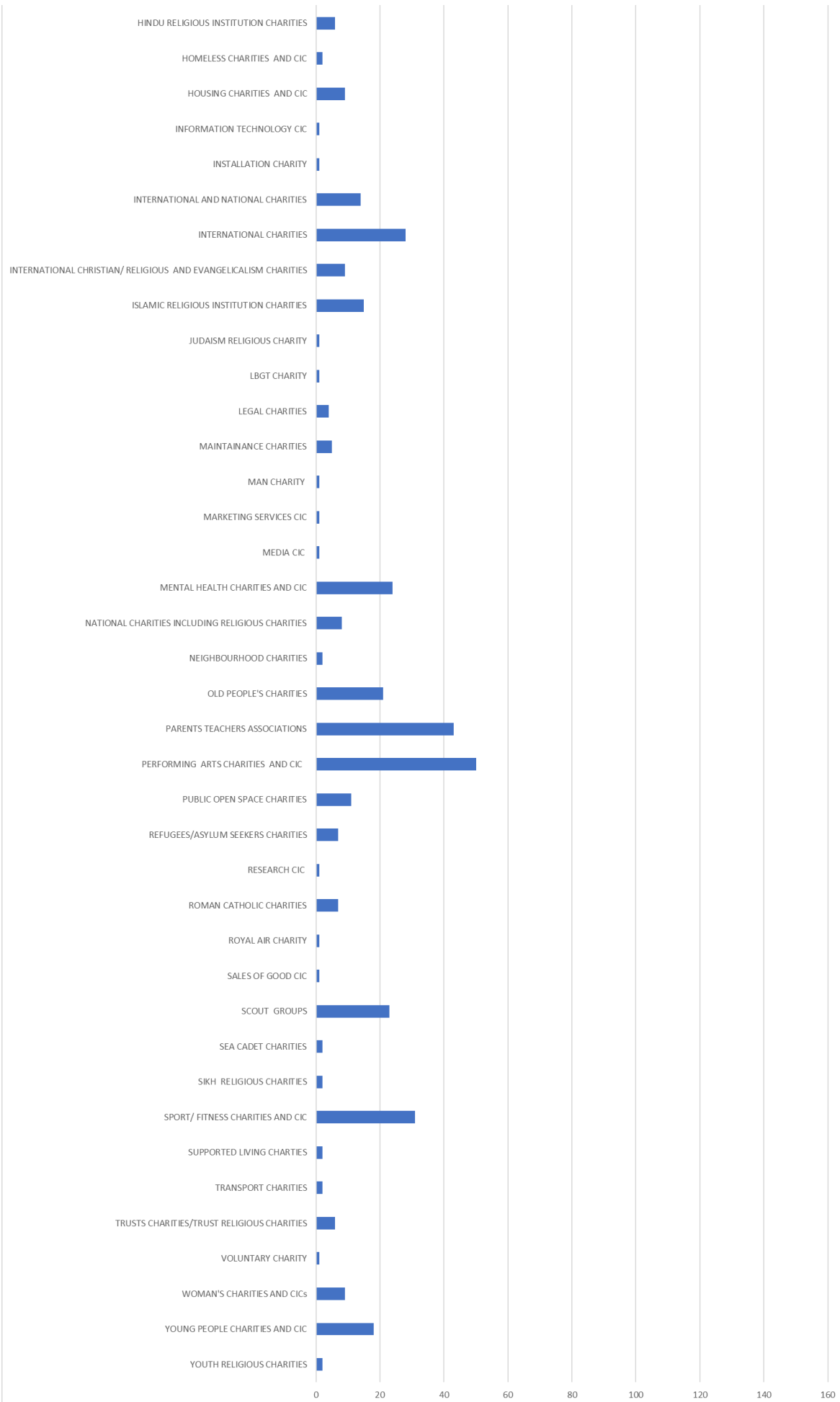
Type of organisation

All organisations registered in and outside Croydon

The following table shows the most common of types of organisations in Croydon's VCFS. The graph below shows the full distribution and Appendix B shows the full listing. Christian religious organisations the largest type representing 17% (141). Community organisations represent 9% (77), followed by performing arts at 6% (50), disability organisations and parent-teacher organisations at 5% (45 and 43). Health organisations and sports and fitness organisations both represent 4% (31 and 30), with mental health and older people's organisations representing 3% (24 and 21). It should be noted that this list does not recognise the size or reach of the organisation. So, a large organisation like Mind in Croydon or Age UK Croydon will be represented as one charity, while small organisations like parent-teacher associations reflect the number of schools in Croydon.

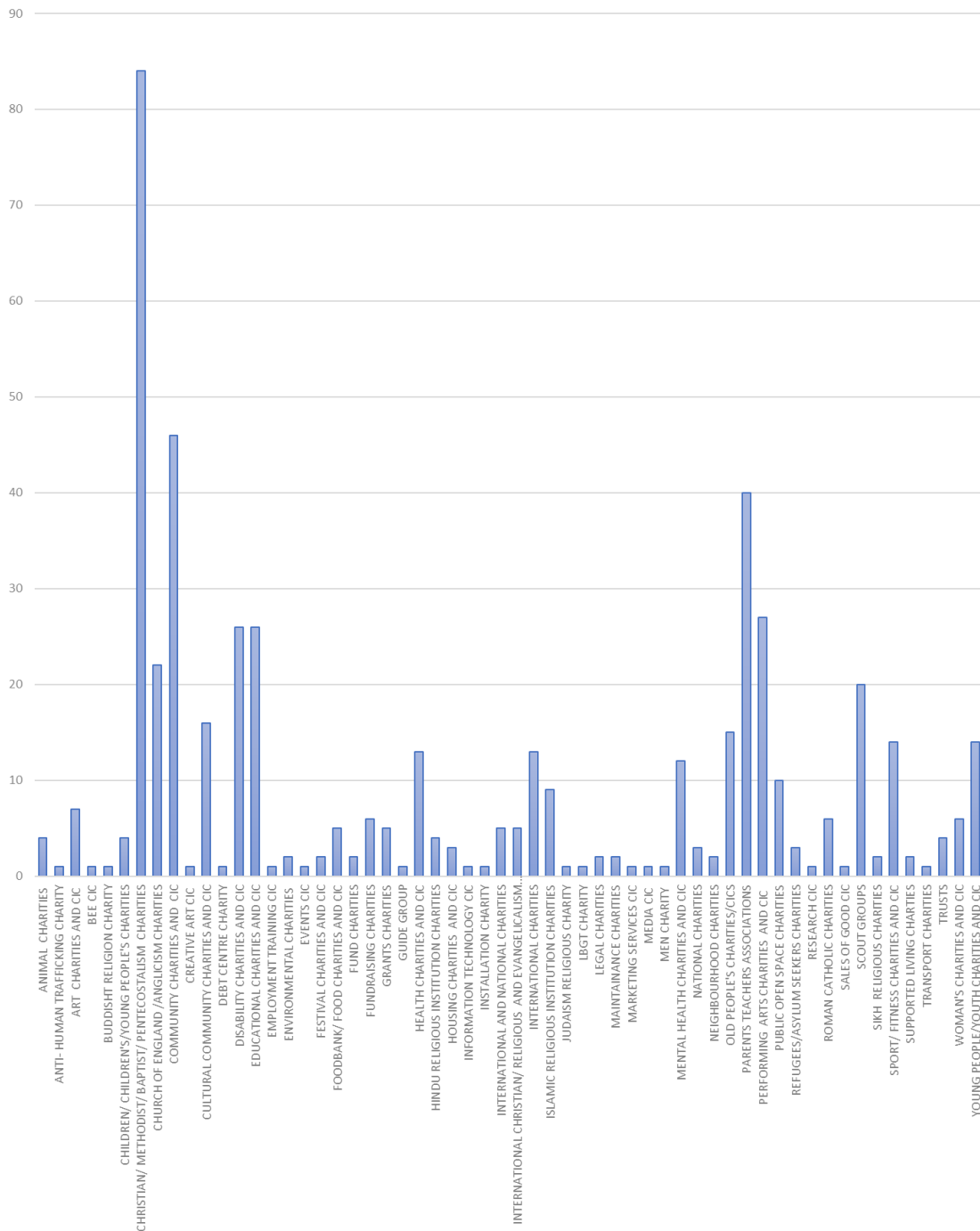
Type	Number	%
Christian/ Methodist/ Baptist/ Pentecostal Churches	141	17%
Community organisations	77	9%
Performing arts organisations	50	6%
Disability organisations	45	5%
Parent-teacher organisations	43	5%
Education organisations	38	5%
Cultural and community organisations	35	4%
Sports Fitness organisations	31	4%
Health organisations	30	4%
Mental health organisations	24	3%
Older people's organisations	21	3%





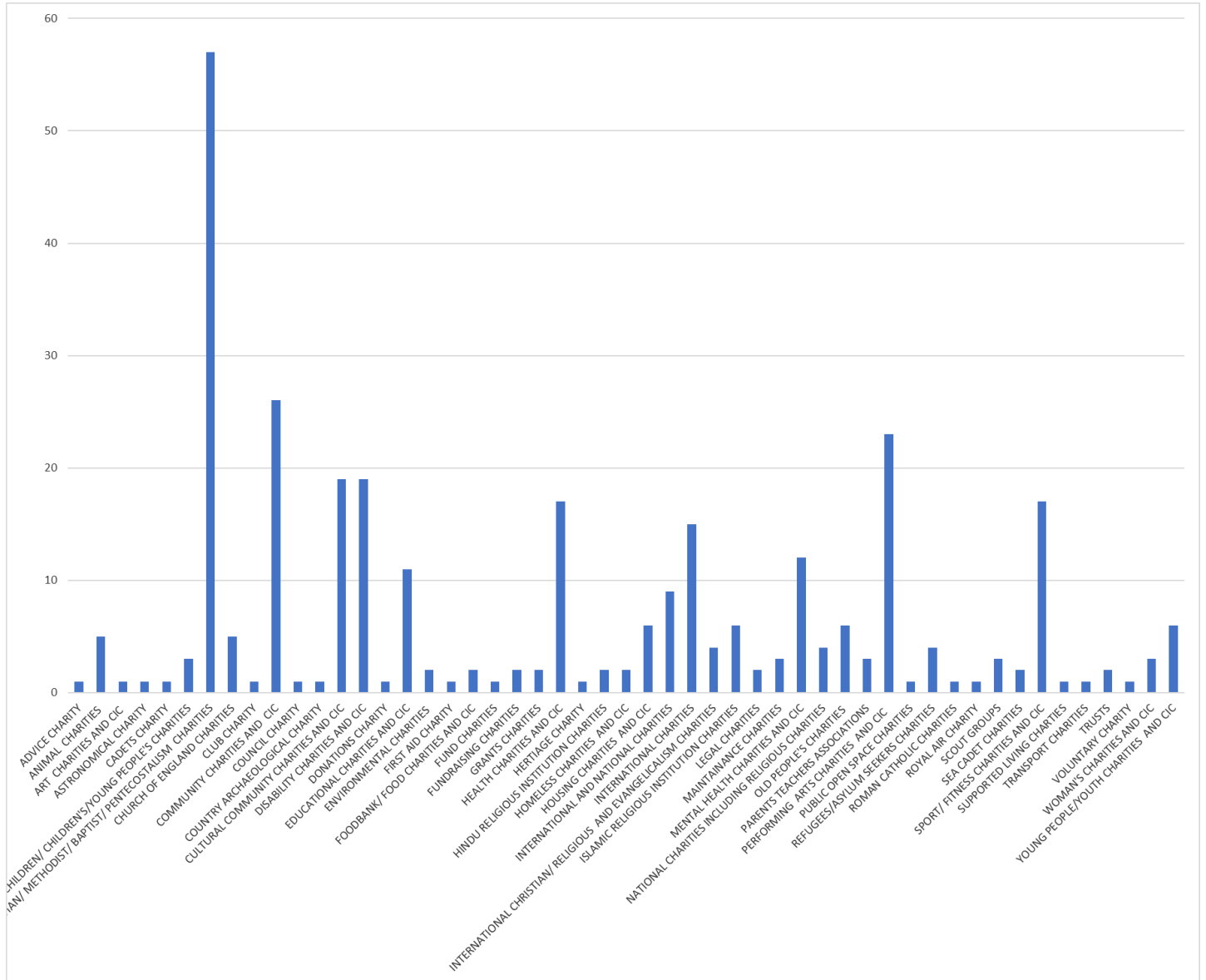
Organisations registered with Croydon address

The most common organisation type is Christian/ Methodist/ Baptist/ Pentecostalism organisations, follow by community organisations, then disability and education organisations. The data demonstrates the diversity in types of organisations whose main premises are situated in this borough. See table in Appendix B.



Organisations based outside Croydon but working in the borough

Christian/ Methodist/ Baptist/ Pentecostalism organisations are the most common type outside the borough as well, follow by cultural community organisations then disability organisations. See appendix B for more information.



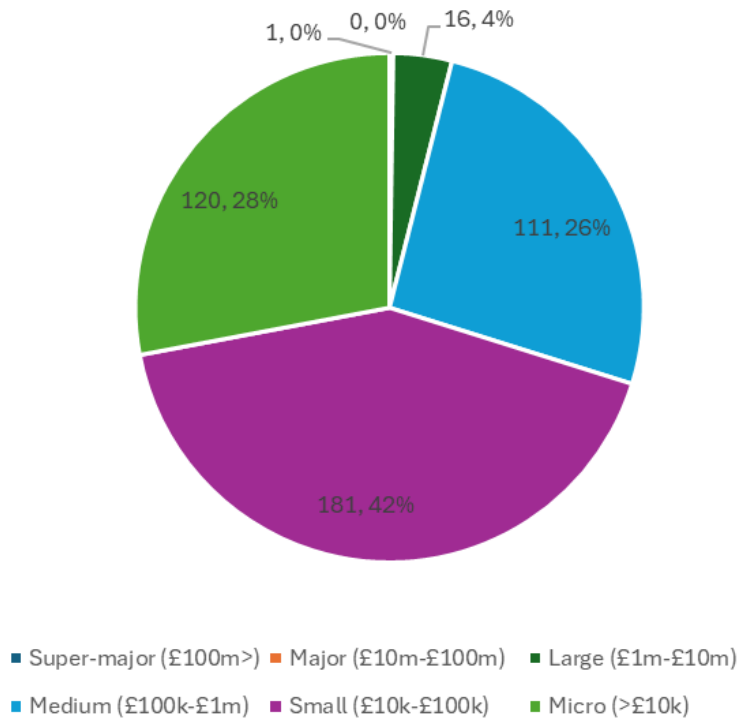
Size based on income

This table shows the range of organisations by income using the NCVO classification¹⁵. It shows the high number of small organisations both based in the borough and outside the borough, representing 42% of the VCFS. There are also higher numbers of medium organisations representing 26% of the VCFS. Both are significantly higher than the NCVO figure for voluntary organisations across the UK. There are significantly fewer micro-organisations in Croydon compared with the NCVO figure.

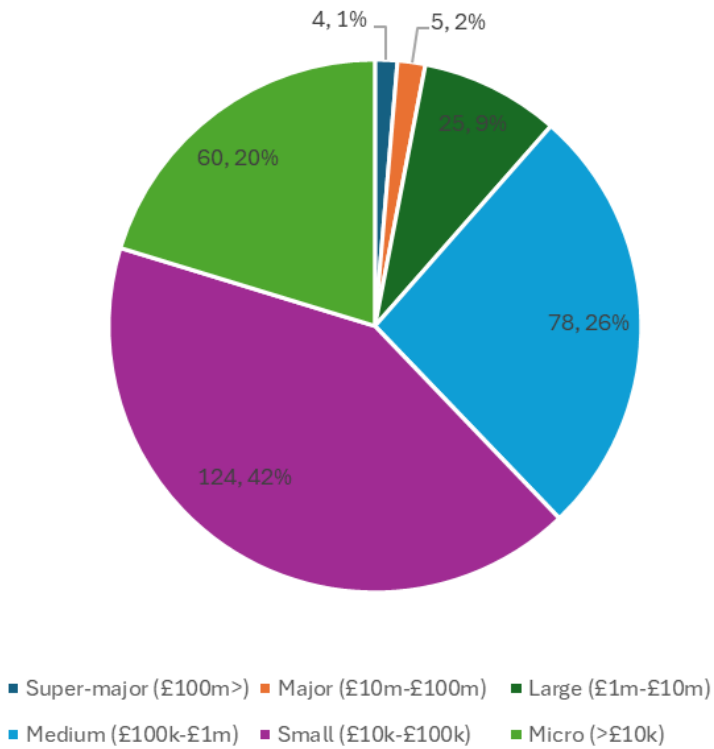
Size	Inside Croydon		Outside Croydon		All		NCVO
	Number	%	Number	%	Number	%	%
Super-major (£100m>)	0	0.00	4	1.35	4	0.00	0.04
Major (£10m-£100m)	1	0.23	5	1.69	6	0.83	0.54
Large (£1m-£10m)	16	3.73	25	8.45	41	5.66	3.57
Medium (£100k-£1m)	111	25.87	78	26.35	189	26.07	15.59
Small (£10k-£100k)	181	42.19	124	41.89	305	42.07	33.20
Micro (>£10k)	120	27.97	60	20.27	180	24.83	47.14
Total	429		296		725		
Did not record	58		10		68		
Zero	23		11		34		

¹⁵ <https://www.ncvo.org.uk/news-and-insights/news-index/uk-civil-society-almanac-2023/profile/how-many-voluntary-organisations-are-there/> (NCVO, How many voluntary organisations are there?, 2023)

Size of organisations based in Croydon by income



Size of organisations based outside Croydon by income

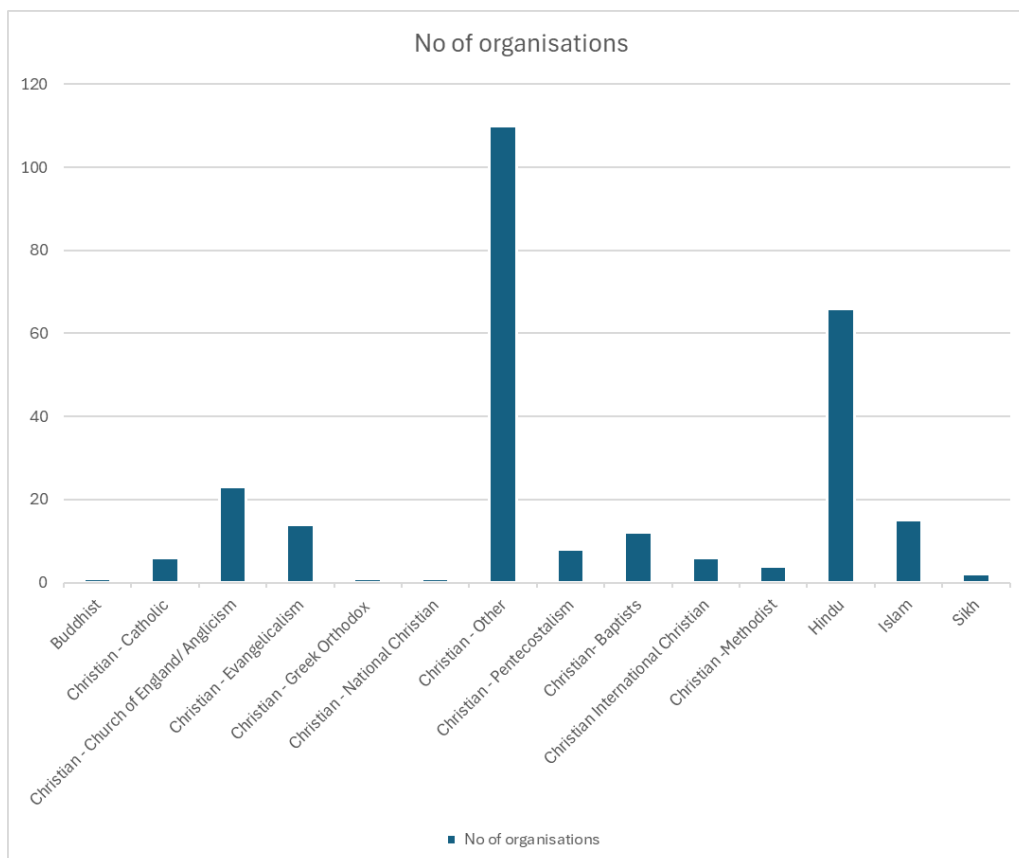


By religion

There are 243 organisations allied to a particular faith with 150 based in Croydon and 93 based outside Croydon. Of those, all but 24 were Christian denominations with those defining as Christian Other, then Church of England and then Evangelicalism.

Other faiths were represented by 15 Muslim organisations, six Hindu and two Sikh organisations. It may be that the non-Christian organisations each serve a significantly larger congregations across the borough and beyond, whereas some Christian organisations only serve specific local communities.

It has been noted in the limitations that some faith organisations may not be fully reflected in this report. Some serve Croydon but did not specify with the Charity Commission that they work within the borough. Others are part of wider organisations not based in Croydon. Some are not registered as charities and CICS, but still serve their community. This reflects the complexity of how organisations are constituted and how they engage with their community. This makes the case for more detailed and focused research in specific communities, who may not engage in the same way as many other organisations.



Faith	Number
Buddhist	1
Christian – Catholic	6
Christian – Church of England/ Anglicism	23
Christian – Evangelicalism	14
Christian – Greek Orthodox	1
Christian – National Christian	1
Christian – Other	110
Christian – Pentecostalism	8
Christian- Baptists	12
Christian International Christian	6
Christian –Methodist	4
Hindu	6
Islam	15
Sikh	2

By ethnicity

Of the organisations analysed 84% (695) stated all groups. Of the 16% that did represent an ethnic group, African, Caribbean and Asian groups had significant numbers.

This table shows a range of organisations and the communities that they have stated they represent. It shows the complexity of identity and there are various combinations that organisations can register against. There are significant number of African, Caribbean and Asian organisations. It is interesting that half of the organisations in Croydon that serve African and Caribbean communities are out of Croydon, however with South Asians more organisations are based within the borough.

Some illustrative maps show the geographical distribution of the organisations in Appendix B. African and Caribbean organisations are set closely in the north of the borough. Asian community organisations are spread more widely across the borough but still dominate in the north.

ETHNICITY COMMUNITIES THAT CHARITIES AND CICs CATER FOR	In Croydon	Outside Croydon	Total
Africans	9	10	19
Africans and All groups	8	7	15
Africans and Caribbeans	1	0	1
Africans/ Americans/ Europeans	1	1	0
Africans/ Black British	0	1	1
Africans/Asian/ Migrants/ New arrivals	0	1	1
Africans/Mediterranean's/Arabic/Caribbeans/ South Asians	1	1	2
Africans/South Asians	1	0	1
Afro -Caribbeans	2	3	5
Afro-Caribbeans/All groups	1	0	0
Afro-Caribbeans/Asian	3	2	5
All groups and Africans/ Americans	1	0	1
All groups and Africans/ Asians	1	1	0
All groups/ asylum and migrants/ Africans	0	1	1
All groups/ refugees and migrant communities	0	1	1
All groups//South Asians/ Africans	0	1	1
All groups/Europeans/Africans	1	1	0
Asian or Asian British	2	1	3

Asians	1	2	3
Asians/Caribbeans/All groups	0	1	1
Australian/ Asians/ Middle Eastern	0	1	1
Black British/ Black Africans	1	1	2
British Africans/Black Africans	2	1	3
British Black/ British Caribbeans/ European/ Arab	0	1	0
British Black/Africans	1	1	0
British South Asia/South Asia	1	1	0
Caribbeans	3	4	7
Caribbeans/ Africans	1	1	0
East-Africans	0	2	2
Europeans	2	3	5
Europeans/ Africans/ South Asians	1	0	1
Europeans/Asians	1	0	1
Middle Eastern	0	1	0
Middle Eastern/African/ South Asian/ European	1	0	1
Migrants in South-West London	0	1	1
South Asia/Africa/Europeans	1	0	0
South Asians	15	8	23
South Asians/ Caribbeans/ Africans	1	1	2
South Asians/Africans/ Europeans/South Americans	0	1	1
South East Asians	0	2	2
South East Asians/ South Americans	0	1	1
White European	0	1	1
All groups	437	258	695

This table shows the range of services that those who serve ethnic groups cover, again showing the rich diversity from education and culture, to care and support.

Refugees/ new arrivals/Africans/Asians charity	Cultural Community Charity for Jamaicans
Christian/Baptist/Evangelicalism/Methodist/ Pentecostalism Charity	Cultural Community Charity for Keralans
Church of England/Anglicism charity	Cultural Community Charity For Portuguese speaking communitas
Community Care Charity	Cultural Community Charity for Somalians
Community Charity for Africans and Caribbeanss	Cultural Community charity for South Asian Muslims
Community Charity for children and families in South London	Cultural community charity for South Asian people
Community charity that provides food/ non-food items and cash assistance	Cultural Community Charity for Tamils
Community Work CIC	Cultural Community Charity for Turkish people
Council charity	Cultural Community Educational charity for BME
Cultural Community Charity Centre for Polish	Cultural Community project for Black British communitas
Cultural Educational Charity for Arab speaking communities	Cultural Community project for the Bangladesh community
Cultural Charity for young Afro-Caribbeans	Cultural Community project for the Chinese community
Cultural Community Arts charity for Asian people	Cultural Educational community charity for South Asians
Cultural Community Charity Congelese	Disability Charity
Cultural community charity for Afghans	Educational CIC
Cultural Community Charity for Africans	Health charity
Cultural Community Charity for BAME Community	Health CIC
Cultural Community Charity for Bangladesh	Hindu Religious Institution Charity
Cultural Community Charity for BME Community	International and National Christian Charity
Cultural Community Charity for Chinese people	International Health Charity
Cultural community charity for French speaking communities	International and National Charity for children/young people
Cultural Community Charity for Indians	International and National Charity
Old people's charity	International and National Charity for South Asians
Old people's Charity for Asian people	International and National community charity that provides services
Performing Arts charity	International Charity
Refugees And Migrant Charity	International charity-give grants
Refugees/Asylum Seekers charity	International Charity for woman
Roman Catholic Church Charity	International Charity for youths
Sikh Religious institution Charity	International Christian Charity
Sports and Fitness Charity	International Evangelicalism Charity
Trust charity	International Religious Charity
Woman's charity for South Asians	International Trust charity
Woman's charity of domestic abuse and homelessness	Mental Health charity
Young people's charity	National and Community Charity
	National community charity

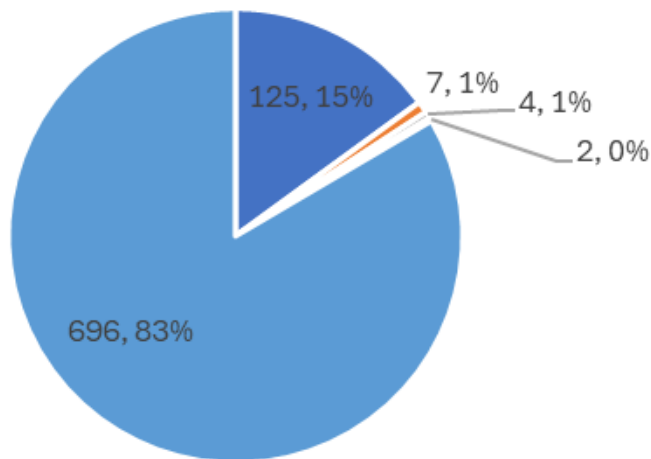
Organisations listed on Simply Connect

This table shows the number of organisations found on Simply Connect Croydon¹⁶ in April 2024. Nearly 80% of organisations were not appearing. It should be noted that changes are likely to have been made since this date. The list was shared in August 2024 with Croydon Voluntary Action who manage updates to Simply Connect.

Size	In Croydon		Outside Croydon		All	
	Number	%	Number	%	Number	%
On Croydon Simply Connect	111	22%	14	4%	125	15%
On Bromley Simply Connect	0	0%	7	2%	7	1%
On London Simply Connect	0	0%	4	1%	4	1%
On Sutton Simply Connect	0	0%	2	1%	2	0%
Not on Croydon Simply Connect	402	78%	294	92%	696	83%
Total	513		321		834	

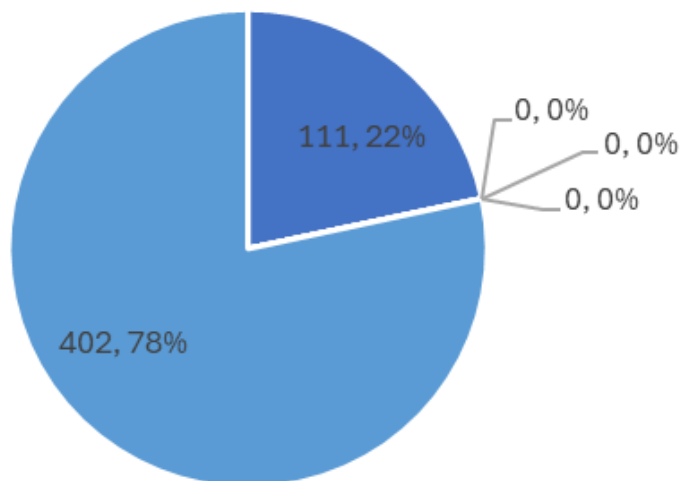
¹⁶ [Simply Connect Croydon - connecting you to your local community](#) (SimplyConnect, 2024)

All organisations from the matrix listed on Simply Connect websites



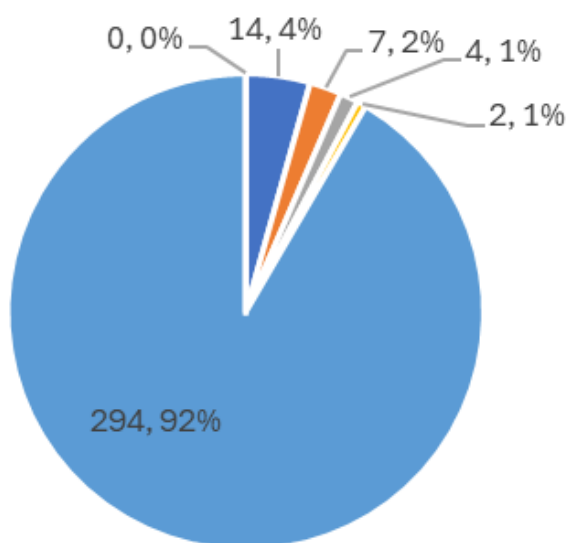
- On Croydon Simply Connect
- On Bromley Simply Connect
- On London Simply Connect
- On Sutton Simply Connect
- Not on Croydon Simply Connect

Organisations from the matrix list based in Croydon on Simply Connect Croydon



- On Croydon Simply Connect
- On Bromley Simply Connect
- On London Simply Connect
- On Sutton Simply Connect
- Not on Croydon Simply Connect

Organisations from the matrix list based outside Croydon on Simply Connect websites



- On Croydon Simply Connect
- On Bromley Simply Connect
- On London Simply Connect
- On Sutton Simply Connect
- Not on Croydon Simply Connect
- Not on other Simply Connect

Exploring potential gaps and duplications

About this section

This is a result of desk research aligning data from sources such as the Croydon Observatory¹⁷, an analysis of the database of 834 organisations and with insights from survey and conversations. It serves as an illustration of possible gaps or duplication in services, which should be seen as a source for more exploration by commissioners and others to ensure supply of services meets current and potential demand.

It should be noted this is not an assessment of any individual organisation's remit or work. It may be that some areas have few providers of services, but they work across a wider area, Age UK Croydon, Mind in Croydon, and Croydon Mencap are examples of this.

Older people

According to the Croydon Observatory, 15 percent of the population are aged 64 years and over. There are 21 organisations that fall under the category serving older people, with five who provide day care services or social activities.

Of these, one large income organisation, provides a wide range of services for older people across the borough including day centres; two medium income organisations provide community day centre services; and 15 low-income organisations and three micro-organisations who provide services, in some cases to specific geographic or ethnic communities, or which three provide day centre services.

From the survey and conversation feedback, some organisations expressed challenges in delivering services due to funding. This included a gap in capital funding to managed grade II listed building/ older building that those organisations operate and need to meet standards to deliver their services effectively, while keeping to their heritage responsibilities. As a result, this may suggest a gap between providers of services by organisations and demand for these services.

Mental health

Self-reported wellbeing in 2022-23 showed over 30% of respondents stating they had high anxiety, 15% low happiness, 12.4 low satisfaction all well above

¹⁷ Croydon Observatory (CroydonObservatory, 2024)

London and England statistics¹⁸, with this trend increasing significantly since 2019–20. At the more complex range of mental health support, a study published in *My London*¹⁹, showed, according to NHS statistics, that between 2020 and 2022, 745 people with serious mental illness died in Croydon.

There are 27 registered mental health organisations working in Croydon, 14 of them are based inside the borough with all localities represented: Central East (3), Central West (4), North East (1), North West (4), South East (1) and South West (1). All these organisations provide similar services. Of these some specifically work with supporting those long-term mental illness while others focus on wellbeing and early interventions, and some organisations are dedicated to specific ethnic communities. While there is a wide range of services provided, more insight is needed to consider how effectively they are able to work together to support the community's needs as well as whether they have enough support to meet the increasing demand, particularly at earlier intervention stages.

Young peoples' mental health

A study conducted by Newlove-Delgado et al. 2021²⁰ suggested that a high proportion of those aged 6 to 16 years old had a probable mental health disorder in the UK. For Croydon, this would correspond to around 10,000 young people. Recent surveys of young people have also illustrated demand for mental health and wellbeing support^{21 22}.

In Croydon, there is one large income organisation that is dedicated to supporting young people by providing a wide range of services. There are two medium income organisations, one that works in counselling children in schools and the other that uses creative activities as therapy. There are two micro-organisations which provide advice and support. The reliance on one organisation and four other organisations to meet increase demands on young people's mental health needs further exploration.

¹⁸ https://www.croydonobservatory.org/health-and-social-care/#/view-report/1835e7ef70a748c79aa478f386581700/___iaFirstFeature/G3 (CroydonObservatory, 2024)

¹⁹ <https://www.mylondon.news/news/uk-world-news/> (MyLondon, 2024)

²⁰ <https://pubmed.ncbi.nlm.nih.gov/33444548/> (Newlove-Delgado, 2021)

²¹ <https://www.healthwatchcroydon.co.uk/report/2024-06-10/young-peoples-mental-health-june-2023> (HealthwatchCroydon, 2023)

²² <https://www.croydon.gov.uk/children-young-people-and-families/children-and-young-people-tell-us-about-their-health-and-wellbeing> (CroydonCouncil, 2023)

Disability

According to a study conducted by the Croydon Observatory in 2021, there are 54,852 people considered disabled under the Equality Act. Out of this number there are 23,716 people whose day-to-day activities are considered limited under the Equality Act.

There are 44 registered organisations that operate in Croydon with 28 based in the borough and 14 outside. Most of these are based in the Central West with two of these based in the South East and South West localities, although they may all may well provide services beyond a specific geographic location.

One is a super-major income organisation to support children and people with special needs, and as a national organisation, it is based out of borough so may only supply some of its services locally. Four organisations have large income and show the variety of services provided. One organisation supports registered care, supported living, respite care, outreach and support and training both in the borough and beyond. Similarly, another Croydon-based organisation provides similar services for those with cerebral palsy and other profound multiple disabilities. Another organisation based just outside Croydon provides specialist support for those with children with autism, particularly education, vocational and wellbeing support. Another Croydon-based organisation provides advice, information, advocacy and domiciliary care for special needs children and families.

The other 39 organisations provide a wide range of activities including services generally for those with learning disabilities, others with more specific needs such as hearing impairment, neurological conditions, brain injury or neurodiversity such as dyslexia and autism spectrum conditions. Some provide direct support to families and carers, while others provide clubs and opportunities for those with disabilities to meet and connect.

While there is a variety of activity and support on offer, four organisations provide day-to-day services and assisted living arrangements. Two of these are large income organisations. It has been suggested from conversations, that there may be a potential gap between demand for these services and the supply, which needs to be explored further. Another consideration is understanding how the wide range of organisations can work together and be effectively communicated to potential clients to provide a clear and coherent offer of support.

Special educational needs

According to the Croydon Observatory there are over 10,000 school aged children registered as Special Educational Needs (SEN). There are 24 organisations of diverse types that are registered to work with children with learning disabilities. Of these, providers to those who have disabilities of all ages were included, along with those who provide specific services to children but not necessarily SEN. Again, the range of the organisations remit range from providing social play for those with hearing impairments, to supporting children with complex medical needs, or specific disabilities. Others offered services such as counselling, or other mental health and wellbeing therapies and support.

Observing such a range of services, it is unclear whether all needs are being met or being communicated effectively to ensure that those get the support they need. One charity who took part in the conversation, stated that the number of children with learning disabilities in Croydon was the highest in London. Therefore, a more detailed analysis would be useful to see if demand can be effectively supported.

Health

As noted in the introduction, there are significant difference in health outcomes between those people who live in the most deprived areas than those people who live in the most affluent areas in Croydon, illustrating the challenges of health inequalities.

There are 30 health organisations that provide essential services to the people with health issues, that work in Croydon, with 13 based in the borough, located in Central West (3), South East (3), North West (3), Central East (2), South West (1) and North East (1) – 17 are based outside the borough.

In terms of size, five are major income organisations providing dedicated services likely by contract to Croydon Council including reproductive services, dementia and stroke support services. Two provide end of life care services, one is nationally based, the other serving Croydon specifically but based just outside the borough. Four large organisations include two NHS trust charitable bodies, a health and disability charity and HIV services. Medium income organisations included a range of services from a medical centre to rotary organisations and wellness organisations.

Again, this shows the variety of support available, but more insight is needed to see if all of Croydon residents' needs are met by the current supply of services

and how these services are communicated effectively to the community. The analysis of organisations who said they worked in Croydon concerning cancer support services found three organisations: one medium sized and two micro-sized organisations. It may be that services are provided by larger national dedicated cancer support organisations that do not specifically refer to Croydon, or that other more general health organisations support cancer patients and their families. However, it may also suggest that supply of services do not meet demand and so needs more consideration.

Asylum seekers and refugees

There are three registered refugee and asylum seeker organisations based in Croydon, one is a day centre, one deals with families being reunited and another works with young refugees and asylum seekers. There are four types of these organisations, who work in Croydon but are based outside of the borough in Mitcham and Morden, Tooting, Streatham as well as Beckenham and Camberwell.

According to an article published by Croydon Vineyard²³, in 2022, there was 1400 asylum seekers living in temporary accommodation and 700 Ukrainians staying with people in Croydon under the Homes for Ukraine scheme. Furthermore, 105 unaccompanied minors were living in the borough. These registered refugee and asylum charities based in this borough, deal with issues such as basic integration, educational and personal needs.

There is one charity of this type that offers a counselling service to migrants and refugees. It is understood that the experience of those fleeing conflict, moving to new country and then being processed through a long and unsure legal process to qualify for British citizenship can mean that refugees and asylum seekers become isolated, lonely and depressed. This creates an increased demand for more dedicated mental health support, both before and after they gain citizenship.

Homeless

There are three homeless organisations that work in Croydon. One of these works specifically with homeless women offering mental health and health support. An annual report conducted by one of these organisations in 2024, showed that people using their services had risen by nearly 2,000 in 2023 when compared to

²³ <https://croydonvineyard.org.uk/tom-lesleys-blog/what-is-the-situation-with-asylum-seekers-in-croydon> (Vineyard, 2022)

2022. This demonstrates the increase in homelessness in Croydon in a single year.

Although, there are several foodbanks that are registered as serving residents who are homeless in this borough by providing food, the needs of homeless people are usually wider including general and mental health support. Areas for exploration include providing wider services to support the homeless and help them into a more stable future.

Duplication

Christian faith organisations

The largest type of charity in Croydon are Christian/ Baptist/ Evangelical/ Pentecostal organisations that exist both inside and out of this borough who serve residents in this borough. In this respect, they are classified as providing similar services linked by Christian faith, but these organisations can provide a range of services.

For example, of two of these organisations that took part in the conversations, one offered counselling services while the other offer food vouchers and wants to provide a community hub in the future for younger people providing a space for homework clubs and other activities.

Some localities have more of these organisations based in their area than others, such as North East and Central West localities. Many focus on working within the communities that they are based in, but some will be offering their services borough-wide.

In particular, the Church of England/Anglicism organisations serve residents in Croydon by parishes (ecclesiastical geographical areas) and a high proportion of these organisations are in the South West. Although these types of organisations do offer similar services, they also offer diverse types of programmes. For example, one charity that took part in the conversations, mentioned that they had already developed workshops that deal with men's mental health and growing food.

It is not suggested that a duplication of these organisations is negative. Indeed, a greater focus on working with all these organisations may well benefit the communities they serve. It is noted that many of the LCP events are held in

Christian faith locations, reflecting the contribution that this sector makes in communicating and networking. However, further work to build on what has already taken place can help a more coherent communication and networking strategy to bring more faith organisations on board and ensure there is no unnecessary duplication of effort.

Survey insight

Survey sample

We surveyed 111 organisations in Croydon from July to September 2024

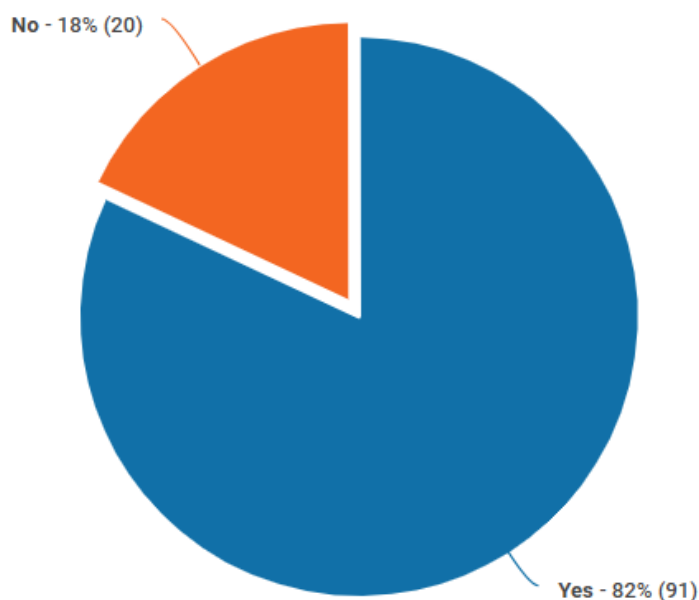
AREA	Survey	Number of organisations	% surveyed
North East	11	63	17%
North West	7	66	11%
Central East	16	76	21%
Central West	34	178	19%
South East	6	39	15%
South West	16	91	17%
Outside Croydon	21	321	6%
Total in Croydon	90	513	18%
Total overall	111	834	13%

TYPE OF CHARITY	NUMBERS
ADVICE CHARITY	1
ANIMAL CHARITIES	2
ARTS CHARITY	1
BEE CIC	1
CHILDREN'S CHARITIES	3
CHRISTIAN/BAPTIST/EVANGELICALISM/METHODIST/PENECOSTALISM CHARITIES	11
CHURCH OF ENGLAND/ANGLICISM CHARITIES	4
COMMUNITY CHARITY CHARITIES AND CICS	10
COMMUNITY ENERGY SOCIETY	1
COMMUNITY RELIGIOUS CHARITY	1
CULTURAL CHARITIES	7
DISABILITY CHARITIES AND CICS	9
EDUCATION CHARITIES AND CICS	4
FOOD BANK AND FOOD CHARITIES	2
FUNDRAISING CHARITIES	2
GUIDE CHARITY	1
HEALTH CHARITIES AND CIC	7
HOMELESS CHARITY	1
INTERNATIONAL AND NATIONAL CHARITY	1
INTERNATIONAL CHARITY	1
ISLAMIC CHARITIES	2
LEGAL CHARITY	1
MAINTAINANCE CHARITIES	2
MARKETING CONSULTANCY AND STAKEHOLDER CIC	1
MENTAL HEALTH CHARITIES	5
NATIONAL CHARITY	1
NEIGHBOURHOOD WATCH CHARITY	1
OLD PEOPLE'S CHARITIES	6
ONLINE SHOP	1
PARENTS TEACHER ASSOCIATION	1
PERFORMING ARTS CHARITIES	8
PUBLIC OPEN SPACE CHARITY	1
RESEARCH CHARITY	1
SCIENCETOLOGY CHURCH	1
SCOUTS CHARITY	2
SIKH CHARITY	1
SPORTS AND FITNESS CHARITIES AND CICS	3
SUPPORTED LIVING CHARITY	1
WOMAN'S CIC	1
YOUNG PEOPLE CHARITIES	2
	111

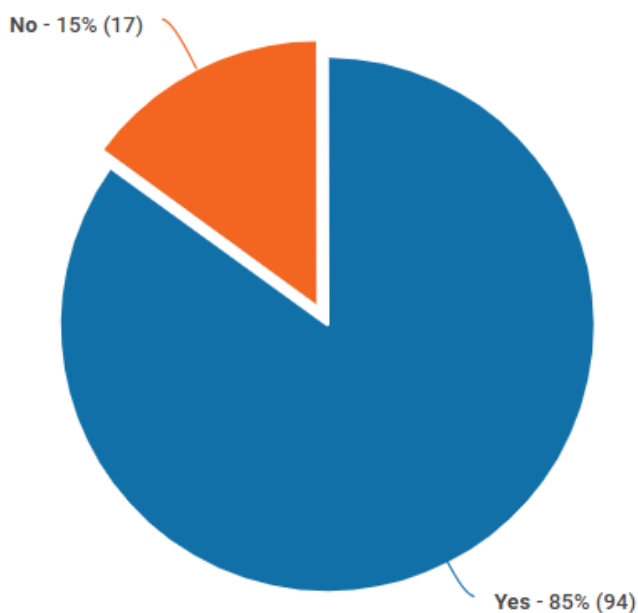
See Appendix C for breakdown of different organisations by locality.

Of the 111 respondents, 91 were based in Croydon and 20 outside Croydon but working within the borough. In terms of serving the population, 94 primarily served Croydon and 17 served other places as well.

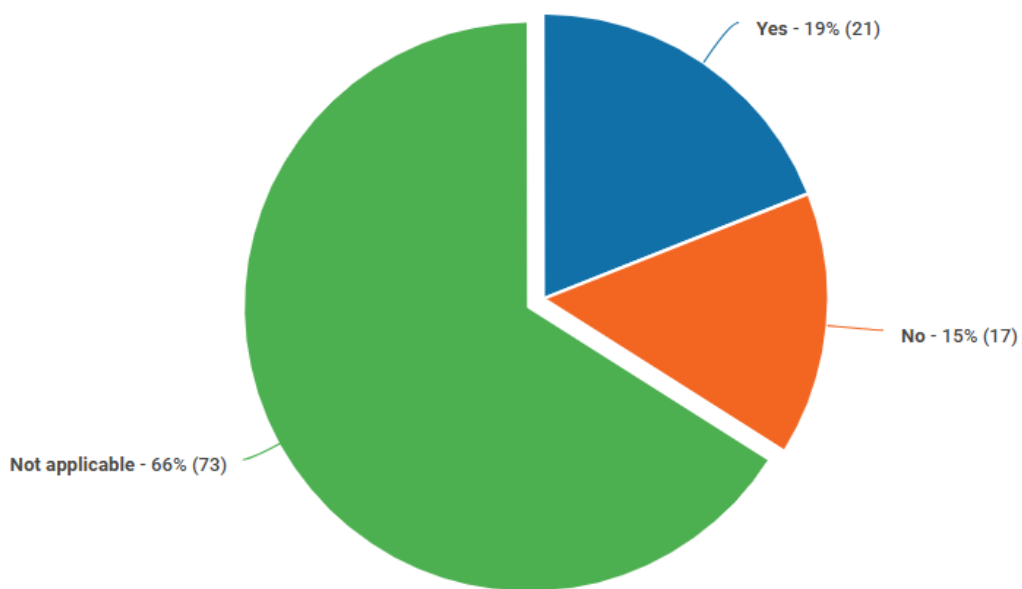
Is your Charity or CIC based in the London Borough of Croydon?



Does your Charity or CIC primarily serve the population of the London Borough of Croydon?



If your Charity or CIC is internationally based, does it give the opportunity for volunteering experiences or services to the residents in the London borough of Croydon?



Most organisations did not give opportunity for international volunteering experiences or services to residents in Croydon, but 21 organisations did.

Main sources of funding

What are the main sources of funding for your organisation?				
Answer Choices	Average % of funding	Minimum % of funding	Maximum % of funding	Response Total
Donations	30	0	100	71
Bids: Grants and contracts from Local Authorities, NHS and other grant making and charitable organisations	43	0	100	66
Membership and subscriptions	18	0	98	50
Bequest or legacy	8	0	100	35
Endowments	1	0	11	30
Income generation: Fundraising	18	0	100	53
Income generation: Space hiring / property (rental) income	15	0	100	41
Income generation: Paid for services	21	0	100	46
Income generation: Other	11	0	100	32
CSR (Corporate Social Responsibility) / Social Value	4	0	100	27
Other	9	0	100	30
Prefer not to say (please put 100% in this box)	59	0	100	29

This question asked local organisations to consider what percentages their income came from which sources. Of 111 organisations, 82 replied to this question and 29 respondents did not wish to say. The first column shows the average amount of funding across the number of those who did respond. The middle columns show the range and the final column the total number of respondents to each source.

Donations: 71 organisations relied on this source, but on average this represented 30% of income.

Bids: 66 organisations relied on this source, and this represented the highest average percentage of income of 43%. This covers local authority, NHS and also national organisations funding sources such as the National Lottery.

Fundraising: 53 organisations relied on this source, but the average percentage of income was at 18%

Membership and subscriptions: Similar to fundraising, 50 organisations relied on this source, for an average income of 18%.

Paid for services: 46 organisations had the capacity do bring income from this source receiving an average income of 21%.

Space hiring: Again those 41 organisations that could hire or rent space, brought an average income of 15%.

Other income generation: 32 organisations collectively averaged 11% of income.

This analysis shows the reliance of most organisations on bid funding, be it local authority, NHS or national opportunities such as the National Lottery. This subject is reflected later in the conversations.

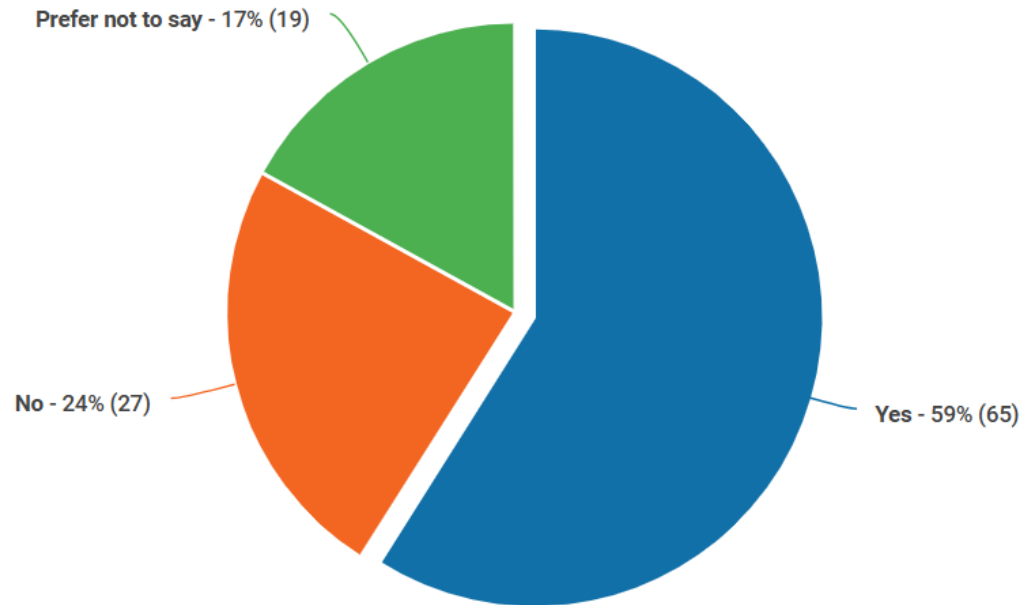
The other significant fundraiser is donations, with memberships and subscriptions also supporting. Some organisations can receive income from paid services or hiring or renting space, but it is likely to be a larger organisation that can offer this.

Accreditations and affiliations

Most organisations (82) do not have any accreditations and even more (92) do not require accreditation. Only 12% (13) required these. Of the different accreditations, BACP (British Association for Counselling and Psychotherapy) was the one most held and most wanted (7 and 3), followed by Advice Quality Standard (AQS) (2 held and 2 wanted). There was a variety of single accreditations, both had by organisation and desired, but it does not seem to be a priority for many organisations. Full table in Appendix C.

Peer support and mentoring

Does your organisation have the right support for peer support and/or mentoring?

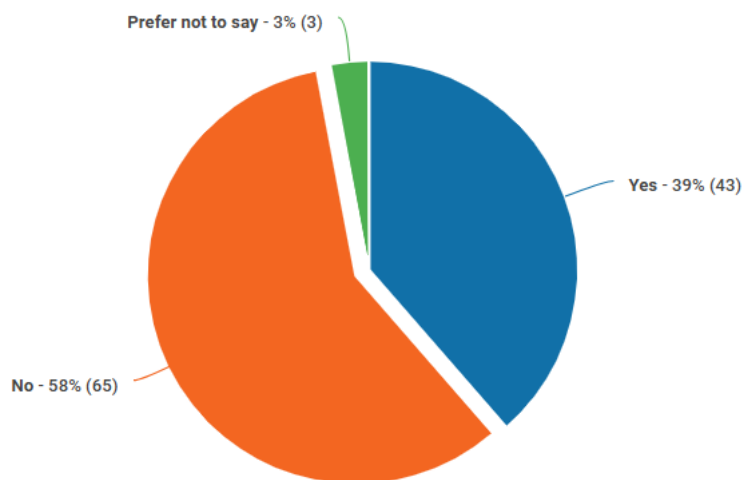


Most organisations (65) felt they had the right support of peer support or mentoring, but 27 did not. This suggests that there is some demand for peer support.

It may be that there is some demand amongst the 19 who prefer not to say, so more insight is needed to explore why organisations would not want to declare that they would prefer peer support.

Local community partnerships

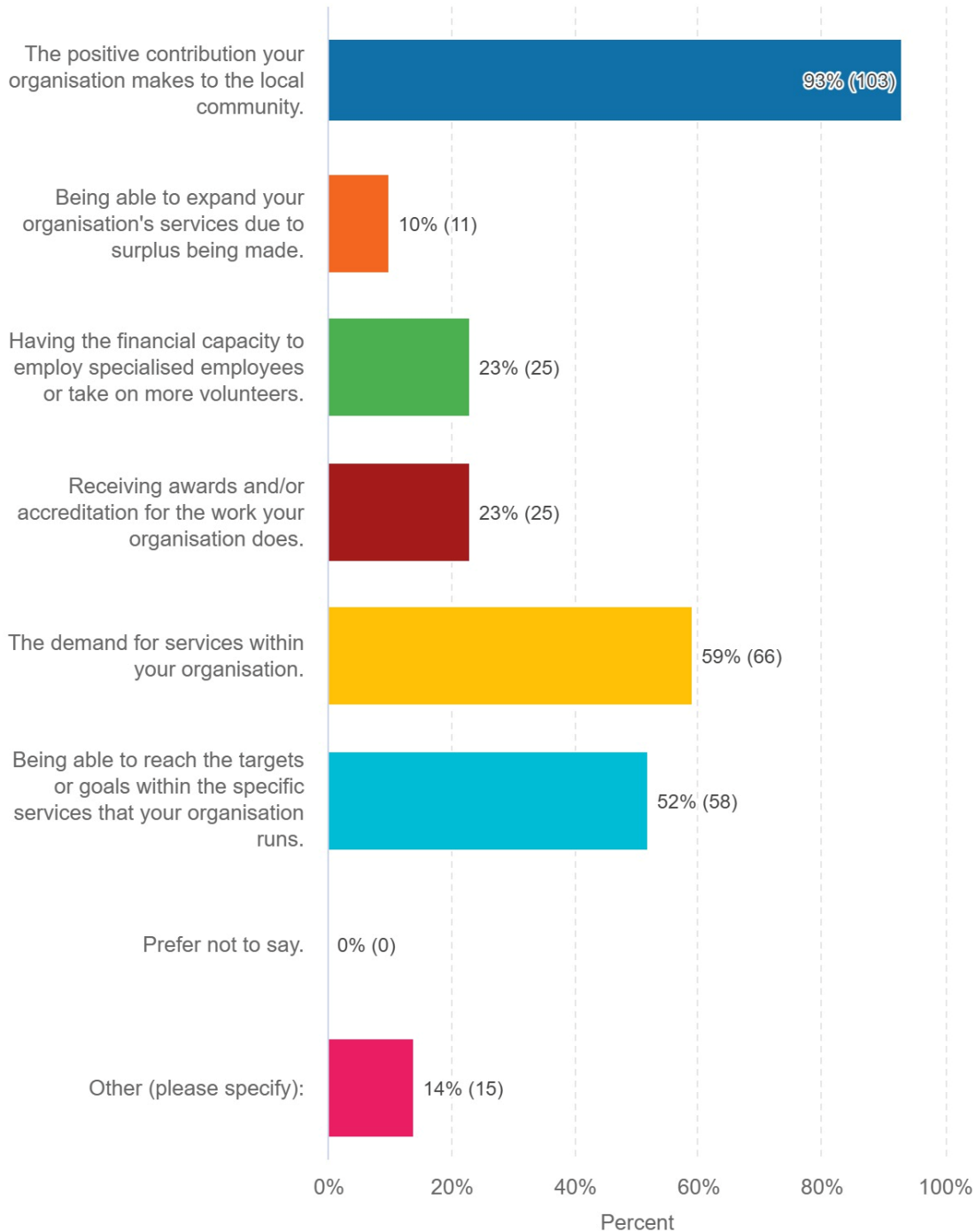
Is your organisation actively linked with a Local Community Partnership(s)? See <https://cvalive.org.uk/empowering-the-community/networks/local-community-partnerships/> for more information.



Just over a third (43) of the organisations who responded were actively involved in a Local Community Partnership, with 66 not involved. This suggests more focus is needed in engaging with organisations around this initiative.

What works well in your organisation?

What works well in your organisation? (Tick as many as you like)



Making a positive contribution to the local community was what worked well for 103 organisations, with 66 stating the demand for services within their organisation and 58 stating that being able to reach their targets or goals. Having financial capability to employ specialist staff and receiving awards and accreditation for their work were significant for 25 respondents.

Other comments:

Please note for authenticity these quotes have not been edited.

“Dedication and commitment of current staff and volunteers.”

“Networking within Croydon, communication.”

“Employees and volunteers that work there.”

“Radically inclusive organisation – we are all about giving opportunities for marginalised voices and people.”

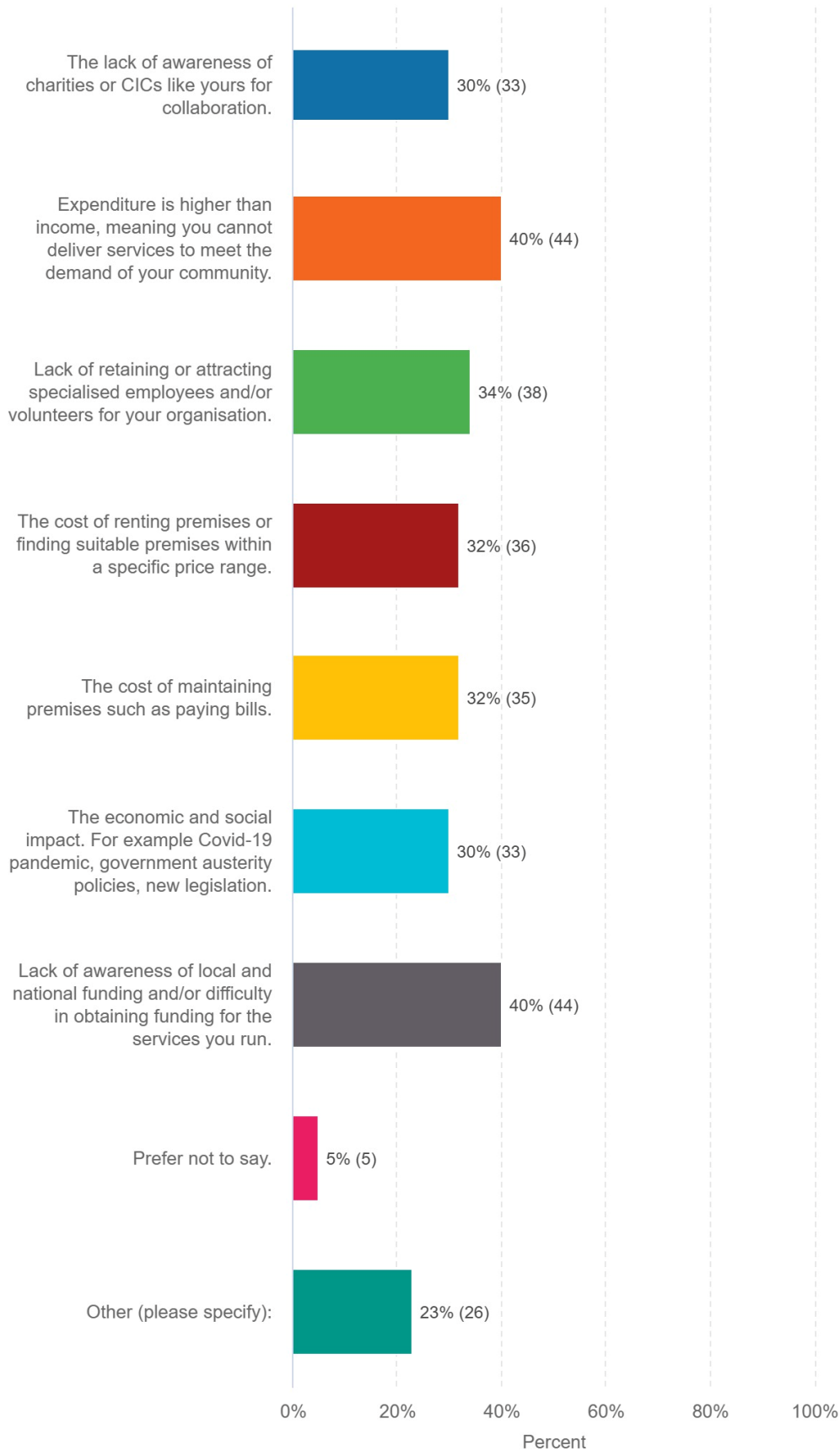
“The impact on the health and wellbeing of members.”

“Our model around our sustainability we have been going for nearly 10 years, yet we attract limited, charging community prices or nothing for our services. –Our use and development of volunteers.”

“Spiritual and mental wellbeing for the community.”

What is challenging?

What aspects do you find most challenging in your organisation? (Tick as many as you like)



Issues around funding were most mentioned, with many organisations citing that expenditure was higher than income making it difficult to deliver services to meet community demands (44); and a lack of awareness of local and national funding (44). Lack of retaining and attracting specialist employees was another key issue (38) as is the cost of renting or finding premises in a specific price range (36) and the cost of maintaining premises and paying bills (35). This wider economic and social impact (33) was an issue for a third of respondents.

Other comments included:

“There is no funding (local or national).”

“Applying for grants/bids.”

“Council is not very cooperative.”

“Finding new members.”

“We are affiliated to Croydon which is challenging as they hold our freehold of the building – generally a challenging relation with Croydon Council.”

“Funding for the building is challenging.”

“VAT on school fees.”

“Repeat funding – we have relied on initial funding and there is a concern over future funding.”

“Lack of clarity over the future – difficult to plan ahead as funding is year-on-year.”

“Greatest challenge is being successful in what we do and being able to serve community in the best way we can, to improve spiritual health.”

“We are reaching capacity with higher numbers of clients than ever before.”

If you had difficulty in accessing funding, please state which funding:

Please note for authenticity these quotes have not been edited.

“The whole 'Network', of interrelated Neighbourhood Care Groups, such as us, were previously Funded, under properly 'Tendered' Contracts, from the (Croydon) Local Authority Social Services Department. However, all that ceased, due to the effective "Bankruptcy" of the Council; on whom everyone had been relying, for such support. This caused many Groups, to have to shut down, and Close; with a consequent 'Loss' of significant "Services" in the Borough. However, it has, always, been our contention that, the nature of the work we do, & the services we provide, directly affects, supports, & improves, both the Physical & Mental, Health & Well-being, of the Clients/Service Users we deal with; thus benefitting the whole wider Community here. As such it should, always, have been 'Funded', at least 50%, (if not even 60/40%), by the Health Authority; as our work directly benefits them, rather than, solely, the Council. But the NHS still doesn't seem to understand the full reason for, and benefit of, "Prevention" and "Preventive Care"; let alone 'Quantify; & 'Justify' their need to have to "Fund" and "Maintain" such "Services" as these !!”

“Would like to become a service provider with Croydon council or its affiliations.”

“Would like support with funding to make work easier to focus on what we do best which is reaching out to disadvantaged young people in Croydon and surrounding areas through the use of martial arts (Thai Boxing).”

“Any funding streams.”

“The fact the Council withdrew both our rent and rates rebates on our Council-owned building.”

“Local funds.”

“External funds – huge delays in outcome due to increased demand within the sector as a whole.”

“National Lottery Funding.”

“We have applied to a number of Trusts and Foundations, but the charity and voluntary sector is enduring significant hardship, and most funds are oversubscribed with an average 16% success rates to secure funding.”

“NHS funding is more challenging, and we have lost a service that was successful and valued but funding could not be secured to maintain the service to support residents in care homes.”

“Arts Council.”

“Croydon Borough of Culture”

“No, because we are a self-funded group.”

“We tried all sorts – we are in the process of funding of different companies but the treasurer deals with most of that. In the past, we were funded by Croydon Council, and they stopped our funding in March last year.”

“YES – THESE FUNDER REQUIREMENTS ARE CHALLENGING – THE FIRST PART IS TO APPLY FEASIBILITY STUDY GRANT FOR TO GRADE BUILDING – GETTING ALL FEES/SPECIALISED TO APPLY FOR THIS FUNDING IS PROVING CHALLENGING.”

“Local government funding.”

“Lottery funding.”

“Funding to renovate and improve facilities (i.e. community hall kitchen and toilets) in order to provide better services.”

“Everything we do is project based – so it would be arts project funding. Grade II listed building – so difficult in getting capital funding.”

“Funding for building works.”

“It is difficult to know what funding opportunities there are specifically for Croydon.”

“Arts Council (rejected first time, lots of time to access), and Paul Hamlyn.”

“Croydon withdrew funding for the Day Centre about 10 years ago after reducing the amount of support over a number of years. So, from financial support of £20,000 per annum, it came down to £10,000 then £5,000 and now nothing from the local council and that has been the case for a number of years.”

“We had problems with funding for court hire for basketball programme, due to the complexity of the application and the criteria.”

“Any funding from charitable organisation.”

“Funding is competitive, and we aren't yet in the position to have a member of the team dedicated to this. In addition, projects don't always have budgets for project coordination, monitoring etc.”

“Funding attracts funding and vice versa ”

“WE HAVE A COMMUNITY CENTRE IN CROYDON WHICH IS UNABLE TO OPERATE DUE TO LACK OF FUNDING. LB CROYDON AND ICB HAVE NEVER DEEMED IT NECESSARY TO ENHANCE THE SERVICES TO THE COMMUNITIES WE SERVE. WE ARE NOT SEEKING HANDOUTS BUT TO BE COMMISSIONED LIKE WANDSWORTH FOR: CRISIS INTERVENTION/COUNSELLING AND ADVOCACY SERVICES; CQC REGISTERED DOMICILIARY CARE AND AQP NHS END OF LIFE CARE; PEER SUPPORT; MENTAL HEALTH HUB.”

"The <<organisation>> has tried and failed – but finally succeeded with a collaboration from outside of area historian in the LBoC"

"I got emails regarding funding and a lot of time I don't have the time to put in for it/ We used to get council funding until they went bankrupt. I haven't reapplied because I was told we wouldn't get it anyway."

"Core funding and project funding."

"We find out too late. We don't always have the capacity to reply."

"Core Funding – Premises, salary Funding to support individuals – delivering activities"

"Any funding but especially charitable trusts that say they support organisations such as ours but then do not respond to funding requests."

"Needs full charity status given."

"This year has been harder to access funding from our point of view, we have not had any luck with providers we have previously been successful with such as the National Lottery, Children in Need and several others."

"Never applied for funding."

"State funding, Local Authority."

"Wellbeing of Women (from BAME community) – applied and refused."

"Short term and dispersed nature of some funding and grants 'innovation, better care etc' results in piecemeal delivering of our theory of change – the need doesn't disappear after 1 year."

"Multiple charities and CICs in the borough delivering similar grants. Coming across services and not really getting a full grasp of what is out

there. Variety is wonderful, diversity is great but missing opportunities to sign post.”

“We are currently applying for a funding grant for the first time. we don't know yet if we will be successful.”

“Lottery, GLA and local funds via the council.”

“In general, there are difficulties accessing funding.”

What improvements are needed?

Theme	Number of comments
Collaboration Funding/Working together /Sharing of information/Integration	22
More support from the Council	17
Wanting to know about funding	11
Access to local funds	3
Access to bid writers	2
Improving the sector for volunteering	2
Other	16
	73

There is a significant focus on funding, particularly from Croydon Council. Many have been affected by the previous funding they have received. Some just want to know more about funding and how they can access local funds.

Many others also called for better collaboration, working together, sharing information and integration, while others wanted dedicated support for local funds, bid writing and promoting volunteering.

Please note that the following comments are grouped by theme and for authenticity these quotes have not been edited.

Collaboration funding/ working together / sharing of information/ integration

“Working together better. To be supported fully by the Council re subsidies and funding. Greater effort to reach all harder-to-engage-with sections of the community. Discourage “gatekeeping”; encouraging better sharing of resources, knowledge and information.”

“Collaboration – not just for funding, could also include, the sharing of infrastructural resources, working smart.”

“More collaborative working to enable older people to have more choice about what they join and where and a more holistic approach to meeting individual needs.”

“More collaborative working.”

“It would be good to collaborate with other charities more and be able to share ideas, pool resources and work together to support the community in Croydon.”

“More meetings with local charities and organisations like ours that are running on a voluntary basis – to share best practice, etc. Local forum to come together maybe.”

“Working together to effectively identify and address health needs of the elderly.”

“Greater joined up thinking.”

“More resources being shared/provided-Community Asset Transfer, sharing of unused or under used resources.”

“Flexibility in approach-Charity Parking Permit extended to no charities and being used cross borough.”

“More recourses and support for Volunteer Centre Croydon.”

“Celebration of the sector. Recognition from Croydon Council.”

“More group services.”

“More Umbrella and collaboration funding to disseminate amongst groups and charities.”

“More group successful funding bids.”

“Use of successful bid writers at minimum costs or payment on result.”

“Real and effective collaboration.”

“Collaborate hub to share ideas and resources.”

“More collaboration of services. More services for young/older people.”

“More awareness and support and collaboration between companies.”

“We would welcome opportunities to network with other voluntary, community and faith groups in the centre of Croydon.”

“We would like to see more opportunities for partnership working and raising awareness of each other’s work.”

“Ending HIV Stigma to end AIDS by 2030 as per Fast Track Cities London program;²⁴ by Introducing a HOLISTIC Health and Wellbeing program that incorporates conversations/discussions, testing on HIV and Sexual Health.”

“Better integration of services and information sharing.”

“More improvements in operation and awareness.”

²⁴ <https://fasttrackcities.london/> (FastTrackCities, 2024)

“Better commissioning that recognises the leadership that the VCS brings in prevention. Not more tick boxing with groups who follow wherever the statutory funding and processes take them.”

“Properly invest in the Locality Commissioning Model to reach further and build capacity across the diversity of Croydon’s complex community sector.”

“More investment in prevention, better data sharing. Council community funds coming back, More CSR.”

“I would like to know more about how to engage with other organisations.”

More support from Croydon Council

“More support from the council.”

“I would like to see Croydon Council support the voluntary sector again.”

“More help or somewhere you can reach out to for advice.”

“More thought given to rough sleepers – what accommodation can be found for them. We have collaborated with the council over the years but because of financial problems they haven't had the staff to deal with these issues, so we have ceased operating and likely to cease operating entirely”.

“Provide more flexible youth premises. More support.”

“AT OUR CENTRE IN TOOTING, WE SEE MANY CLIENTS FROM CROYDON REQUIRING CRISIS INTERVENTION/DOMESTIC VIOLENCE/ HOMELSSNESS AND HOUSING/ CULTURALLY- SENSITIVE HOMECARE/ FAITH-BASED MENTAL HEALTH SUPPORT. ”

“More support from the local authority at every level (not just councillors, who are always positive; tell the officers). More awareness of our needs and contributions.”

“A more joined up approach. More encouragement of CSR in local and national corporates for small local charities.”

“Croydon residents deserve a properly funded voluntary sector, as statutory agencies expect the voluntary sector to fill gaps in provision but do not offer any funding for this. This is the worst it has been for the voluntary sector.”

“We know Croydon council are bankrupt but their lack of engagement with the issue of providing no employment service to disabled candidates is concerning.”

“Relationship with the council. Late payment of bills and poor communication is a real issue for our organisation.”

“Croydon is fabulous, there is so much to celebrate here, despite the economic and health disadvantages – it has a very powerful, active and inspiring VCS. However on the flip side of this, everyone is trying to do something and it can be overwhelming and distracting. A well established, periodic, routine ‘Market Place meet your community’ event to get to know what is out there would be wonderful for residents and providers. I feel bombarded with well-meaning, events and board/ partnership meetings from various different stakeholders and it is difficult to know how to make best use of your time and how to take it all in! I do appreciate you are dammed if you don't and dammed if you do. There is still a sense that some areas of the council don't respect the Voluntary Sector and the relationship isn't equal. Some are not curious about what we do, they don't know about the awards we have won, the national recognition some have gained, the expertise which is under their nose.”

“More support and awareness for start-up CIC – responding to emails and help with funding – knowledge of the best/correct channels for different types of support.”

“Reinstate council funding.”

“Many feel very on the peripheries of what's offered – the sector is awash with complication and jargon, and so has never felt accessible to us (for example we've got VCSLB / One Croydon Alliance / CVA / ABCD / etc – what's the difference between them and why do we need so many initiatives?). It all doesn't feel very joined up and feels like resources are being wasted. We would like to see the sector more intersectional to support what is needed holistically and 'big picture' wise in Croydon – for example the whole sector could and should come together to protest the sale of our public spaces, and lack of local authority transparency and governance. We would like to see Croydon Council prioritise the sector for publicly owned spaces – however some organisations / types of organisations do seem disproportionately prioritised for publicly owned spaces when they become available.”

Wanting to know about funding

“Direct communication with us with funding available or collaborations with funding.”

“More funding.”

“Grants to be made available.”

“The ability for providing funding or grants and identifying the needs of the community.”

“Mainly more funding – it is very difficult at the moment.”

“We started our organisation because there is very little marketing for the voluntary sector. We would like to access funding so we can give our services instead of charging.”

“Local charities and churches get help with funding. I think it's very important that when you have something that interests young people, local councils and governments should be able to provide funding and also pop in and see how we're doing.”

“Funding for workers – for Youth/Children, Admin etc.”

“More grants being offered.”

“Access to Cil money. The stress of worrying about funding is having a negative effect on staff morale. We work well with the Faith sector and our community.”

“Funding for small voluntary organisations.”

Access to local funds

“Greater access to funding.”

“Access to local funds.”

“More help for small charities with services that help communities stay healthy, stay out of hospital and maintain their independence.”

Access to bid writers

“Easier access to grants and support for bid writing.”

"Larger organisations often have dedicated teams of fundraisers and bid writers to manage their funding applications and proposals. For smaller organisations, (Grass root organisations) it would be helpful if we could pull together a dedicated team that is available locally. Outsourcing to professional bid writers can be a cost-effective way to improve our chances of securing funding."

Volunteering

"A part of an email about volunteering in Croydon – and Croydon does well in that. No improvements."

"More long term and consistent volunteers."

Other suggestions

"More contracting (two- or three-year contracts) rather than rolling grants."

"It would be really great to see the NHS completely understand, and FULLY ""take on board"", what I have outlined, in the previous answer. I accept, and appreciate that, within the new ""Localities"" Model, there has been some movement, in that direction; and the ""One Croydon Alliance"" does include members from some of these various NHS organisations, or Trusts. However, I have to say that, I think there is still some 'reluctance', from many NHS sources, who are so fixed on responding to specific 'illnesses', 'conditions', or 'central initiatives', & 'backlogs' that they find it almost impossible to think of releasing ""Funding"", from what they wish to ""Ring-Fence"" for those other matters, to support this notion of ""Prevention"", and ""Preventive Care"". They simply don't yet see it, as being ""Cost-effective"" enough, so as to justify spending the amount required, to create, support, and even expand, the existing network of ""Neighbourhood Care"" Groups,

currently able, (or potentially likely), to actually provide these "Services". Lunch Clubs, Exercise Classes, Escorted Shopping Trips, Befriending, Volunteer Driving, to Medical or 'Health-Related' appointments, (which prevent missed, or cancelled, visits to hospitals of surgeries etc), directly saving the NHS money. All these things, directly & beneficially, impact our local population, in the Borough. Nutritious food, exercise, the ability to shop for themselves, and befriending etc, all prevent 'social isolation', and greatly maintain & improve the "Mental & Physical Health", and thereby, the "Quality of Life", of our local residents; which the NHS should be falling over themselves to "Fund", in great measure. I have to state that this is a long-standing, and general viewpoint, which I have long proposed. However, I have to "Declare an Interest", in that within a recent funding exercise, our Charity, <organisation> was fortunate to have been put forward, for consideration by the "Ageing Well Organisation", which is an NHS Initiative; and we were partially successful in receiving some money. While we are naturally most grateful, for what we, individually, received, my general point, is for a much more financially viable, and robust Funding Model, from & by, the NHS; for such services to be provided, in a more widespread way, from a greater number of resurrected, and re-funded, Neighbourhood Care Groups; operating under the "Infrastructure Organisation" of <<organisation>>."

"It is difficult to create awareness of the choir, not necessarily due to a lack of channels but you want people to catch the message and come and taste the events, and people are busy - but this is difficult to tackle."

"All leases given the Borough Council to be peppercorn ones, to reflect the Council's valuing of voluntary sector bodies."

"Engage with more communities in our public events."

"Expand our current activities to reach a broader audience."

"Full visibility. Website. Info pages."

“More free legal advice services are needed all over the country – there is a huge gap between what people need and what is available.”

“People come to church.”

“To motivate or encourage more local people living in Croydon to donate to Croydon-based charities. For example, organise more public events open charities to engage with the public and raising funding for their causes.”

“More sharing of information between neighbouring boroughs.”

“I think that we have a homeless situation we are constantly dealing with and a knife crime that we continually looking at which we are looking at, I am also working with the city looking at ways where we could get properties to do the things we do in the community. Like in the centre of town to speak about what we do at a health centre.”

“More awareness of opportunities, be great if they were a central database or website for volunteering in Croydon.”

“We have weathered considerable adversity in the last 5 years and have supported the community through this time, yet the reach and skills of the VCS is still under-rated and/or taken for granted. The potential is there, the leadership is on offer from within, yet factionalism and internal politics threatens to get in the way and keeps us divided?”

“Remove the faith organisations, some of these are cause many of the problems we see.”

“Short-term, year-to-year funding from the local authority and others is hindering our ability to archive long-term goals. This funding instability is creating significant challenges for staff retention, service delivery, and overall organizational sustainability.”

What would the organisation like to develop and provide?

Of the 92 responses to this question, 54 organisations wanted to offer more services reflecting a wide range of services for all ages and communities; 19 organisations were interested in opening a centre or getting new premises which would help them develop their services but need appropriate space to deliver their services. For some organisations, they would like more interaction with other organisations, or continue to provide more training, workshops and advice.

Please note for authenticity these quotes have not been edited.

Offer more services

"Trauma-Informed services. Neurodiverse LGBTQ+."

"More creative activities eg. arts and crafts at different locations around the borough so all activities not limited to one venue as at present."

"Counselling and Therapies; Inclusive Activities for Children with complex medical needs, their siblings; All family members; Services to support allied professionals (health, social, education care) ie Clinical Supervision; Counselling; Training; Consultancy (to develop for example internal policies and procedures in working with this client base)."

"We would like to have a presence in maternity units in hospitals and in abortion clinics."

"A fuel poverty service focussing on social and council housing tenants>"

"Welfare Benefit Advice project could easily triple in size and still not meet the level of demand."

"Our Hub service could be open every day for people to come in for a safe place to have a hot cooked meal."

“Our Active Minds Service is in desperate need of funds to pay for venue rental, sporting equipment and specialists’ coaches.””

“We want to develop more support for older people who are isolated and lonely but are not the people who want outside help or charity. People who are not confident socially and those who are still coping with post COVID anxiety.”

“Staffed open warm spaces in the community.”

“Increase the amount of information activities that we run. Provide more opportunities for local people in order to alleviate poverty, improve health, reduce social isolation and encourage great community cohesion.”

“We would like to expand by getting more members and offer the services five days a week, but we cannot afford to do it. We only meet on Wednesday, Thursday and Friday. We love to do five days a week, but it is not financially viable

“Caribbean Lunch Club.”

“To increase engagement with a wider range of people - younger adults, 16 - 18-year-olds.”

“Services in schools to younger people to educate them before issues arise.”

“Demand for our services has always been far higher than we can accommodate (e.g. for our 1-1 volunteer led support we are funded to provide 8 places per quarter but regularly receive 20+ referrals a MONTH, this creates long waiting lists and often requires us to close to new referrals). The solution would be to expand our staff team and volunteer pool, but that would require a major increase in funding and cannot be achieved by money alone. Things are more complex and nuanced so

there is no easy solution (e.g. we do not have space in our office to employ additional staff)."

"More support for carers in Croydon."

"We would if we have the means to do so."

"Maybe something for the youth or the elderly, we work closely with our local estate."

"Elderly care, youths educational and cultural needs."

"More peer support networks and more to tackle isolation, loneliness, and mental health as it touches on our work (in all age groups)."

"There is a couple of things, we had to suspend our basketball programme after COVID so we want to do that, we want to develop a nursery and we cannot do that as Ofsted kept changing the goal posts in that we needed to get the application right the first time."

"We provide education, and we are not thinking of expanding our services."

"Mentoring youths to tackle crime, and also support refugees."

"Expand our friending scheme and dropping sessions for the elderly."

"More one-to-one support for special needs children."

"CRISIS INTERVENTION/COUNSELLING AND ADVOCACY SERVICES.CQC REGISTERED DOMICILIARY CARE AND AQP NHS END OF LIFE CARE. PEER SUPPORT. MENTAL HEALTH HUB."

"Without financial support we already feed more than 500 people a week and that includes homeless and visitors to the home office."

"We are currently developing our work in Sutton."

"Can't think of anything we need quite honest- we have most things here."

"Group dance."

"Personally speaking, my daughter was going to <<organisation>> and one day of the week she would have a day out, but she was the only one going and they had to stop it because it was not financially viable. This is the sad thing when you have a lot of special needs people who do not want to access the services. So on a personal note, my daughter lost out because other parents of special needs children cannot be bothered. This charity will wound up soon."

"Expanding on everything that we deliver."

"Mentoring services for young and adults. Stakeholder engagement for triage service for community/ voluntary organisations."

"Helping more talented children from low-income families to make the most of their talent."

"We can provide for free: Drug Education with our drug free world campaign. Human rights campaign. Anti-crime campaign called "The Way to Happiness"

"We already provide a great service which meets the needs of local people, but we will not last long with no funding."

"Children's and families work."

"A consistent offer of regular affordable accessible arts heritage and green activities making use of local assets and employing local practitioners."

“We just started a whole of new things – we concentrated on getting up and going, such as Men's Shed – a national movement, providing a space for men/ and growing vegetables.”

“We would want to provide a weekly youth group to children & young people aged 8-19 providing them with recreational activities, advice and information on life skills, positive wellbeing and resilience and access to half term trips. We would also like to develop our 121 befrienders offer to support more young people in schools who are desperately in need. We would also want to deliver holistic support sessions with young people and their parents together to triangulate the approach of advice and support. Finally, we would want to develop our youth steering group by providing more young people with volunteering and leadership opportunities whilst developing them with training.”

“Something that enables people more to the greater public community, if we can help support facilities om the community like a football club that we support which has enabled them to do more.”

“Activities for older people, children and young people aged 11-18.”

“We have lots of ideas that have come from the residents, and lots of services that we would love to provide if we had the funding.”

“We would like to provide more shelter and supported accommodations.”

“Provision of more activities to reduce social isolation.”

“There is a need for local exercise classes at a low cost for individuals of all backgrounds (particularly BAME), for their health and wellbeing. The company would like to expand beyond Surrey, maybe make it a nationwide initiative under an umbrella.”

“Support for people with learning disabilities to be able to contribute to their community though paid or voluntary work. We have found this to be

the most effective way to improve mental and physical health, self-esteem and inclusion. Joined up support with day to day living, particularly negotiating the health system, attending appointments and leading healthy lifestyles.”

“We are very keen to expand Individual Service Funds (under Care Act) and have piloted 1 in the borough with great success. However there is no council / NHS led ISF framework / Pathway or easy way to support more individuals. Although the council know its benefits, and are enthusiastic, it requires patience to wait for the council to move / mobilise in certain areas. We want to develop youth provision for young adults with LDs but there is no funding for this. We rely on finding funding else where.”

“We would like to encourage adult returners to instrumental playing. We would like to offer more targeted opportunities to support our young people's mental health. Youth mentoring, educational services. Free spaces to those on low or no income.

“HIV awareness/education for all the community leaders at the local community hubs before delivering to the various communities in order to increase the impact locally and align with the ‘End AIDS by 2030. Start a special HIV awareness and testing program working with local faith leaders from all denominations – to end ADS by 2030. Faith leaders, have a big role to play in ending AIDS by 2030. Sometimes the congregation are misled and they stop taking medication, which is catastrophic! This is why we need the faith leaders. Work with various partners to engage with girls and women especially from marginalised groups, to promote the ending period poverty program and the girls Act empowerment program. (In addition to sex education and HIV awareness, we can provide a regular supply of sanitary towels/pads and promote girls empowerment programs too. We would celebrate Menstruation Health Day 28th May and the International Day of the Girl Child [IDGC] coming up on 11th October)²⁵”

²⁵ <https://www.aidshealth.org/2024/05/menstrual-health-day-we-must-end-period-poverty/> (AidsHealth, 2024)

Open a centre or get premises

“An arts centre / theatre venue.”

“We need a rescue centre, which of course means land/appropriate building.”

“A nature classroom to help get children outside and connected to nature.”

“Community Hub in New Addington area.”

“As providers of treatment and rehabilitation services that are not normally offered by local authorities, <<<organisation>> specialise in hydrotherapy, physiotherapy and rehabilitation. These services improve a person’s mobility, strength and flexibility .<<Organisation>> provide further steps to help those in recovery and in need of rehabilitation, we are an important community hub; our social contribution increases the health and well- being of people living with long term conditions and chronic illnesses. Currently, our operations are limited due to renting a pool, which restricts our usage to part-time hours during the week. Constructing Croydon’s first rehabilitation Centre would increase our capacity eightfold, allowing us to operate daily. This expansion would significantly grow our client base to approximately 500 clients per month, addressing the high demand in Croydon, as evidenced by Croydon’s Long-Term Conditions, Community Outreach Team, The One Croydon alliance and our existing waiting list.”

“We are trying to secure a suitable property that could be converted to align with our cause and services or a parcel of land for the purpose of erecting a modular build.”

“A physical resource centre that serves the needs of Asian communities. More work in cancer and DV.”

“Offer more than we are already offering and expand, have a premises which may help expand on volunteers.”

“Regular premises.”

“If we had leased premises we would reach out to Older People/lunch domino club (As previously); Creche Club for single parents (As previously).”

“Our organisation lost its venue due to Croydon Council's mismanagement and is re-grouping as we now have an office to work from.”

“A self contained space.”

“One to one support in a safe place.”

“Having lost out 'home' in the Queen's Gardens due to the redevelopment, we want to provide a bus shelter-type cover over the raised platform at the corner fo the gardens between Fell Road and Katherine Street. This would allow volunteers to serve food under cover in times of bad weather. We would pay for the cover (we aren't asking for any funding from the council). While councillors are sympathetic, we have met with a very negative response from officers. While we are trying to resolve this situation, we are using the raised platform in good weather but going under the awning of Bernard Weatherill House when it rains. When we do that, volunteers are harrassed by council workers who come out to say we should not be there and take names. The council shoudl tolerate us there while we are resolving the planning situation with the shelter.”

“To have our own building to use for the community, for the homeless, young people, to expand our music clubs for people of all ages, provide meals and games, reading. A social place - talking helps people and makes people feel less lonely, a place people can call home.”

“We hope to open a new face to face hub to support those we work with to access professional help and support.”

“More space – we have an artist studio waiting list of 400.”

“We are seeking suitable working space so that we can meet the need of our community.”

“We would want a bigger premises to hold multiple classes , competitions and tournaments which will bring a lot of attention to Croydon in a positive light.

Maintain current premises, staff and volunteers

“Our founder <<name >> holds various positions in the world of combat sports and if supported right would steer even more young lives in the right direction in Croydon and surrounding areas. “

"BUILDING: SOUND PROOFING ON EXTERIOR WALLS TO PROTECT NEIGHBOURS AND INTERIOR FLOORS AND CEILINGS TO ALLOW MORE HIRERS TO USE THE SPACES AND THUS PRODUCE MORE INCOME TO OFFER MORE SERVICES FOR CYTO MEMBERS. EASY CLEAN FLOOR SURFACES TO ALLOW PART OF BUILDING TO BE USED FOR PARTIES.FULLY FITTED KITCHEN TO ALLOW PART OF BUILDING TO BE USED AS LUNCH CLUB.NEW CENTRAL HEATING SYSTEM INCLUDING REMOVAL OF OLD PIPEWORK TO FREE UP SPACE TO ALLOW PART OF BUILDING TO BE USED FOR HOT DESKING AND SMALL MEETINGS.IMPROVING LIGHTING IN THEATRE TO BENEFIT CYTO AND POTENTIAL HIRERS. STAFFING: BUILDING MANAGER TO ALLOW BUILDING TO BE USED BY MORE HIRERS MORE EFFICIENTLYCLEANER TO ALLOW BUILDING TO BE USED MORE FREQUENTLY.MORE DRAMA TUTORS TO EXPAND CYTO NUMBERS TUTORS TO TEACH DANCE AND SINGING AS PART OF CYTO'S CORE OFFERING YOUTH WORKERS TO LOOK AFTER CYTO MEMBERS' WELLBEING. VOLUNTEERS:VOLUNTEER CO-ORDINATOR TO RECRUIT AND ORGANISE

VOLUNTEERS.DOING LOTS OF GOOD STUFF ALREADY – TRYING TO BECOME A WEDDING VENUE – HAVING THE FINANCE FOR THINGS WE WANT TO DO FOR MEDIUM SIZE WEDDINGS TO TAKE PLACE HERE – IT IS A LISTED II BUILDING. WOULD LIKE TO DO MORE WELLNESS REGARDING OUR USERS/”

“A more accessible building, greater facilities for local artists and arts and from our point of view we want to ensure the long longevity of our building we need a maintenance or restoration plan for the building.”

“Currently, we open twice a week between 10.00am and 3.00pm. If we were in a position to expand with additional funding, this would enable the Centre to potentially open 5 days a week. We have a lot of referrals through our website together with NHS organisations etc and we think that the demand is out there.”

“Refurbishment/renewal of the external part of the building such as roof, gutters, soffits etc. New kitchen equipment particularly plates, bowls, cutlery much of which was supplied when the Day Centre opened in 1981. There is very little capital available for replacement of capital equipment if say the dishwasher, fridges & freezers or main oven packed up. The freezers store frozen food from Cook as the aim of the Centre is to provide the users with a wholesome meal when open on Mondays & Thursdays. The Day Centre manager would appreciate a new laptop but currently works with an out-of-date model.”

“Capacity building and fundraising support for the VCS, it’s been underfunded for years which has been detrimental to sustain quality prevention in the community.”

Other aspects: interaction with other organisations, provide for more training, workshops and advice

“<<Organisation>> is shortly to employ two full time nurses to work alongside the clergy in providing health care for local people. We have

funding in place but would welcome the opportunity for the nurses to interact with the local NHS and other service providers in the area.

“More tech training for people with sight loss, in order for them to access more online services independently.

“Drop in options, information about financial support.”

“Investigate additional services that align with our objectives to benefit the public.”

“More open training courses to co-ordinators.”

“More knife crime workshops, more support for primary aged children.”

Conversations insight

Introduction

As part of the research, conversations were conducted with decision makers within organisations such as trustees, chief executive officers and managers. In total, 45 organisations took part in the conversations. These conversations took place during the period of August – October 2024. See methodology and Appendix D for more information.

The reasons for the conversations

The conversations were about getting in-depth knowledge from charities and CICs about the positive contribution they made to the local community in Croydon, but also what challenges they faced.

Additionally, other valuable information was asked, such as what were their ambitions for their organisation and more significantly, what improvements would they like to see for Croydon's VCFS. This was for done to fully understand and gain powerful insights to the positive as well as negative aspects for the organisations that operate in Croydon.

The questions can be seen in Appendix D. The sample of contributing organisations is presented before the findings.

The questions asked followed up on the responses that organisations gave in the survey. The aim was to understand more about the reasons why those organisations gave that answer for greater insight. For example, a question was asked about funding. The conversation was for charities and CICs to explain the reasons for the least amount as well as the most amount of funding they receive. This was done to understand the typical reasons why charities and CICs are financed the way that they are. Significantly, another question asked about the difficulty of funding that these organisations may have experienced and to expand on the reasons why. This was done so the VCSLB could better understand the difficulties these organisations are experiencing about funding.

Types of organisations that took part in the conversations.

Many distinct types of charities and CICs took part in the conversations. From the 45 conversations that took place, 4 of them were CICs and one was a society. Out of the 111 surveys received, over 50% of organisations expressed an interest in taking part in the conversations.

Types of organisations included:

- Health related: mental health; health; supported living; disability.
- Arts and sport: performing art; art and sport.
- Religion: Christian- Church of England; Baptist; Evangelicalism; Methodist; Pentecostalism. Other faiths - Sikh.
- Demographics: women; children, older people young people.
- Services: Bee CIC; Energy society; Marketing consultancy and stakeholder engagement; fundraising.
- Cultural: International; local community and national.

The following tables show the type of organisation that took part by locality:

CENTRAL EAST LOCALITY
TYPE OF CHARITY/CIC
SUPPORTED LIVING CHARITY
HEALTH CHARITY
RELIGIOUS COMMUNITY CHARITY
PERFORMING ARTS CHARITY
CIC
DISABILITY CHARITY
INTERNATIONAL AND NATIONAL HEALTH CHARITY

CENTRAL WEST LOCALITY
TYPE OF CHARITY/CIC -
COMMUNITY CHARITY - NEIGHBOURHOOD WATCH
ANIMAL CHARITY
SPORTS CHARITY
ENERGY SOCIETY

HEALTH CIC
OLD PEOPLE'S CHARITY
DISABILITY CHARITY
SIKH CHARITY
EDUCATION CHARITY
CIC
DISABILITY CHARITY
ART CHARITY
YOUNG PEOPLE'S CHARITY
COMMUNITY CHARITY
CULTURAL COMMUNITY CHARITY

NORTH EAST LOCALITY
TYPE OF CHARITY/CIC
ARTS CHARITY
INTERNATIONAL CHARITY
CHRISTIAN/ BAPTIST/ EVANGELICALISM / METHODIST/ PENTECOSTALISM CHARITY
EDUCATION CHARITY
OLD PEOPLE'S CHARITY

NORTH WEST LOCALITY -
TYPE OF CHARITY/CIC
HEALTH CHARITY
WOMEN'S CIC

SOUTH EAST LOCALITY -
TYPE OF CHARITY/CIC
CHRISTIAN/BAPIST/EVANGELICALISM/METHODIST/PENTECOSTALISM CHARITY
CHURCH OF ENGLAND/ANGLICISM CHARITY

SOUTH WEST LOCALITY -
TYPE OF CHARITY/CIC
OLD PEOPLE'S CHARITY
ARTS PERFORMING CHARITY
MENTAL HEALTH CHARITY
FUNDRAISING CHARITY

OUTSIDE OF THE LOCALITIES
TYPE OF CHARITY/CIC
MENTAL HEALTH CHARITY
COMMUNITY CHARITY
DISABILITY CHARITY

<u>CHILDREN AND YOUNG PEOPLE'S CHARITY</u>
<u>LEGAL ADVICE CHARITY</u>
<u>HOMELESS CHARITY</u>
<u>CULTURAL COMMUNITY CHARITY</u>
<u>EDUCATION CHARITY</u>

Place	Conversations number	Conversations (%)	Number of organisations surveyed	Those conversations from those surveyed (%)
Central West	15	33	34	44
Central East	7	16	16	41
North East	5	11	11	45
South West	4	9	16	25
South East	2	4	6	33
North West	4	9	7	57
Outside the borough	8	18	21	38
Total	45	100%	111	40
Total inside Croydon	37	82%	91	41

The most conversations took place with organisations in the Central West (33%) followed by outside of the borough (18%), Central East (16%), North East (11%), South West (9%), South East (5%), North West (5%). We had conversations with 41% of those surveyed.

The surveys and conversations held in the Central West locality, reflects that this area that has the highest number of Croydon's VCFS organisations.

Responses from the conversations

Croydon Council's funding of the VCFS

From the conversations that took place, many organisations talked about the impact of Croydon Council going bankrupt²⁶ and what it meant for them.

Loss of funding

For instance, one organisation that supports disabled people in getting into employment found that cuts to funding meant that they became the only organisation providing this service, when there used to be many. This meant that there was now more demand than the organisation could deal with. The person felt that this issue is not dealt with effectively by Croydon Council, whereas other Councils accepted there was a problem with disability funding regarding employment, which needed support.

A religious charity said that before Croydon Council went bankrupt, they received funding that paid 20% towards the rent of their premises. When the funding stopped, the charity had to find that money from other funding sources, which put extra pressure on the resources that they already had.

A supported living charity raised the issue of loss of funding from Croydon Council, which meant they had to find funding from other national funding. As their organisation provides services that deal with preventable measures, they have found it difficult to obtain funding, because a lot of other types of funding such as NHS goes to organisations that deal with health issues rather than preventable measures.

**“Also we are organisation that puts preventative measures, stopping people from getting sick and into hospital, it seems like funding bodies don't understand it, such as the NHS – they funding goes into the organisations that deal with illnesses such as diabetes and so on, so there isn't the recognition of what we actually, we make people go to their doctor's appointment, which would cost the NHS 50 pounds if missed.”
(SUPPORTED LIVING CHARITY – MEDIUM INCOME/EXPENDITURE).**

Another issue, which came up in the conversations, was the need for a well-funded VCFS in Croydon. For example, a mental health charity talked that some

²⁶ [Local government section 114 \(bankruptcy\) notices | Institute for Government](#) (InstituteforGovernment, 2024)

organisations require specialist employees and do not know where the funding will be coming from to employ, retain and retrain staff. This resulted in difficulties in delivering services and they admitted that they do not know how they will operate in the future unless there is a defined income.

Difficulty to raise money from other sources

An older people's charity discussed that the lack of funding consequently meant that they have difficulty to raise money from elsewhere to pay wages as this was covered by funding given to them by Croydon Council before it was stopped. They said that this was an issue that they constantly deal with. The organisation relies on donations and that they cannot keep going without the support of funding from Croydon Council. Additionally, they were also not sure if they would be able to operate in the future. This would mean that their clients may not be able to cope because for some of them it was the only human interaction they have during a seven-day period.

Impact of yearly contracts

Another consideration that was raised in these conversations was the yearly contract that Croydon Council operates, which resulted in many organisations knowing how to plan and or if their services or their organisation will operate for those organisations that rely on these types of contracts. One disability charity talked about the impact of yearly grants which meant they were unable to grow and embed their service. These short-term grants provide uncertainty and is disruptive to their plans as a VCFS organisation.

“The other I suppose you could say issue is just not isolated. To us as a charity, and that is just short-term contracting from the Council. So, it's very disruptive when you have short-term contracting from the Council one year, three years, two years plus one and it means that there's a lot of uncertainty and inability to feel secure. Grow and innovate and embed things, and before you know it, the contracts up for a tender again. And then there's, you know, people don't like that uncertainty. And it's a lot of work and resources that go into it tendering frequently for one-year contracts, one year, grants one year, two years. It's just very time intensive that hasn't been resolved So yeah, we work in partnership, we put a lot of work into mobilising these bids we recruit and then it's short term, we lose all that knowledge, that skill that. Ability that we've built up over the year

and then it comes to a stop. Residents settle into new services or projects and benefit and then it stops, and it you know it's makes people feel like this area is undervalued." (DISABILITY CHARITY/HIGH INCOME/EXPENDITURE)

Facilities underused due to funding

One charity talked about having their own premises in Croydon and were qualified in the services that they ran. However, they had no help from Croydon Council regarding funding, which resulted in their premises standing vacant and their service users having to go to another branch of the charity in another area of London.

Support with bid writing

Other issues that were raised was the need of someone to write bids on behalf of charities and CICs. Two organisations have tried to write bids themselves, and the funding was not given. For one cultural organisation, the person discussed that they tried three times to apply for funding, writing their own bids and each time the funding was not given. Another disability charity discussed how time consuming it was to write these bids, which could take as long as three days.

"Nobody's aware of what to do. Say there's a grant available. Not only do we provide do the grant, but they are there to make sure that we're filling in the form correctly and capturing everything. We'd rather have somebody from the Council guiding us to fill in the application, then doing it ourselves and failing miserably. Organisations and charities are struggling. It's all voluntary. People don't get paid. So, when grants are available, they need the right person to guide them. And I'm saying that the Council should say, OK, there's a grant available, it's for this type of communities or charities or organisations if you are interested. Send us information of what you want to do, and then we will help you fill in that bid or that grant application. There's no guarantee it's going to win or anything, but at least we've got the right person doing it and they're making sure they've understand, our organisation and what we're trying to do and they can fit it in the right place in and that there's questions that we haven't thought of because they're in this field. They will have a further understand in depth understanding and take it from a different angle. Even the London Borough of Culture grant that was done by us, you know,

we had somebody else collaborating with us. They were they already do grants, so they knew what to do. The wording and so forth. But we've failed every time trying to get a grant. It's not easy because we have funds within our organisation, but our site needs updating. There's a lot of work involved. We we're not able to support the community we have because of this lack of space." (SIKH CHARITY/ HIGH INCOME AND EXPENDITURE)

On the ground we have small teams we're doing massive amounts of work you know writing bids I said previously is time consuming sometimes two to three days we don't have two to three days to sit and write a bid so it would be good to have a pool like you know a larger organisation who I understand has up to 25 bid writers so they know what funding that's available for that organisation we haven't got that and so that's when I say about us the smaller ones." (MENTAL HEALTH CHARITY/ LOW INCOME/HIGH EXPENDITURE)

"Not many of us have a full-time fundraiser, so down to people like me to find funding – very time consuming." (EDUCATION CHARITY – MEDIUM INCOME/EXPENDITURE)

Need for collaboration

An education charity that took part in the conversation raised the need for collaboration funding as well as 'umbrella funding' and for bodies to support big applications of the groups that they represent. The person discussed how Croydon Council used to do this but no longer does. They also talked about the need of more core funding, rather than project funding, and that it was only during the COVID-19 pandemic period that this type funding was available. The person mentioned that core funding was difficult to obtain.

Lack of information

Furthermore, the smaller and newer organisations as well as CICs said there was a lack of information of where to apply for funding regarding the Council funding opportunities. For example, a religious charity discussed how their charity had moved from another borough to Croydon, and they did not know where to apply for funding. They had contacted a VCFS organisation for information by email and received no reply. When comparing this to the borough they use to operate

in, there is less information about funding strategies and council employees were much more helpful in other boroughs regarding funding.

A sports charity discussed that they did not know where or who to contact regarding funding opportunities in Croydon Council and that in another borough that they operate in, a council employee contacted them regarding funding opportunities and gave their charity a lot of information about the different funding strategies that operated in that borough. A disability charity discussed the need for grassroots funding in Croydon rather than funding for the bigger organisations or those based outside the borough for similar services.

A homeless charity said that Croydon Council funds organisations that cover their statutory responsibilities. However, for some of these organisations, they do not tend to get the funding they need. A cultural charity talked about the need of funding that would enable them to open a charity shop, which would generate funds and the ability to give donations.

General funding

Two older people's organisations said that funding for their elderly day care centres was difficult for them to access. One organisation was told by funders that there was no funding for elderly day care centres. Funding for older people's day care centres is seen as important as people are living longer and the need for this type of support is vital. Another issue was the lack of capital funding, this was particularly important for three organisations whose premises were either in grade II listed building or in old building, because it can take significant financial resource to maintain them and keep updated with modern facilities.

"The other thing for us probably is the funding for capital works. The funding for building and infrastructure because. We are a Grade 2 listed building. We want to retain as much of the historic building character as we can, but we also want to innovate and make sure that we are warm in the winter and that we're cooler in the summer and that's difficult to do, gets progressively more difficult to do as our heating systems get older and. And you know, climate change is making it more challenging to get the funding." (ARTS CHARITY- HIGH INCOME/EXPENDITURE).

“Yeah, it's an old building. Our day centre is at the back of the church hall and therefore the building was built in 1929, so it's 90 years old, 90 and a bit few years old now. Yeah, 94. And so the roof. and the guttering and the. You know and everything is showing, signs of ageing. The church only has so much money. So, it's things just to make the outside look a little bit neater and tidier. The inside's gradually looking much better, but it's those kinds of things where the capital funding is just not there at the moment.”
(OLD PEOPLE'S CHARITY – MEDIUM TO HIGH INCOME AND EXPENDITURE).

Selling of Croydon Council's assets and property, ownership and vacant buildings

Five organisations discussed the selling or renting of Council premises. These included arts, mental health, homeless, community and cultural community organisations. Each considered a different aspect. For example, one such charity talked about the selling their head office and how this would impact on their services and not knowing where they will operate soon or even if they remain open. Another charity said that the premises they were operating from was given to another charity and the Council did not offer alternative premises. One said that vacant public places should either be rented or sold to charities and CICs that operate in Croydon, rather than for profit-making organisations. Another charity talked about finding suitable places that were cheap enough so that they could run their services from there.

One homeless charity who works outside with people, talked about the need to use a cover to enable them to deliver their services, which they would fund. However, this is proving to be problematic as they require the Council's permission. When there is severe weather, they work under a bridge near council premises. However, they are being threatened with legal action about this.

“The sale or public spaces, lack of local authority, transparency in governance. We would like to see prioritised, the sector for public owned spaces. However, some organisations, types of organisations do seem to put disproportionately prioritised, let's use an example of public assets that I mentioned recently. If public buildings become available for rent with the Council's financial situation, currently they are pressured and they

justify the sale of public spaces, but there's no prioritisation of community groups in purchasing those buildings or filling those buildings if they become vacant. Instead, they are given to over for profit making. either for rental or for sale, so I would love to see a change in that. I don't know if we're going to be able to do that before they're all gone, but we'll see.”
(ARTS CHARITY/ HIGH INCOME AND EXPENDITURE)

Impact of the COVID-19 pandemic

One health charity and one health CIC talked about the lingering impact of COVID-19 pandemic on their services. For the CIC, they said it slowed their services down; for the health charity, their funding strategy had to change because of the decrease of funding since that time.

“Unfortunately, COVID came in and things slowed down, but we are able we continued and as part of COVID we got the London. Community response fund. They were not a big umbrella funding that they had at the time to give that yes, we got that and that helped us to build our website.”
(HEALTH CIC – NO INCOME/EXPENDITURE)

“Since COVID, our general fund raising has really dipped. So, we changed our focus to working with grant providers, grant funders and any contracts that we could pick up whether they were from statutory sources or other organisations and that's what's helped to stretch across the UK as well.”
(DISABILITY CHARITY –HIGH INCOME/EXPENDITURE)

Provision and information sharing

One disability charity talked about the lack of after school premises for children with disabilities, the person stating that they are not aware of any. Another disability charity said that under the Care Act and under the Children and Families Act, the information on all organisations available should be updated, which the person said is not the case. As a result, the person of this charity had

to do their own research regarding other organisations in the borough to work with.

Two other organisations, one working in arts and the other a community organisation, talked about the need of having a volunteer database or website, so when organisations need volunteers, they can go straight to this resource. This would help the charity in getting the support they need when organising events.

One religious organisation said that the Council should use Croydon's VCFS to fill in the gaps of staff shortages within their organisations, as it would cost the Council less money. For a supported living charity, the use of shared equipment would be beneficial, unfortunately their budget was cut to apply for their own equipment.

"We did a street carnival last year and we you know we were actively appealing to lots of different groups. For volunteers for that day, because we really needed it. But it would be nice for people to kind of say, oh, yeah, it's, you, have you seen the fun things that we are doing? And, you know, I want to get involved. And, you know, before we go and badger them to get involved." (ARTS CHARITY - HIGH INCOME/EXPENDITURE)

"So that that's the biggest issue that we have and that's not just for Croydon, that's right across the neighbourhood Watch network, which is why they've set up this succession planning programme, trying to encourage people to think about if they're going to leave, who would take their place. And to give their association the name of that person so that there is continuity when they leave, that there is somebody else that can take their place. because if the organisation is going to continue to thrive, then we need that." (COMMUNITY CHARITY - LOW INCOME/EXPENDITURE)

Local community partnerships

Those that attend the LCPs said it was good for giving advice and for one charity they helped with their funding. For two new CICs that attended for the first time,

both people stated that it was good for them to know what was going on in the area and for networking. Other organisations that attended the LCPs also said the same thing. For one health charity, they said that they like the connections between different organisations and that like the work that organisations did about health and well-being. One disability charity that goes occasionally, said it was good for them to be informed about what is going to be happening and appreciated the opportunity to meet participants from the local authority as well as the NHS.

When asked about the LCPs in this borough, one children and young people's charity who is located outside Croydon said that they had previously went to the meetings but felt a lack of connection and did not benefit from the meetings. For a small cultural charity, arts charity and disability charity that took part in the conversation they were not aware of them at all. Additionally, for one arts charity it was about having limited resources to be able to attend the meetings.

From those that know LCPs

"I suppose if you're looking for certain things. advice. It's advice really that they give us, and we don't use them very often, but they put on. OH, what do you call them? Events, I suppose they're called events or. I've been to their offices, and we've had, like, a discussion on different things. When the grant system was being ended by Croydon Borough, they got us all together to talk things through and what we could do and how we could, you know, continue which a lot of us didn't know how we would. It was quite a shoot with the money, so we've managed for the past year." (OLD PEOPLE'S CHARITY – MEDIUM INCOME/EXPENDITURE)

"It's really good for networking to be aware of other organisations that are in the borough, potential future partnerships that we might be able to engage in. Yeah. Just knowing who's out there, making people aware that we're we exist and what we do. Yeah. And just getting some help and advice and trying where possible, if we can feed into the LCP." (CIC FIRST TIME – NO INCOME AND EXPENDITURE RECORDED)

"So, we have more knowledge about local needs in the different part in the different locality areas. We're able to signpost people into the hubs that

are based in those local partnership areas. We are able to use the information to develop our strategies. We're just we're able to sort of partner network, meet other community groups, charities via the partnerships The feedback I get from people that attend is. It's the majority of it is being able to meet other organisations rather than necessarily meeting the benefactors of our work. So yeah, that's one of it. It's like networking and being a presence." (DISABILITY CHARITY -HIGH INCOME/EXPENDITURE)

"I believe it provided a really good networking opportunity. For us to kind of raise awareness of the things that we are doing, it gave us an opportunity as well to learn about some of the activities that were happening in our community and such. I think even though I, you know, sometimes I'd get emails about them, I don't really, I didn't really understand. I feel like the value in going to one of them. So, it was good to actually be invited." (MARKETING CIC – NO INCOME/EXPENDITURE)

"So, I love the connection with all the different community groups so that we can engage more in order to make. Yeah. the more partnership. And I'd complement the work that they do because a lot of them have, the work around health and well-being Yeah, we've been able to because if everything offers an opportunity to engage, with a public and with the people in charge, I had, I remember then when I attended the new. Addington. I think and I engaged with one of the people and they said, yeah, it would be good for us to actually do some more work. So, for me everything is beneficial because it helps to put the word out there and make people aware that it's actually matters to talk about HIV, we cannot stop new infections because it shouldn't be happening. So, I will say definitely, yeah, it is beneficial." (INTERNATIONAL AND NATIONAL CHARITY – VERY HIGH INCOME AND EXPENDITURE)

"Well, we meet together, we learn and share. There we're able to get. To identify like facilitators to identify people who will help getting people to it. For example, that partnership we had the lady who is leading. <<name mentioned>>. She's one of the facilitators for coordinating and voluntary

action. She's come to facilitate, say, a session for us. For our self-care programme. A resource which would not have been able to get so easily. We also working on a project where some of it's an intergenerational project and some of our elderly people are able to work with the younger people, so the locality project has facilitated intergenerational." (HEALTH CIC - NO INCOME/EXPENDITURE RECORDED)

From those who are not aware of LCPs

"Just haven't really come across it very much. I know that there are some meetings, but again, because we're all volunteers, like it's finding the people to go along to the meetings. I don't fully know what, like the purpose of the meetings are." (COMMUNITY ENERGY SOCIETY - NO INCOME AND EXPENDITURE RECORDED)

"No never heard, (question - How would benefit if you joined?) At least see that we'll be able to. work with them in terms of our funding. And then if there are skills that we need to share. And. Share views. Share good practises and so on, yeah." (EDUCATION CHARITY- NO INCOME AND EXPENDITURE RECORDED)

" I have no idea about them. I rather suspect if we joined a community partnership, we'd be giving rather than receiving because we're relatively well self-contained at the present moment. We have a very strong board that has lots of good ideas. And financially, we are currently self-sufficient." (RELIGIOUS CHARITY - MEDIUM INCOME AND EXPENDITURE)

"The different wards. Yeah. The partnership with whom? For what purpose?" (ARTS PERFORMING CHARITY - LOW INCOME/EXPENDITURE)

"We've found it a bit hard to know how to get involved in them. and its partly resources, we have limited resources to be able to spend on different partnerships. It's really hard to tell like what's actually going to be worthwhile in terms of support structure." (ARTS CHARITY - HIGH INCOME AND EXPENDITURE)

“So, Croydon local community partnership? Yeah, because we're not aware or in any of them. Well, I think the answer felt that it was specifically to Croydon because we worked in Croydon and across Croydon for many years, but we've never really got completely integrated into the systems there. So again, part of my reason for ticking the box to have the conversation was to understand how we could get more engaged with different bodies within Croydon.” (DISABILITY CHARITY/ HIGH INCOME AND EXPENDITURE)

“Well, it hasn't really. We found it a bit difficult to join meetings. The communication hasn't been great and. We joined it, but weren't and didn't feel particularly included or welcomed into the partnership. I spent quite a lot of time on my own trying to reach out into Croydon and it hasn't worked. No one's hasn't really thought, oh, this is a great charity, they want to work with us, they're working in the area. Let's work with them.” (CHILDREN AND YOUNG'S PEOPLE CHARITY/ VERY HIGH INCOME AND EXPENDITURE)

Other

One CIC thought it was a good idea for services where the older and young generation work alongside and learn from each other. These was relevant for those communities that were invited to this country in the 1960s and 1970s so that the younger generation could understanding the struggle they went through. It was also stated that there are not enough woman's organisations in Croydon. Additionally, one CIC, talked about the use of marketing so that organisations in the VCFS could reach their right target audience and deliver services to a wider range of people.

Employment training

A disability charity talked about the Council or another organisation offering employment training programmes (refreshers) for employees of organisations, as it is expensive for organisations who have paid employees, including specialist employees. One disability organisation suggested that Croydon Council will be in the worst position for universal support bids because of the lack of funding disability organisations, because it is issue that they are not

dealing with in the VCFS. Significantly, another disability charity said that commissioners should look at the lack of funding for disability employment and work with them.

Commissioners spending time with organisations

Another disability charity said that commissioners and management consultants should look at the work that their charity is doing. The same charity also mentioned that there is no council or NHS LED framework pathway under the Individual Service Fund under the Care Act which their charity falls under, however other boroughs are developing their own NHS LED pathway and are ahead of it in terms of commissioning around NHS Integrated Care System when compared to Croydon's VCFS. Another charity talked about the need of organisations to talk and deal with the issues of HIV, as a study conducted in 2019, showed that Croydon had one of the highest rates in London. Additionally, the person spoke about connecting with faith leaders to improve programmes that deal with these issues.

Clear distinctions in roles and responsibilities

An established arts charity mentioned that they should be clear distinction between the VCSLB, One Croydon Alliance, CVA and ABCD organisations and leadership boards, not only showing the difference between them and how they are connected to each other, as it was felt that it is very confusing information regarding the Croydon's VCFS. One fundraising charity talked about how the money generated from firework displays went back into organisations in the Croydon, which no longer happens, and that younger people should be encouraged to take part in the VCFS either by becoming volunteers or trustees. An animal charity mentioned the need for faith groups to understand the importance of keeping cats, as there are far too many stray cats in the borough, and they do not have the financial capacity to cater for them all. One charity talked about the lack of information about what organisations do in the borough.

The top two aspects that worked well

99.5 percent of charities and CICs that took part in the conversation talked about the positive contribution that their organisation makes to the local community. The person from an arts charity said that they were the only visual arts space in central Croydon, apart from combined use spaces like TikTok Cafe which, in their opinion, is an amazing space. However, they were the only

organisation in Central Croydon that does what they do in terms of providing a space where arts and culture can solely thrive. A legal charity mentioned that it was difficult for people to get free legal advice when they need it. This makes a substantial difference to people who receive this service.

The top two challenges that organisations face

The top challenge, mentioned by 97% of organisations, is the lack of awareness of local and national funding and/or difficulty in obtaining funding for the services they run. All talked about funding issues regardless of whether there have very high, high, medium or low expenditure and income, excluding organisations who get their funding from rental services, paid services or donations.

The difficulty of funding relates to other issues such as retaining employees as well as services and their long-term plans, paying for bills and/or premises. With some of these organisations that took part in the conversation, they are not sure how, or if, they would operate in the next year. The next two most familiar challenges are a lack of awareness of organisations like theirs for collaboration, and expenditure being higher than income, meaning they cannot deliver services to meet the demand of their community. This is exacerbated more by the funding issues these organisations experience.

“Sure so I’ve chosen that reason because as stated this year we’ve found the most challenging in getting any application successfully through which is therefore meant that due to not getting a grant, that we’ve had to basically either restrict or reduce our service delivery back to new staff and have to reduce staffing hours and we’ve had to reduce some of the elements of our service that we as a result of not being able to sustain them, that we had if we had money so yeah chipping away a little bit at money that we can call reserves.” (YOUNG PEOPLE'S CHARITY – LOW INCOME/EXPENDITURE)

“ The rent we have to pay, for the internet, all those things of running, all the expenses of running an office. But we can have meetings here, people can come and meet us here, in this building are other charities, other

organisations that we can connect with. It's got a hall we can hire that out. So, there are advantages to having it, but keeping it up is going to be a struggle." (COMMUNITY CHARITY - NO INCOME/EXPENDITURE RECORDED)

" Well, we've got to have three paid staff, and we only have three members of staff. The rest of us are volunteers and it's a challenge to try and pay three staff each month. They don't work many hours, they are two staff work 15 hours and the manager works 18 and it it's a challenge each month to try and pay them so that we can keep the club running because a lot of elderly people would be very lonely if they didn't have the club to come to because they come to the clubs to be with other people, have conversations with other people and if we don't have the cash to run the club. Then it would be a challenge for the local community to find somewhere they could go." (OLDER PEOPLES CHARITY -MEDIUM INCOME AND EXPENDITURE)

" It is we still have to pay salary. We have to sort out all bills and perishable things that we need to use to run the nursery. So, the running cost is higher than what we're getting right now." (EDUCATION CHARITY - NO INCOME/EXPENDITURE RECORDED)

"It, you know, say if we were in Croydon and looking for a space or thinking, you know, where we've done outreach work. Yeah. It's just sometimes the rental costs are quite prohibitive to a charity where we're trying not to charge our clients, you know, to actually get, you know, a balanced budget with it, not to charge clients. Yeah, It's just extremely costly." (DISABILITY CHARITY - HIGH INCOME/EXPENDITURE)

"Find the cost of renting premises or finding suitable premises - because the areas we are in - there is very little community halls, West Croydon area and Thornton Heath area, the renting rate is really high in this area." (HEALTH CULTURAL CHARITY - NO INCOME/EXPENDITURE)

"The cost of renting premises or finding suitable premises that's because of funding, if majority of your work is to reach out disadvantaged people

who are struggling financially anyway, it means that they're not going to be paying a lot towards the services you provide because they can't afford it. So, you're trying to get as much funding as you can to be able to support them to train for free or subsidize community rates, which is hard to do if you're not funded properly. So, you're having to rely on, okay, this funding can last me to this much, contributes a little bit towards the rent. What other funding could I get that contributes a little bit towards the rent? When that finishes, how can I quickly get something in time to fund it? Whereas if we had, let's say a contract with the council or we had the right type of funding that just says, look, this is the amount that funds and it covers your rent for the year, just do what you do best. That eliminates so many problems (SPORTS CHARITY – MEDIUM INCOME/EXPENDITURE)

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Appendices

A – Sources of classification for mapping

INFORMATION	WHERE IT WAS TAKEN FROM
CHARITY NAME	Companies House/Charity Commission
CHARITY OR CIC POSTCODE	Charity Commission/Companies House
CHARITY OR CIC CONSTITUENCY	Charity Commission/Companies House
CHARITY OR CIC IN OR OUT OF CROYDON CONSTITUENCIES	Address taken from Companies House/Charity Commission
CHARITY OR CIC TYPE	Taken from Companies House or Charity Commission
PHONE NUMBER/EMAIL/ WEBSITE	Charity Commission/Companies House
FINANCIAL INFORMATION	Charity Commission/Companies House
CHARITY OR CIC NUMBER	Charity Commission/Companies House
CHARITY STATUS	Charity Commission
WHAT/HOW OR WHO THEY HELP	Charity Commission/Companies House/Websites
ETHNICITY/NATIONALITY/RELIGION/ MENTAL HEALTH OR DISABILITY CATEGORY	Websites/ Charity Commission

FUNDING SOURCES	Charity Commission/Websites
OTHER NAMES	Websites
LINK TO SIMPLY CONNECT	Simply Connect

B – Tables from the analysis of charities and CICs

List of places which have their addresses outside Croydon but state they work in Croydon

Carshalton and Wallington	25
Beckenham and Penge	20
Dulwich and West Norwood	19
East Surrey	18
Bromley and Biggin Hill	14
Streatham and Croydon North	13
Vauxhall and Camberwell Green	12
Mitcham and Morden	12
Clapham and Brixton Hill	9
Wimbledon	8
Sutton and Cheam	8
Lewisham West and East Dulwich	8
Holborn and St Pancras	7
Lewisham East	7
Tooting	6
City of London and Westminster	5
Epsom and Ewell	5
Orpington	5
East Grinstead and Uckfield	4
Erith and Thamesmead	4
Twickenham	3
Dorking and Horley	3
Islington South and Finsbury	3
Battersea	3
Greenwich and Woolwich	3
Kingston and Surbiton	3
Lewisham North	3
Reigate	3
Woking	2
Bermondsey and Old Southwark	2
Lewisham North	2
North West Cambridgeshire	2

Arundel and South Downs	2
Barking and Dagenham	2
Bexleyheath and Crayford	2
Brentford and Isleworth	2
Chatham and Aylesford	2
East Worthing and Shoreham	2
Esher and Walton	2
Godalming and Ash	2
Harrow East	2
Harrow West	2
Ilford North	2
Peckham	2
Richmond Park	2
Tonbridge	2
Tottenham Hale	2
Worthing West	1
Peckham	1
Edmonton and Winchmore Hill	1
Hackney South and Shoreditch	1
Hendon	1
Queen's Park and Maida Vale	1
Southend West and Leigh	1
Thurrock	1
Aldershot	1
Ashford	1
Barking	1
Basingstoke	1
Battersea Park	1
Birmingham, Erdington	1
Birmingham, Ladywood	1
Bognor Regis and Littlehampton	1
Bournemouth West	1
Brent West	1
Castle Point	1

Chingford and Woodford Green	1
Chipping Barnet	1
Dagenham and Rainham	1
Dartford	1
Derby South	1
Ealing North	1
East Greenwich	1
East Hampshire	1
Eltham and Chislehurst	1
Farnham and Bordon	1
Faversham and Mid Kent	1
Gateshead Central and Whickham	1
Guildford	1
Harlow	1
Horsham	1
Leyton and Wanstead	1

Luton South and South Bedfordshire	1
Milton Keynes North	1
North Herefordshire	1
Nottingham East	1
Popular and Limehouse	1
Runnymede and Weybridge	1
Sevenoaks	1
Slough	1
South Cambridgeshire	1
South Swindon	1
St Neots and Mid Cambridgeshire	1
Stratford and Bow	1
Stretford and Urmston	1
West Dorset	1
West Ham and Beckton	1
West Wickham	1

Full list of organisations in the analysis by type of organisation

INCLUSION OF DIFFERENT TYPES OF CHARITIES AND CIC	NUMBERS	THE PERCENTAGE OF CHARITIES THAT WORK IN CROYDON
ADVICE CHARITY	1	0%
ANIMAL CHARITIES	9	1%
ANTI- HUMAN TRAFFICKING CHARITY	1	0%
CREATIVE ARTS/ARTS CHARITIES AND CIC	9	1%
ASTRONOMICAL CHARITY	1	0%
BEE CIC	1	0%
BUDDIST RELIGION CHARITY	1	0%
CADETS CHARITIES	1	0%
CHILDREN/ CHILDREN'S AND YOUNG PEOPLE'S CHARITIES	7	1%
CHRISTIAN/ METHODIST/ BAPTIST/ PENTECOSTALISM CHARITIES	141	17%
CHURCH OF ENGLAND/ANGLICISM CHARITIES	27	3%
CLUB CHARITY	1	0%
COMMUNITY CARE	1	0%
COMMUNITY CHARITIES AND CICs	77	9%
COUNCIL CHARITY	1	0%
COUNTRY ARCHAEOLOGICAL CHARITY	1	0%
CULTURAL COMMUNITY CHARITIES AND CIC	35	4%
DEBT CENTRE CHARITY	1	0%
DISABILITY CHARITIES AND CIC	45	5%
DONATIONS CHARITY	1	0%
EDUCATIONAL CHARITIES AND CIC	38	5%
EMPLOYMENT TRAINING CIC	1	0%
ENVIRONMENTAL CHARITIES	4	0%
EVENTS CIC	1	0%
FESTIVAL CHARITIES AND CICs	3	0%

FIRST AID CHARITY	1	0%
FOODBANK/ FOOD CHARITIES AND CIC	7	1%
FUND CHARITIES	3	0%
FUNDRAISING CHARITIES	7	1%
GRANTS CHARITIES	4	0%
GUIDE GROUP	1	0%
HEALTH CHARITIES AND CIC	30	4%
HERTIAGE CHARITY	1	0%
HINDU RELIGIOUS INSTITUTION CHARITIES	6	1%
HOMELESS CHARITIES AND CIC	2	0%
HOUSING CHARITIES AND CIC	9	1%
INFORMATION TECHNOLOGY CIC	1	0%
INSTALLATION CHARITY	1	0%
INTERNATIONAL AND NATIONAL CHARITIES	14	2%
INTERNATIONAL CHARITIES	28	3%
INTERNATIONAL CHRISTIAN/ RELIGIOUS AND EVANGELICALISM CHARITIES	9	1%
ISLAMIC RELIGIOUS INSTITUTION CHARITIES	15	2%
JUDAISM RELIGIOUS CHARITY	1	0%
LBGT CHARITY	1	0%
LEGAL CHARITIES	4	0%
MAINTAINANCE CHARITIES	5	1%
MARKETING SERVICES CIC	1	0%
MEDIA CIC	1	0%
MAN CHARITY	1	0%
MENTAL HEALTH CHARITIES AND CIC	24	3%
NATIONAL CHARITIES INCLUDING RELIGIOUS CHARITIES	7	1%
NEIGHBOURHOOD CHARITIES	2	0%
OLD PEOPLE'S CHARITIES	21	3%

PARENTS TEACHERS' ASSOCIATIONS	43	5%
PERFORMING ARTS CHARITIES AND CIC	50	6%
PUBLIC OPEN SPACE CHARITIES	11	1%
REFUGEES/ASYLUM SEEKERS CHARITIES	7	1%
RESEARCH CIC AND CHARITY	2	0%
ROMAN CATHOLIC CHARITIES	7	1%
ROYAL AIR CHARITY	1	0%
SALES OF GOOD CIC	1	0%
SCOUT GROUPS	23	3%
SEA CADET CHARITIES	2	0%
SIKH RELIGIOUS CHARITIES	2	0%
SPORT/ FITNESS CHARITIES AND CIC	31	4%
SUPPORTED LIVING CHARTIES	2	0%
TRANSPORT CHARITIES	2	0%
TRUSTS CHARITIES/TRUST RELIGIOUS CHARITIES	6	1%
VOLUNTARY CHARITY	1	0%
WOMAN'S CHARITIES AND CICs	8	1%
YOUNG PEOPLE CHARITIES AND CIC	17	2%
YOUTH RELIGIOUS CHARITIES	2	0%
	834	

Organisations with Croydon addresses

INCLUSION OF DIFFERENT TYPES OF CHARITIES AND CIC	NUMBERS	PERCENTAGES OF CHARITIES AND CICS IN CROYDON
ADVICE CHARITY	1	0%
ANIMAL CHARITIES	4	1%
ANTI- HUMAN TRAFFICKING CHARITY	1	0%
ART CHARITIES AND CIC	7	1%
BEE CIC	1	0%
BUDDISHT RELIGION CHARITY	1	0%
CHILDREN/ CHILDREN'S/YOUNG PEOPLE'S CHARITIES	4	1%
CHRISTIAN/ METHODIST/ BAPTIST/ PENTECOSTALISM CHARITIES	84	16%
CHURCH OF ENGLAND /ANGLICISM CHARITIES	22	4%
COMMUNITY CHARITIES AND CIC	46	9%
CREATIVE ART CIC	1	0%
CULTURAL COMMUNITY CHARITIES AND CIC	15	3%
DEBT CENTRE CHARITY	1	0%
DISABILITY CHARITIES AND CIC	26	5%
EDUCATIONAL CHARITIES AND CIC	26	5%
EMPLOYMENT TRAINING CIC	1	0%
ENVIRONMENTAL CHARITIES	2	0%
EVENTS CIC	1	0%
FESTIVAL CHARITIES AND CIC	2	0%
FOODBANK/ FOOD CHARITIES AND CIC	5	1%
FUND CHARITIES	2	0%
FUNDRAISING CHARITIES	6	1%
GRANTS CHARITIES	5	1%
GUIDE GROUP	1	0%
HEALTH CHARITIES AND CIC	13	3%
HINDU RELIGIOUS INSTITUTION CHARITIES	4	1%
HOUSING CHARITIES AND CIC	3	1%
INFORMATION TECHNOLOGY CIC	1	0%
INSTALLATION CHARITY	1	0%
INTERNATIONAL AND NATIONAL CHARITIES	5	1%
INTERNATIONAL CHRISTIAN/ RELIGIOUS AND EVANGELICALISM CHARITIES	5	1%
INTERNATIONAL CHARITIES	13	3%
ISLAMIC RELIGIOUS INSTITUTION CHARITIES	9	2%
JUDAISM RELIGIOUS CHARITY	1	0%
LBGT CHARITY	1	0%
LEGAL CHARITIES	2	0%
MAINTAINANCE CHARITIES	2	0%
MARKETING SERVICES CIC	1	0%

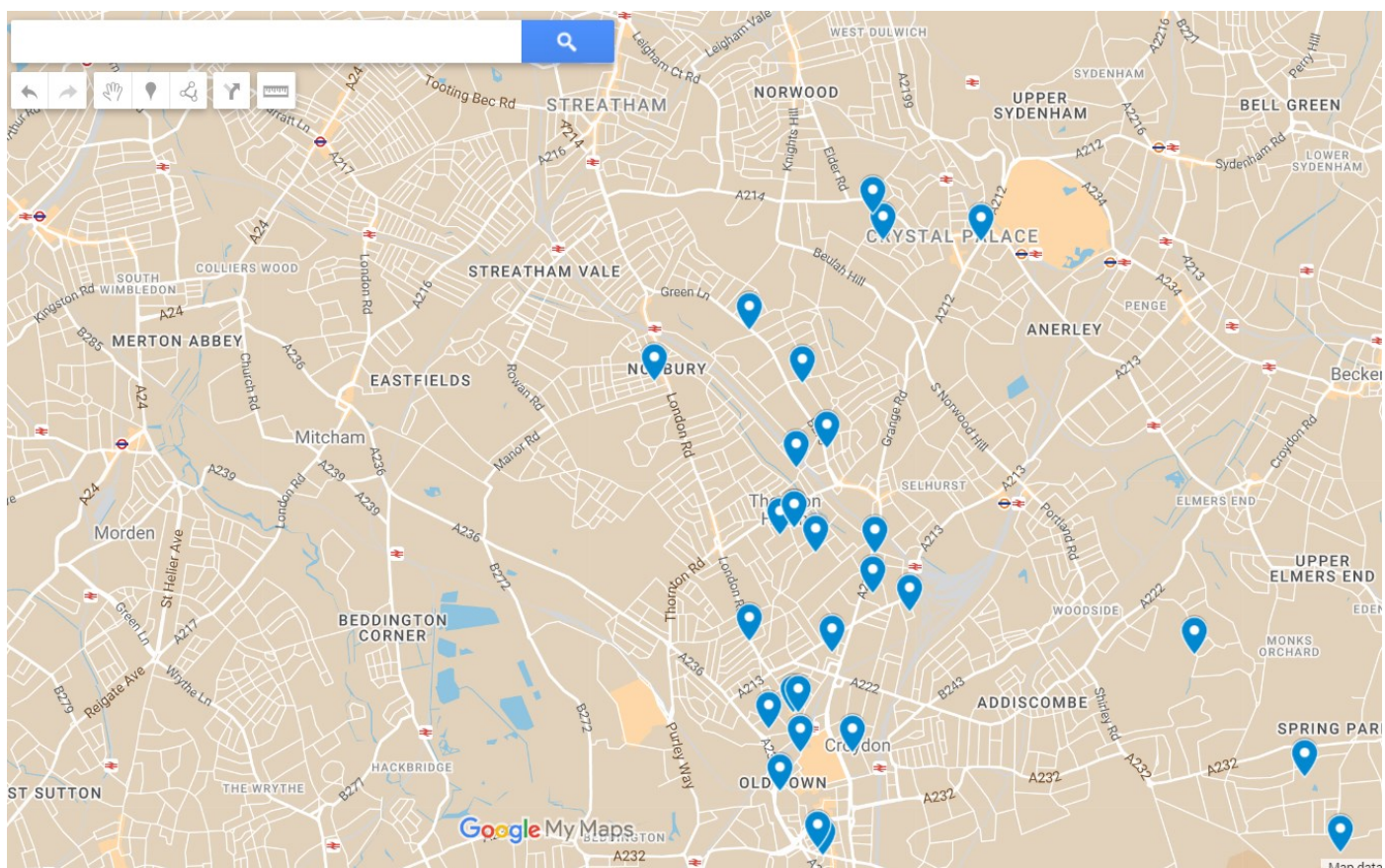
MEDIA CIC	1	0%
MEN CHARITY	1	0%
MENTAL HEALTH CHARITIES AND CIC	13	3%
NATIONAL CHARITIES	3	1%
NEIGHBOURHOOD CHARITIES	2	0%
OLD PEOPLE'S CHARITIES/CICS	15	3%
PARENTS TEACHERS' ASSOCIATIONS	40	8%
PERFORMING ARTS CHARITIES AND CIC	27	5%
PUBLIC OPEN SPACE CHARITIES	10	2%
REFUGEES/ASYLUM SEEKERS CHARITIES	3	1%
RESEARCH CIC	1	0%
ROMAN CATHOLIC CHARITIES	6	1%
SALES OF GOOD CIC	1	0%
SCOUT GROUPS	20	4%
SIKH RELIGIOUS CHARITIES	2	0%
SPORT/ FITNESS CHARITIES AND CIC	15	3%
SUPPORTED LIVING CHARTIES	2	0%
TRANSPORT CHARITIES	1	0%
TRUSTS	4	1%
WOMAN'S CHARITIES AND CIC	5	1%
YOUNG PEOPLE/YOUTH CHARITIES AND CIC	15	3%
	513	

Organisations registered outside Croydon but working in the borough

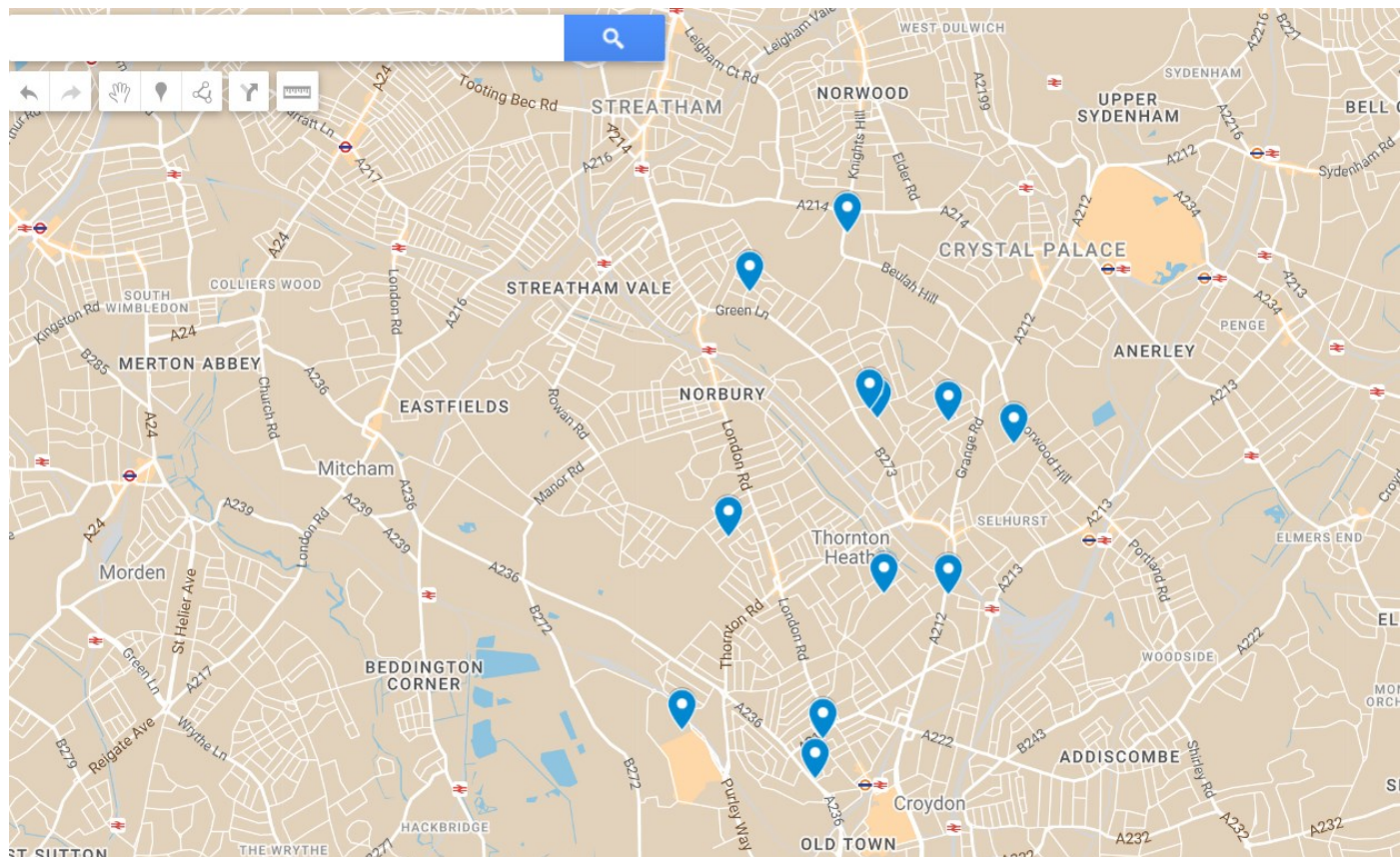
INCLUSION OF DIFFERENT TYPES OF CHARITIES AND CIC	NUMBERS	PERCENTAGE OF CHARITIES AND CICS THAT WORK IN CROYDON BASED OUTSIDE OF CROYDON
ANIMAL CHARITIES	5	2%
ART CHARITIES AND CIC	1	0%
ASTRONOMICAL CHARITY	1	0%
CADETS CHARITIES,	1	0%
CHILDREN/ CHILDREN'S/YOUNG PEOPLE'S CHARITIES	3	1%
CHRISTIAN/ METHODIST/ BAPTIST/ PENTECOSTALISM CHARITIES	57	18%
CHURCH OF ENGLAND CHARITIES	5	2%
CLUB CHARITY	1	0%
COMMUNITY CHARITIES AND CIC	27	8%
COUNCIL CHARITY	1	0%
COUNTRY ARCHAEOLOGICAL CHARITY	1	0%
CULTURAL COMMUNITY CHARITIES AND CIC	19	6%
DISABILITY CHARITIES AND CIC	19	6%
DONATIONS CHARITY	1	0%
EDUCATIONAL CHARITIES AND CIC	13	4%
ENVIRONMENTAL CHARITIES	2	1%
FIRST AID CHARITY	1	0%
FOODBANK/ FOOD CHARITIES AND CIC	2	1%
FUND CHARITIES	1	0%
FUNDRAISING CHARITIES	2	1%
GRANTS CHARITIES	2	1%
HEALTH CHARITIES AND CIC	17	5%
HERTIAGE CHARITY	1	0%
HINDU RELIGIOUS INSTITUTION CHARITIES	2	1%
HOMELESS CHARITIES AND CIC	2	1%
HOUSING CHARITIES AND CIC	6	2%
INTERNATIONAL AND NATIONAL CHARITIES	9	3%
INTERNATIONAL CHARITIES	15	5%
INTERNATIONAL CHRISTIAN/ RELIGIOUS AND EVANGELICALISM CHARITIES	4	1%
ISLAMIC RELIGIOUS INSTITUTION CHARITIES	6	2%
LEGAL CHARITIES	2	1%
MAINTAINANCE CHARITIES	3	1%
MENTAL HEALTH CHARITIES AND CIC	12	4%
OLD PEOPLE'S CHARITIES	6	2%
PARENTS TEACHERS' ASSOCIATIONS	3	1%
PERFORMING ARTS CHARITIES AND CIC	23	7%
PUBLIC OPEN SPACE CHARITIES	1	0%
RESEARCH CHARITY	1	0%

REFUGEES/ASYLUM SEEKERS CHARITIES	4	1%
ROMAN CATHOLIC CHARITIES	1	0%
ROYAL AIR CHARITY	1	0%
SCOUT GROUPS	3	1%
SEA CADET CHARITIES	2	1%
SPORT/ FITNESS CHARITIES AND CIC	16	5%
SUPPORTED LIVING CHARTIES	1	0%
TRANSPORT CHARITIES	1	0%
TRUSTS	2	1%
VOLUNTARY CHARITY	1	0%
WOMAN'S CHARITIES AND CIC	3	1%
YOUNG PEOPLE/YOUTH CHARITIES AND CIC	4	1%
	319	100%

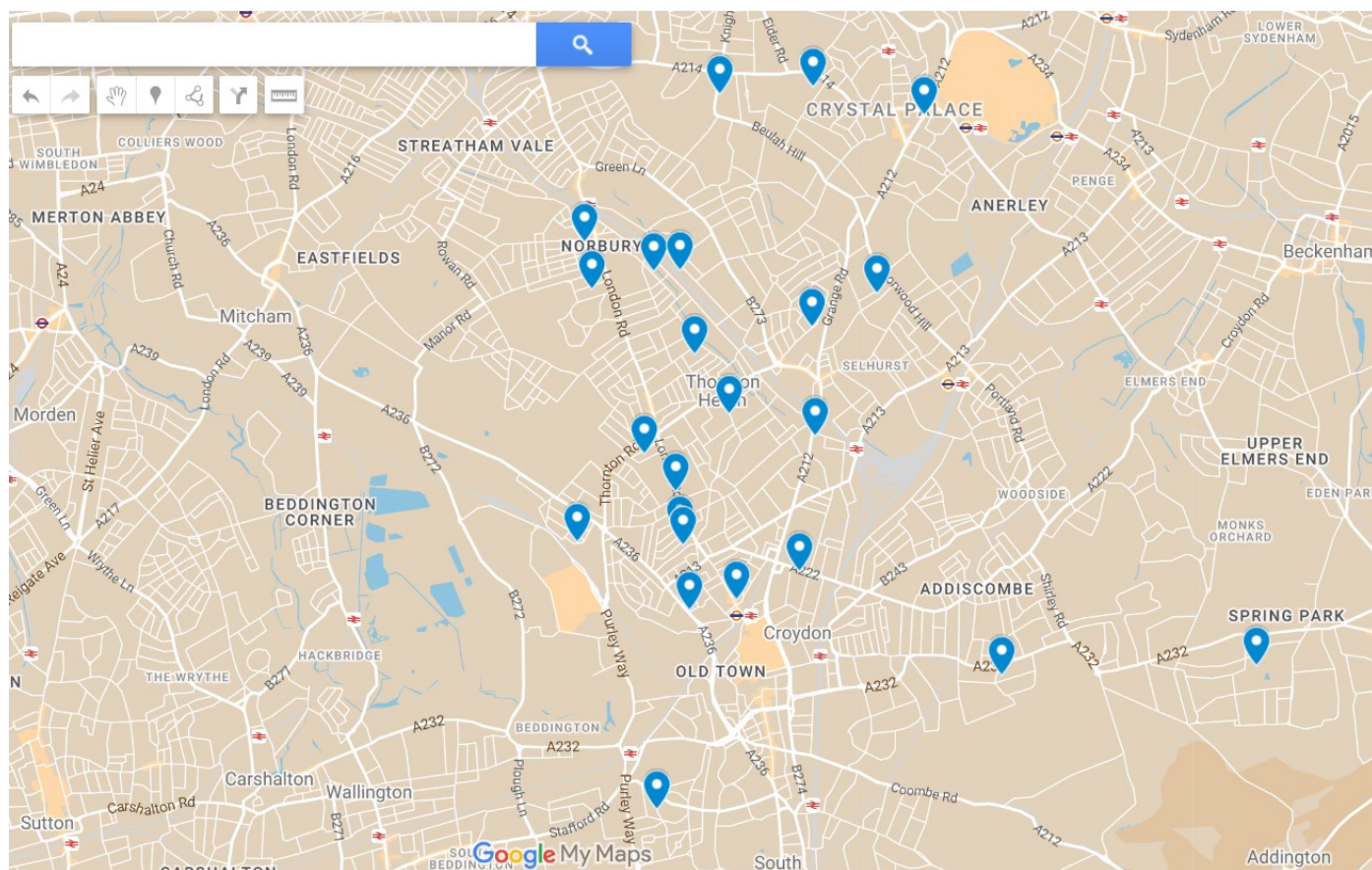
Distribution of African organisations in Croydon



Distribution of Caribbean organisations in Croydon



Distribution of Asian organisations in Croydon



C – Survey sample, accreditations, and survey questions

Survey sample

CENTRAL EAST	
TYPE OF CHARITY/CIC	NUMBERS
MENTAL HEALTH CHARITY	1
SUPPORTED LIVING CHARITY	1
HEALTH CHARITY	1
BEE CIC	1
PERFORMING ARTS CHARITY	3
PUBLIC OPEN SPACE CHARITY	1
SCOUTS GROUP	1
DISABILITY CHARITY	1
FOOD CHARITY	1
PARENTS TEACHER ASSOCIATION	1
COMMUNITY CHARITY	1
DISABILITY CIC	1
GUIDE GROUP	1
INTERNATIONAL AND NATIONAL CHARITY	1
	16
CENTRAL WEST	
TYPE OF CHARITY/CIC	NUMBERS
PERFORMING ARTS CHARITY	1
DISABILITY CHARITY	3
MENTAL HEALTH CHARITY	1
HEALTH CHARITY	2
NEIGHBOURHOOD WATCH	1
ANIMAL CHARITY	1
ENERGY COMMUNITY SOCIETY	1
CULTURAL COMMUNITY CHARITY	3
OLD'S PEOPLE CHARITY	2
COMMUNITY CHARITY	5
CHILDREN'S CHARITY	1
CHRISTIAN/BAPTIST/EVANGELICALISM/METHODIST/PENTECOSTALISM CHARITY	1
ADVICE CHARITY	1
EDUCATION CHARITY	1
MARKETING CONSUTANCY AND STAKEHOLDER ENGAGEMENT FIRM (CIC)	1
SIKH CHARITY	1
ISLAMIC CHARITY	1
ONLINE WELL BEING SHOP	1
ARTS CHARITY	1
CHURCH OF ENGLAND/ANGLICISM CHARITY	3

SPORTS CHARITY	1
YOUNG PEOPLE'S CHARITY	1
	34
NORTH EAST	
TYPE OF CHARITY/CIC	NUMBERS
PERFORMING ARTS CHARITY	1
INTERNATIONAL CHARITY	1
CHRISTIAN/BAPTIST/EVANGELICALISM/METHODIST/PENTECOSTALISM CHARITY	4
EDUCATION CHARITY	1
OLD PEOPLE'S CHARITY	1
HEALTH CHARITY	1
YOUNG PEOPLE'S CHARITY	1
CHILDREN'S CIC	1
	11
NORTH WEST	
TYPE OF CHARITY/CIC	NUMBERS
OLD PEOPLE'S CHARITY	1
HEALTH CHARITY	1
CHRISTIAN/BAPTIST/EVANGELICALISM/METHODIST/PENTECOSTALISM CHARITY	1
WOMAN'S CIC	1
DISABILITY CHARITY	2
MENTAL HEALTH CHARITY	1
	7
SOUTH EAST	
TYPE OF CHARITY/CIC	NUMBERS
COMMUNITY CHARITY	2
CHRISTIAN/BAPTIST/EVANGELICALISM/METHODIST/PENTECOSTALISM CHARITY	1
DISABILITY CHARITY	1
CHURCH OF ENGLAND/ANGLICISM CHARITY	1
PERFORMING ARTS CHARITY	1
	6
SOUTH WEST	
TYPE OF CHARITY/CIC	NUMBERS
HEALTH CHARITY	2
MENTAL HEALTH CHARITY	1
CHRISTIAN/BAPTIST/EVANGELICALISM/METHODIST/PENTECOSTALISM CHARITY	2
SPORTS AND FITNESS CENTRE	1
FUNDRAISING CHARITY	2

OLD PEOPLE'S CHARITY	1
PERFORMING ARTS CHARITY	2
PUBLISHING CIC	1
ANIMAL CHARITY	1
SCOUTS GROUP	1
MAINTAINANCE CHARITIES	2
	16
OUT OF THE LOCALITIES	
TYPE OF CHARITY/CIC	NUMBERS
DISABILITY	1
MENTAL HEALTH	1
COMMUNITY CHARITY	2
OLD PEOPLE'S CHARITY	1
LEGAL ADVICE CHARITY	1
CHILDREN'S CHARITY	1
NATIONAL CHARITY	1
CHRISTIAN/BAPTIST/EVANGELICALIM/METHODIST/PENTECOSTALISM CHARITY	2
ISLAMIC CHARITY	1
CUTURAL EDUCATION CHARITY	3
RESEARCH CHARITY	1
EDUCATION CHARITY	2
SCIENTOLOGY CHURCH	1
FOODBANK CHARITY	1
HOMELESS CHARITY	1
SPORTS CIC	1
	21

List of accreditations used or needed by organisations

Have	/111	Require	/111
Total responses	29	Total responses	13
BACP	7	BACP	3
AQS	2	AQS	2
Care Quality Commission	2	BAPT	1

Evangelical Alliance	2	BPS	1
Investing in Volunteers	2	CNHC	1
London Youth Quality Mark	2	CQC	1
BAPT	1	Food handling and allergen training	1
British & International Federation of Festivals (BIFF)	1	ISI	1
Citizen's Advice Bureau	1	MQM	1
CNCA	1	National Association of Choirs	1
CQS	1	NCASS	1
Early Years Alliance	1	NCPS	1
Food and Hygiene 5-star rating	1	OFSTED Voluntary Sector registration	1
Hon Doctor of Divinity and Ministry	1	QPM	1
IAQP	1	Any relevant quality mark that supports our work/ Yes	2
Investor in People	1	Don't know or unsure	4
ISI	1		

Local councils	1
Making Music	1
MQM	1
National Association of Choirs	1
NCPS	1
OFSTED Voluntary Sector	1
Ordained priest in the Church of England	1
PBS	1
Positive about Disability	1
QAP	1
QISS	1
QPM	1
Queen's/ King's Award for Voluntary Service	1
Young Londoner's Fund	1

Survey questionnaire

Croydon Voluntary, Community and Faith Sector Survey 2024

1. CROYDON VOLUNTARY, COMMUNITY AND FAITH SECTOR SURVEY 2024

Healthwatch Croydon, working with the Croydon Voluntary and Community Sector Leadership Board (VCSLB) and One Croydon Alliance, are conducting research about the voluntary, community and faith sector (VCFS) in Croydon and would be very grateful if you could fill in this survey. This will help the team understand the important work as well as the challenges that are faced by organisations in the VCFS that serve the residents in this borough. All responses will be assessed to contribute to a final report and any quotes will be presented with anonymity.

Please note that we do ask for organisational details so we can be sure you are a registered VCFS organisation (either charity or CIC) in Croydon or working in the borough - this is only used for classification purposes. We do ask for contact details only if you wish to be interviewed. Please note that only the research team will see this information and it will not be shared with anyone else. We can therefore assure your anonymity. We welcome your views.

1. Name and registered address of your Charity or CIC including postcode.

This is to establish if you are a charity or CIC based, or working, in Croydon. We will not use this information to contact you further.

Charity or CIC name	<input type="text"/>
Registered address	<input type="text"/>
Postcode	<input type="text"/>
Charity number (if CIC state 'CIC')	<input type="text"/>
CIC registration number (if Charity - state 'Charity')	<input type="text"/>
Job or role title, ie CEO, Manager, Chair, Trustee	<input type="text"/>

2. Is your Charity or CIC based in Croydon?

Yes

No

If no, please state which local authority areas you are in.

3. Does your Charity or CIC primarily serve the population of Croydon?

Yes

No

4. If your Charity or CIC is internationally based, does it give the opportunity for volunteering experiences or services to the residents in Croydon?

Yes

No

Not applicable

5. What are the main sources of funding for your organisation? Please indicate the approximate percentage that applies to your organisation - it does need to add up to 100% to complete the question. If you prefer not to say - state 100% in the relevant box.

Donations	<input type="text"/>
Bids: Grants and contracts from Local Authorities , NHS and other grant making and charitable organisations	<input type="text"/>
Membership and subscriptions	<input type="text"/>
Bequest or legacy	<input type="text"/>
Endowments	<input type="text"/>
Income generation: Fundraising	<input type="text"/>
Income generation: Space hiring / property (rental) income	<input type="text"/>
Income generation: Paid for services	<input type="text"/>
Income generation: Other	<input type="text"/>

CSR (Corporate Social Responsibility) / Social Value

Other

Prefer not to say (please put 100% in this box)

6. Which accreditation/affiliations do you have, and require? For example - AQS, QPM, BACP, IIP, and other federated-specific Quality Marks. If you don't have or require any, please put 'None' in relevant box.

Have

Require

7. Does your organisation have the right support for peer support and/or mentoring?

Yes

No

Prefer not to say

8. Is your organisation actively linked with a Local Community Partnership(s)?

See <https://cvalive.org.uk/empowering-the-community/networks/local-community-partnerships/> for more information. (Your browser may requires you to open this in a new window).

Yes

No

Prefer not to say

9. What works well in your organisation? (Tick as many as you like)

The positive contribution your organisation makes to the local community.

Being able to expand your organisation's services due to surplus being made.

Having the financial capacity to employ specialised employees or take on more volunteers.

Receiving awards and/or accreditation for the work your organisation does.

The demand for services within your organisation.

Being able to reach the targets or goals within the specific services that your organisation runs.

Prefer not to say.

Other (please specify):

10. What aspects do you find most challenging in your organisation? (Tick as many as you like)

The lack of awareness of charities or CICs like yours for collaboration.

Expenditure is higher than income, meaning you cannot deliver services to meet the demand of your community.

Lack of retaining or attracting specialised employees and/or volunteers for your organisation.

The cost of renting premises or finding suitable premises within a specific price range.

The cost of maintaining premises such as paying bills.

The economic and social impact. For example, the impact of the COVID-19 pandemic, government austerity policies, new legislation.

Lack of awareness of local and national funding and/or difficulty in obtaining funding for the services you run.

Prefer not to say.

Other (please specify):

If you had difficulty in accessing funding, please state which funding:

11. What improvements would you like to see in the voluntary, community and faith sector in Croydon? If you don't have any suggestions please state 'None'.

12. If your organisation was in a position to expand its services to meet local needs, what would you want to develop or provide? If no suggestions, please state 'None'.

13. Would you be interested in attending an online one-to-one conversation to understand more about what you have shared in this survey?

Yes

No

2.

14. 10. If selected, for attending the online conversation, please tick the days and times that would be most suitable for you to attend

Monday Tuesday Wednesday Thursday Friday

AM

PM

15. Conversation: Your details – please note these are only kept for purpose of the conversation and will not be shared.

Name:

Role title:

Email address:

Telephone number:

D – Questions asked during the conversations

A sample of questions that was asked during the conversations

Can I say thank you for attending this conversation, knowing how busy you must be and for taking the time to add further value to this research. Your contribution will definitely help to shape the next steps, developing a more robust sector for all.

Can I confirm your name, job title and organisation please

Name -----

Job Title -----

Organisation -----

How many users do you feel use your Charity/CIC servers that live in Croydon?

Only if appropriate – In the survey you indicated that your establishment is internationally /nationally based, can I ask what the demographics are of the users that use the services your establishment provides that are based in this borough – for example old people/ young people or people of a particularly ethnicity or religion?

In the survey you answered that your organisation gets most of its funding from -----, can you tell me the reasons why?

In the survey you responded that your establishment gets the least amount of funding from -----, can I ask why?

Only if appropriate – In the survey you stated that you receive no government, council and/or NHS funding, can I ask the reasons why you never seek these types of funding?

(Depending on the answer) – On the survey you replied that your organisation gets the correct peer support and/or mentoring, can I ask why you stated this and how it benefits your institution?

In the survey you responded that your organisation does not have peer support and/or mentoring, would that be something which your establishment would be interested in and can ask the reasons why? – even if No

(Depending on the answer) – On the survey you answered that your organisation was part of a Local Community Partnership, can I ask which one and how does this benefit your charity/CIC?

On the survey you responded that your establishment was not part of a Local Community Partnership, can I ask why this is the case?

Would your organisation be interested in joining a Local Community Partnership and how do you think it would this benefit your Charity or CIC?

With regard to what works well in your organisation, you ticked ----- boxes, which were

(read the ones that they ticked ONLY and HIGHLIGHT). What would be the top three factors with regard to the success of your charity/CIC?

The positive contribution your organisation makes to the local community.

- Being able to expand your organisation's services due to surplus being made.
- Having the financial capacity to employ specialised employees or take on more volunteers.
- Receiving awards and/or accreditation for the work your organisation does.
- The demand for services within your organisation.
- Being able to reach the targets or goals within the specific services that your organisation runs.
- Prefer not to say
- Other

Can you please expand on your top three answers giving reasons why?

Importantly, with regard to what aspects your organisation finds challenging you ticked the following boxes – only read the boxes that they TICKED AND HIGHLIGHT, Can please tell which me, which aspects would you say are your top three?

-

The lack of awareness of charities or CICs like yours for collaboration.

- Expenditure is higher than income, meaning you cannot deliver services to meet the demand of your community.
- Lack of retaining or attracting specialised employees and/or volunteers for your organisation.
- The cost of renting premises or finding suitable premises within a specific price range.
- The cost of maintaining premises such as paying bills.
- The economic and social impact. For example, COVID-19 pandemic, government austerity policies, new legislation.
- Lack of awareness of local and national funding and/or difficulty in obtaining funding for the services you run.
- Prefer not to say.

Can you please expand on your top three answers by giving reasons why?

You responded that your establishment had difficulty obtaining funding, can I ask what for and the reasons why?

(Depending on the answer) You stated the improvements that your organisation, would like to see in the Voluntary, Community and Faith sector in Croydon was (write the answer). Can I ask why you stated this?

You did not write an answer to the question -what improvement would your organisation like to see in the Voluntary, Community and Faith Sector in Croydon, can I ask why?

(only if appropriate) You wrote that if your organisation was in a position to expand its service to meet locals need, it would like to develop (put the answer down). Can you expand on your answer?



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