

CROYDON NEIGHBOURHOOD CARE ASSOCIATION (CNCA)

CNCA is the umbrella organisation for Neighbourhood Care in the London Borough of Croydon and has worked to promote, support and develop Neighbourhood Care across the borough since 1990. It is now a charitable company limited by guarantee, with 44 Member Groups - local autonomous groups whose volunteers help to meet the needs of isolated, vulnerable or frail people. The Groups are all independent and offer services tailored to meet the needs of their own community, subject to the availability of volunteers. Some work only with people in their own homes; some run a Social Centre, Pop In or Lunch Club; some offer lifts in volunteers' cars to health related appointments or elsewhere; some run escorted shopping trips or gentle exercise classes. Services are offered irrespective of, but respecting, cultural needs and ethnic diversity.

The staff at CNCA work to offer support and advice to these Groups; to promote Neighbourhood Care within the borough and, when possible, to help local communities develop new schemes to fill some of the geographic or service gaps.

Regular meetings are held for co-ordinators, committee members and volunteers from the Member Groups to network, share ideas, talk over problems or hear a relevant speaker. We run a programme of training courses on relevant topics, work to promote good practice in the help given and publish a quarterly Newsletter to keep Members up to date with developments. CNCA has registered as an umbrella body for CRB checks, to offer this service to our members. We currently manage a project to offer professional interpreting help to older and disabled people in Croydon whose first language is not English, so they can access help from Croydon's voluntary sector. CNCA staff are always happy to signpost general enquiries to the most appropriate source to help or to give talks about Neighbourhood Care to the wider community.