



Croydon Council Early Help services

We have a clear vision for our Children's Services: that Children and young people in Croydon will be safe, healthy, happy, and will aspire to be the best they can be. The future is theirs.

Early Help Hub

Croydon's Early Help Hub is the pathway to access advice and support for families and for professionals. If you need advice or support for a child or young person email **earlyhelp@croydon.gov.uk** and a member of the team will be in contact. The team will identify a lead professional to help coordinate support.

If you have immediate concerns for a child or young person contact the Multi Agency Safeguarding Team: **childreferrals@croydon.gov.uk** or telephone 0208 726 6400 to speak to a Social Worker.

If you have concerns and it is outside of regular working hours call 020 8726 6000.

Early Help Services

There are a range of Early Help services for children young people and families in Croydon: some of these are run by the council and some sit in other organisations. When you make contact with the Early Help Hub a member of the team will help you to identify what is available and will help you access the most appropriate support. Most children and young people are in contact with professionals, such as teachers or health services and these professionals can also deliver early help advice and support.

Early Help Assessment

The Early Help Assessment is a tool to help identify what is working well with a child, young person or family and what might help where there are difficulties. This tool can be used by family members and a range of professionals. Sometimes just working through the tool helps families find solutions. Where additional support is needed the completed assessment will identify what will help improve things for a family.

[EH assessment](#)



The Parenting and Relationship Support Hub

Parenting is a key factor for children's healthy development. Positive and effective parenting can therefore lay the foundations for children to develop good social, emotional and communication skills, subsequently enhancing their ability to form healthy relationships and achieve academically. Anyone can experience difficulties in parenting, and our services are set up to assist families.

The Parenting and Relationship Hub leads on the coordination and development of Croydon's local parenting offer by supporting parents through parenting programmes. This includes the delivery of programmes across different age groups, areas of need and levels of intervention (Triple P, Mellow Bumps, Mellow Parents and Parents as Partners).

Parenting and Relationship Hub Fact Sheet

Best Start

Best Start is a programme of work which aims to create seamless support for all children 0-5 and their families and carers in Croydon.

This includes health services such as midwifery and health visiting, children's centre services (promoting child development and school readiness) through to accessing the 2,3 and 4 year old offer for funded nursery places (where applicable). This approach creates an environment where children are ready for school and able to learn and where children have additional needs and vulnerabilities that these are identified quickly and they receive help and support to ensure they have productive outcomes.

Best Start ensures that mothers, fathers and carers are able to receive the right advice and support at the right time and can navigate services easily are helped early if more complex problems are identified. There is a dedicated team of Best Start workers who can directly support families.

Best Start Early Help Fact Sheet



Family Resilience Service

The Family Resilience Service (FRS) is a targeted family intervention service and offers support to families that face multiple challenges or who have complex needs. Families are allocated a keyworker who will work with a family for up to 6 months and will support the family both practically and emotionally. The Keyworker will work from a whole family perspective and will help families and other professionals to improve outcomes for children and their families.

Family Resilience Service Fact Sheet

Functional Family Therapy (FFT)

Family life can often be stressful for young people and those that care for them. Sometimes, stress is experienced in everyday living for young people and their parents/carers in their relationships and interactions at home, school or the community. At times families need support to find solutions to the challenges they face and FFT aims to support families to do this and understand how to communicate better, together. By supporting young people and their families through FFT we can greatly reduce the likelihood of family and relationship breakdowns.

Functional Family Therapy Fact Sheet

Domestic Abuse and Sexual Violence Services

The Family Justice Centre is a centrally located resource offering a multi-disciplinary approach to victims of domestic abuse and sexual violence and their children. The centre seeks to offer victims wrap around support and to prevent individuals having to go from agency to agency, telling their story repeatedly, in order to get the help they need.

Services include an assessment of risk, advice and support on all aspects of domestic abuse and sexual violence, legal advice and support to obtain injunctions, support and advice to access emergency accommodation and other specialist services.

To talk to one of the team call: 0208 688 0100 or email: FamilyJusticeCentre@croydon.gov.uk

Domestic Abuse and Sexual Violence Services Fact Sheet



Learning Access Service: Children Missing Education

How to inform us about a child you believe is not receiving full time education

- If you are a member of the public who is concerned that a child in your area is not receiving a full time education you can contact us on **020 8726 6180**.
- If you are a professional, please click on the link below and submit a [Child Missing from Education Form](#).

A Child Missing from Education (CME) is defined by the Department for Education (DfE) as "a child of compulsory school age who is not on a school roll, nor being educated otherwise (e.g. privately or in alternative provision) and who has been out of any educational provision for a substantial period of time (usually four weeks or more)." In Croydon, referrals for CME are accepted after 10 working days of reasonable checks being carried out by the educational provider and their Designated Safeguarding Lead.

[Children Missing from Education Fact Sheet](#)

Learning Access Service: School Attendance

Going to school regularly is important to your child's future. For example, children who miss school frequently can fall behind with their work and do less well in exams. This could affect their ability to get a job or go into further education or whatever it is they want to do as an adult

You can help your child attend regularly by:

- making sure they understand the importance of good attendance and punctuality
- taking an interest in their education - ask about school work and encourage them to get involved in school activities
- discussing any problems they may have at school - inform their teacher or whoever is in charge of attendance at the schools about anything serious
- not letting them take time off school for minor ailments - particularly those which would not prevent you from going to work
- arranging appointments and outings after school hours, at weekends or during school holidays will help to prevent disruption to your child's education and to the school.

If you want to speak to someone in education welfare services call 020 8726 6180

[School Attendance Fact Sheet](#)



Elective Home Education

Pupils educated by their parents at home

Croydon believes in the value of school-based education but respects the rights of parents and carers to elect to educate their children at home. We believe that every child and young person on Elective Home Education (EHE) should have the right to a balanced, relevant and differentiated curriculum experience. We also believe that all children and young people on EHE should be encouraged to achieve their full potential so that they can take advantage of the opportunities offered to them in later life and become valued as responsible and equal members of society.

Parents must accept full responsibility for educating a child at home. We do not provide financial assistance, a curriculum, or tutors for children who are taken out of school by their parents.

Parents making this decision should inform the head teacher of the school their child attends in writing and the school will then inform us. If the child has never attended school, parents should inform us directly.

If you want to speak to us about home education 020 8726 6167

[Elective Home Education Fact Sheet](#)

School Exclusions

Exclusion is where a head teacher officially tells a pupil to leave the school site because there is sufficient evidence that he or she has committed a serious disciplinary offence. It is part of a formal process that schools have in place to maintain discipline.

There are two types of exclusion:

- fixed-term - the pupil is excluded for a set period of time
- permanent - the pupil is excluded from that school permanently.

By law, only the head teacher can exclude a pupil. You will be informed of your child's exclusion by the head teacher or someone on the head teacher's behalf. The school will also write to you within one school day, explaining the reason for the exclusion and whether it is for a fixed term or permanent.

[School Exclusions Fact Sheet](#)



Fair Access Panel

Primary and Secondary Fair Access Panels (FAP) are led by the Learning Access Service with the key aim of reducing the risk of permanent exclusion

Services represented at the panel include Children's Social Care, Early Help Services, Special Educational Needs Service, Educational Psychology, Children & Adolescent Mental Health Services, Youth Offending Service, Police and School Admissions Service. Head Teachers of independent alternative education provision schools and Pupil Referral Units are also represented.

If you want further information email fairaccess@croydon.gov.uk

Fair Access Panel Fact Sheet

Special Educational Needs and Disabilities: the Early Years SEND Team

The Early Years SEND Team is part of the 0-25 Special Educational Needs and Disabilities (SEND) Service. The team offers a range of support and intervention for families whose children aged 0-5 have significant developmental delay, social communication difficulties or disabilities, both at home and in Early Years settings.

The Early Years SEND team ensure that a package of support is delivered that reflects the individual needs of the child and their family, using a key working approach. The family are provided with advice and guidance to support their child's learning and development at home and in the community when very young, progressing to choosing an early years setting, planning for school placements and support them through the Education, Health and Care Needs assessment process where appropriate.

For further information email earlyyearssend@croydon.gov.uk or call 0208 604 7263.

Early Years SEND team Fact Sheet