

# Services to teachers, learners, parents and carers

## Information services

### Children's Information Service

The LEA manages this drop-in service on behalf of the Early Years Development and Childcare Partnership.

It is responsible for giving out childcare information regarding childminders, day nurseries, pre-schools and out-of-school clubs. It also handles enquiries about funding for early education places and recruitment of childcare workers.

The Service will be expanding both the range of information available and its accessibility to the public over the next year.

**Laura McRoberts, Manager**  
10 Katharine Street,  
Croydon CR0 0YD  
☎ 0845 1111 100

### learning curves

This one-stop for adult learners in Croydon is the result of partnership working with local

organisations which provide, or are otherwise involved in, adult learning opportunities.

With an open, welcoming environment and a programme of promotional events, learning curves is designed to appeal to all adults, including people who have not traditionally participated in post-compulsory learning. In the 'front shop', trained staff are on hand to offer free information and advice on local learning opportunities and related matters such as career or personal development and support for childcare and transport costs.

Drop-in internet tasters, free access to computer-aided guidance and, for job seekers, in-depth one-to-one guidance sessions are also available. The 'back shop' is a fully equipped computer suite where learners can access the internet and on-line learning, such as Learndirect. learning curves services also include diagnosis and support for basic skills needs and English language support.

Information and support services are also available from individual adult learning providers and, for under 19s, from Prospects Careers Service. learning curves can refer on to all such services.

**Margaret Vick, Manager**  
13-14 Katharine Street, Croydon CR0 0YD  
☎ 020 8686 5959

**Website:** [www.learning-curves.org.uk](http://www.learning-curves.org.uk)

## Pupil/Student Support

The major function of the Student Support Service is the determination of eligibility for support with tuition costs and loans under the Government's scheme for the funding of students in higher education. The team also undertakes the assessment of the actual value of the loans to be made available through the Student Loans Company.

In addition, the Service administers the scheme for the payment of travelling expenses for post-16 students in schools and colleges and the payment of maintenance grants to students in school sixth forms. Schoolwear grants for low income families and work on entitlement to the provision of free school meals are also administered by this Service.

**Edna Taylor,**  
*Admissions and  
Student Support  
Manager*

9.04 Taberner  
House, Park Lane,  
Croydon CR9 1TP  
☎ 020 8686 4433

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## Special Educational Needs

The Special Educational Needs (SEN) Team based at Taberner House provides support to pupils by assessing their needs and then providing additional help and guidance to meet the identified need(s). This usually takes the form of

allocating additional funding to the school so that additional help can be given to individual pupils. The Team provides help by responding to the needs of individual pupils and by offering advice on a range of issues relating to special educational needs.

**Mike McCormack,** *Assistant Education Officer  
(Special Educational Needs)*

9.05 Taberner House, Park Lane, Croydon CR9 1TP  
☎ 020 8686 4433 ext  
Email: mike\_mccormack@croydon.gov.uk

## Integrated Support Service

The Integrated Support Service (ISS) embraces a range of support services for pupils, including the team of Special Educational Needs support teachers based at the Davidson Centre, the Borough's three Pupil Referral Units, home tutors and staff providing hospital education. Staff of the ISS work closely with the SEN team and other agencies to ensure that the placing of pupils, and the support provided for them, maximise their opportunities for success.

**Cheryl Butler,** *Head of Integrated Support Service*

Davidson Professional Centre,  
Davidson Road, Croydon CR0 6DD  
☎ 020 8656 6551  
Email: cheryl\_butler@croydon.gov.uk

## Communication Support Service


The Communication Support Service promotes the equality of opportunity of individual pupils to access the national curriculum regardless of difficulties which may arise from hearing impairment, visual impairment, speech and language disorders or deaf-blindness. The specialist teaching and support staff work in partnership with families, schools, staff and pupils towards educational achievement, successful participation and independence in the management of disability.

**Jennifer Kidd,** *Head of Service*

Selhurst High School, The Crescent, Croydon CR0 2HN  
☎ 020 8683 4849  
Email: jennifer\_kidd@croydon.gov.uk

## Education Welfare Service

The Education Welfare Service (EWS) offers advice and consultation to schools on whole school attendance policies and strategies and attendance targets. It promotes dialogue between school and home through home visits and the use of family work skills. It provides information and insight into issues that may have a bearing on a pupil's behaviour or attendance and encourage parental involvement. The Service may also use statutory powers under the Education Act 1996 and



the Children Act 1989 to enforce attendance as part of casework intervention. Current priorities include working with other agencies to meet the needs of pupils who are underachieving or missing school and to raise attendance of looked-after children. There is a Travellers' Education Service which promotes a better understanding of the traveller community and assists schools in raising achievement of pupils from that community. The EWS is also responsible for other statutory duties to ensure the health, safety and welfare of pupils.

**June Wallace**, *Principal Education Welfare Officer*  
Selhurst High School, The Crescent, Croydon CR0 2HN  
☎ 020 8683 1164  
Email: [june\\_wallace@croydon.gov.uk](mailto:june_wallace@croydon.gov.uk)

## Educational Psychology Service

The Educational Psychology Service (EPS) and its team of 13 educational psychologists offers regular consultative support to all Croydon's mainstream and specialist schools, units, teams, resources, the pre-school sector and a range of pupils currently outside the school system. Pupils referred include those with learning difficulties, emotional and behavioural problems and a range of other needs which could affect performance in school. Additional support is provided to specialist sectors and for service and professional development and special project work.

Casework varies from consultative advice and support to parents and school staff, direct pupil work, referral to alternative resources, statutory work and multi-disciplinary liaison. There is an overall emphasis on early intervention and preventative work. In addition, the EPS provides therapeutic input via a team of art and drama therapists and is also developing family therapy and parent support groups. In-service training is offered to schools together with support for systemic development in special educational needs and in providing for the emotional growth of all pupils. Inter-agency work is promoted and there are strong links with local mental health services.

**Anne Moore**, *Chief Educational Psychologist*  
Victoria House, Southbridge Place, Croydon CR0 4HA  
☎ 0208 686 0393  
Email: [educational\\_psychology@croydon.gov.uk](mailto:educational_psychology@croydon.gov.uk)

## School Health Service

School nurses and doctors provide health services to children in all mainstream and special schools in Croydon, working closely with teachers and parents to help each child have a healthy school life and reach their full learning potential.

**Janet Shieff**, *Education Link Officer*  
10.13 Taberner House, Park Lane, Croydon CR9 1TP  
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Email: [janet\\_shieff@croydon.gov.uk](mailto:janet_shieff@croydon.gov.uk)

## Family Learning

Families are our first, most familiar and most influential teachers. Learning together strengthens family bonds and family support is essential for the learning of individual family members: for example, parents find that they are better able to support their children's learning; and grandparents exploring new technologies with their grandchildren sometimes wonder who is teaching who!

In Croydon, we are keen to support family learning – which is not just for the immediate family and certainly does not have to be classroom-based. Every autumn, our multi-agency Family Learning Forum organises 'Family Learning Weekend' in venues throughout the Borough as part of a national event. This stimulates many families to develop the learning process afterwards, whether through a leisure activity or an academic course. There is also a well-established programme of Family Literacy and Family Numeracy in schools throughout the Borough.

**Catherine Rhys**, *Family Learning Co-ordinator*  
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☎ 020 8686 4433 ext 2132  
Email: [catherine\\_rhys@croydon.gov.uk](mailto:catherine_rhys@croydon.gov.uk)



**Musseret Anwar, Family Literacy and Numeracy**  
*Co-ordinator*

South Norwood CETS Centre,  
Sandown Road, London SE25 4XE

☎ 020 8656 6620

Email: musseret\_anwar@croydon.gov.uk

## Music Service

The Croydon Music Service (CMS) arranges for instrumental and vocal teachers to teach in most schools throughout the Borough and organises the numerous orchestras, bands and other ensembles which rehearse every week. Over 3,500 pupils receive lessons on the full range of orchestral instruments, piano, keyboard, steel pans, recorder, guitar and singing. Over 600 players attend weekly rehearsals of the orchestras, bands, Centre for Asian Music, guitar and percussion ensembles organised by the CMS. Additional courses are offered in school holidays.

The CMS works closely with the Croydon Advisory and Inspection Service in supporting the music curriculum in schools, and wider arts and other related areas. Support includes training sessions and courses for teachers, work in schools to develop, maintain and broaden the music curriculum, and co-ordinating live music demonstrations and projects in schools with visiting musicians from the London Mozart Players, CMS staff and world music specialists.

**Graeme Smith, Director**

20 Southbridge Road, Croydon CRO 1AE

☎ 020 8681 0909

Email: office@croydonmusic-service.co.uk

**Website: [www.croydonmusic-service.co.uk](http://www.croydonmusic-service.co.uk)**

## Youth Service

The purpose of the Youth Service is to enable all young people aged 12-25 to achieve their full potential through the facilitation of their personal and social development. The core, directly-funded Youth Service is the lynch pin of what is, in effect, a network of more or less closely

linked organisations which share similar objectives in relation to their work with young people.

The core Youth Service runs a comprehensive youth centre and project programme throughout the year, including during the summer holiday. In addition, there are nearly 500 grant-aided or entirely independent voluntary sector youth organisations in Croydon which also deliver a huge variety of services for young people, frequently in partnership with the Youth Service.

Underpinning all these activities is a desire to encourage young people to challenge their perceptions of themselves and their potential and, at the same time, to examine their views of their peers, society as a whole and their place within it.

As a partner in the Connexions Service, the Youth Service is developing its work to meet the emerging needs of young people of the Borough.

The Connexions Service is a comprehensive and co-ordinated service for all young people aged 13 to 19 years, extending to 25 years for young people with disabilities. It is part of a central Government strategy to ensure that all young people have the best start in life and reach their full potential – which means helping them to get a good education and to prepare for the transition to working life. To this end, the Connexions Service will provide the support and guidance to enable young people to overcome any barriers to learning and to make informed choices about career opportunities.

**Ian Marshall, Head of Youth Office**

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## Other Services

**The Continuing Education and Training Service (CETS), the Croydon Education Business Partnership and Croydon Work Experience** are described in Section A of this information pack.