

# WELCOME TO CROYDON



# THE LONDON BOROUGH OF CROYDON



# WELCOME

Hello and a very warm welcome to everyone arriving in Croydon from Ukraine. We have all watched what is happening in Ukraine with great sadness.

**The hearts of Croydon people are with you, and we want to do all we can to make you feel welcome and supported during your time here.**

Croydon is a fantastic place to live, work and spend time. The borough is made up of many different communities and we have excellent transport links making travel across the borough and across London really easy.

**Croydon's greatest strength is its people.** We're called home by nearly 400,000 people who are caring, passionate and principled. We all take huge pride in coming together to improve our borough and help each other and our communities.

This booklet is to help you settle in and get to know Croydon better, so you can start calling it 'home' for as long as you are with us. You can also find lots more information on our website or email us:

✉ [homes.ukraine@croydon.gov.uk](mailto:homes.ukraine@croydon.gov.uk)

🌐 [www.croydon.gov.uk/croydon-stands-ukraine](http://www.croydon.gov.uk/croydon-stands-ukraine)



If you need to speak to someone at the council, call: **020 8726 6000**, lines are open Monday to Friday 9am-4pm - don't hesitate to get in touch.



**Jason Perry**  
Croydon's  
Executive Mayor



# TRAVEL

## TRAINS

**Croydon has stations in four of the six zones:**

**Zone 3** - Norbury

**Zone 4** - Thornton Heath & Selhurst

**Zone 5** - West, East & South Croydon stations

**Zone 6** - Purley, Purley Oaks, Coulsdon South, Sanderstead, Reedham & Smitham.



## BUS

Buses cover the whole borough. To travel by bus you will need a contactless payment card or Oyster card.



## TRAM

Croydon's tram network consists of three lines;

- **Beckenham Junction to Wimbledon**
- **Elmers End to Wimbledon**
- **New Addington to Church Street (central Croydon).**

**To plan journeys and get details of ticket costs:**

**[tfl.gov.uk/plan-a-journey](https://tfl.gov.uk/plan-a-journey)**

**For more information about using public transport including getting an Oyster card: [tfl.gov.uk/travel-information/visiting-london](https://tfl.gov.uk/travel-information/visiting-london)**



# SHOPPING

**Central Croydon** has a wide range of shops and Surrey Street market, and is easily accessible from anywhere in the borough via public transport.

**West Croydon** has shops selling food from across the world.

**South Croydon** has many restaurants and places to eat.

**Local high streets** have a range of shops and supermarkets.



# PARKS

Croydon has over 127 parks and green spaces, some with playgrounds, outdoor gyms, cafes and toilets.

[www.croydon.gov.uk/parks](http://www.croydon.gov.uk/parks)



# HEALTH & MEDICAL

## NHS SERVICES

**Most NHS services are free, though there may be a fee for medicines or prescriptions.**

## HOW TO REGISTER WITH A GP SURGERY

Anyone in England can register for free with a General Practitioner (GP) surgery. They are usually the first contact if you have a health problem.

They can treat many conditions, give health advice, and prescribe medicines. When you arrive in Croydon, you should register with the nearest GP practice or the one your sponsor is registered with. You will be asked for proof of address and ID, but you will not be refused registration if you cannot provide these.

[www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/](http://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/)

## PHARMACY

Pharmacists can offer clinical advice and medicines for minor illnesses, such as coughs, colds, sore throats, stomach trouble, and aches and pains. The pharmacist will let you know if you need to see a doctor.

You can also buy medicines or first-aid supplies in a pharmacy or supermarket.

[www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

## DENTISTS

Find a dentist

[www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist)

For urgent dental care services call **111**

## OPTICIANS

Find an optician

[www.nhs.uk/using-the-nhs/nhs-services/opticians](http://www.nhs.uk/using-the-nhs/nhs-services/opticians)

## URGENT OR EMERGENCY MEDICAL HELP

If you or someone you are with is seriously ill or injured and their life is at risk, call **999** for an ambulance or go to a 24-hour accident and emergency (A&E) department such as Croydon University Hospital.

## CROYDON UNIVERSITY HOSPITAL

Croydon is home to Croydon University Hospital which includes a 24-hour accident and emergency (A&E) department.

**Address:**

**Croydon University Hospital  
530 London Road  
Croydon CR7 7YE**

**☎ 020 8401 3000**

[www.croydonhealthservices.nhs.uk](http://www.croydonhealthservices.nhs.uk)



If you require urgent medical help which is not life threatening, call **111** (you can ask for an interpreter by saying “interpreter please”) or go to [www.111.nhs.uk](https://www.111.nhs.uk)

NHS **111** is available 24 hours a day, seven days a week.

## HOW NHS 111 WORKS

You answer questions about your symptoms on the website or by speaking to a fully trained adviser on the phone.

### Depending on the situation you will:

- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP

- get a face-to-face appointment if you need one
- be given an arrival time if you need to go to A&E
- be told how to get any medicine you need
- get self-care

## GETTING YOUR COVID-19 VACCINE

If you’re not registered with a GP and don’t have an NHS number you won’t be able to book an appointment, but you can still go to a walk-in clinic to get vaccinated.

Walk-in and pop-up vaccination clinics - South West London CCG

[swlondonccg.nhs.uk](https://swlondonccg.nhs.uk)



# HEALTH & WELLBEING

## DETAILS OF OTHER LOCAL SUPPORT GROUPS

### SAMARITANS OF CROYDON AND SUTTON

Offer listening and support to people and communities in times of need. You can access 24/7 emotional support from Samaritans by calling **116 123** (free to call) or emailing 📧 [jo@samaritans.org](mailto:jo@samaritans.org) or visit 🌐 [www.samaritans.org](http://www.samaritans.org)

### SOUTH LONDON AND MAUDSLEY (SLAM) MENTAL HEALTH TRUST

Provide a wide range of mental health services. If you need urgent help please call **0800 731 2864** (Option 1) 24 hours a day 🌐 [www.slam.nhs.uk](http://www.slam.nhs.uk)

### SILVERCLOUD

Offer secure, immediate access to online supported CBT (cognitive behavioural therapy) programmes, tailored to your specific needs 🌐 [croydon.silvercloudhealth.com/signup](http://croydon.silvercloudhealth.com/signup)

### CROYDON TALKING THERAPIES

Offer free and confidential talking therapies and specialist support to help you feel better. Self-referrals are welcome 🌐 [croydontalkingtherapies.nhs.uk/refer-yourself/](http://croydontalkingtherapies.nhs.uk/refer-yourself/) or call **020 3228 4040**

### MIND IN CROYDON

Mental health resource for residents of the London Borough of Croydon. Call **020 8668 2210**, email: 📧 [admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk) or visit 🌐 [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)

### CRISIS MENTAL HEALTH HELPLINE

Provide mental health advice and support. Call **0800 915 4644** (open 24 hours a day) or visit 🌐 [www.sabp.nhs.uk/help](http://www.sabp.nhs.uk/help)

### SOUTH WEST LONDON HEALTH & CARE PARTNERSHIP

Helping local people to 'Start Well, Live Well and Age Well'. Call **020 3668 1221** or email 📧 [hello@swlondon.nhs.uk](mailto:hello@swlondon.nhs.uk)

Professional mental health support is available from the NHS. Visit 🌐 [www.nhs.uk/mental-health](http://www.nhs.uk/mental-health) for more information about services.



# ADULT SOCIAL CARE

## GETTING SUPPORT FOR A VULNERABLE ADULT

**Adult social care aims to help people stay independent, safe and well so they can live the lives they want to. This includes people who are frail, have disabilities or mental health issues, and the people who care for them.**

We provide information and advice about care and support, offer short-term help and options for longer-term support if people have more complex needs.

If you or an adult member of your family have care and support needs, find out about adult social care services in Croydon and who can access them on our website: [www.croydon.gov.uk/adult-health-and-social-care](http://www.croydon.gov.uk/adult-health-and-social-care)



If you need further information or advice, you can call **020 8726 6500**, or submit via an online form at [www.croydon.gov.uk/adult-health-and-social-care/adult-social-care-application-form](http://www.croydon.gov.uk/adult-health-and-social-care/adult-social-care-application-form)



### CONCERNS FOR AN ADULT

If you are concerned that an adult may be at risk of harm, abuse or neglect, please report it. If the risk is immediate and of an emergency nature please dial **999**.

For non-emergency concerns call **020 8726 6500** or use our online form [www.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult](http://www.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult)

# EDUCATION & LEARNING

## SCHOOL PLACES AND CHILDCARE

All children and young people are entitled to free full-time education up to the age of 18. Croydon has a wide range of schools and colleges.

There are nearly 100 primary schools for children aged four- to 11-years-old, and around 25 secondary schools for children aged 11- to 16-years-old.

For information on how to apply for a child's place, see the school admissions page on our website: [www.croydon.gov.uk/schools-and-education/schools/school-admissions](http://www.croydon.gov.uk/schools-and-education/schools/school-admissions), call the school admissions team on **020 8726 6400**, or email: [school.admissions@croydon.gov.uk](mailto:school.admissions@croydon.gov.uk)

## NURSERIES, PRE-SCHOOLS AND CHILDCARE PROVIDERS

All children aged three and four are entitled to free part-time childcare of 15 hours per week at a nursery, pre-school or childminder.

Family Space Croydon lists childcare providers, nurseries and pre-schools in Croydon. It also has information on childcare funding and parent and toddler groups: [www.familySPACECroydon.co.uk](http://www.familySPACECroydon.co.uk). Alternatively email the early years team: [early.learning@croydon.gov.uk](mailto:early.learning@croydon.gov.uk)

Find a school near you:

[www.croydon.gov.uk/schools-and-education/schools/find-school-near-you](http://www.croydon.gov.uk/schools-and-education/schools/find-school-near-you)



# CHILDREN'S CENTRES

Children's centres offer services, activities and support for families with children under five. Most activities, apart from childcare, are either offered free or at a small cost.


Every centre is unique and provides a wide range of services and activities you might need as a family with a baby or young child, for example, support with speech and language, health advice, and school readiness. Support and advice is available throughout the week and families can attend any centre in Croydon.

## NORTH CROYDON

### KENSINGTON AVENUE CHILDREN'S CENTRE

(NORTH LOCALITY HUB)

 **Kensington Avenue, Thornton Heath, CR7 8BT**

 **020 8684 3777 option 1**

 **childrenscentres@scc.croydon.sch.uk**


 **Call or visit the website for session times**

 **[www.selhurstchildrenscentre.co.uk](http://www.selhurstchildrenscentre.co.uk)**

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### WINTERBOURNE CHILDREN'S CENTRE

 **Winterbourne Road, Thornton Heath, CR7 7QT**

 **020 8684 3777 option 1**

 **childrenscentres@scc.croydon.sch.uk**

 **Call or visit the website for session times**

 **[www.selhurstchildrenscentre.co.uk](http://www.selhurstchildrenscentre.co.uk)**

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### PIP HOUSE (CHURCH ROAD ENTRANCE)

 **All Saints School, Upper Beulah Hill, London, SE19 3LG**

 **020 8680 0404**

 **[enquiriesforcbpip@croydondropin.org.uk](mailto:enquiriesforcbpip@croydondropin.org.uk)**

 **Call or visit the website for session times**

 **[croydondropin.org.uk/advice](http://croydondropin.org.uk/advice)**

## CHILDREN'S CENTRES CONTINUED...

### CENTRAL CROYDON

#### SELHURST CHILDREN'S CENTRE

(CENTRAL LOCALITY HUB)

🏠 Selhurst Children's Centre, 23 Dagnall Park, London, SE25 5PL

☎ 020 8684 3777 option 1

✉ childrenscentres@scc.croydon.sch.uk

🕒 Call or visit the website for session times

🌐 [www.selhurstchildrenscentre.co.uk](http://www.selhurstchildrenscentre.co.uk)

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#### AERODROME CHILDREN'S CENTRE

🏠 Violet Lane, Croydon, CR0 4HN

☎ 020 8684 3777 option 1

✉ childrenscentres@scc.croydon.sch.uk

🕒 Call or visit the website for session times

🌐 [www.selhurstchildrenscentre.co.uk](http://www.selhurstchildrenscentre.co.uk)

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#### MALLING CLOSE CHILDREN'S CENTRE

🏠 Malling Close, Croydon, CR0 7YD

☎ 020 8684 3777 option 1

✉ childrenscentres@scc.croydon.sch.uk

🕒 Call or visit the website for session times

🌐 [www.selhurstchildrenscentre.co.uk](http://www.selhurstchildrenscentre.co.uk)

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#### SHIRLEY CHILDREN'S CENTRE

🏠 34 Lilac Gardens, Shirley, CR0 8NR

☎ 020 8684 3777 option 1

✉ childrenscentres@scc.croydon.sch.uk

🕒 Call or visit the website for session times

🌐 [www.selhurstchildrenscentre.co.uk](http://www.selhurstchildrenscentre.co.uk)

## **SOUTH CROYDON**

### **WOODLANDS CHILDREN'S CENTRE**

(SOUTH LOCALITY HUB)

🏠 **Gilbert Scott Primary School, Farnborough Ave,  
South Croydon, CR2 8HD**

☎ **020 8916 0543**

✉ **admin@woodlandsc.info**

🕒 **Call or email for session times**

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### **PURLEY OAKS CHILDREN'S CENTRE**

🏠 **Bynes Road, Croydon, CR2 0PR**

☎ **020 8916 0543**

✉ **admin@woodlandsc.info**

🕒 **Call or email for session times**

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### **NEW ADDINGTON CHILDREN'S CENTRE**

🏠 **New Addington, Croydon, CR0 0AH**

☎ **01689 664 570**

✉ **childrenscentre@fairchildes.croydon.sch.uk**

🕒 **Call or email for session times**

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### **BYRON CHILDREN'S CENTRE**

🏠 **St. David's, Coulsdon, CR5 2XE**

☎ **020 8763 6285**

✉ **byronchildrenscentre@oasisuk.org**

🕒 **Call or email for session times**



# CHILDREN'S SOCIAL CARE

**If your child or a child you know has additional needs or you are worried about a child's safety or wellbeing you can contact Early Help and Children's Social Care.**

The council's early help and children's social care teams work with other local organisations such as the police, health services, schools and voluntary groups to support children in need and safeguard and support children and young people under the age of 18.

Tell our Single Point of Contact (SPOC) team if you have concerns that a child or young person under the age of 18 is being harmed or needs support – for example when a child:

- Has additional needs
- Is suffering harm, neglect or abuse
- Is not getting the right support for their disability
- Is under stress from a family situation

We can offer you support and advice, as well as putting families in touch with other services that can provide help and support.

If you are concerned that by calling you may be put in a difficult position, you can make the referral anonymously.

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## Contact the SPOC

 **020 8255 2888**

Monday to Friday, 9am to 5pm

If you have concerns that a child is in immediate danger call **999**.



# LANGUAGE SKILLS

## HELP WITH IMPROVING ENGLISH LANGUAGE SKILLS

Would you like to improve your English? Calat, our adult education provider, offer courses in English for Speakers of Other Languages (ESOL).

These courses are free for people who are settled in the UK, including those arriving under the Homes for Ukraine scheme, to gain English language skills and work towards nationally recognised qualifications.

**Join our relaxed and friendly classes to:**

- make friends
- take part in fun activities
- improve your English
- get help accessing local services, such as healthcare and dental
- join a social club with activities such as gardening, music and yoga

### TO ENROL

☎ 020 8726 6000 ext 65790 or  
✉ [linda.gray@croydon.gov.uk](mailto:linda.gray@croydon.gov.uk)

[www.calat.ac.uk](http://www.calat.ac.uk)  
020 8726 7777

# EMPLOYMENT/JOBS

**Croydon Works helps people living in Croydon to find jobs and training opportunities.**

**CROYDON  
WORKS**

✉ [info@croydonworks.co.uk](mailto:info@croydonworks.co.uk)  
🌐 [www.croydonworks.co.uk](http://www.croydonworks.co.uk)  
☎ 020 8604 7471  
🏠 **Croydon Clocktower  
Katharine Street  
Croydon CR9 1ET**



# LIBRARIES

Croydon has **13 libraries** that stock books in several languages and host free activities for all ages, from rhyme time to internet use and career advice.

**It is free to join the library** – you can visit a branch or do it online.

You can join online by visiting the link below to get access to the 24/7 free digital library of eBooks, eAudiobooks, eMagazines and thousands of newspapers from all over the world, in many different languages.

 [www.croydon.gov.uk/libraries-leisure-and-culture/libraries](http://www.croydon.gov.uk/libraries-leisure-and-culture/libraries)

To get a full, free membership to borrow books and use computers, visit one of our libraries and **provide one of the following:**

- A photo ID or documentation showing your refugee status
- A recommendation (letter/email) from a community group or an organisation like Calat or a college
- A signed recommendation letter or completed membership form from a Croydon resident

## Using a computer in a library you can:

- Access the internet and email
- Use Microsoft Word, Excel and PowerPoint
- Download and print documents (minimal printing charge)
- Use a USB memory stick to open and save documents



To find out where our libraries are and when activities are happening visit:

 [www.croydon.gov.uk/libraries-leisure-and-culture/libraries](http://www.croydon.gov.uk/libraries-leisure-and-culture/libraries)  
or call **020 7884 5140**

# CONNECTING WITH THE LOCAL COMMUNITY

**These organisations work in partnership with the council to provide services to people of all ages looking for support:**

## **CROYDON REFUGEE DAY CENTRE**

A friendly, safe meeting place offering practical assistance to all refugees.

 **020 8689 4527**

 **admin@croydonrefugeedaycentre.co.uk**

 **West Croydon Baptist Church, Whitehorse Road, Croydon, CR0 2JH**

 **www.croydonrefugeedaycentre.co.uk**

## **CITIZENS ADVICE CROYDON**

Offer advice on a range of issues such as welfare benefits, debt, housing, immigration, consumer and other legal issues. You can call or text 9am to 5pm, Monday to Friday.

 **0800 144 8848 (freephone)**

 **www.citizensadvice.org.uk**

Their Universal Credit Help to Claim service can help with the early stages of Universal Credit claims. Advisers are available 8am to 6pm, Monday to Friday.

Help to Claim phone service: **0800 144 8444 (Freephone)**

## **CROYDON VOLUNTARY ACTION (CVA)**

Can help you find details of local activities and support to help with any issues you are struggling with.

 **https://croydon.simplyconnect.uk**

CVA also run the Active Communities Hub - a safe community space in Centrale Shopping Centre where residents of Croydon are encouraged to get active and improve their physical and mental health. For more information about the activities, contact Christine.

 **Christine.double@cvalive.org.uk**







 **ilovecroydon**

 **yourcroydon**

 **yourcroydon**

If you need to speak to someone at the council, call: **020 8726 6000**, lines are open Monday to Friday 9am-4pm - don't hesitate to get in touch.

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)