All partners working with children, young people and their families will offer support as soon as we are aware of any additional needs. We will always seek to work together to provide support to children, young people and their families at the lowest level possible in accordance with their needs.

Effective Support for Children, Young People and Families in Croydon - getting the right help at the right time
To be read in conjunction with the “Effective Support” Guidance for Practitioners available on the CSCB and Croydon Council websites

**Specialist Service (Statutory)**
- **Issues:** Children, young people and families whose needs are complex and enduring and cross many domains. More than one service is usually involved on a statutory basis with qualified social workers as the lead professional.
- **Supports:** Managed through the local authority’s children’s social care service who act as the lead professional. Professionals’ Consultation Line - If you are not sure how to proceed you can contact the SPOC on 020 8726 6464 and talk to a social worker.
- **Authors:** Referral to the Croydon Council Single Point of Contact (SPOC) using the multiagency referral form emailed to: childreferrals@croydon.gov.uk or childreferrals@croydon.gcsx.gov.uk

**Intensive Service (targeted)**
- **Issues:** Vulnerable children, young people, including those that have a disability, and whose needs are more complex and require more intensive support.
- **Supports:** Managed through the local authority’s Early Help Best Start Family Solutions service who will allocate a family key worker/lead professional to work alongside the family undertaking a child and family well being assessment and ensuring help from other professionals.
- **Services on offer:** Include parenting support, family mediation and therapy, emotional health and wellbeing support, substance misuse support, domestic violence support mentoring services an assessment and others. Professionals’ consultation line - If you are unsure how to proceed you can talk to an early help consultant in the SPOC on 020 8726 6464.
- **Authors:** Referral to the Croydon Council SPOC is required using the multiagency referral form emailed to: childreferrals@croydon.gov.uk or childreferrals@croydon.gcsx.gov.uk

**Additional Service (universal plus)**
- **Issues:** Children and young people and families requiring extra support to meet their needs. Two or three universal services are likely to be involved. These services should work together to meet the child and family’s needs, co-ordinated by a service and or people who know the child and family best using an outcomes based plan. There is no need for intensive or specialist services.
- **Supports:** Managed by partner/lead professional within the lead organisation. Services directory available on Croydon Council website and digital information available from partners’ websites. Additional support such as parenting programmes can be accessed using the multi agency request form and sent to the SPOC. Professionals’ Consultation Line - Access to an early help consultant in the SPOC on 020 8726 6464 if things are not progressing for the family or you need advice/further support.
- **Authors:** No referral to the Croydon Council SPOC unless a parenting service/programme is required. In such cases, a multi agency referral form should be emailed to: childreferrals@croydon.gov.uk or childreferrals@croydon.gcsx.gov.uk

**Universal Service (single agency)**
- **Issues:** No general concerns, overall children, young people and families are making good progress on all areas of development and receive appropriate universal services, such as health care and education. They also use leisure and play facilities, housing or voluntary sector services.
- **Supports:** Managed by partners/lead professional within the lead organisation. Services directory available on Croydon Council website and digital information available from partners’ websites.
- **Authors:** No referral to the Croydon Council SPOC