



COVID 19: Sources of support available for vulnerable children, young people and families in Croydon

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|-----------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service | Healthy Start | Schools | Gateway Benefit advice Money advice Discretionary Housing payments Food Stops Food Banks Financial resources | Early Help and Children's Social Care |
| Who is it for? | Pregnant or have children under the age of four Pregnant and under 18 Are on benefits | Self isolating families Low income families Families in need | Residents in need | Self isolating YPs & families, families in need, care leavers known to EH & CSC |
| Offer | Vouchers for: Milk, plain fresh and frozen fruit and vegetables, infant formula milk, free vitamins. | National Free School Meals Voucher Scheme Emergency Care Packs | Discretionary Support Team If residents need help with food vouchers, utility top ups and rent arrears | Pre paid cards or Tesco Vouchers Emergency Care Packs |
| Further info | Family's Health Visitor Healthy Start | 1. Child's school 2. Laura Flanagan and Zoe Barkham familysupport@croydon.gov.uk |  020 8760 5719  dhp2@croydon.gov.uk See accompanying list for additional Gateway Services | Children's Business Support Team Holly Santana & Andrea Smith EHCSccarepacks@croydon.gov.uk |

For further advice and support if above routes do not meet the needs of residents

COVID 19 LA Hub for vulnerable people


 Tel: 020 8604 7787 covid19support@croydon.gov.uk

Gateway services contact details:

Discretionary support team

Rent arrears
Rent/deposit in advance
Emergency payments (food, fuel, goods)

 dhp2@croydon.gov.uk


 020 8760 5719

 <https://www.croydon.gov.uk/advice/benefits/discretionary-support/discretionary-support-fund>

Gateway revenues team

Broken council tax arrangement

 Gatewayrev@croydon.gov.uk


 020 8604 7515


 www.croydon.gov.uk/advice/your-money-1

Gateway collection team

Former tenant arrears & any multiple internal debts to the council


 Gatewaycol@croydon.gov.uk


 020 8604 7516


 www.croydon.gov.uk/advice/your-money-1

Gateway benefits team

Housing benefit for customers living in:
Emergency accommodation
Supported exempt accommodation
Temporary accommodation

 Gatewayben@croydon.gov.uk


 020 8604 7514

 www.croydon.gov.uk/advice

Welfare reform team

Customer affected by welfare reforms or has multiple issues excluding ASC need


 welfarereferrals@croydon.gov.uk


 020 8604 8250

Welfare rights Team

Financial difficulty and where customer could increase income by claiming additional benefits

 Welfarerights@croydon.gov.uk

 0800 731 5920

 www.croydon.gov.uk/advice/your-money-0

www.croydon.gov.uk/advice/benefits/welfare-benefits/project

Community Connect Food Stops


Residents affected by welfare reform, rent arrears, financial or employment difficulties, at risk of homelessness and more


 GCC@croydon.gov.uk

No recourse to public funds (NRPF)

Adults at risk and families in need who are destitute, subjected to immigration control and have no recourse to public funds.

 iass@croydon.gov.uk


 020 8726 6000 (X62815)

 <https://www.croydon.gov.uk/healthsocial/croydon-immigration-and-asylum-support-service-iass>

Travel services

Support with transport due to disability or age

 Travel.services@croydon.gov.uk


 020 8726 7100

 <https://www.croydon.gov.uk/transportandstreets/parking/parking-permits/disabled>

Financial Assessments

Financial assessment for adults to determine how much will need to be contributed towards their care.

 Socialservices.ssfat@croydon.gov.uk

 020 8726 6000 (ext 60633)