

Early Intervention SEND Team

Guidance for mainstream schools

Early identification. Targeted support. Better outcomes.

Working together to provide timely, targeted support that helps children and young people thrive.



ADVICE

Expert advice when you need it most.



SUPPORT

Targeted support to strengthen inclusive practice.



FUNDING

Time-limited funding to enable early intervention.



OUTCOMES

Better outcomes for children and young people.

EARLY INTERVENTION SEND SERVICE

SERVICE GUIDE FOR SCHOOLS

Early identification.
Targeted support.
Better outcomes.



Inclusive
Every child belongs



Collaborative
Working in partnership



Effective
Evidence-informed
support



Ambitious
Improving outcomes

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ABOUT THIS GUIDE

This guide explains how mainstream schools can access and work with the Early Intervention SEND Service.

It outlines available support, the funding request process, Short Term Intervention Plans (STIPs), and how we work in partnership to improve outcomes for children and young people.



KEY MESSAGES



The service complements the Graduated Response.



Support is time-limited and outcome-focused.



Schools remain responsible for implementing agreed provision.



Decisions are informed by evidence of need and impact.



September 2026
Version 2.0



EARLY INTERVENTION SEND TEAM

**CROYDON
COUNCIL**

Delivering for
Croydon

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EARLY INTERVENTION SEND TEAM

GUIDANCE FOR SCHOOLS

Early identification.

Targeted support.

Better outcomes.

WELCOME

Welcome to the Early Intervention SEND Service—a partnership between Croydon Council and mainstream schools to support children and young people with **Special Educational Needs and Disabilities (SEND)** through early identification, targeted intervention and collaborative working.

Our service is designed to help schools access specialist advice and targeted short-term support, so that children and young people can thrive in their mainstream setting.

By working together, we can build on strengths, develop inclusive practice and improve outcomes for children and young people.



OUR COMMITMENT TO SCHOOLS



Responsive

We respond promptly to your requests for support.



Collaborative

We work in partnership to achieve shared outcomes.



Effective

We provide practical advice and evidence-informed support.



Inclusive

We promote neuro-affirming, inclusive practice that recognises and builds on individual strengths.



Outcome-focused

We focus on improving outcomes through practical, evidence-informed support.



ABOUT THIS GUIDE

This guide explains how the Early Intervention SEND Service works and how your school can access support.



Who the service is for



How to access support



What to expect at each stage

Keep this guide handy and share it with your team.



KEY BENEFITS



Early support that makes a difference.



SEND Advisor support tailored to identified needs.



Time-limited support that builds capacity.



Better outcomes for children and young people.



EARLY INTERVENTION SEND TEAM

GUIDANCE FOR SCHOOLS

Early identification.
Targeted support.
Better outcomes.



AT A GLANCE

A quick overview of how the Early Intervention SEND Team works and how your school can access support.



HOW THE SERVICE WORKS

1 ACCESS

Three ways to access support:



Advice Clinics
Virtual consultations with your allocated SEND Advisor.

SEND Advisor Visits
Targeted visits to support assessment, planning and inclusive practice in school.

Funding Requests
Where targeted intervention and evidence indicate additional support is required.

2 DECISIONS



Funding requests are considered by the monthly multi-professional panel, where evidence is reviewed and the most appropriate next steps are agreed.



3 OUTCOME



Schools receive a clear written outcome following the panel meeting, via email, with any agreed actions and next steps.



4 NEXT STEPS



Agreed support is implemented, monitored and reviewed through our tracking system, with follow-up and evaluation as appropriate.



KEY POINTS



Support is matched to the child's identified needs.



The graduated response remains central throughout.



SEND Advisor support is time-limited and designed to build school capacity.



Decisions are based on evidence and intended outcomes.



WHAT TO EXPECT

Schools can expect:

- ✓ Clear communication throughout the process.
- ✓ Practical advice tailored to identified needs.
- ✓ Transparent decision making.
- ✓ Support that strengthens inclusive practice.



NEED MORE INFORMATION?

For further information about accessing the service, please contact:



Your allocated SEND Advisor

or



EISEND@croydon.gov.uk



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ACCESSING THE SERVICE

Schools can access support in three ways depending on the level of advice or intervention required.

Our aim is to provide the right support, at the right time, to help children and young people thrive in mainstream settings.



1 ADVICE CLINICS



Virtual advice clinics with your allocated SEND Advisor.

- ✓ Quick access to SEND advice
- ✓ Practical strategies
- ✓ Support with decision-making
- ✓ Book directly with your allocated SEND Advisor

Book directly with your allocated SEND Advisor (see contact list)

2 SEND ADVISOR SUPPORT



Targeted SEND Advisor support tailored to identified needs and agreed outcomes.

- ✓ In-class observations
- ✓ Strategy discussions and advice
- ✓ Strengthening Ordinarily Available Provision
- ✓ Focused support to build capacity

To access SEND Advisor support, please complete a referral form.

3 FUNDING REQUEST



Request targeted funding where the identified approach has been implemented and evidenced.

- ✓ Complete the Microsoft Forms application
- ✓ Email supporting documents to the SEND inbox
- ✓ Meet submission deadlines for the monthly panel

See page 5-8 for the Funding Request process.

FUNDING REQUESTS

If a funding request is submitted, it will be considered by the monthly panel.



MONTHLY PANEL REVIEW

A multi-professional panel reviews requests and decides the most appropriate next steps.



POSSIBLE PANEL OUTCOMES



SEND Advisor intervention
Advisor support agreed.



Funding approval
Short Term Intervention Plan (STIP) developed.



Advice recommendations
Strategic advice and practical recommendations provided.



Signposting
Directed to suitable resources.



Further information
Request clarification for additional information.



Not Accepted
Request not suitable/enough evidence explained.



BEFORE YOU ACCESS THE SERVICE

Please ensure the following are in place:

- ✓ **Graduated approach implemented**
The child/young person has undergone a graduated response with clear cycles of assess, plan, do, review.
- ✓ **Evidence available**
You can evidence impact and progress from interventions already in place.
- ✓ **Advice Clinic considered**
Where appropriate, an Advice Clinic has been accessed for initial guidance.
- ✓ **Appropriate provision in place**
Ordinarily available provision has been fully explored and implemented.
- ✓ **Funding requests include required evidence**
All forms and supporting documents are complete and submitted by the deadline.
- ✓ **Parent/carer involvement**
Parent/carers have been involved and are aware of the request.



NEED HELP OR ADVICE?

If you are unsure which option is right for you, book an Advice Clinic with your SEND Advisor.



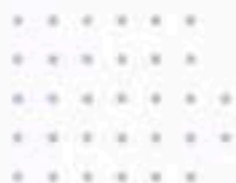
Book via your allocated SEND Advisor



Email: EISEND@croydon.gov.uk



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ADVICE CLINICS

Virtual Advice Clinics provide quick access to SEND advice from your allocated SEND Advisor.

Clinics are for SENDCOs and other professionals working with children and young people who would like to discuss concerns, explore strategies and plan next steps.



WHAT CLINICS PROVIDE



QUICK ACCESS TO SEND ADVICE

An opportunity to discuss concerns and explore possible approaches.



PRACTICAL STRATEGIES

Practical ideas and resources that you can use in school.



SUPPORT WITH DECISION-MAKING

Help to think through options and decide next steps.

HOW TO BOOK AN ADVICE CLINIC



For schools

Email your allocated SEND Advisor directly to book a clinic.



For other professionals

Email EISEND@croydon.gov.uk to book a clinic.



A SEND Advisor will then be in touch to arrange a suitable date and time.



Where appropriate, your SEND Advisor may recommend a school visit or a funding request based on the discussion and identified needs.



WHEN TO BOOK AN ADVICE CLINIC

Clinics are helpful when you:



Have concerns about a pupil's emerging or escalating needs.



Would like advice on strategies or approaches to try in school.



Need help thinking through next steps before making a decision.



Are unsure whether a funding request is the right next step.



Want to strengthen inclusive practice and provision.



Clinics do not replace the graduated approach. Schools should continue to implement and review their support plans.



NEED HELP BOOKING?

If you are unsure who your allocated SEND Advisor is, or need help booking a clinic, please get in touch.



Email: EISEND@croydon.gov.uk



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SEND ADVISOR SUPPORT

Beyond Advice Clinics, your school has ongoing support from your allocated SEND Advisor.

Your SEND Advisor works with you in school to help strengthen inclusive practice, build staff confidence and improve outcomes for children and young people.



WHAT SEND ADVISOR SUPPORT MAY INCLUDE



CLASSROOM OBSERVATIONS

Focused observation of teaching and learning, behaviour and inclusion to identify strengths and next steps.



COLLABORATIVE PROBLEM-SOLVING

Discussion and advice with you and your team to explore challenges and agree practical solutions.



PRACTICAL STRATEGIES AND MODELLING

Ideas, resources and modelling to support your team to implement effective strategies in school.



SUPPORT TO STRENGTHEN INCLUSIVE PRACTICE

Guidance to develop school systems, build confidence and improve outcomes for all pupils.

HOW IT WORKS

1



DISCUSS PRIORITIES

Discuss your current priorities and challenges with your allocated SEND Advisor.

2



AGREE SUPPORT

Agree the focus and type of support that will best meet your needs.

3



WORK TOGETHER

Your SEND Advisor works with you and your team to share ideas, strategies and approaches.

4



REVIEW AND REFINE

Impact is reviewed and next steps agreed to ensure support continues to meet your needs.



If more intensive support or targeted funding is required, you may be advised to submit a Funding Request to the Early Intervention Team (see page 8).



PLANNED SUPPORT

Support is agreed according to identified need and may include planned visits across the academic year, where appropriate.



Discuss your current priorities and any areas of focus.



Agree the most helpful type of support.



Following your referral, an allocated SEND Advisor will be in touch.



Your Advisor will confirm a date for the visit.



This support is not time-limited by a set number of visits. The focus remains on building your school's capacity and improving outcomes for children and young people.



NEED HELP?

If you need any advice about this support, please contact:



EISEND@croydon.gov.uk



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FUNDING REQUEST PROCESS

When a child or young person continues to have unmet needs despite a thorough graduated approach, a funding request can be submitted.

Requests are reviewed by a multi-professional panel, who consider the evidence and decide what support is most appropriate.



WHAT TO EXPECT



KEY POINTS TO REMEMBER

- ✓ **Not a funding entitlement**
Submitting a request does not guarantee funding.
- ✓ **Decision based on evidence**
Requests are approved based on the evidence of need, impact and the graduated approach.
- ✓ **Focused on outcomes**
The panel considers what will best meet the needs of the child or young person and improve outcomes.
- ✓ **Time-limited support**
Where approved, support is time-limited and regularly reviewed.

i If the panel considers that a different form of Early Intervention SEND Service support would be more appropriate than a funding request, schools will be signposted to the most suitable next steps.



BEFORE YOU SUBMIT

Please ensure the following:

- ✓ The graduated approach has been fully implemented.
- ✓ Ordinarily Available Provision has been explored and evidenced.
- ✓ You have considered accessing an Advice Clinic.
- ✓ You have discussed the request with your allocated SEND Advisor, where appropriate.
- ✓ All required evidence is complete and up to date.
- ✓ Parent/carer consent has been obtained for the request.



Funding requests must not be submitted solely for additional resources or to supplement core provision. Requests will not be accepted without evidence of the graduated approach.



NEED HELP?

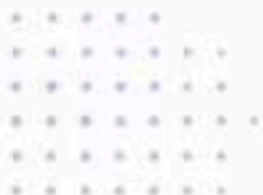
If you are considering a funding request and would like to discuss the most appropriate next steps, please contact your allocated SEND Advisor or book an Advice Clinic.



Email: EISEND@croydon.gov.uk



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REQUIRED EVIDENCE

All funding requests must be supported by clear evidence of need, impact and the graduated approach.

The panel can only consider requests where the required evidence is complete, up to date and clearly demonstrates the impact on the child or young person.



THE FOLLOWING EVIDENCE IS REQUIRED



GRADUATED APPROACH

- Evidence of a thorough and cyclical graduated response:

- ✓ Assess
- ✓ Plan
- ✓ Do
- ✓ Review

This must be clearly documented.



ORDINARILY AVAILABLE PROVISION (OAP)

- Evidence that Ordinarily Available Provision has been explored and implemented.
- Include strategies, adaptations and interventions put in place.



EVIDENCE OF NEED AND IMPACT

- Clear evidence of the child or young person's needs.
- Evidence of the impact on their learning, development, wellbeing and participation.
- Include views of the child or young person and their family.



PROFESSIONAL REPORTS

- Up to date reports from relevant professionals (e.g. EP, SALT, OT, CAMHS, Paediatrician).
- Reports must be recent, relevant and inform planning.



PARENT/CARER CONSENT

- Written consent from parents/carers to submit the request and share information with the panel.
- Consent must be submitted as part of the request.



KEEP EVIDENCE UP TO DATE

Please ensure all documents are current and relevant. Out of date or incomplete evidence may result in delays or the request not being considered.



CHECK BEFORE YOU SUBMIT

Please ensure the following:



The graduated approach has been fully evidenced.



Ordinarily Available Provision has been explored and implemented.



The impact on the child or young person is clearly demonstrated.



All professional reports are up to date.



Parent/carer consent is included.



All evidence is complete and submitted by the deadline.



Requests without the full evidence listed above will not be considered.



NEED HELP?

If you are unsure what evidence is required or how to submit it, you can:



Book an Advice Clinic with your allocated SEND Advisor



Email: EISEND@croydon.gov.uk

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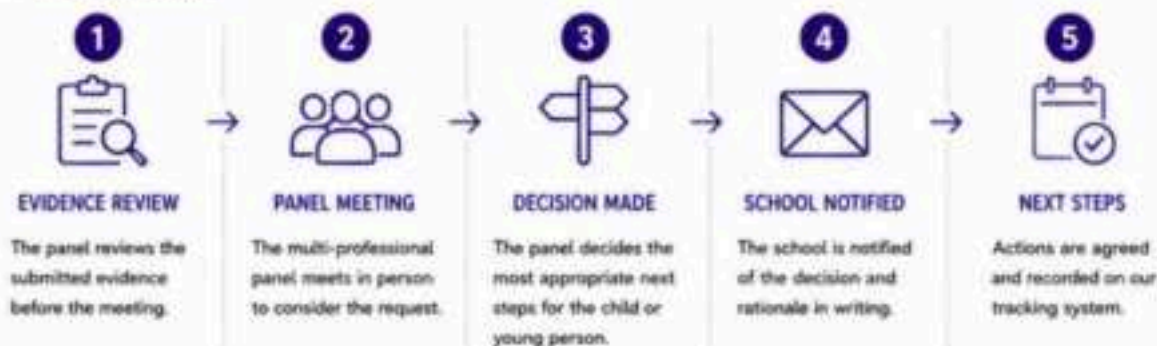
PANEL MEETING & DECISION

Funding requests are considered at a monthly multi-professional panel. The panel reviews the clear evidence of needs and decides the most appropriate next steps.

Decisions are based on the clear evidence of needs, the impact on the child or young person and what will make the biggest difference to outcomes. The panel may approve a Short Term Intervention Plan (STIP) with up to 4 advisor visits, recommend advice, or signpost to other support.



HOW IT WORKS



THE PANEL MAY DECIDE TO:



APPROVE A STIP

A Short Term Intervention Plan with up to 4 visits from a SEND Advisor to support targeted outcomes. Time-limited and reviewed.



RECOMMEND ADVICE

Access advice through an Advice Clinic or SEND Advisor support instead of additional intervention.



SIGNPOST TO OTHER SUPPORT

Direct the school or family to more specialist or appropriate services (e.g. health, CAMHS, OT, SALT, Early Help, voluntary sector).



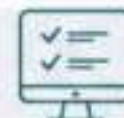
NOT APPROVED

If the evidence does not support a funding request, or the graduated approach is not yet complete.



DECISIONS ARE RECORDED

All decisions and rationales are recorded on our tracking system. STIPs are reviewed with the school to check impact and next steps.



AFTER THE PANEL

You will receive an email with the outcome, which may include:



STIP approved (up to 4 visits)



Advice recommended



Signposted to other support



Not approved – more evidence or graduated cycles needed



Guide on the next steps



IMPORTANT

STIPs are time-limited and focused on clear outcomes.

Funding is not ongoing and is not a substitute for core provision.

We work in partnership with schools to build capacity and improve outcomes.



NEED MORE INFORMATION?

If you have questions about the panel process or a recent decision, please contact your allocated SEND Advisor or book an Advice Clinic.



Email: EISEND@croydon.gov.uk



STIP (Short Term Intervention Plan): The Journey

From panel approval to positive outcomes

Once support is agreed, we work in partnership with your school to put the plan into action, review impact and close the STIP when outcomes have been achieved.



WORKING TOGETHER

The STIP is developed jointly with the school and informed by the pupil's and family's views already gathered during the funding request process.



ROLES & RESPONSIBILITIES

Working together to achieve the best outcomes

A successful STIP relies on clear roles, strong communication and joint working.

Everyone has an important part to play.

WHAT WE DO	SCHOOL (SENDCO & STAFF)	SEND ADVISOR	PARENTS / CARERS	CHILD / YOUNG PERSON
 Agree outcomes Agree clear outcomes, measures of success and an exit strategy.	Work with the SEND Advisor to agree outcomes, measures of success and an exit strategy.	Work with the school to develop achievable outcomes, measures of success and the exit strategy.	Share your views, knowledge and aspirations to help shape the outcomes.	Share your views about what is important to you and what you would like to achieve.
 Plan and implement Develop the STIP and embed agreed strategies into everyday practice.	Embed the agreed strategies into everyday practice and ensure staff are supported to do so.	Provide specialist analysis, recommendations and up to four visits to support implementation.	Reinforce strategies at home where appropriate and share feedback.	Take part in activities and strategies and give feedback on what helps.
 Review and monitor Monitor progress, problem solve and adapt strategies where needed.	Monitor progress towards outcomes and work with the advisor to review and adapt strategies.	Review progress at planned visits, provide feedback and adjust strategies as needed.	Share feedback about progress and any challenges you are noticing.	Talk about how things are going and what is helping or not.
 Communication Share information, feedback and progress regularly.	Keep in regular contact with the SEND Advisor and share updates with parents/carers.	Maintain regular contact with the school and share clear advice and feedback.	Share relevant information and stay in touch with the school and advisor.	Share your thoughts and tell an adult if you need extra help.
 Provide evidence Gather and share evidence of impact and outcomes.	Gather and share evidence of impact and outcomes, including pupil voice.	Support the school to gather evidence and assess impact.	Share observations and evidence from home.	Share your work, successes and examples of progress.
 Celebrate progress Recognise achievements and build on success.	Celebrate progress and recognise achievements together.	Highlight strengths and support next steps.	Celebrate achievements and encourage continued progress.	Celebrate your successes and feel proud of your achievements.



OUR SHARED COMMITMENT



COLLABORATION
Working together as partners.



RESPECT
Valuing knowledge, experience and perspectives.



INCLUSION
Champions for every child and young person.



AMBITION
High expectations and belief in potential.



IMPACT
Focused on outcomes that make a lasting difference.



REMEMBER

- ✓ **We are a team**
We all work together with the same goal – the best possible outcomes for the child or young person.
- ✓ **Communication is key**
Regular, open and honest communication helps us respond quickly and solve problems.
- ✓ **Everyone's voice matters**
We listen to and value the views of the child or young person and their family.
- ✓ **We build on strengths**
We focus on what is working well and use this to drive progress.



NEED SUPPORT?

Your SEND Advisor is here to help. Contact them to discuss any questions or concerns. Together, we can make a real difference.



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COMMUNICATION & EXPECTATIONS

Clear communication, clear expectations, better outcomes

Effective communication is at the heart of the Early Intervention SEND Service. By working together, staying in regular contact and setting clear expectations, we can ensure the best possible outcomes for children and young people.



WORKING TOGETHER

We value clear, respectful and timely communication. It helps us build strong partnerships and respond quickly to needs.

HOW WE COMMUNICATE

We use a variety of ways to keep in touch, share information and progress the support.



EMAIL

For general enquiries, sharing documents and updates.

- We aim to respond within **3 working days**.
- Please use clear subject headings.



ADVICE CLINICS

Virtual clinics for SENDCOs and professionals to access advice and guidance.

- Book via your allocated SEND Advisor or the EISEND inbox.



ADVISOR VISITS

Planned visits to observe, advise and support implementation.

- Visits are planned in advance.
- Agendas are shared where helpful.



PANEL OUTCOMES

The panel outcomes and decisions are communicated in writing.

- Outcomes are sent after each panel.
- Next steps are clearly explained.



SHARED RECORDS

Shared plans and documents via secure systems where appropriate.

- Keep records up to date.
- Store documents securely.

IMPORTANT PRINCIPLES



Child and family at the centre
The child or young person and their family are at the heart of everything we do.



Respect and partnership
We listen to each other, value different perspectives and work together as equals.



Timely and responsive
We aim to respond quickly and keep things moving.



Confidential and secure
We keep information safe and only share what is necessary.



Clear and honest
We are open, transparent and manage expectations clearly.

OUR EXPECTATIONS

Clear expectations help us work effectively together.



WE WILL...

- ✓ Provide timely advice, guidance and support.
- ✓ Listen, understand and respond to your needs.
- ✓ Be clear and transparent about processes and decisions.
- ✓ Work in partnership and value your expertise.
- ✓ Keep information confidential and secure.



SCHOOLS CAN EXPECT US TO...

- ✓ Share accurate and relevant information in a timely way.
- ✓ Engage in advice, visits and reviews as agreed.
- ✓ Implement agreed strategies and interventions.
- ✓ Keep us informed about progress and any challenges.
- ✓ Communicate openly and respectfully.
- ✓ Keep documents and information secure and up to date.



ESCALATIONS AND CONCERNS

If you have any concerns about the support, communication or process, please raise these with your SEND Advisor in the first instance. If the issue cannot be resolved, contact the Early Intervention SEND Lead. We are committed to resolving concerns quickly and fairly.



WORKING TOGETHER, MAKING A DIFFERENCE

Clear communication, shared expectations and strong partnerships help us make a real difference to the lives of children and young people.



FREQUENTLY ASKED QUESTIONS

Answers to common questions about the Early Intervention SEND Service

We know the referral process and the STIP journey may raise questions. Here are answers to some of the most common questions from schools.



REMEMBER

We are here to support you. If you have a query or need support, please get in touch via the EISEND inbox or book an appointment at a SENDCO Advice Clinic.



1. WHO CAN MAKE A REFERRAL?

Referrals must be made by the school's SENDCO. The pupil must be on the school's SEN register and have undergone a graduated response.



6. HOW LONG DOES A STIP LAST?

A STIP is time-limited and usually lasts one term (approximately 12 school weeks). The panel will agree the length based on the needs and planned outcomes.



2. WHAT HAPPENS AFTER WE SUBMIT A REFERRAL?

Your referral will be triaged on a Monday. If it meets the criteria, it will be considered at the next monthly panel.



7. WHAT HAPPENS IF MORE SUPPORT IS NEEDED AFTER THE STIP ENDS?

If the pupil continues to have unmet needs, we will review the impact and consider next steps, which may include advice, further intervention or other support.



3. WHAT IS THE MULTI-PROFESSIONAL PANEL?

The panel meets monthly and includes the Early Intervention SEND team. They consider referrals and decide if a STIP is appropriate. Health professionals are not involved in the panel.



8. CAN WE REQUEST ANOTHER STIP?

Yes, a new referral can be submitted if there is evidence of continued need and graduated response. Each request will be considered on its own merits.



4. WHAT DOES A STIP INCLUDE?

A STIP includes agreed outcomes, targeted strategies and up to four advisor visits to support implementation and build capacity.



9. DOES THIS REPLACE OUR GRADUATED RESPONSE?

No. The Early Intervention SEND Service is an additional layer of support. Schools must continue their graduated response throughout and after a STIP.



5. HOW MANY VISITS WILL WE RECEIVE?

Up to four advisor visits are available within the STIP. The number and focus of visits will be agreed at the panel and outlined in the STIP.



10. HOW WILL PARENTS / CARERS BE INVOLVED?

Schools should always involve parents and carers in planning and review. Advisors support parents / carers by sharing strategies and guidance, not working with children or young people.



STILL HAVE A QUESTION?

We're here to help. Get in touch via our EISEND inbox or book a SENDCO Advice Clinic.



EISEND INBOX

Email us at:
EISEND@croydon.gov.uk

We aim to respond within 3 working days.

GOOD TO KNOW



We aim to respond promptly

We aim to respond within 3 working days.

We will acknowledge referrals and keep you informed at each stage.



Information is confidential

We handle all information in line with GDPR and data protection regulations.



Keep in touch

Let us know if anything changes – we are here to help.



We are a team

Working together with schools, families and partners to achieve the best outcomes.



Focused on impact

Everything we do is to support positive outcomes for children and young people.



EARLY INTERVENTION SEND TEAM



GET IN TOUCH

For referrals, enquiries or general queries, please contact us via our dedicated inbox.



EISEND@croydon.gov.uk



RESPONSE TIME

We aim to respond to all emails within **5 working days.**



SERVICE HOURS

Monday to Friday
9:00am – 5:00pm



WORKING IN PARTNERSHIP

We believe that by working together, listening to each other and sharing our expertise, we can make a real difference to the lives of children and young people in Croydon.



THANK YOU

Thank you for your continued commitment to children and young people with **SEND**.

We hope this guide supports your work and strengthens our partnership as we work together to identify needs early, build inclusive practice and improve outcomes for children and young people across Croydon.

