

# Welcome Pack 4

Family support, childcare and education



# Early Years

If your child is **2**, they could get 15 hours of free early learning in nursery, school, or with a childminder during term time.

To see if this applies to you:

- Check the website ([www.royalgreenwich.gov.uk/EarlyLearning](http://www.royalgreenwich.gov.uk/EarlyLearning))
- Call: **020 8921 6921**
- Email: [fis@royalgreenwich.gov.uk](mailto:fis@royalgreenwich.gov.uk)

# Early Years

If your child is **3 or 4**, they get 15 hours free early learning. Some can get 30 if both parents are working.

To access this:

- Call: **020 8921 3877**
- Email: [childcare-support@royalgreenwich.gov.uk](mailto:childcare-support@royalgreenwich.gov.uk)

# The Families Information Service

The families information service is free to anyone with children under the age of 19.

They can give information on:

- Education and early years
- School services
- Children with disabilities
- Benefits and work

Call: **020 8921 6921**

Email: [fis@royalgreenwich.gov.uk](mailto:fis@royalgreenwich.gov.uk)

# Adult Social Care

People living in Greenwich can access short-term help, rehabilitation or long-term help for chronic illnesses.

To request a care assessment:


- Call **020 8921 2304**
- Email:  
[aops.contact.officers@royalgreenwich.gov.uk](mailto:aops.contact.officers@royalgreenwich.gov.uk)

# Child Social Care

Children are protected from abuse and risk of harm by UK law.

If you have serious concerns about the safety or well-being of a child under the age of 18, or need help keeping your own child safe:

- Call **020 8921 3172** or **020 8854 8888** for emergencies
- Email: [mash-referrals@royalgreenwich.gov.uk](mailto:mash-referrals@royalgreenwich.gov.uk)



These services are available to everyone whatever your gender, race, ethnicity, religion, sexual orientation.

- They will do everything they can to help you.
- Call **020 8317 8273**
- Email: [info\\_gdva@h4w.co.uk](mailto:info_gdva@h4w.co.uk)
- Referrals email: [referrals@h4w.co.uk](mailto:referrals@h4w.co.uk)



Greenwich  
Domestic  
Violence and  
Abuse  
Service

# Stages of Education

Early years (0-4)

Primary School (4-11)

Secondary School (4-16)

Further education (16-18)

Higher education (18+)



# Education

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Education is compulsory between the ages of 5 and 16.

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Children who are 3 or 4 are entitled to formal education but do not have to attend.

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At 16, children have to take GCSE exams

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Students over the age of 16 will take AS or A level exams which will determine which universities they can attend or can choose to go to a job training centre to get professional qualifications.




# Enrolling your child

For help getting your child into primary or secondary school:

- Call **020 8921 8043**
- Email: [school-  
admissions@royalgreenwich.gov.uk](mailto:school-admissions@royalgreenwich.gov.uk)

16-18 year olds in the borough have the right to attend a post-16 centre provided they meet the entry requirements and enter a learning agreement which is acceptable for them and the centre.



# Adult learning

There are lots of courses available for adults on the [greenwichlearns.org.uk](https://greenwichlearns.org.uk) website. There are some you can do for fun and others can give you a useful qualification.

You should also consider **ESOL** classes to learn English

Call: **020 3954 4341**

Email: [rozalina.semerdjieva@lsec.ac.uk](mailto:rozalina.semerdjieva@lsec.ac.uk)

Additional  
services for  
families

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National victim support:

**0845 3030 900**

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National Domestic Violence  
Helpline:

**0808 2000 247**