

**Children's Speech and Language Therapy**  
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# What does your service do?

The Croydon Children's Speech and Language Therapy (SLT) service provide speech, language, communication and eating and drinking support, for children and young people in the borough of Croydon, from birth to their 19<sup>th</sup> birthday.

**To access the service, children and young people must have a Croydon address and/or are registered with a Croydon GP.**

# Universal resources

- Information about the Children's SLT may be found here: [A to Z of services | Croydon Health Services NHS Trust](#)
- Information about Chatterbox sessions may be found here: [Children, young people and families support directory | Croydon Council](#)
- Information about the Local Education Authority and schools may be found here: [Schools and education | Croydon Council](#)
- Information for parents and carers about speech, language and communication for children may be found here: <https://speechandlanguage.org.uk/help-for-families/>
- Information about children who stammer may be found here: <https://michaelpalencentreforstammering.org/about-stammering/>
- Information about The South Thames Cleft Palate Service may be found here: [Cleft services | Evelina London](#)

# If you need more help.... Access to services (referral process)

## **Children in the Early Years** (aged birth to 4 years)

Children who are nursery age or below are signposted to attend a Chatterbox session. Chatterbox sessions take place in a number of Children's Centre locations across the borough and are an opportunity to talk to someone about concerns regarding your child's speech, language and communication and get appropriate advice and support. In some instances, this support may include a referral to the speech and language therapy service.

If you have concerns regarding your child's eating and drinking, please discuss this with your child's GP, who will advise whether a referral is required and make the appropriate referral to the service.

## **Children of school age** (primary and secondary schools)

- Education setting can refer to the Speech and Language Therapy service via a paper referral form. If you have concerns regarding your child who is currently of primary or secondary school age, please have a discussion with your child's class teacher and/or the SENCO at your child's school.
- All school aged referrals are triaged by a Speech and Language Therapist (SLT) and parents and schools are notified of the outcome of the referral via letter, as referrals may/may not be accepted on the basis of the information contained in the referral form.

## **Service wide information**

- All referrals to the Children's Speech and Language team are reviewed by a member of the Speech and Language Therapy team.
- The service aims to see all children referred within 18 weeks. If parents do not respond to the letter by the deadline stated, the child will be discharged and a new referral will be required from the referrer, should the child still need an assessment. If an appointment is booked, an appointment letter together with a parent information sheet and school questionnaire is sent out to parents and school.

# What to expect....

- Prior to your appointment, parents are asked to complete a “Parent Information sheet” outlining details about your child, their development to date and areas of strength and need. This will be discussed with you in more detail during your initial appointment with the Speech and Language therapist. This information will be kept confidential and used to plan your care.
- Please bring any relevant reports or written information from other professionals that are involved with your child. This includes from their education setting, social care and other health professionals.
- If a child is not brought to a booked appointment without letting the department know in advance, your child/young person will be discharged from the Speech and Language Therapy service.