

## How to request help from our service

If you are concerned about a child in your school or setting, you need to contact us in the first instance to discuss what your concerns are, what the impact is on the child or young person, what you have put in place so far, and how well that has worked. We may make some further suggestions or signpost you to additional sources of support. We may be able to suggest some additional training to help you support the child or young person in class.

If we feel that some direct assessment or intervention from the service is required, we will ask you to send us a request for help. You can download our Request for Help form from our website. We always require signed consent from the parent/carer or, when appropriate, the young person before we can register a request for help.

Alternatively we may suggest that the child or young person is discussed at the Access Multi-Disciplinary Team Meeting. We will still require a request for help form, but the Multi-Disciplinary Team may feel that the child or young person's needs are best met through an alternative response.

## How to comment or complain about the service

We are continually trying to improve the service we offer and will ask for your feedback on the training provided.

We welcome your views about all aspects of our service. If you have any comments (positive or negative) or complaints please tell our staff or, if you prefer, you can speak to our Customer Services Department.

Tel: 01752 435201

Email: [customerservicespch@nhs.net](mailto:customerservicespch@nhs.net)

Post: First Floor, Windsor House Tavistock Road, Plymouth, PL6 5UF

## Contact details

### Children's Speech & Language Service

Cumberland Centre, Damerel Close,  
Devonport, Plymouth, PL1 4JZ

Tel: 01752 434844

Email: [Livewell.childrens-sl@nhs.net](mailto:Livewell.childrens-sl@nhs.net)

[www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk)



Livewell Southwest



@livewellsw

# Children's Speech and Language Service



**Our training offer to schools,  
pre-school settings and other  
professional groups**

## What we do

The Children's Speech and Language Service works with children from birth to 19 years old who, for a variety of reasons, are experiencing difficulties with talking clearly, expressing themselves, understanding what is said to them, talking fluently, voice production or swallowing. Speech and Language Therapists are trained to assess the problem and to give expert advice, and to enable those working with children and young people to provide the most appropriate support. All our speech and language therapists are members of the Royal College of Speech & Language Therapists and registered with the Health & Care Professions Council.

## What you do

Everybody who works with children and young people needs the appropriate skills and knowledge to support speech, language and communication. We offer a range of training packages to help you develop your awareness of speech, language and communication needs, what you can do to help, and when you need to request further additional help from other agencies.

We can provide the following training packages either as a one-off twilight session or in combination as part of your professional development days:

- **Introduction to Speech, Language and Communication**
- **Attention Builders Training**
- **Blank Levels**
- **Colourful Semantics**
- **Information Carrying Words**
- **Secondary Age Speech and Language**
- **Selective Communication**
- **Speech and Cued Articulation**
- **Total Communication**
- **Vocabulary and Word Finding**

These short sessions are currently provided at no charge. For more in depth training relating to children's speech, language and communication needs you may wish to explore the ELKLAN courses or MAST training through Plymouth City Council.

## The Speech Language and Communication Framework (SLCF)

The SLCF is a national, online tool which you can use to audit your knowledge and skills at a Universal, Targeted or Specialist level. You can find the SLCF at:

[www.slcframework.org.uk](http://www.slcframework.org.uk).

Your school or setting can register with the SLCF as a group. In this way, the SLCF can help you to identify what type of training your school or setting requires, and provide you with evidence of developing competence.