

Children's Speech and Language Therapy Service

Chatterbox Groups

Frequently Asked Questions (FAQs)

Targeted groups to promote, support and encourage children's speech, language and communication development

How many sessions should I attend?

Chatterbox is a universal and targeted service designed to be open for families to access should you want or need further advice at any time. It does not follow a course format and you are welcome to drop in to attend as many sessions as you wish. You may find it beneficial to attend the same session so that your child is able to become familiar with the setting and routine.

Do I have to bring my child?

Yes, it is important for you to attend with your child so that they can access the structure of the group and the support and strategies modelled. Throughout the session, we will model strategies for you to do at home with your child. We will also ask you to carry out these strategies with your child in the session.

Can I bring siblings?

Sessions are focused on supporting you and children with communication difficulties. In order for sessions to be effective, we ask that where possible, alternative childcare arrangements are made for siblings so that you can spend 1:1 time with your child. Please contact the Children's Centre if you have any concerns.

Are there limits on numbers for chatterbox sessions?

Some Children's Centres have to limit the number of families due to health and safety reasons. Please contact the Children's Centre staff if you have any concerns or questions.

Can another adult bring my child?

Yes, as long as you have given consent and the adult accompanying your child knows your child and the difficulties they have. However, where possible we ask that those with parental responsibility attend. We can only make a notification (referral) with a parent or guardian's consent.

What if I cannot attend a particular session?

Chatterbox sessions run at various Children's Centres throughout the week and during school holidays on weekdays with both morning and afternoon sessions available. You

can choose any of the 'Days and Locations' listed on the Chatterbox leaflet. Please contact the service or your local Children's Centre if you do not have a copy of the leaflet for the current term. You may find it beneficial to attend the same session so that your child is able to become familiar with the setting and routine.

What if my child has difficulties managing the whole session?

Children can have difficulties in a new environment and may need some support from their adult. To help support all children during the session, we have "relaxation time" which is designed to help reduce stress and overstimulation that children may experience.

Are there any other sessions that can support my child?

Please speak to a member of Children's Centre staff. All the Children's Centres have a variety of sessions running throughout the week, including quieter play sessions and groups for children with additional or special educational needs. You can find more information here:

<https://www.crosfieldandselhurstnursery.co.uk/Timetables/Family Hubs | Croydo> <https://www.crosfieldandselhurstnursery.co.uk/Timetables/nCouncil>

A professional has told me my child needs a referral (notification) to Speech and Language Therapy (SLT). Why haven't they been referred (notified) yet?

Chatterbox is designed to provide ongoing support for children with speech, language and communication needs without the need for an immediate notification. Your child's progress can be monitored over time through ongoing discussions with you. If a notification is needed, a member of the SLT Team will discuss this with you and advise on what your next steps are.

Can I still attend Chatterbox after a notification has been made?

Yes, the advice and strategies provided at Chatterbox will still be beneficial, relevant and encouraged for many children and families. You may also wish to continue attending whilst waiting for your child's initial assessment and/or in between appointments to continue receiving advice for supporting your child's language and/or social communication/interaction.

What if English is not my home language?

Please speak to a member of the Chatterbox Team. All Chatterbox sessions have access to telephone interpreting services.

We look forward to welcoming you at Chatterbox!

If you have any queries, please contact:

020 8714 2594

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