**SPEECH, LANGUAGE AND COMMUNICATION SERVICES IN NORTH EAST LINCOLNSHIRE**

**RESULTS OF A SURVEY IN MARCH AND APRIL 2021**

Some children find it hard to talk and/or understand what people say to them. SLCN is the term most often used to describe these difficulties. It stands for Speech, Language and Communication Needs.

**WHAT WE DID**

In March and April 2021 we asked young people and their families who need support with these needs some questions about how they had been helped. Families and professional people who provide SLCN support helped us to write the questions in the form of a survey.

We did not ask for people to give their names and they could answer the questions on the internet, fill in the answers on paper or answer questions over the phone.

22 people answered the questions, these were either children or young people themselves or families or carers answering about their children. 16 of these were getting help at school or were in care. 11 were aged between 0-5 years, 8 were aged between 5-11 years and 3 were aged over 16.

**WHAT YOU TOLD US**

* 10 people told us they did not know or did not know much about how to get help with SLCN.



* Family or carers are important to help a child or young person get the right support for their SLCN. We need to help more families or carers understand how to get this support and how they can help the child or young person to get the most out of this support

**WHAT YOU TOLD US**

* People get help in different settings from different kinds of professional people.
* Most of the people who answered our questions understood what they needed help or support with. One person told us they felt their needs were complicated and professionals in North East Lincolnshire did not seem to have the right skills to help them. 7 people only partly understood what they needed help with but told us they were getting support from a number of different places including at school.



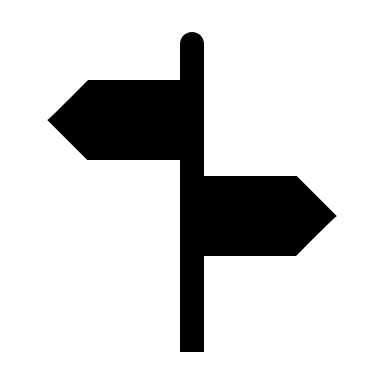
* People providing professional support also need more skills so families can get the same quality of support wherever they get the support. This would make children and young people feel more confident about the help they are getting.
* Professionals need to use high quality tools and resources that work well in all settings, so people get access to the same help wherever they are.

**WHAT YOU TOLD US**

* Some people told us they most often get good/very good help, sometimes they called this help excellent.



* However, we were told about 10 experiences that were either poor or not good
* Some people told us their support ended too soon and they did not understand why. It is important when we review the help we are giving someone, that we explain things more clearly and make sure they understand how to continue getting help with SLCN in different ways.

**WHAT WE THINK SHOULD HAPPEN NOW **

* We need to share what people told us with other groups.
* We need to look for gaps in the support that is available, especially for people who need more support than others.
* We need to make sure families, carers and children and young people are more involved in deciding what support they need. This needs to be done in the same way across North East Lincolnshire.
* We need to promote what help for SLCN is available in North East Lincolnshire and how people can get this support.
* We need to make sure the tools and resources that professionals use are high quality, and make these available to families and carers so they can continue to support the child or young person where they live. We also must recognise that some parents or carers also have their own SLCN.
* We need a plan to make sure all professionals have the right skills.
* We need to be able to check children and young people are making progress and step in with more help if needed.

**YOU CAN CONTINUE TO TELL US ABOUT YOUR EXPERIENCES AND GET MORE INVOLVED**

If you’d like to tell us about your experiences with support for speech, language and communication and any ideas for how to improve these services, you can do this on a simple form with just 4 questions.

If you’d like to get involved in the future work to improve these services, you can leave your contact details and we’ll let you know when opportunities to do so are happening.

You can find both forms by clicking on the link below

*[https://slcn.questionpro.eu](https://slcn.questionpro.eu/)*