For almost 12 years now, Bristol City Council have collaborated with Health providers (currently Bristol Community Health) to jointly commission a Universal and Targeted Service for Early Years Children and their families.

This service offers:
- Frequent SLT Advice Drop-in Clinics
- Parent Courses
- Evidence based Hanen courses for EYPs – Learning Language and Loving It and an Adapted More Than Words.
- Training for EYPs on a variety of topics
- Involvement in local and joint initiatives
- Flexible working for more vulnerable and ‘hard to reach’ families
- Easy access to support and advice via jointly delivered community groups

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Lessons learned and/or future plans
- Establishing and maintaining close relationships with partners in Early Years
- Communicating service offer, changes, keeping Early Years partners & service users updated (use of emails, website, social media, as well as paper based posters, flyers, leaflets, telephone/text)
- Joint forward planning of service with Early Years partners and service users, including new and exciting initiatives.
- Preparing for organisational challenges (spaces, staffing, managing waiting areas, clinic areas and supporting a positive experience for service users)

Evidence of impact
Hanen Teacher Interaction Rating Scale: Participants all make improvements in their interaction skills to support language
Parent and practitioner feedback: 100% would recommend
Case studies – accessing hard to reach families via practitioner training
Drop-in attendance and referrals prevented
Independent survey from Barnardos: Parents accessing drop-ins approximately 2 weeks after being signposted to SLT; waiting approximately 15 minutes to be seen at drop-in.
Parent journey: simplified process, easy and quicker access. Positive feedback.

Karen Heverin
Carly Lines
Elaine Watson
Rachel Dignan
Anna Chimenti
Lucienne Green
Emma McCormack
Leonie Silsby
Amie West
Emily Hedges
Claire Williamson

Reaching out into the community via jointly delivered universal groups, parent workshops and advice clinics