

The logo for Communicate speech & language services is located in the top right corner. It features a white speech bubble containing the word "communicate" in a bold, black, sans-serif font. Below the word, "speech & language services" is written in a smaller, lighter font. The speech bubble is decorated with three curved lines above and below the text, colored in shades of pink and blue. The background of the entire page is a collage of images showing a young girl with flowers in her hair, a woman with glasses, and several smaller inset photos of children and adults interacting in educational settings.

communicate
speech & language services

ANNUAL REPORT 2019/2020

 enquire@communicate-slt.org.uk
www.communicate-slt.org.uk

WELCOME STATEMENT

2019/2020 has been an unprecedented year which saw many highs and lows as Communicate SLT moved forward and adapted in the context of a world pandemic whilst, seeking to deliver the highest quality speech and language communication support services to our Communities.

As we moved from a predominantly school and home visit delivery service to a remote service, we sought to adapt and fulfil our commitment to our Community, Service Users and Commissioners whilst remaining underpinned by our strong vision, mission and values; Communication, High Quality, Community, Integrity and Partnerships.

There have been many significant developments this year. We began to provide services for children and young people with Education and Health Care Plans, contributed to the Royal College of Speech and Language Therapy Conference, saw the national publication of the Hanen Learning Language and Loving It pilot by the Education Endowment Foundation and responded to Covid-19 by adapting services to include virtual/telehealth appointments, support and training. We would like to express a heartfelt thank you to all those who have worked so hard with us to make these achievements possible. We also wish those who are no longer with us success as they pursue new horizons and opportunities.

We welcome new team members, working relationships and partnerships as we look forward to another significant year ahead. We will continue to strive to see lives enhanced and changed through the power of effective speech and language communication support as we implement our ambitious strategic plan "To enable effective communication for all".

LOOKING FORWARD

We remain optimistic and look forward to seeing lives transformed in the year ahead. We will continue to adapt our services so that current and future generations are empowered to succeed in life through enhanced communication skills.

We will continue to prioritise the safety and wellbeing of our service users, staff and community as we seek to work in collaboration with new and existing partnerships in new and innovative ways.

We hope that you will take this journey with us.

Lesley Shepperson



VISION

Communication for Life



MISSION

To enable effective Communication for all



VALUES

- Communication
- High Quality
- Community
- Integrity
- Partnerships

Communication Practitioners / Speech and Language Therapy Assistants



Emma Duncan



Lauren McGuire



Ellie Burns



Nicola Zeal



Marina Ciampolini



Michelle Handley



Michelle Rogers

Speech and Language Therapists



Jenny Kenrick



Kathryn Burkmar



Laura Cooper



Lis Yates



Liz Evans



Maxine Alves



Rebecca Tindall



Rhian Owen



Sally Wiseman



Sarah Kettlewell



Sue Paul



Tamsin Coates

Early years Consultants



Ann Shellard



Kathryn Barker

Licensed Tutors and Consultants



Adele Banton



Kirsty Stansbie-Brown



Vicki Maughan

Business Support Team/Project Manager



Jane Davies



Julia Brewer



Lisa Chetter

Executive Directors



Caroline Coyne



Joanne Burr

Non-Executive Directors



Lesley Shepperson



Mike Berry



Nick Draeger

SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES

In 2019/20 we provided advice, support and/or intervention to over

3,518 children and families

with over 526 children/young people and their families accessing targeted or specialist level assessment and interventions...

Through:

Family
Groups

Talk with me home
visiting service

Assessments

Direct
Therapy

Meetings

Here's what children and families told us about our services:

"That has been really useful, I am glad that there are things that I can be doing to help"

(Parent at Information Station)

"I used to ask loads of questions but try not to since we talked about it, it's hard but it does work!"

(Parent at Information Station)

"He's made so much progress since working with you, I can see a real difference in his understanding"

(Parent)

"When I started, my talking was 5/10 and now it's a 10! I can talk really smooth"

(Pupil working on fluency)

"I can't thank you enough for your help - she's so clear now and I can tell she loves sessions with you. She's practising the sounds at home"

(Parent)

"I can say K and G now, I wasn't confident before but now I am. People can understand me now. I can say my sister's name properly now, before I said it wrong!"

(Pupil)

SERVICES FOR THE CHILDREN'S WORKFORCE

In 2019/20 we trained and supported over

583

members of the workforce from nurseries, children's centres, mainstream schools, special schools and partner agencies e.g. Health, Local Authority and the third sector.

HANEN

SUPPORTING SLC

CLUSTER NETWORKS

SIGNALONG

SENSORY NEEDS

ELKLAN 5 -11's

ELKAN COMMUNICATION FRIENDLY SETTINGS

WORD AWARE PRIMARY

ICAN EARLY TALK BOOST

NELI

Here's what members of the workforce told us about our services:

"You've been so flexible, which is what we need at this school. You're great with the kids and we can really see the difference in both the children and the staff so thank you for all of your help"
(Head Teacher)

"I just wanted to say a big thank you for the course today. I found it really interesting and have come away feeling more confident in supporting the children in our setting."
(Teacher following Online workshop)

"You're so good at this, really friendly and professional. You've explained it so well that I feel I really understand it"
(Teaching Assistant)

"You have a lovely way with the Children"
(SENCO)

"She's so patient with me and explains things really well. She knows so much!
I love doing the speech work at school"
(Teaching Assistant)

STRATEGIC FOCUS & ACHIEVEMENTS

2019/20 marked Communicate's 8th year of trading and year 3 of our strategic plan.

SUSTAINABILITY

- Maintained financial reserves, moved to Xero accounting system and improved reporting.
- Introduced services for children and young people with Education and Health Care Plans commissioned in-line with their personal budgets.
- Worked in partnership with Lancaster University to develop a prototype of a communication focussed website product for young people.
- Presented a poster at the Royal College of Speech and Language Therapy conference "Improving Quality – Everyone's Business."
- Responded to Covid-19 by adapting services to include online appointments, support and training.

QUALITY

- Provided regular reports for commissioners on services, activity, feedback and impact.
- Developed an online booking system on the website to enable ease of booking for families and colleagues.
- Continued our use of evidenced based programmes and involvement in research into promising programmes.
- Enhanced our communications systems with Microsoft Office SharePoint, Teams and One Drive.
- Updated and maintained our guidance and expectations within policies and procedures.
- Continued with our activity to be a high-quality organisation within our recruitment, supervision and appraisals.
- Adapted services and workplace in



response to Covid-19 to enable safe practices and remote working.

LEADERSHIP

- Enhanced our communications and clarity of roles through development of our decision-making framework.
- Benefited from information, support and questions from Board of Directors.
- Worked in partnership with Blackpool Sixth Form to provide work experience placements.
- Adapted to work from home, with equipment, support and CPD.
- Invested in renting additional office space.



TEAM

- Welcomed new members to the team and worked in partnership with local independent SLTs and volunteers.
- Welcomed the LLLI team as well as Michelle, Julia, Rebecca, Marina, Lis, Tamsin, Michelle R and Maxine to the team and said farewell and good luck to Carol, Suzanne and Sea Mooi.
- Sought feedback from the team and our service users to enhance our organisation.
- Recognised and celebrated our achievements as a whole team.
- Emma was one of four shortlisted for SELNET Awards of Employee of the year.
- Celebrated 2 team members becoming mums!



FINANCIAL STATEMENT



FINANCES

Turnover = £663,340
Outgoings = £625,180
Reserves = £155,521

Communicate's income increased by £298,076 in 2019/20 as a result of more services being commissioned and Communicate receiving funding from the EEF to pay out to schools for cover costs and involvement in Education Endowment Foundation (EEF) evaluation trial.

Outgoings increased by £293,223 because of increased staffing, training and resources required for the delivery of the new services; alongside investment in office space, new HR system and an online booking system on the website.

The reserves held are above the amount agreed in the Reserves policy.

Within our next financial year, we are aiming to maintain our turnover and expenditure with the continuation of services for schools, a local authority and the EEF evaluation trial. Investment is planned in training, our website and systems for remote and safe working in the context of the pandemic.





SOCIAL VALUE

Communicate's work in enabling effective communication for all naturally supports social mobility, employability and communities. Marsh et al. in 2010 calculated that "Every £1 invested in enhanced speech and language therapy (SLT) for children with specific language impairment had the potential to generate £6.43 through increased lifetime earnings and that the annual net benefit was £623.4 million in England.". Additionally, we ensure value for money and add further social value within the communities we serve by:

ECONOMIC

1. Providing employment for 27 people (16 more than in 2018/19).
2. Ensuring our employees access high quality learning and development, e.g. Better Start and Talk to Your Baby Conferences; Rebound Therapy training; Wordaware train the trainer; NELL; Early Years Peer Review training; Brain Story Certification (3); Hanen SPARK (7), Hanen It Takes Two to Talk (2); Sensory Needs; Perinatal infant mental health (2); Signalong foundation course etc.
3. Committing to accreditation with the Living Wage Foundation to ensure our pay is calculated taking into account the basic cost of living.
4. Supporting volunteers – in 2019/20, 2 of our volunteers have gained employment as Speech and Language Therapy Assistants, we provided work placements for 2 FE students and took part in mock interviews for year 11's.
5. Contributing to UCLAN SLT Masters and the Assistant apprenticeship consultations and pledging to support both of these in the future.
6. Using local suppliers, e.g. for design, printing and website services.

ENVIRONMENTAL

1. Participating in 25+ conference calls to reduce the environmental impact of travel (and that was before lock down!)
2. Initiating the recycling of paper waste within the office block and recycling all we can.
3. Selecting materials which are environmentally friendly, e.g. we have purchased non-plastic bricks and boxes for training materials.

SOCIAL

1. Donating to AFASIC, a parent-led organisation that helps children and young people with speech and language impairments and their families.
2. Actively seeking community participation and engagement in organisational planning, service design, decision making and delivery.
3. Supporting 12+ community events including a local International Women's Day event.
4. Participating in the Fylde Coast Responsible Business Network which is part of the Blackpool Pride of Place Partnership.
5. Providing non-executive director support to a local FE college.
6. Supporting a regional English Hub school to deliver information about supporting early phonics, literacy and communication.
7. Promoting the national and local DLD (Developmental Language Disorder) campaign to raise awareness within education and the community.
8. Sharing information and opportunities for 968 followers on our Facebook page to support effective communication for all.



HOW COULD OUR SERVICES BE IMPROVED?

WHAT YOU SAID...

Advertise what you do more so families will know

Text service

Health visitors to emphasise

Parents in a special school asked for more ad hoc support

Parents asked for more training from special school SLT's

Can't improve on it!

WHAT WE DID...

We have added more information and activities to the Communicate website and updated Google my Business. Our Facebook page had 968 followers with regular events and posts. Our most popular post reached 4,332. Colleagues in Early Years, Health Visiting and Better Start teams continue to signpost to our services.

We aim to use individual family's preferred method for communication which includes text messages and phone calls. Members of our Education teams have also now been provided with mobile phones to support communication with families.

We have been working with Blackpool Health Visitors and Early Years settings to promote the use of WellComm resources for the early identification of Speech, Language and Communication Needs and use of the Early Years / Post-WellComm SLT referral pathway.

We meet with the school and the Occupational Therapist each week to provide additional bespoke interventions for children.

We completed a signing training for parents onsite before Covid-19 which was successful and will be delivering more sessions online, monthly, starting at the beginning of October.

Thank you! We have continued to work hard to meet and exceed expectations. Please keep sharing your suggestions and feedback.





We welcome your views on the services that would best support speech, language and communication in your local community.
We look forward to hearing from you.



Get In Touch



01253 462123



enquire@communicate-slt.org.uk
www.communicate-slt.org.uk



Unit 29, Enterprise Centre,
Lytham Road, Blackpool
FY4 1EW



Communicate SLT CIC



CommunicateSLT



CommunicateSLTCIC