



# 10<sup>th</sup> ANNIVERSARY



ANNUAL REPORT  
**2020/2021**



## WELCOME STATEMENT

Welcome to our 2020/2021 Annual Report.

As predicted, this has been another eventful, challenging and exciting year in which we have continued to serve our community, service users and commissioners with our passion, to deliver outstanding Speech and Language Communication Support Services to the local, regional and national community. We take a moment to thank those who sacrificed so much during the pandemic and continue to give so much as we journey on the road to global recovery.

April 2021 marked our 10th Anniversary as Communicate SLT and on behalf of the Board we would like to thank all those who have worked with us, in whatever capacity, to reach families and literally touch thousands of lives. During the year our work impacted over 7,000 children and supported more than 1,500 professionals. We continued to adapt our provision and implemented innovative solutions to meet the needs of our service users during Covid-19. We successfully provided training for schools and early years staff who were shielding, further developed our online/telehealth services, for children and home-schooling families in Blackpool, and saw a growth in commissioning resulting in the recruitment of new team members.

We celebrate the vision of one of our founding Executive Directors, Joanne Burr, as she leaves Communicate SLT and gifts to us a strong legacy of purpose, passion and belief in the concept of communication for all through Speech and Language Therapy. We are grateful for the privilege of working with and alongside Joanne and will build on the foundations she created.

A warm welcome is extended to new team members, new and existing relationships, partnerships and stakeholders as we look forward to embracing another significant year ahead.

## LOOKING FORWARD

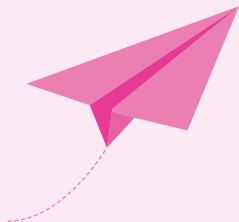
We look forward to seeing many more lives transformed in the year ahead and communities enriched with the gift of communication through our dedicated team at Communicate SLT. We will continue to evolve, innovate, and adapt our services to provide a springboard for current and future generations. We will empower and encourage individuals and collectives to aspire in life through the development of communication skills. The safety and wellbeing of our service users, staff and communities will remain paramount as we seek to work collaboratively with new and existing partnerships as we move forward.

We look forward to impacting more lives, communities, and generations, as we take our ambitious strategic plan forward, bring it to life and enable effective communication for all.



## 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



Hannah Blackshaw



Nicola Zeal



Marina Ciampolini



Michelle Handley



Suzanne Nelson



Cheryl Senha

## Speech and Language Therapists



Jenny Kenrick



Kathryn Burkmar



Laura Cooper



Lis Yates



Sally Wiseman



Liz Evans



Maxine Alves



Rebecca Tindall



Rhian Owen



Sarah Kettlewell



Gabriele Bianco



Sue Paul



Tamsin Coates

## Early Years Consultants



Ann Shellard



Kathryn Barker

## Volunteer



Mekah Liddell

## Licenced Tutors and Consultants



Adele Banton



Kirsty Stansbie-Brown



Vicki Maughan

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## Business Support Team



Jane Davies



Hazel Gourley



Julia Brewer



Lisa Chetter

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## Executive Directors



Caroline Coyne



Joanne Burr

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## Non-Executive Directors



Lesley Shepperson



Mike Berry



Nick Draeger

# SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES

We estimate that in 2020/21

**7,324** children and families

were impacted by our universal services and 728 children/young people and their families accessed targeted or specialist level assessment and interventions...

Through:

Information  
Events

Big Book of ideas  
virtual service

Assessments

Direct  
Therapy

Meetings

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

"His family have reported that the use of the device has opened up his world, and they are thrilled at how his ability to communicate with them has improved their relationships with him at home."

*Teacher*

"When I have down or upset days you make me smile as with your help I get to see my baby boy grow. We were so lost and felt hopeless before you came along... you've done nothing but make me feel good and help my son. Honestly the best person to have come into his life to help since it all started"

*(Parent)*

"He is now using much more language which is amazing!"

*(Parent)*

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

*(Parent)*

"It's helped me to think about the way I interact with my child, observing, being more patient, slowing down the way I speak. I have been pleasantly surprised to see how effective the strategies have worked for us as a family and the positive progress my child has made"

*(Parent)*

"He is saying a lot more and it isn't just single words now it is more two words and some sentences too"

*(Parent)*

# SERVICES FOR THE CHILDREN'S WORKFORCE

In 2019/20 we trained and supported over

**1,075** members of the workforce who work in

early years settings/environments, children's centres, mainstream schools, special schools and with partner agencies e.g. Health, Local Authority and the third sector.

Training included: Virtual training, Hanen, Cluster Networks, Signalong, Sensory Needs, Elklan 5-11s, Elklan, ICAN, Communication Friendly Settings, Early Years Practitioner Development Programme; Word Aware, ICAN Early Talk Boost, Nuffield Early Language Intervention.

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

"I really enjoyed this session - it made me really think about getting the most from a story and planning ahead to think about vocabulary that is needed to be explained and the stepping up of the vocabulary"

"The training was fantastic. There were so many useful tips and ways to support children alongside the theory and information on the phases that staff feel they all have a good place to start." *Teacher*

"X is like a different child, she's age appropriate now since we've set targets and worked with you- her confidence has grown so much." *Early Years practitioner*

"All the content and delivery was excellent. I plan to provide feedback to my team so we can all work on the same strategies and provide parents with support to help their child at home"

"The training provided has been pivotal in supporting A... The emotion's lanyard is a key tool... and is utilised frequently." *TA*

# CELEBRATING 10 YEARS OF COMMUNICATE SLT CIC



	2011	2015	2017	2021	?
TEAM	7	5	13	24	30+
LOCALITIES	Blackpool Council, 1 School and 1 Children's Centre on the Fylde Coast	Increasing services on the Fylde Coast	Fylde Coast and Halton	North West and into West Yorkshire	Multiple regions continued growth and diversification to meet the needs of our communities
NUMBER SUPPORTED	300 children and families	560 children and families	2,450 children and families 2,150 members of the workforce	7,324 children and families 1,075 members of the workforce	Continued growth and diversification to meet the needs of our communities
TURNOVER	£98,882	£123,609	£345,135	£682,563	



## CELEBRATING 10 YEARS OF COMMUNICATE SLT CIC

"My child's communication has improved "a lot" as a result of taking this programme.

*Parent*

"I couldn't have asked for better..., the parents have engaged.... \*\*\* was also very persistent with the nursery and despite some resistance, she managed to put the message across about routines and opportunities for communication with the children.

Thank you for a great service!"

*Children's Centre Manager*

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

*Young person*

THANK  
*you*

A huge thank you to everyone who has supported Communicate's journey over the last 10 years, enabling us to support communication for life!

"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*

"The information supplied has been over and above what has been required by the terms of the contract."

*Commissioner*

"Leadership are consistently approachable, supportive and are always doing the best for everybody and service users" *Communicate team member*

# FINANCIAL STATEMENT



## FINANCES

Turnover = £682,653

Outgoings = £638,414

Reserves = £199,760

Whilst Communicate's turnover in 2020/21 increased slightly compared to the previous year, our income from sales decreased by 10%, due to service delivery being paused during the first lock down. We were grateful to access £80,394 of Business Support Grant, linked to the pandemic, during this period. In 2020/21 we were pleased to maintain our commissioners and funders and saw growth in demand for our training and services within educational settings. We invested in IT equipment and systems to allow remote working, a new HR system and a re-build of our website. The reserves we hold continue to be above the amount agreed in our reserves policy and, in addition, we continue to hold ringfenced funds of £218,382 relating to two service commissions.

Within our next financial year, we aim to maintain current services, whilst extending our reach to new localities. We plan to invest in staff recruitment and training and also in systems which will allow us to continue a blended approach to maximise communication for all.





## SOCIAL VALUE

Whilst our work naturally supports social mobility, employability and communities, we ensure value for money and add further social value within the communities we serve by:

### ECONOMIC

1. Providing employment for 26 people (19 more than in 2011) and work with 3 consultants.
2. Ensuring our employees access high quality learning and development, e.g. Better Start Conference, Makaton and Hanen Target Word training; Brain Story Certification; Mental Health first aid etc.
3. Continuing our accreditation with the Living Wage Foundation.
4. Supporting volunteers. In 2021/22 one of our volunteers who gained employment with Communicate as a Speech and Language Therapy Assistant, began a Master's degree course. Another volunteer has joined with the same end goal in mind.
5. Joining an SLT Apprenticeship event and forum with the aim of providing placements in 2021/22.
6. Registering interest with the Government's Kick-Start Programme.
7. Joining an interview panel for a Masters SLT Programme.

### ENVIRONMENTAL

1. Enabling home working for all of the team, providing training, resources and support to keep everyone healthy and effective.
2. Hosting over 200 virtual training sessions and 2,000 virtual calls which reduced the environmental impact of travel.
3. Completing a Carbon footprint report through the Chamber of Commerce which helped us focus on key areas such as energy usage, travel and recycling.
4. Consulting our employees about the bike to work voucher scheme.
5. Recycling paper, ink cartridges, toys and books.
6. Selecting materials which are environmentally friendly.

### SOCIAL

1. Making donations to charities, e.g. AFASIC and local foodbanks.
2. Seeking community engagement in organisational planning, service design, decision making and delivery e.g. schools that took part in the Hanen project were consulted about the plans to resume delivery.
3. Joining a local business peer network to gain and provide support amongst other third sector organisations.
4. Continuing to provide Non-Executive Director support to a local FE college.
5. Responding to a request from One Fylde local radio station team to support measurement of their programmes' impact on communication skills.
6. Participating in an SLC information session for local dads on Better Start's social media sites.
7. Supporting national campaigns such as DLD awareness day (RADLD) on Social Media and at regional events.
8. Creating and sharing posts on Facebook about Covid-19 recommendations, mental health awareness week, filling children's emotional buckets and SLT careers information, as well as lots of information on communication development, early identification and support for those with needs.





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

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Communicate SLT CIC



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