



ANNUAL REPORT 2021/2022

 Communicate SLT CIC

 @CommunicateSLT



WELCOME STATEMENT

It is my pleasure, as always, to share with you an overview of Communicate SLT's performance and accomplishments for 2021/2022 and our journey to impact lives, communities and future generations by delivering high quality speech and language communication services. We have seen a year of significant growth and the Board and I would like to thank all of those who, in whatever role they have played, have made what we do possible.

Building on the previous year's significant accomplishments we have worked with our partners, volunteers and community to meet the needs of individuals and our collective service users and commissioners whilst delivering services that embody our vision, mission and values.

This year we have seen growth in services for special school's in Blackpool, Wirral and Bolton, and we have again been funded by the Education Endowment Foundation (EEF) and Department for Education (DfE) to delivery a pilot and re-trial of Learning Language and Loving It – The Hanen Program® for Early Childhood Educators. Furthermore, we contributed to the national discussion about oral language development when 3 team members recorded a podcast for the EEF. Last year we took part in an Energy and Environmental Review (with Lancashire Chamber of Commerce) that confirmed Communicate SLT are a low carbon footprint organisation as compared to the national average. We will continue to undertake new initiatives to contribute to securing a sustainable future for the generations to come. Thank you to all who have worked so hard with us to make these and many other achievements possible.

Our growth has led to 6 new appointments within the team and continued connections with associate SLTs who support short term projects. We would like to welcome and acknowledge new and existing team members, working partnerships and relationships as we look forward to another significant year ahead.

We have ambitious future plans and, as we reflect on and celebrate the old, we also look forward to and embrace the new. We will continue to strive to meet the needs of our local and national community through the type of effective speech and language therapy that changes lives and impacts future generations for positive change.

Lesley Shepperson

CHAIR OF BOARD

LOOKING FORWARD

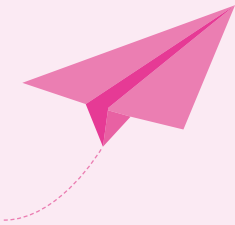
We are optimistic. We will continue to adapt our services and embrace new ways of working with our strategic partners and partnerships so that we are better placed to empower others. Prioritising the safety and wellbeing of our service users, staff and community will remain paramount and we look forward to a fruitful and progressive year.

We look forward to journeying with you.



VISION

Communication for Life



MISSION

To enable effective Communication for all



VALUES

- Communication
- High Quality
- Community
- Integrity
- Partnerships

MEET THE COMMUNICATE TEAM

COMMUNICATION PRACTITIONERS / SPEECH & LANGUAGE THERAPY ASSISTANTS



Emma Duncan



Lauren McGuire



Hannah Blackshaw



Nicola Zeal



Angharad Edwards



Marina Ciampolini



Michelle Handley



Suzanne Nelson



Cheryl Senha



Louise Collier

SPEECH & LANGUAGE THERAPISTS



Jenny Kenrick



Kathryn Burkmar



Laura Cooper



Louise O'Meara



Sally Wiseman



Gabriele Bianco



Nikki Bevan



Rebecca Tindall



Rhian Owen



Sarah Kettlewell



Alex Ardern



Amy Gibbs



Sue Paul



Tamsin Coates



Liz Evans



Lynne Walton

EARLY YEARS CONSULTANTS



Ann Shellard



Kathryn Barker

VOLUNTEER



Mekah Liddell

MEET THE COMMUNICATE TEAM

LICENCED TUTORS & CONSULTANTS



Adele Banton



Kirsty Stansbie-Brown



Vicki Maughan

BUSINESS SUPPORT TEAM



Jane Davies



Hazel Gourley



Helen Laycock

EXECUTIVE & NON-EXECUTIVE DIRECTORS



Caroline Coyne



Joanne Burr
(stepped down 06/2021)



Mike Berry



Lesley Shepperson



Nick Draeger

"Communicate is miles apart from anywhere I have worked before. Never have I felt such encouragement or been so valued"
Employee



SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES

We estimate that in 2021/22

12,726 children and families

were impacted by our universal services and **1,141** children/young people and their families accessed targeted or specialist level assessment and interventions...

Through: **Information events**, **Assessments** and **Direct therapy**.

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

"From the first contact with Communicate, our experience has been positive. L* has listened to us regarding our son's needs and collaborates with ... professionals working with him. The relationship is one of complete trust [and] our son's communication and confidence has grown at a fast pace."
Parent

"For the first time ever he stared me directly in the eyes for whole ten seconds walking towards me as if my little man was saying "finally daddy you have understood me".
Parent

"I've just been talking to the TAs in Reception and they said the children are meeting nearly all their targets and they're seeing huge improvements"
Headteacher

"The sessions have been amazing, I like working with L* because she's helping me pass my GCSE's. We've both been working together as a team; she helps me remember by splitting the words up and figure out the meaning. She's friendly and thoughtful and I really enjoy the sessions".
Young person

"He's come on so much, I've noticed a real improvement in his socialising, understanding and language"
Class Teacher

SERVICES FOR THE CHILDREN'S WORKFORCE

In 2020/21 we trained and supported over

1,258

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, Elklan, ICAN, Early Years Practitioner Development Programme; ICAN Talk Boost, Nuffield Early Language Intervention.

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

"H* has been absolutely wonderful ... [in providing] the device expertise ... e.g. J* is already going to the device more as a first communication method for snack time and has spontaneously asked for [food] at other times of the day, too."
Class teacher

"My staff really look forward to meeting with you ... You just get it from their perspective and you put them at ease straight away. The children have made such massive improvements using this intervention and we have learnt so much!"
Early Years setting

"In 22 years of working in the early years sector, this is by far the best training I have ever been on. I have changed my practice and seen the impact on the children. Reluctant children have now become more confident to initiate..."
Hanen participant

"Staff have fit in really well, they have re-invigorated the school team. They are pro-active, energetic and person centred".
Headteacher

A YEAR IN PICTURES



Celebrating 10 years



Wishing Joanne all the best



International womens day



World Book Day

A YEAR IN PICTURES



Joke competition winner



LM Information Station



Christmas



Facilitating effective communication

FINANCIAL STATEMENT



FINANCES

Turnover = **£672,935**

Outgoings = **£642,169**

Net Surplus = **£30,766**

Reserves = **£230,526**

We were pleased to increase Communicate's turnover from sales in 21-22, by retaining commissioners and funders and responding to a growth in demand for our services within educational settings. With residual income we invested further in IT equipment, systems and resources to enable the team to continue remote working. We were also able to reward each employee an additional amount at year end as in recognition of their extraordinary efforts during 2021-22, which allowed the company to grow in reach and impact in the face of a global pandemic.

The reserves we hold continue to be above the amount agreed in our reserves policy and we continue to hold ringfenced funds of £55,479 relating to two service commissions.

Within our next financial year, we aim to maintain current commissioning, whilst extending our reach to new customers and new localities. We will invest in quality systems and staff recruitment and training to support us in maximising communication for all.





SOCIAL VALUE

Our work naturally supports social mobility since “Communication is central to each child’s potential to be healthy, stay safe, enjoy and achieve, make a positive contribution and ultimately achieve economic well-being.” (Better Communication 2011). Our purpose is to facilitate effective communication for all, so that individuals can have improved inclusion, quality of life and reach their full potential. In addition, we ensure value for money and add further social value by:

ECONOMIC

1. Employing 29 people and providing work opportunities for 4 consultants.
2. Analysing team diversity (age, gender, language ethnicity and disability) and planning to increase diversity when recruiting.
3. Ensuring our employees access high quality learning and development, e.g. Elklan training x2, Makaton (Level 3), DLD, Phonics, Coaching. Every team member benefited from supervision and in-house CPD, and all but 1 attended external training, e.g. in Leadership and Management (Level 4) x4, Coaching and Mentoring (Level 5), Better Start, Returning to work, CAMHS etc.
4. Service impact data is collated quarterly across all ‘contracts’ to allow celebration of activity and impact and continuous improvement.
5. We remain accredited with Living Wage Foundation.
6. We committed to offering at least 1 apprenticeship starting in 2023.
7. We created 3 videos to share with a local business forum and HE college about SLT and Teaching as a career.
8. We provided 2 volunteer and 2 work experience opportunities and supported 1 SLT in her quest to return to practice. Our first ever volunteer returned to the team as an SLT!
9. We offered student work-placements to 4 Universities and have 2 placements planned for the summer 2022 term.

SOCIAL

1. We continue to support a local HE college as non-executive director.
2. We worked with a third sector partner (One Fylde) and supported them to adapt their Pre- and Post- strength measures to demonstrate the impact of their Radio station project for the SLC skills of adults.
3. We supported the national DLD awareness day (RADLD) with social media posts
4. We sought community participation and engagement in at our AGM and contributed to the Covid Community Committee throughout 21/22.
5. We continued to promote awareness of issues impacting communication for life on Social Media, e.g. The power of storytelling, sign language, No Pens day Wednesday, DLD, vocabulary learning, English as an Additional Language and Selective Mutism. Facebook followers = 1,200 (Reach in Feb 22 = 2,851)
6. Making donations to charities, e.g. Shelter,

ENVIRONMENTAL

1. We shared our Chamber ‘Go Green’ audit and action plan with our office landlord who was “very encouraged to see companies undertaking these reports” and promised to investigate solar panels, LED lighting, EV charging ports timed taps.
2. We encouraged activities which reduce our carbon footprint, e.g., home working, online communications, recycling, purchase of sustainable / local produce.



communicate
speech & language services



Get In Touch



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