



communicate
speech & language services



ANNUAL REPORT 2022/2023

 Communicate SLT CIC

 @CommunicateSLT



WELCOME STATEMENT

I am so pleased to be able to share an overview of the impact Communicate SLT has made over this last year. As my first exciting year as Chair I would like to take the opportunity to thank the outgoing Chair Lesley Shepherd for the 6 years of support she has given to the team and the excellent foundations laid. Also, thank you to Nick Draeger who also stepped down as Non-Executive Director in 2022 after supporting Communicate SLT for 4 years.

Since becoming Chair I have attended team meetings, visited schools and joined in with the Christmas party. Everywhere I have been I have met energetic, enthusiastic and passionate people doing amazing work, thank you on behalf of the Board for all you are doing and the impact you are having on young people's lives.

This last year has seen so many developments and exciting initiatives for Communicate SLT. A key piece of work was completed with key stakeholders and the team reviewing the Vision, Mission, Values and Strategy, this involved consulting with the team about the strategic plan to gain their insights and shape the future.

We have continued to grow and diversify and have now started to work with our Health partners in Lancashire which in turn will open more opportunities. Two of the great schools we work with have achieved the National Autistic Society accreditation, we are proud to be a part of this.

We are keen to grow our own and support personal development for all our colleagues and this year have been working closely with local universities to offer SLT student placements in the future.

Our Board of Non-Executive Directors has been strengthened this year by our new Board members and retaining Mike Berry. Our accounts are very healthy and our reserves target has been exceeded, this is evidence of the growth and development achieved by all.

On a final note Communicate SLT won Selnet's award for Social Enterprise of the Year 2022, this is a huge accolade and I am sure each and every one of us are proud to be part of our award-winning Social Enterprise.

Tracey Bush
CHAIR OF BOARD



LOOKING FORWARD

We are keen to focus this year on ensuring we are sustainable for many years to come by ensuring our systems and processes make it easy for people to do their jobs and that we have amazing people in the right roles, making that difference to people's lives. This will ensure we can continue to provide more flexible and tailored speech, language and communication related services to more young people in the diverse communities we serve.

Myself and the Board members look forward to continuing to support Communicate SLT to continue to achieve the positive impact we have on the communities we serve.





VISION

To facilitate effective communication for all, so that individuals have improved quality of life and reach their full potential.



MISSION

We provide speech, language and communication services which support individuals aged 0-25 years directly and through others, using high-quality, evidenced-based approaches to maximise impact where they live and learn.



VALUES

Person-centred: We hold people at the centre of all we do, embrace diversity and adapt to support connectivity, wellbeing and growth.

Innovative: We encourage thoughtful, co-creation and solution-focused approaches to bring about change.

Collaborative: We value and nurture effective, respectful relationships and partnerships.

Integrity: We build and demonstrate trust by being professional, accountable and honest.

High Quality: We listen, reflect, learn from the evidence-base and continuously improve.

MEET THE COMMUNICATE SLT TEAM

SPEECH & LANGUAGE THERAPY ASSISTANTS



Hannah Blackshaw



Louise Collier



Mikaela Crayson



Emma Duncan



Angharad Edwards



Michelle Handley



Mekah Liddell



Lauren McGuire



Suzanne Nelson



Ellie Tolley



Nicola Zeal

SPEECH & LANGUAGE THERAPISTS



Nikki Bevan



Gabriele Bianco



Kathryn Burkmar



Ellie Burns



Tamsin Coates



Laura Cooper



Amy Gibbs



Jenny Kenrick



Sarah Kettlewell



David McDonald



Louise O'Meara



Rhian Owen



Catherine Thorpe



Rebecca Tindall



Lynne Walton



Bibiana Wigley



Sally Wiseman

EARLY YEARS CONSULTANTS



Adele Banton



Kathryn Barker



Holly Muldowney



Alex Sharp



Ann Shellard

MEET THE COMMUNICATE SLT TEAM

LICENCED TUTORS & CONSULTANTS



Kate Henderson



Vicki Maughan



Jo Ryder



Kirsty Stansbie-Brown

CORE SUPPORT TEAM



Verity Bell
Business
Support Officer



Hazel Gourley
Finance Officer



Helen Laycock
Business Lead



Jane McFarlane
HR Lead



Lauren Webster
Finance Lead

NON-EXECUTIVE DIRECTORS



Tracey Bush
Joined Oct 2022



Lesley Shepperson
Left Oct 2022



Mike Berry



Nick Draeger
Left Oct 2022



Sarah Gorst
Joined Nov 2022

EXECUTIVE DIRECTOR



Caroline Coyne

"It's these thoughtful little touches which make Communicate such a great organisation to work for!"

"I have NEVER worked for a company that is so fair, considerate and passionate about caring for their employees"

SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES

We estimate that in 2022/23

14,073 children and families

were impacted by our universal services and **4,369** 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:

"The best thing I ever did was bring her here."

Parent at Stay and Play

"I thought it was perfect for me and my child's needs. Thank you so much."

Parent accessing Hanen ITTTT

"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

SERVICES FOR THE CHILDREN'S WORKFORCE

In 2022/23 we trained and supported over

1,952

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:

"xxx

has been a great help throughout. She got back to me very quickly. If I needed clarification with anything she was very willing to support me, couldn't have been better!"

Online training participant

"I honestly don't think you could improve the workshops as this is the most efficient, well organised and most positive course I have ever been on!"

Training participant

"This has been the most useful and practical support for communication and language that we have ever had.... [we] found you very approachable, extremely knowledgeable and highly effective in helping to improve practice...The 'in the moment' teaching approach has truly inspired staff and enhanced their practice. They feel more confident in how they are supporting all of our children, particularly those with additional needs...You have had an immediate and sustainable impact on staff interactions with children. Your positive disposition, wealth of experience, and understanding of teaching and learning in nursery enabled staff to have confidence in the strategies that you shared and promoted a 'can do' attitude... I have been very impressed with how you have built fantastic rapport with staff and children. We are very much looking forward to working with you again in the future."

Regarding Setting Support

A YEAR IN PICTURES



Blackpool Family Hub Event



Hanan LLLI Graduation



UCLan Careers Event



Team Away Day



Luigi's Café



Selnet Social Enterprise of the Year 2022



Joining by Zoom



NHS Big Tea Fundraiser

SOCIAL VALUE

Our work naturally champions and 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 36 people and providing work opportunities for 6 consultants.
2. Celebrating our diversity - 5 team members consider themselves to be disabled (from our Equity, Diversity and Inclusion questionnaire.)
3. Ensuring our employees access high quality learning and development, e.g. Bilingualism, Clinical supervision x5, Developmental Language Disorder,

Dysfluency x2, Signalong foundation x2, Neurodiversity, Elklan support for 3-5yrs, Picture Exchange System x3, Early Talk x2, Talk Boost, Hanen It Takes Two to Talk, Hanen Learning Language and Loving It, Parent / child interaction, PROMPT x2, Social Communication, numerous Better Start Brain trainings x6 etc.

4. We remain accredited with The Living Wage Foundation and have continued to revise our staff pay and benefits.
5. We provided 6 hours spent on local school and college visits e.g. delivering career talks, curriculum support, literacy support, safety talks (including preparation time).
6. We have provided 8 weeks of SLT student placements, and 4 volunteer/work experience opportunities and another former volunteer returned to the team as an SLT!



SOCIAL

1. We won Selnet's Lancashire Social Enterprise of the Year Award 2022.
2. We continue to support a local FE college as Non-Executive Director (55 hours of time).
3. We donated 103 voluntary hours to VCSEs (Voluntary, Community and Social Enterprise sector) organisations.
4. We will donate £300 to VCSEs (Voluntary, Community and Social Enterprise sector) organisations.
5. Our record-breaking webinar on Adverse Childhood Experiences (ACEs), trauma and how these can impact on Speech, Language and Communication development was viewed by 574 colleagues in our community.
6. We supported the national DLD awareness day (RADLD).
7. We sought community participation and engagement in at our AGM and were grateful for their input to shaping our Vision, Mission and Values.
8. We co-designed our Communication Community Hub with 5 parent forums. This is a collection of videos, information, resources and links for parents about topics they requested (relating to SLC). Service user feedback has been sought and will be fed back into extending these resources and services (65 hours of time).
9. We continued to promote awareness of issues impacting communication for life on Social Media, e.g. Swallowing awareness, Neurodiversity, Mental health, Benefits of



reading with young children, Phonological awareness, supporting those with English as an Additional Language, etc. Facebook followers = 1,500 (Up 300 since March 2022). Reach in Mar 23 = 8,400 (up 5,500+ on previous year).

ENVIRONMENTAL

1. We've signed up to net zero carbon target 2030.
2. We've continued to encourage activities which reduce our carbon footprint, e.g., hybrid working, online communications, recycling, purchase of sustainable/local produce.



FINANCIAL STATEMENT



FINANCES

Turnover	=	£1,107,893
Outgoings	=	£1,057,799
Net Surplus	=	£51,969
Reserves	=	£282,495

2022/23 was another highly successful year for Communicate SLT financially. Our turnover increased by 65% and we achieved our target of £1m turnover a full 2 years earlier than planned. The increase was due to organic growth in Education contracts, commissioned training as well as income relating to the ongoing Hanen LLLI Trial. We achieved our goal of investing in our staff with a 3% pay increase in April 2022 and we continue to hold reserves above the amount agreed in our reserves policy.

Within our next financial year, we expect turnover to grow again by 10.5% through the maintenance of our current services, additional service expansion within the North West and funded training and research projects in other areas of England. We will continue to invest in our clinical and business teams, business systems and processes to enhance sustainability and quality whilst increasing our reach and impact.





SCAN ME
to watch a video
about our
services

"We facilitate effective communication for all, so that individuals have improved quality of life and reach their full potential"





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Get In Touch



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