



ANNUAL REPORT
2023/2024





WELCOME STATEMENT

As I reflect on the past year, I am filled with pride and gratitude for all the hard work that has been achieved and the strength and resilience the team have shown. During my second year as Chair supporting the Communicate SLT board with our CEO and Founder Caroline Coyne, the board have continued to focus on ensuring the foundations are firm for the future of Communicate SLT CIC.

Our journey has been marked by remarkable growth, particularly in the vibrant community of Halton. New colleagues have joined our team, bringing fresh perspectives and energy. While we acknowledge that this is a journey, our commitment remains unwavering to supporting communication for all.

This year's highlights have included: the increase in the range of sectors which commission our services; our continued participation in national forums and projects and being sighted in national reports. We've revised processes, developed stronger links with universities and

taken more student placements, and preparing to offer SLT apprenticeships in 2025.

The road we've travelled hasn't been smooth in 2023/24 and the team have faced challenges with great integrity and a solution focused mindset. Our core mission - to facilitate effective communication for children and young people across the North West - has remained at the forefront. The dedication of our team, who embody the values of Communicate SLT, has been nothing short of excellent. The Board would like to thank all that have been involved for their motivation, dedication and passion to making a difference, it is appreciated.

LOOKING FORWARD...

As we look ahead, the horizon is bright. We've laid the groundwork for new systems and processes, including a strategic partnership with Digitav to enhance our IT systems further. Together, we will continue to improve the quality of young lives, ensuring that every child reaches their full potential.

Thank you for being part of our journey. Your unwavering support fuels our passion, and we eagerly anticipate the chapters yet to be written.

Tracey Bush
Chair of board

MEET THE COMMUNICATE SLT BOARD



Caroline Coyne
CEO and Founder



Mike Berry
Non Executive Director



Sarah Gorst
Non Executive Director



Emily McArdle
Non Executive Director



Tracey Bush
Chair of Board

**“Leadership work tirelessly
and are amazing at what they do.
I always feel like they do their best to
support and listen to team members”**

MEET THE COMMUNICATE SLT TEAM - SPEECH AND LANGUAGE THERAPISTS



Aimee-Jai
Dunlop-Molnar



Alex Ardern



Bibiana Wigley



Cathy Thorpe



Charlotte Unwin



Chenade Callaghan



Claire Millar-Bennett



David McDonald



Jenny Kenrick



Ellie Burns



Gabrielle Bianco



Kathryn Burkmar



Laura Cooper



Louise O'Meara



Lucy Kennedy



Lynne Walton



Melanie Roden-King



Nikki Bevan



Orla Jones



Rhian Owen



Roslyn Richards



Sally Wiseman



Sarah Kettlewell

MEET THE COMMUNICATE SLT TEAM - SPEECH AND LANGUAGE THERAPY ASSISTANTS



Aimee Stout



Amy Ball



Angharad Edwards



Elle-Mae Harvey



Ellie Tolley



Emma Duncan



Hannah Blackshaw



Jenny Collins



Jo Plaskett



Louise Collier



Michelle Handley



Mikaela Crayston



Natasha McGuire



Nicola Zeal



Rach Squire



Sarah Jones



Suzanne Nelson



Vicki Boulton

"Communicate is very good at offering development opportunities and flexibility in role."

"I love what I do and the team I work with."

MEET THE COMMUNICATE SLT TEAM - EARLY YEARS TEACHERS



Adele Banton



Alex Sharp



Ann Shellard



Holly Muldowney



Kathryn Baker

MEET THE COMMUNICATE SLT TEAM - LICENSED TUTORS AND ASSOCIATES



Kate Henderson



Vicki Maughan



Jo Ryder



Kirsty Stansbie-Brown



Rebecca Tindall



Salma Sidat

CORE TEAM



Helen Laycock
Business Lead



Jane McFarlane
HR Lead



Lauren Webster
Finance Lead



Verity Bell
Operations Lead

BUSINESS SUPPORT TEAM



Bradley Everied




Caitlin Wallace




Gail Kingsbury



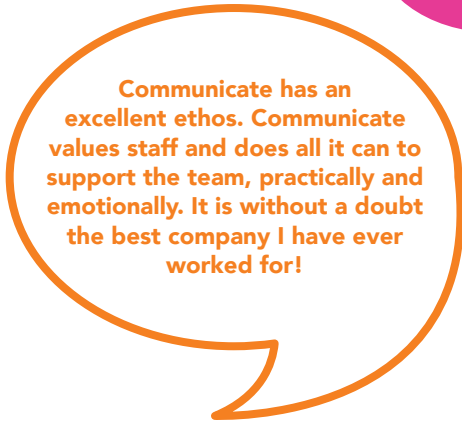
Lucy Price




"It's an absolute privilege to work for this company and I'm so proud of it. I feel hugely passionate about protecting it as it's what makes us wonderful."



"Regular, quality, supervision has been pivotal in my development and ability to manage my responsibilities, learning and emotional wellbeing."



Communicate has an excellent ethos. Communicate values staff and does all it can to support the team, practically and emotionally. It is without a doubt the best company I have ever worked for!



"The leadership at Communicate SLT are truly caring people who listen, respond, and work their socks off around the clock to make sure that our community receives a solid and high quality service."

SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES

We estimate that in 2023-24, **18,818** children and families were impacted by our services and **3,536** children/young people and their families accessed targeted or specialist level assessment and interventions.

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

"[I] found [SLT] relatable ... and now I don't get as worked up anymore because I understand."

Young person accessing Youth Justice Services

"[SLT] has been amazing, always on hand at any time to answer questions. She loves her job and truly cares. She has brought my child on more than I ever could have imagined and I'm forever grateful, thank you." *Parent*

"I am over the moon with how much my child communicates with us now. [SLT] was great, explained everything so well, even when things sound simple you still need help to do it."

Parent



SERVICES FOR THE CHILDREN'S WORKFORCE

In 2023-24 we supported, trained and coached over **2,336** members of the workforce who work or volunteer in early years settings, family hubs, mainstream schools, special schools and with partner agencies e.g. Health, Local Authority and the third sector.

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

"The quiet children are being noticed more - the guidance on types of play, language use, our role has been hugely helpful to support them with their interactions. I feel that things are less ad-hoc we have a solid framework with brilliant strategies for supporting the lower language users and quieter children now." *EY practitioner*

"[child] showed a big improvement.... She was pre-verbal, and is now is confident to... talk.... able to express her needs and feelings. Which is a great progress." *EY practitioner*

"[I] continued to use the signs for 'more' and 'help' last week and [child] signed and said 'help' during a situation with another child. [child] would normally have become frustrated and hit out." *Teacher*

"We had Ofsted last week and I could speak with complete confidence about every child in my class - their language levels, conversational style and how we were supporting them by using strategies! It has made my parents evening conversations much more purposeful too. Thanks" *Teacher*

"It really is remarkable what you have achieved in such a short time." *Commissioner*

HIGHLIGHTS OF OUR ADDED SOCIAL VALUE & ACHIEVEMENTS

Communicate SLT CIC is passionate about promoting additional social benefits within the communities we serve, over and above the impact we facilitate through our services for children, young people and families. Here are some highlights of our achievements in 2023-24:

EMPLOYMENT AND OPPORTUNITIES

- We employ 47 people (as at 31 st March 2024) and provide work opportunities for 6 associates.
- We remain accredited with Living Wage Foundation, paying our team members at least the average real living wage.
- Every member of our team has accessed high quality learning and development opportunities this year, e.g. From shadowing colleagues and inhouse bespoke DLD training to PROMPT, ELKLAN, Speech and Language UK and Hanen LLLI licensee training.
- We supported 2 team members to apply for SLT apprenticeships. Both were successful and will begin in September 2025!
- We rolled out an Employee Health Scheme with 24 hour virtual counselling.

- We provided 4 hours to local school and college for career events.
- And have provided 8 weeks of SLT student placements, and 1 volunteer/ work experience opportunities.

SUPPORTING FELLOW THIRD SECTOR ORGANISATIONS AND THE COMMUNITY

- We donated £300 to Food Banks in Blackpool, Bolton and Halton.
- We continued to support an FE college as Non-Executive Director, with 52 hours of time.
- And we donated 48 voluntary hours to VCSEs (Voluntary, Community and Social Enterprise sector) organisations.



PROMOTING AWARENESS OF ISSUES IMPACTING EFFECTIVE COMMUNICATION FOR ALL

- We continued to promote awareness on Social Media including: Developmental Language Disorder; English as an Additional Language; Neurodiversity; Phonological Awareness to name but a few.
- We delivered a webinar for the Local Government Associate on Adverse Childhood Experiences and the impact on speech, language and communication. This webinar had record breaking attendance (396 live) and has been viewed afterwards or downloaded more than 200 times. Here's a link [Adverse Childhood Experiences \(ACEs\) Webinar - Zoom](#)
- We contributed to an event hosted by GL Assessment supporting Local Authorities to plan for a locality wide roll out of the WellComm toolkit.

- We continued to be included in national forums and our work will be cited in evaluation reports summarising evidence of best practice:
 - Education Endowment Foundation funded trial to test the impact of Hanen training for Early Years practitioners on early language skills: Learning Language and Loving It™ - The Hanen Program® for Early... | EEF (educationendowmentfoundation.org.uk)
 - The Sutton Trust funded research into supporting high-quality practice within early years settings: CECIL (Coaching Early Conversations Interaction and Language) - Sutton Trust
- In consultation with the Education Endowment Foundation we developed a programme called Enhancing Communication Support (ECS) for Childminders based upon the Blackpool model and prepared to develop and test this in 2024 as an Early Stage Programme Development project.



The poster features the 'Set for Success' logo on the top left and the 'communicate' logo on the top right. The main text reads: 'Adverse Childhood Experiences (ACEs), trauma and how these can impact on Speech, Language and Communication (SLC) development'. Below this, it states 'Monday 24/04/2023 2:00 – 3:30pm'. There are five small images showing people in various settings. At the bottom, contact information is provided: phone number 01253 462123, email enquire@communicate-slt.org.uk, and website [communicate-slt.org.uk](https://www.communicate-slt.org.uk). Social media handles for Twitter (@communicateSLT) and Facebook (CommunicateSLtCIC) are also listed.





FINANCES

Turnover = **£1,282,501**

Outgoings = **£1,225,257**

Net Surplus = **£30,985**

Reserves = **£313,479**

In 2023/24, Communicate SLT CIC achieved our income target of £1.2 million and continued its year on year upward trajectory. This was achieved by increasing our customer base whilst maintaining and expanding service delivery for existing customers. We incurred increased outgoing costs due to expanding our business support team, office space rent and raising salaries for team members.

This year, Communicate SLT again added a small amount to reserves, to ensure that the organisation has strategic stability and can respond to foreseeable and unforeseen challenges ahead.

Within the next financial year, we expect to consolidate our position as one of the largest and most successful providers of Speech and language Therapy services in the North West of England, by investing further in our team and systems.



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

Innovative

Collaborative

Integrity

High Quality



SCAN THE QR CODE
to watch a video about our services



01253 462123



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



Lancaster House,
Amy Johnson Way,
BLACKPOOL, FY4 2RP



Communicate SLT CIC



@CommunicateSLT