

COMMUNICATION UNLIMITED

England & Wales · Charity number 1188251

Details

Status Registered

Legal form CIO

Registered 2020-02-28

Register [View on the Charity Commission register](#)

Contact

Address Flat 1
Perth House
Athlone Close
Derby
DE21 4BP

Phone 01332369920

Email bookings@cu-bsl.co.uk

Website www.cu-bsl.co.uk

Activities

Objects: THE OBJECT OF THE CIO IS TO PROMOTE ANY CHARITABLE PURPOSE WHICH WILL BENEFIT PEOPLE PRINCIPALLY WITHIN THE COUNTY OF DERBYSHIRE (HERE AFTER CALLED THE AREA OF BENEFIT) WHO HAVE HEARING AND/OR SIGHT DIFFICULTIES (HEREINAFTER REFERRED TO AS DEAF AND DEAFBLIND PEOPLE) BY ENCOURAGING THE PROVISION OF OR PROVIDING COMMUNICATION SERVICES, WHICH FACILITATE INDEPENDENCE, ACTIVE PARTICIPATION IN AND FULL INTEGRATION INTO SOCIETY.

Activities: To provide high quality, deaf communication services to empower individuals and groups to actively participate in society equally, primarily in the county of Derbyshire To constantly strive for improving effective communication for all the diverse needs of deaf people

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability
- **Who:** People With Disabilities, The General Public/mankind

Geography

- Derbyshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£511,966	£519,318	£199,274	10
2024-03-31	£477,460	£492,074	-	-
2023-03-31	£478,631	£486,225	-	-
2022-03-31	£495,583	£470,320	-	-
2021-03-31	£585,792	£382,221	£203,571	15

Trustees

Name	Role	Appointed
RACHELL BASTIKAR	Chair	2020-02-28
Agnieszka Latif		2024-11-13
David Robert Leader		2020-02-28
Hamza Shaikh		2023-09-13
John Brian Lenton		2020-02-28
Karen Adams		2020-02-28
Mhairi Simpson		2020-02-28
Robert Foulkes		2023-09-13
Rowena Johnson		2024-11-13
Siobhan Shaw		2020-11-11

COMMUNICATION UNLIMITED

England & Wales - Charity number 1188251

Accounts



Annual Report

2024 - 2025

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society equally, primarily in the county of Derbyshire

Our Vision

To constantly strive for improving effective communication for all the diverse needs of deaf people

Our Values

- Bespoke Communication Services
- Confidentiality and Integrity
- Going above and beyond duty
- Hands on approach

Message from the Chair



I am pleased to be here once again to present the 35th Annual Report for Communication Unlimited, showing our work for 2024-2025 and this is my last Chair's report as I will be stepping down in this AGM.

During our 35th year we have worked hard to continue to provide a high quality interpreting service in Derbyshire. We have delivered approx 5,300 interpreting assignments which reflects the hard work done by the interpreters.

We were sad to say goodbye to Jess Squire and Fraser Holmes then welcomed Jakki Leader and Sebastian Probert to our team.

We continue to experience the challenge of the interpreter shortage which is affecting the whole of the UK and it has also impacted Communication Unlimited with our recruitment.

I would like to say a big thank you to all the staff at Communication Unlimited and the freelance interpreters who have worked with CU doing the interpreting jobs for their continued dedication to provide a quality communication service for Deaf people.

We were a co-partner in a research project in partnership with University Hospitals of Derby and Burton and Royal School for the Deaf and gathered 297 different experiences from 67 participants. This has been a valuable piece of work and will assist the NHS to consider what they need to do to improve deaf people's experiences accessing health services.

Please take a look at the following pages of the annual report which shows all the different work we do during the year.

I thank you all for continuing to use our services and your support towards the staff and the charity.

Your feedback on our services is very important to us and helps us to improve service delivery.

Rachell

Management Committee 2023 - 2024



Rachell
Bastikar
Chair



John Lenton
Vice Chair



Siobhan
Shaw
Secretary



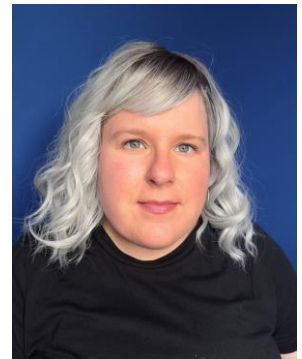
Karen Adams
Co Opted Treasurer



Mhairi
Simpson



Rowena
Johnson



Agnes Latif



David
Leader



Robert Foulkes



Hamza Shaikh

Communication Unlimited Staff

Sign Language Interpreters



Helen
Blunden



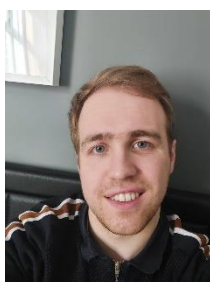
Emma
Walker



Jacinta
Bowen-Byrne



Jess Squire
Left June 24



Fraser Holmes
Left June 24



Sam
Waters



Maria Bradley-
Nicholson



Sebastian Probert
Joined October 24



Jakki Leader
Joined July 24



Lynn Patton
Business
Coordinator



Cheryl Herbert
Admin Assistant



Niki Johnson
Project Worker



Alison Jones
CEO

Case study 1

We were contacted by a deaf family whose elderly mother / grandmother was unwell and having difficulties accessing the health services. The son contacted us for help and we organised a sign language interpreter and a GP appointment which has then led to cancer diagnosis. We continue to support this lady with her treatment appointments

Outcome – the Deaf mother along with her family understood what was happening and was able to participate in the discussions and make decisions about her treatment options.

Case study 2

A deaf lady was struggling to obtain her prescription medication as her GP had ordered them but the pharmacy was unable to supply due to an error in the prescription. She contacted Communication Unlimited who made a few phone calls to resolve the issue

Outcome – The deaf lady was able to obtain her medication

Case study 3

A deaf man was unwell and was causing concern for the deaf family who called us to ask for help from the GP surgery. We phoned and spoke to the surgery, organised a home visit from the doctor and booked an interpreter to meet the GP at the home. The interpreter interpreted the conversations between the GP, man and his family.

Outcome – the deaf man was admitted into hospital for emergency treatment and now has recovered

Activities during 2024 - 2025

During Sign Language week



Deaf Childrens Christmas Party with British Deaf Association (BDA) and Derby Deaf club. Catherine Atkinson our MP made an unannounced appearance.



Deaf Mental Health Forum visits the new Hospital at Kingsway and shared feedback from the Deaf perspective. CU is the chair for the forum



3 laptops received from Erewash Voluntary Action Mental Health funding



Deaf Mental Health Day where we had deaf speakers along with Mark Powell, DHCS

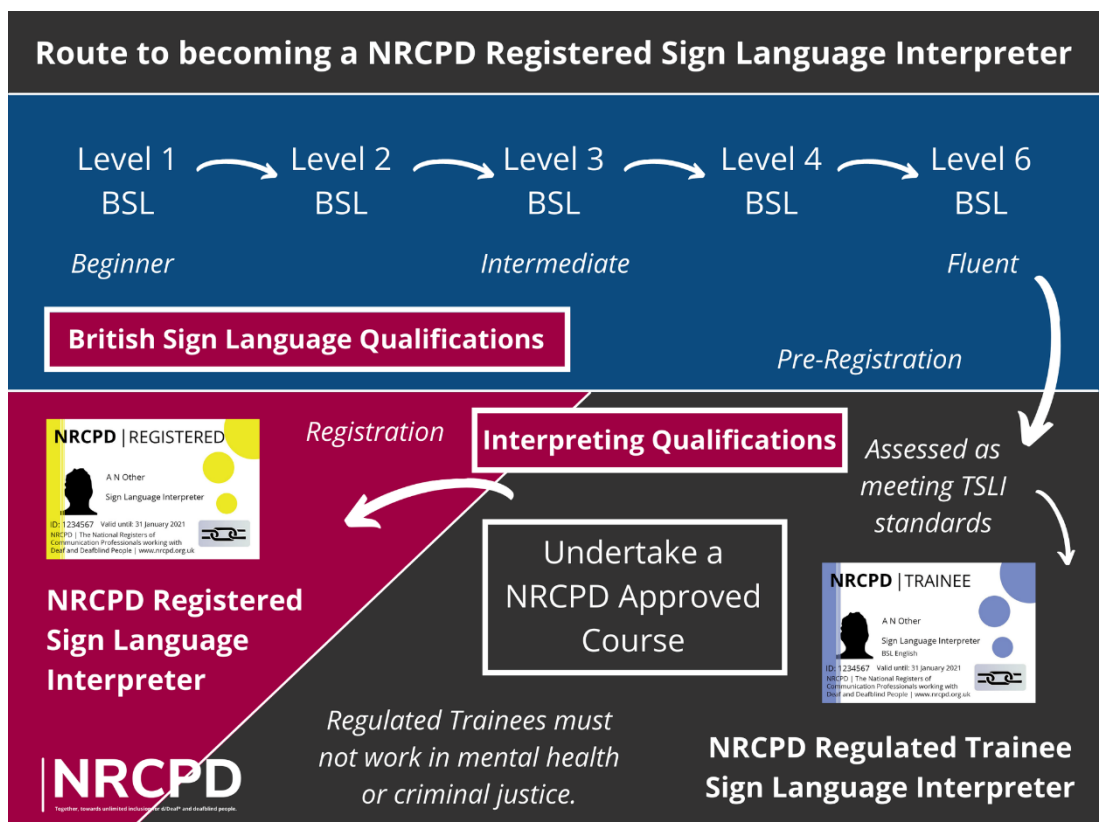




Research Partnership

The study, which follows an award of over £100,000 from the National Institute for Health and Care Research (NIHR), was led by Dr Anna Selby, research and postgraduate manager at the Pulvertaft Hand Centre, and brought together UHDB, the University of Leeds and University of Sheffield, and two Derby-based charities – Communication Unlimited and the Royal School for the Deaf Derby.

Communication Unlimited helped to interview 67 Deaf people about their medical experiences and their contributions to decide the priorities for NHS to focus on





Derby Book Festival



At Derby Cathedral



Interpreters out and about



With GB Football Captain Jamie Clarke





We received 50 tickets from Circus Starr which we were able to distribute to deaf children and their families



We are working with SEND Dynamics to run a Deaf parents support group to get information and support about EHCP and the legal process for their SEND children.

In 2024-2025 Communication Unlimited was funded (grants and contracts) as follows



Derby and Derbyshire
Integrated Care Board

Derby and Derbyshire ICB

GP Extra Support

The provision of GP Extra support has continued enabling deaf people to get the most of their GP appointments. It has given Deaf people extra access to health information and NHS choices. This has enabled us to make appointments on behalf of Deaf people



We handle the BSL bookings for University hospitals of Derby and Burton, we handle an average of 100 bookings a month. We have delivered several Deaf Awareness training sessions to various sections of the hospitals.



Mental Health funding from Erewash Voluntary Action enabled us to purchase 3 new laptops. It helped us to work to improve mental wellbeing for many Deaf people

We work with a wide range of organisations and settings including schools, personal bookings, legal, workplaces, councils, etc

Would you accept an unregistered and unqualified doctor for your healthcare appointments? No.

Would you allow an unregistered and unqualified nurse to monitor your health and administer medication? No.

Would you see an unregistered and unqualified dentist for your dental needs? No.

So, why would you provide the public with an unregistered and unqualified language service professional for their appointments?

Together, towards unlimited inclusion for d/Deaf* and deafblind people.

NRCPD
Together, towards unlimited inclusion for d/Deaf* and deafblind people.



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Chaddesden
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Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2025
for
Communication Unlimited

Communication Unlimited

Contents of the Financial Statements
for the Year Ended 31 March 2025

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Communication Unlimited

Reference and Administrative Details
for the Year Ended 31 March 2025

TRUSTEES	R Bastikar J Lenton K Adams S Shaw M Simpson D Leader T Broskom (resigned 13.11.2024) R Foulkes H Shaikh A Latif (appointed 13.11.2024) R Johnson (appointed 13.11.2024)
PRINCIPAL ADDRESS	Flat 1, Perth House Athlone Close Derby Derbyshire DE21 4BP
REGISTERED CHARITY NUMBER	1188251
INDEPENDENT EXAMINER	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ
BANKERS	Unity trust Bank Plc Nine Brindley Place Oozells Square Birmingham B1 2HB

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2025**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society, primarily in the county of Derbyshire.

Our Vision

To constantly strive for improving effective communication for the diverse needs of deaf people.

Our Values

- Bespoke communication services
- Confidentiality and integrity
- Going above and beyond duty
- Hands on approach

Public benefit

The main aim of Communication Unlimited is to provide quality communication services for people who are Deaf, hard of hearing or deafblind in Derby and Derbyshire.

The charitable activities focus on working in partnership with individuals and groups to overcome communication barriers therefore allowing Deaf people's access and full participation in society.

ACHIEVEMENTS AND PERFORMANCE

Summary of the year

We proudly celebrated our 35th Anniversary this year-a significant milestone that reflects our longstanding commitment and impact. The celebration brought together staff, supporters, partners, and community members to honour our history, achievements, and ongoing mission.

We have maintained a strong presence in delivering British Sign Language Interpreting services in Derby and Derbyshire which has included working mainly in the health sector under various contracts for example University Hospitals of Derby and Burton and Derby & Derbyshire ICB. We worked together to ensure that Deaf people were able to access their appointments and to be able to speak to their health professionals effectively.

In partnership with Self Help UK, Deaf Cancer support group, we conducted a small-scale research project focusing on the experiences and needs of Deaf patients in accessing palliative and end-of-life care. The study aimed to identify barriers, gaps in communication, and areas for improvement in service provision. Insights gathered will inform future advocacy, staff training, and the development of more accessible and culturally appropriate care pathways.

In partnership with University Hospitals of Derby and Burton and the Royal School for the Deaf, we are conducting an 18 month Deaf Health Inequalities Research Project aimed at identifying and addressing disparities in healthcare access, outcomes, and communication for Deaf individuals.

We had stalls at various events to promote our work, engage with the public, and share information about our services. These events provided valuable opportunities for outreach, networking, and gathering feedback from the community.

Our Interpreters have worked very hard to deliver many difficult assignments. This has included a lot of evenings and weekend work. Without the dedication of our interpreters we would have had difficulty meeting these demands.

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2025**

ACHIEVEMENTS AND PERFORMANCE

Summary of the year (continued)

We have continued to develop strong relationships with freelance interpreters who have helped us to deliver on many medical appointments so the deaf community are able to understand information at their appointments.

The GP Extra Support contract continues, which has enabled us to support many clients to obtain appointments with their GP or community Health services. We liaise with the surgeries to organise repeat prescriptions, something which was vital this year as many surgeries moved to a telephone-based service and also organise their referrals to alternative services via the 'Choose and book' system.

We received restricted funding of £3,420 to purchase 3 laptops from Erewash Voluntary Action Mental Health Small Grants Scheme 2024.

Foundation Derbyshire has given us funding of £1,328 for our befriending project where we are recruiting and training volunteers to run projects and in 2025 this will be further expanded to include befriending work.

The current financial climate and rising cost of living continues to impact upon every aspect of service delivery but we are carefully managing resources and costs to ensure the best provision for the community.

We have welcomed Agnieszka Latif and Rowena Johnson to the board of trustees. David Leader was re-elected to the board on 13 November 2024 following the end of his three year term.

FINANCIAL REVIEW

Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting policies.

Total incoming resources for the year ended 31 March 2025 was £511,966 (2024: £477,460).

Unrestricted funds amounted to £198,610, which is all allocated as designated funds.

It is the policy of the trustees to always designate 50% of the remaining undesignated unrestricted reserves to cover any unexpected events. This Contingency reserve is intended to cover any unforeseen redundancy payments, and also provide reserves for six months running costs, should funding be late or withheld. This designated fund is therefore not available for use in the general running of the organisation.

After accounting for all the above designated funds, there were no free general reserves held by the charity at 31 March 2025.

INVESTMENT POWERS, POLICY AND PERFORMANCE

The trustee's investment powers are governed by the constitution, which permits the charity's funds to be invested in, or on such investments, securities or property as may be thought fit.

Risk management

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2025**

PLANS FOR FUTURE PERIODS

We will expand the provision of our Interpreting services to include Intra-lingual interpreters, Translators and Interpreters for Deafblind people as the new registration qualifications come in.

Communication Unlimited will promote and advertise for individuals to register with the agency on a freelance basis. Whilst also looking for some existing staff / current volunteers to upskill into these roles.

We are developing a pool of volunteers to work with us on some projects including offering a befriending service for Deaf people who are in hospital, supporting events we run. We are doing this to develop future interpreters by working with them on their development.

Communication Unlimited will continue to advertise and recruit volunteers into the roles within the service and support their development.

Long term we wish to move to larger premises which suits our needs. Communication Unlimited has begun to engage with different agencies to explore current availability within the area.

The Trustees support all of these plans as they feel that this will address the needs of the community. Many services struggle to provide appropriately accessible options and by increasing the skilled professionals available, it will meet the demand.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes a charitable incorporated organisation.

Charity constitution

The Charity was constituted in 2020, at which point all assets were transferred from the Charity with registered number 1006643, and is registered with the Charity Commissioners under charity number 1188251. The charity is also known as CU.

The trustees who served during the period can be found on the reference and administrative details of the charity page.

Recruitment and appointment of new trustees

The selection procedure begins prior to the AGM. Notification and information is sent to all full members and trustees, giving names of people who have served on the board in the past year and outlining who is to retire at the forthcoming AGM. A nomination form is also sent inviting nominees for the vacant positions. These are returned to the office, the results collated, which are then presented to the AGM. Nominations are proposed, seconded and approved by the members at the meeting. If more nominations are received than places available then a voting process takes place at the AGM by the members.

Approved by order of the board of trustees on 13 November 2025 and signed on its behalf by:

R Bastikar - Trustee

**Independent Examiner's Report to the Trustees of
Communication Unlimited**

Independent examiner's report to the trustees of Communication Unlimited

I report to the charity trustees on my examination of the accounts of Communication Unlimited (the Trust) for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Sean Douglass FCA
The Institute of Chartered Accountants in England and Wales

Bates Weston LLP
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

21 November 2025

Communication Unlimited

**Statement of Financial Activities
for the Year Ended 31 March 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities					
Communication services	3	477,521	30,885	508,406	474,237
Investment income	2	3,560	-	3,560	3,223
Total		<u>481,081</u>	<u>30,885</u>	<u>511,966</u>	<u>477,460</u>
 EXPENDITURE ON					
Charitable activities					
Communication services	4	492,517	26,801	519,318	492,074
 NET INCOME/(EXPENDITURE)					
Transfers between funds	12	(11,436)	4,084	(7,352)	(14,614)
		<u>3,420</u>	<u>(3,420)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(8,016)	664	(7,352)	(14,614)
 RECONCILIATION OF FUNDS					
Total funds brought forward		206,626	-	206,626	221,240
 TOTAL FUNDS CARRIED FORWARD		<u><u>198,610</u></u>	<u><u>664</u></u>	<u><u>199,274</u></u>	<u><u>206,626</u></u>

The notes form part of these financial statements

Communication Unlimited

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	9	3,846	-	3,846	3,844
CURRENT ASSETS					
Debtors	10	50,599	-	50,599	60,879
Cash at bank		160,972	664	161,636	150,518
		<u>211,571</u>	<u>664</u>	<u>212,235</u>	<u>211,397</u>
CREDITORS					
Amounts falling due within one year	11	(16,807)	-	(16,807)	(8,615)
NET CURRENT ASSETS		<u>194,764</u>	<u>664</u>	<u>195,428</u>	<u>202,782</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>198,610</u>	<u>664</u>	<u>199,274</u>	<u>206,626</u>
NET ASSETS		<u>198,610</u>	<u>664</u>	<u>199,274</u>	<u>206,626</u>
FUNDS	12				
Unrestricted funds				198,610	206,626
Restricted funds				664	-
TOTAL FUNDS				<u>199,274</u>	<u>206,626</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 13 November 2025 and were signed on its behalf by:

R Bastikar - Trustee

K Adams - Trustee

The notes form part of these financial statements

Communication Unlimited

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	14,458	(24,066)
Net cash provided by/(used in) operating activities		<u>14,458</u>	<u>(24,066)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,340)	-
Net cash (used in)/provided by investing activities		<u>(3,340)</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period			
		11,118	(24,066)
Cash and cash equivalents at the beginning of the reporting period		<u>150,518</u>	<u>174,584</u>
Cash and cash equivalents at the end of the reporting period		<u><u>161,636</u></u>	<u><u>150,518</u></u>

The notes form part of these financial statements

Communication Unlimited

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES	2025 £	2024 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(7,352)	(14,614)
Adjustments for:		
Depreciation charges	3,338	3,129
Decrease/(increase) in debtors	10,280	(17,576)
Increase in creditors	8,192	4,995
Net cash provided by/(used in) operations	<u>14,458</u>	<u>(24,066)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	150,518	11,118	161,636
	<u>150,518</u>	<u>11,118</u>	<u>161,636</u>
Total	<u>150,518</u>	<u>11,118</u>	<u>161,636</u>

Communication Unlimited

Notes to the Financial Statements **for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to these activities and costs that are of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designated to reflect the use of resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capital or estimated usage.

Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets over their expected useful lives on the following bases:

Fixtures and fittings	- 15% straight line
Computer equipment	- 25% straight line

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES - continued

Going concern

At the balance sheet date the charity had a significant cash balance and a strong net current asset position. At the time of signing these accounts, the trustees have considered the effect of the current global conditions and other similar political factors on the going concern position, and consider that this does indicate that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts.

2. INVESTMENT INCOME

	2025	2024
	£	£
Interest income	3,560	3,223
	<u> </u>	<u> </u>

3. INCOME FROM CHARITABLE ACTIVITIES

		2025	2024
	Activity	£	£
Translation fees	Communication services	477,521	448,100
Grant income	Communication services	30,885	26,137
		<u> </u>	<u> </u>
		<u>508,406</u>	<u>474,237</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 5)	Support costs (see note 6)	Totals
	£	£	£
Communication services	479,594	39,724	519,318
	<u> </u>	<u> </u>	<u> </u>

5. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025	2024
	£	£
Staff costs	359,782	325,560
Freelance interpreters	73,644	85,323
Travel costs	13,540	12,959
IT costs	21,491	22,418
Postage and stationery	1,849	1,745
Note taker fees	1,455	1,144
Sundries	4,495	3,315
Depreciation	3,338	3,129
	<u> </u>	<u> </u>
	<u>479,594</u>	<u>455,593</u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

6. SUPPORT COSTS

	Finance £	Other £	Governance costs £	Totals £
Communication services	217	25,593	13,914	39,724
	<u>217</u>	<u>25,593</u>	<u>13,914</u>	<u>39,724</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

8. STAFF COSTS

	2025 £	2024 £
Wages and salaries	316,209	288,565
Social security costs	27,804	22,478
Other pension costs	15,769	14,517
	<u>359,782</u>	<u>325,560</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Employees	10	10
	<u>10</u>	<u>10</u>

No employees received emoluments in excess of £60,000.

9. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024	1,390	11,681	13,071
Additions	-	3,340	3,340
	<u>1,390</u>	<u>15,021</u>	<u>16,411</u>
At 31 March 2025	1,390	15,021	16,411
DEPRECIATION			
At 1 April 2024	747	8,480	9,227
Charge for year	208	3,130	3,338
	<u>955</u>	<u>11,610</u>	<u>12,565</u>
At 31 March 2025	955	11,610	12,565
NET BOOK VALUE			
At 31 March 2025	<u>435</u>	<u>3,411</u>	<u>3,846</u>
At 31 March 2024	<u>643</u>	<u>3,201</u>	<u>3,844</u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
	2025	2024
	£	£
Trade debtors	50,599	60,879
	<u>50,599</u>	<u>60,879</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
	2025	2024
	£	£
Social security and other taxes	7,526	4,365
Other creditors	-	200
Accruals and deferred income	9,281	4,050
	<u>16,807</u>	<u>8,615</u>

12. MOVEMENT IN FUNDS				
	At 1.4.24	Net	Transfers	At
	£	movement	between	31.3.25
		in funds	funds	£
		£	£	
Unrestricted funds				
General fund	5,655	(11,436)	5,781	-
Training reserve	12,000	-	-	12,000
Building reserve	47,000	-	-	47,000
Contingency reserve	141,971	-	(2,361)	139,610
	<u>206,626</u>	<u>(11,436)</u>	<u>3,420</u>	<u>198,610</u>
Restricted funds				
Foundation Derbyshire	-	664	-	664
Erewash Voluntary Action	-	3,420	(3,420)	-
	<u>-</u>	<u>4,084</u>	<u>(3,420)</u>	<u>664</u>
TOTAL FUNDS	<u>206,626</u>	<u>(7,352)</u>	<u>-</u>	<u>199,274</u>

Net movement in funds, included in the above are as follows:

	Incoming	Resources	Movement
	resources	expended	in funds
	£	£	£
Unrestricted funds			
General fund	481,081	(492,517)	(11,436)
Restricted funds			
Foundation Derbyshire	1,328	(664)	664
GP Extra Support Contract	26,137	(26,137)	-
Erewash Voluntary Action	3,420	-	3,420
	<u>30,885</u>	<u>(26,801)</u>	<u>4,084</u>
TOTAL FUNDS	<u>511,966</u>	<u>(519,318)</u>	<u>(7,352)</u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

12. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	17,729	(12,074)	5,655
Training reserve	12,000	-	12,000
Building reserve	47,000	-	47,000
Contingency reserve	141,971	-	141,971
	<hr/>	<hr/>	<hr/>
	218,700	(12,074)	206,626
Restricted funds			
Erewash Voluntary Action	2,540	(2,540)	-
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>221,240</u>	<u>(14,614)</u>	<u>206,626</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	451,323	(463,397)	(12,074)
Restricted funds			
GP Extra Support Contract	26,137	(26,137)	-
Erewash Voluntary Action	-	(2,540)	(2,540)
	<hr/>	<hr/>	<hr/>
	26,137	(28,677)	(2,540)
TOTAL FUNDS	<u>477,460</u>	<u>(492,074)</u>	<u>(14,614)</u>

Training reserve - this covers the course costs for trainee interpreters to become qualified interpreters and to cover course costs for staff development.

Building reserve - in the near future larger premises will be required as services develop thus this reserve will help fund this.

Contingency reserve - this covers any potential difficulties in the future and is a requirement to have at least 6 months running costs in reserve.

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

13. RELATED PARTY DISCLOSURES

The remuneration of key management personnel who comprise of certain members of the senior management team is as follows.

	2025 £	2024 £
Aggregate remuneration	<u>33,926</u>	<u>32,615</u>

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2025
for
Communication Unlimited

Communication Unlimited

Contents of the Financial Statements
for the Year Ended 31 March 2025

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Communication Unlimited

Reference and Administrative Details
for the Year Ended 31 March 2025

TRUSTEES	R Bastikar J Lenton K Adams S Shaw M Simpson D Leader T Broskom (resigned 13.11.2024) R Foulkes H Shaikh A Latif (appointed 13.11.2024) R Johnson (appointed 13.11.2024)
PRINCIPAL ADDRESS	Flat 1, Perth House Athlone Close Derby Derbyshire DE21 4BP
REGISTERED CHARITY NUMBER	1188251
INDEPENDENT EXAMINER	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ
BANKERS	Unity trust Bank Plc Nine Brindley Place Oozells Square Birmingham B1 2HB

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2025**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society, primarily in the county of Derbyshire.

Our Vision

To constantly strive for improving effective communication for the diverse needs of deaf people.

Our Values

- Bespoke communication services
- Confidentiality and integrity
- Going above and beyond duty
- Hands on approach

Public benefit

The main aim of Communication Unlimited is to provide quality communication services for people who are Deaf, hard of hearing or deafblind in Derby and Derbyshire.

The charitable activities focus on working in partnership with individuals and groups to overcome communication barriers therefore allowing Deaf people's access and full participation in society.

ACHIEVEMENTS AND PERFORMANCE

Summary of the year

We proudly celebrated our 35th Anniversary this year-a significant milestone that reflects our longstanding commitment and impact. The celebration brought together staff, supporters, partners, and community members to honour our history, achievements, and ongoing mission.

We have maintained a strong presence in delivering British Sign Language Interpreting services in Derby and Derbyshire which has included working mainly in the health sector under various contracts for example University Hospitals of Derby and Burton and Derby & Derbyshire ICB. We worked together to ensure that Deaf people were able to access their appointments and to be able to speak to their health professionals effectively.

In partnership with Self Help UK, Deaf Cancer support group, we conducted a small-scale research project focusing on the experiences and needs of Deaf patients in accessing palliative and end-of-life care. The study aimed to identify barriers, gaps in communication, and areas for improvement in service provision. Insights gathered will inform future advocacy, staff training, and the development of more accessible and culturally appropriate care pathways.

In partnership with University Hospitals of Derby and Burton and the Royal School for the Deaf, we are conducting an 18 month Deaf Health Inequalities Research Project aimed at identifying and addressing disparities in healthcare access, outcomes, and communication for Deaf individuals.

We had stalls at various events to promote our work, engage with the public, and share information about our services. These events provided valuable opportunities for outreach, networking, and gathering feedback from the community.

Our Interpreters have worked very hard to deliver many difficult assignments. This has included a lot of evenings and weekend work. Without the dedication of our interpreters we would have had difficulty meeting these demands.

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2025**

ACHIEVEMENTS AND PERFORMANCE

Summary of the year (continued)

We have continued to develop strong relationships with freelance interpreters who have helped us to deliver on many medical appointments so the deaf community are able to understand information at their appointments.

The GP Extra Support contract continues, which has enabled us to support many clients to obtain appointments with their GP or community Health services. We liaise with the surgeries to organise repeat prescriptions, something which was vital this year as many surgeries moved to a telephone-based service and also organise their referrals to alternative services via the 'Choose and book' system.

We received restricted funding of £3,420 to purchase 3 laptops from Erewash Voluntary Action Mental Health Small Grants Scheme 2024.

Foundation Derbyshire has given us funding of £1,328 for our befriending project where we are recruiting and training volunteers to run projects and in 2025 this will be further expanded to include befriending work.

The current financial climate and rising cost of living continues to impact upon every aspect of service delivery but we are carefully managing resources and costs to ensure the best provision for the community.

We have welcomed Agnieszka Latif and Rowena Johnson to the board of trustees. David Leader was re-elected to the board on 13 November 2024 following the end of his three year term.

FINANCIAL REVIEW

Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting policies.

Total incoming resources for the year ended 31 March 2025 was £511,966 (2024: £477,460).

Unrestricted funds amounted to £198,610, which is all allocated as designated funds.

It is the policy of the trustees to always designate 50% of the remaining undesignated unrestricted reserves to cover any unexpected events. This Contingency reserve is intended to cover any unforeseen redundancy payments, and also provide reserves for six months running costs, should funding be late or withheld. This designated fund is therefore not available for use in the general running of the organisation.

After accounting for all the above designated funds, there were no free general reserves held by the charity at 31 March 2025.

INVESTMENT POWERS, POLICY AND PERFORMANCE

The trustee's investment powers are governed by the constitution, which permits the charity's funds to be invested in, or on such investments, securities or property as may be thought fit.

Risk management

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2025**

PLANS FOR FUTURE PERIODS

We will expand the provision of our Interpreting services to include Intra-lingual interpreters, Translators and Interpreters for Deafblind people as the new registration qualifications come in.

Communication Unlimited will promote and advertise for individuals to register with the agency on a freelance basis. Whilst also looking for some existing staff / current volunteers to upskill into these roles.

We are developing a pool of volunteers to work with us on some projects including offering a befriending service for Deaf people who are in hospital, supporting events we run. We are doing this to develop future interpreters by working with them on their development.

Communication Unlimited will continue to advertise and recruit volunteers into the roles within the service and support their development.

Long term we wish to move to larger premises which suits our needs. Communication Unlimited has begun to engage with different agencies to explore current availability within the area.

The Trustees support all of these plans as they feel that this will address the needs of the community. Many services struggle to provide appropriately accessible options and by increasing the skilled professionals available, it will meet the demand.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes a charitable incorporated organisation.

Charity constitution

The Charity was constituted in 2020, at which point all assets were transferred from the Charity with registered number 1006643, and is registered with the Charity Commissioners under charity number 1188251. The charity is also known as CU.

The trustees who served during the period can be found on the reference and administrative details of the charity page.

Recruitment and appointment of new trustees

The selection procedure begins prior to the AGM. Notification and information is sent to all full members and trustees, giving names of people who have served on the board in the past year and outlining who is to retire at the forthcoming AGM. A nomination form is also sent inviting nominees for the vacant positions. These are returned to the office, the results collated, which are then presented to the AGM. Nominations are proposed, seconded and approved by the members at the meeting. If more nominations are received than places available then a voting process takes place at the AGM by the members.

Approved by order of the board of trustees on 13 November 2025 and signed on its behalf by:

R Bastikar - Trustee

**Independent Examiner's Report to the Trustees of
Communication Unlimited**

Independent examiner's report to the trustees of Communication Unlimited

I report to the charity trustees on my examination of the accounts of Communication Unlimited (the Trust) for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Sean Douglass FCA
The Institute of Chartered Accountants in England and Wales

Bates Weston LLP
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

21 November 2025

Communication Unlimited

**Statement of Financial Activities
for the Year Ended 31 March 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities					
Communication services	3	477,521	30,885	508,406	474,237
Investment income	2	3,560	-	3,560	3,223
Total		<u>481,081</u>	<u>30,885</u>	<u>511,966</u>	<u>477,460</u>
EXPENDITURE ON					
Charitable activities					
Communication services	4	492,517	26,801	519,318	492,074
NET INCOME/(EXPENDITURE)					
Transfers between funds	12	(11,436)	4,084	(7,352)	(14,614)
		<u>3,420</u>	<u>(3,420)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(8,016)	664	(7,352)	(14,614)
RECONCILIATION OF FUNDS					
Total funds brought forward		206,626	-	206,626	221,240
TOTAL FUNDS CARRIED FORWARD		<u><u>198,610</u></u>	<u><u>664</u></u>	<u><u>199,274</u></u>	<u><u>206,626</u></u>

The notes form part of these financial statements

Communication Unlimited

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	9	3,846	-	3,846	3,844
CURRENT ASSETS					
Debtors	10	50,599	-	50,599	60,879
Cash at bank		160,972	664	161,636	150,518
		<u>211,571</u>	<u>664</u>	<u>212,235</u>	<u>211,397</u>
CREDITORS					
Amounts falling due within one year	11	(16,807)	-	(16,807)	(8,615)
NET CURRENT ASSETS		<u>194,764</u>	<u>664</u>	<u>195,428</u>	<u>202,782</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>198,610</u>	<u>664</u>	<u>199,274</u>	<u>206,626</u>
NET ASSETS		<u>198,610</u>	<u>664</u>	<u>199,274</u>	<u>206,626</u>
FUNDS	12				
Unrestricted funds				198,610	206,626
Restricted funds				664	-
TOTAL FUNDS				<u>199,274</u>	<u>206,626</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 13 November 2025 and were signed on its behalf by:

R Bastikar - Trustee

K Adams - Trustee

The notes form part of these financial statements

Communication Unlimited

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	14,458	(24,066)
Net cash provided by/(used in) operating activities		<u>14,458</u>	<u>(24,066)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,340)	-
Net cash (used in)/provided by investing activities		<u>(3,340)</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period			
		11,118	(24,066)
Cash and cash equivalents at the beginning of the reporting period			
		<u>150,518</u>	<u>174,584</u>
Cash and cash equivalents at the end of the reporting period			
		<u><u>161,636</u></u>	<u><u>150,518</u></u>

The notes form part of these financial statements

Communication Unlimited

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES	2025 £	2024 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(7,352)	(14,614)
Adjustments for:		
Depreciation charges	3,338	3,129
Decrease/(increase) in debtors	10,280	(17,576)
Increase in creditors	8,192	4,995
Net cash provided by/(used in) operations	<u>14,458</u>	<u>(24,066)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	150,518	11,118	161,636
	<u>150,518</u>	<u>11,118</u>	<u>161,636</u>
Total	<u>150,518</u>	<u>11,118</u>	<u>161,636</u>

Communication Unlimited

Notes to the Financial Statements **for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to these activities and costs that are of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designated to reflect the use of resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capital or estimated usage.

Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets over their expected useful lives on the following bases:

Fixtures and fittings	- 15% straight line
Computer equipment	- 25% straight line

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES - continued

Going concern

At the balance sheet date the charity had a significant cash balance and a strong net current asset position. At the time of signing these accounts, the trustees have considered the effect of the current global conditions and other similar political factors on the going concern position, and consider that this does indicate that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts.

2. INVESTMENT INCOME

	2025	2024
	£	£
Interest income	3,560	3,223
	<u> </u>	<u> </u>

3. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2025	2024
		£	£
Translation fees	Communication services	477,521	448,100
Grant income	Communication services	30,885	26,137
		<u> </u>	<u> </u>
		<u>508,406</u>	<u>474,237</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 5)	Support costs (see note 6)	Totals
	£	£	£
Communication services	479,594	39,724	519,318
	<u> </u>	<u> </u>	<u> </u>

5. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025	2024
	£	£
Staff costs	359,782	325,560
Freelance interpreters	73,644	85,323
Travel costs	13,540	12,959
IT costs	21,491	22,418
Postage and stationery	1,849	1,745
Note taker fees	1,455	1,144
Sundries	4,495	3,315
Depreciation	3,338	3,129
	<u> </u>	<u> </u>
	<u>479,594</u>	<u>455,593</u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

6. SUPPORT COSTS

	Finance £	Other £	Governance costs £	Totals £
Communication services	217	25,593	13,914	39,724
	<u>217</u>	<u>25,593</u>	<u>13,914</u>	<u>39,724</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

8. STAFF COSTS

	2025 £	2024 £
Wages and salaries	316,209	288,565
Social security costs	27,804	22,478
Other pension costs	15,769	14,517
	<u>359,782</u>	<u>325,560</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Employees	10	10
	<u>10</u>	<u>10</u>

No employees received emoluments in excess of £60,000.

9. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024	1,390	11,681	13,071
Additions	-	3,340	3,340
	<u>1,390</u>	<u>15,021</u>	<u>16,411</u>
At 31 March 2025	1,390	15,021	16,411
DEPRECIATION			
At 1 April 2024	747	8,480	9,227
Charge for year	208	3,130	3,338
	<u>955</u>	<u>11,610</u>	<u>12,565</u>
At 31 March 2025	955	11,610	12,565
NET BOOK VALUE			
At 31 March 2025	<u>435</u>	<u>3,411</u>	<u>3,846</u>
At 31 March 2024	<u>643</u>	<u>3,201</u>	<u>3,844</u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
	2025	2024
	£	£
Trade debtors	50,599	60,879
	<u>50,599</u>	<u>60,879</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
	2025	2024
	£	£
Social security and other taxes	7,526	4,365
Other creditors	-	200
Accruals and deferred income	9,281	4,050
	<u>16,807</u>	<u>8,615</u>

12. MOVEMENT IN FUNDS				
	At 1.4.24	Net	Transfers	At
	£	movement	between	31.3.25
		in funds	funds	£
		£	£	
Unrestricted funds				
General fund	5,655	(11,436)	5,781	-
Training reserve	12,000	-	-	12,000
Building reserve	47,000	-	-	47,000
Contingency reserve	141,971	-	(2,361)	139,610
	<u>206,626</u>	<u>(11,436)</u>	<u>3,420</u>	<u>198,610</u>
Restricted funds				
Foundation Derbyshire	-	664	-	664
Erewash Voluntary Action	-	3,420	(3,420)	-
	<u>-</u>	<u>4,084</u>	<u>(3,420)</u>	<u>664</u>
TOTAL FUNDS	<u>206,626</u>	<u>(7,352)</u>	<u>-</u>	<u>199,274</u>

Net movement in funds, included in the above are as follows:

	Incoming	Resources	Movement
	resources	expended	in funds
	£	£	£
Unrestricted funds			
General fund	481,081	(492,517)	(11,436)
Restricted funds			
Foundation Derbyshire	1,328	(664)	664
GP Extra Support Contract	26,137	(26,137)	-
Erewash Voluntary Action	3,420	-	3,420
	<u>30,885</u>	<u>(26,801)</u>	<u>4,084</u>
TOTAL FUNDS	<u>511,966</u>	<u>(519,318)</u>	<u>(7,352)</u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

12. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	17,729	(12,074)	5,655
Training reserve	12,000	-	12,000
Building reserve	47,000	-	47,000
Contingency reserve	141,971	-	141,971
	<hr/>	<hr/>	<hr/>
	218,700	(12,074)	206,626
Restricted funds			
Erewash Voluntary Action	2,540	(2,540)	-
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>221,240</u>	<u>(14,614)</u>	<u>206,626</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	451,323	(463,397)	(12,074)
Restricted funds			
GP Extra Support Contract	26,137	(26,137)	-
Erewash Voluntary Action	-	(2,540)	(2,540)
	<hr/>	<hr/>	<hr/>
	26,137	(28,677)	(2,540)
TOTAL FUNDS	<u>477,460</u>	<u>(492,074)</u>	<u>(14,614)</u>

Training reserve - this covers the course costs for trainee interpreters to become qualified interpreters and to cover course costs for staff development.

Building reserve - in the near future larger premises will be required as services develop thus this reserve will help fund this.

Contingency reserve - this covers any potential difficulties in the future and is a requirement to have at least 6 months running costs in reserve.

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

13. RELATED PARTY DISCLOSURES

The remuneration of key management personnel who comprise of certain members of the senior management team is as follows.

	2025 £	2024 £
Aggregate remuneration	<u>33,926</u>	<u>32,615</u>

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

COMMUNICATION UNLIMITED

England & Wales - Charity number 1188251

Accounts

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2024
for
Communication Unlimited

Communication Unlimited

**Contents of the Financial Statements
for the Year Ended 31 March 2024**

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Communication Unlimited

Reference and Administrative Details
for the Year Ended 31 March 2024

TRUSTEES	R Bastikar J Lenton K Adams S Shaw M Simpson D Leader T Broskom M Chapman (resigned 25.8.2023) R Foulkes (appointed 13.9.2023) H Shaikh (appointed 13.9.2023)
PRINCIPAL ADDRESS	Flat 1, Perth House Athlone Close Derby Derbyshire DE21 4BP
REGISTERED CHARITY NUMBER	1188251
INDEPENDENT EXAMINER	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ
BANKERS	Unity trust Bank Plc Nine Brindley Place Oozells Square Birmingham B1 2HB

Communication Unlimited

Report of the Trustees for the Year Ended 31 March 2024

The trustees present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society, primarily in the county of Derbyshire.

Our Vision

To constantly strive for improving effective communication for the diverse needs of deaf people.

Our Values

- Bespoke communication services
- Confidentiality and integrity
- Going above and beyond duty
- Hands on approach

Public benefit

The main aim of Communication Unlimited is to provide quality communication services for people who are Deaf, hard of hearing or deafblind in Derby and Derbyshire.

The charitable activities focus on working in partnership with individuals and groups to overcome communication barriers therefore allowing Deaf people's access and full participation in society.

ACHIEVEMENT AND PERFORMANCE

Summary of the year

We have maintained a strong presence delivering British Sign Language Interpreting services in Derbyshire which has included working mainly in the Health sector under various contracts for example, University Hospitals of Derby and Burton and Derby & Derbyshire ICB. We worked together to ensure that Deaf people were able to access their appointments and to be able to speak to their health professional effectively. Many GP services continued to see their patients remotely and this also meant that we had to interpret remotely too, in a 3 way conversation.

We have continued to provide both face to face and remote interpreting services matching the demands and requests.

During the year we welcomed Maria Bradley and sadly lost Stacey Fox and Winston Denerley who have moved on.

We had the honour of interpreting at the King Coronation Commemorative service at Derby Cathedral. Many other ad hoc assignments have been undertaken working with companies in Derby and the Derbyshire area. We have also delivered Deaf Awareness sessions to health professionals and other organisations.

Our Interpreters have worked very hard to deliver many difficult assignments. This has included a lot of evenings and weekend work. Without the dedication of our interpreters we would have had difficulties meeting these demands.

We have continued to develop strong relationships with freelance interpreters who have helped us to deliver on many medical appointments so the deaf community are able to understand information at their appointments.

The GP Extra Support contract continues, which has enabled us to support many clients to obtain appointments with their GP or community Health services. We liaise with the surgeries to organise repeat prescriptions, something which was vital this year as many surgeries moved to a telephone-based service and also organise their referrals to alternative services via the 'Choose and book' system.

Communication Unlimited

Report of the Trustees for the Year Ended 31 March 2024

ACHIEVEMENT AND PERFORMANCE

Summary of the year (continued)

We received a grant from Erewash Voluntary Action to support our mental health work where we focused on wellbeing and ran activities to bring together the Deaf community. Among the activities we had a trip to the British Deaf History museum in Manchester and a Christmas party.

We worked with Derby College to recruit deaf people to join their course Level 3 Education and training course as we need to generate more BSL tutors especially with the new GCSE BSL and the current interpreter shortage.

Communication Unlimited were represented at many events including running a session at the GoingPro conference 2023, University of Derby Diversity and Inclusion event. The CEO Alison Jones was invited to join the British Deaf Association event at the House of Commons and ended with an impromptu tour of the Parliament with Amanda Solloway.

FINANCIAL REVIEW

Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting policies.

Total incoming resources for the year ended 31 March 2024 was £477,460 (2023: £478,631).

Unrestricted funds amounted to £206,626 including £200,971 allocated as designated funds.

It is the policy of the trustees to always designate 50% of the remaining undesignated unrestricted reserves to cover any unexpected events. This Contingency reserve is intended to cover any unforeseen redundancy payments, and also provide reserves for six months running costs, should funding be late or withheld. This designated fund is therefore not available for use in the general running of the organisation.

After accounting for all the above designated funds the free general reserves of the charity at 31 March 2024 amounted to £5,655.

INVESTMENT POWERS, POLICY AND PERFORMANCE

The trustee's investment powers are governed by the constitution, which permits the charity's funds to be invested in, or on such investments, securities or property as may be thought fit.

Risk management

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes a charitable incorporated organisation.

Charity constitution

The Charity was constituted in 2020, at which point all assets were transferred from the Charity with registered number 1006643, and is registered with the Charity Commissioners under charity number 1188251. The charity is also known as CU.

The trustees who served during the period can be found on the reference and administrative details of the charity page.

Communication Unlimited

Report of the Trustees
for the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The selection procedure begins prior to the AGM. Notification and information is sent to all full members and trustees, giving names of people who have served on the board in the past year and outlining who is to retire at the forthcoming AGM. A nomination form is also sent inviting nominees for the vacant positions. These are returned to the office, the results collated, which are then presented to the AGM. Nominations are proposed, seconded and approved by the members at the meeting. If more nominations are received than places available then a voting process takes place at the AGM by the members.

Approved by order of the board of trustees on 13 November 2024 and signed on its behalf by:

R Bastikar - Trustee

**Independent Examiner's Report to the Trustees of
Communication Unlimited**

Independent examiner's report to the trustees of Communication Unlimited

I report to the charity trustees on my examination of the accounts of Communication Unlimited (the Trust) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Sean Douglass FCA
The Institute of Chartered Accountants in England and Wales

Bates Weston LLP
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

11 December 2024

Communication Unlimited

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	3				
Communication services		448,100	26,137	474,237	477,162
Investment income	2	3,223	-	3,223	1,469
Total		<u>451,323</u>	<u>26,137</u>	<u>477,460</u>	<u>478,631</u>
EXPENDITURE ON					
Charitable activities	4				
Communication services		<u>463,397</u>	<u>28,677</u>	<u>492,074</u>	<u>486,225</u>
NET INCOME/(EXPENDITURE)		(12,074)	(2,540)	(14,614)	(7,594)
RECONCILIATION OF FUNDS					
Total funds brought forward		218,700	2,540	221,240	228,834
TOTAL FUNDS CARRIED FORWARD		<u>206,626</u>	<u>-</u>	<u>206,626</u>	<u>221,240</u>

The notes form part of these financial statements

Communication Unlimited

Balance Sheet
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	9	3,844	-	3,844	6,973
CURRENT ASSETS					
Debtors	10	60,879	-	60,879	43,303
Cash at bank		150,518	-	150,518	174,584
		<u>211,397</u>	<u>-</u>	<u>211,397</u>	<u>217,887</u>
CREDITORS					
Amounts falling due within one year	11	(8,615)	-	(8,615)	(3,620)
		<u>202,782</u>	<u>-</u>	<u>202,782</u>	<u>214,267</u>
NET CURRENT ASSETS					
		<u>202,782</u>	<u>-</u>	<u>202,782</u>	<u>214,267</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>206,626</u>	<u>-</u>	<u>206,626</u>	<u>221,240</u>
NET ASSETS		<u>206,626</u>	<u>-</u>	<u>206,626</u>	<u>221,240</u>
FUNDS	12				
Unrestricted funds				206,626	218,700
Restricted funds				-	2,540
TOTAL FUNDS				<u>206,626</u>	<u>221,240</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 13 November 2024 and were signed on its behalf by:

R Bastikar - Trustee

K Adams - Trustee

Communication Unlimited

Notes to the Financial Statements for the Year Ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to these activities and costs that are of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capital or estimated usage.

Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets over their expected useful lives on the following bases:

- | | |
|-----------------------|---------------------|
| Fixtures and fittings | - 15% straight line |
| Computer equipment | - 25% straight line |

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

1. ACCOUNTING POLICIES - continued

Going concern

At the balance sheet date the charity had a significant cash balance and a strong net current asset position. At the time of signing these accounts, the trustees have considered the effect of the current global conditions and other similar political factors on the going concern position, and consider that this does indicate that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts.

2. INVESTMENT INCOME

	2024	2023
	£	£
Interest income	<u>3,223</u>	<u>1,469</u>

3. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Translation fees	Communication services	448,100	427,110
Grant income	Communication services	<u>26,137</u>	<u>50,052</u>
		<u>474,237</u>	<u>477,162</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 5)	Support costs (see note 6)	Totals
	£	£	£
Communication services	<u>455,593</u>	<u>36,481</u>	<u>492,074</u>

5. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024	2023
	£	£
Staff costs	325,560	348,249
Freelance interpreters	85,323	46,560
Travel costs	12,959	19,338
IT costs	22,418	19,492
Postage and stationery	1,745	1,200
Note taker fees	1,144	1,396
Sundries	3,315	8,327
Depreciation	3,129	3,129
	<u>455,593</u>	<u>447,691</u>

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

6. SUPPORT COSTS

	Finance £	Other £	Governance costs £	Totals £
Communication services	293	22,471	13,717	36,481
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

7. TRUSTEES' REMUNERATION AND BENEFITS

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

8. STAFF COSTS

	2024 £	2023 £
Wages and salaries	288,565	312,840
Social security costs	22,478	20,034
Other pension costs	14,517	15,375
	<u> </u>	<u> </u>
	<u>325,560</u>	<u>348,249</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Employees	10	12
	<u> </u>	<u> </u>

No employees received emoluments in excess of £60,000.

9. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023 and 31 March 2024	1,390	11,681	13,071
	<u> </u>	<u> </u>	<u> </u>
DEPRECIATION			
At 1 April 2023	539	5,559	6,098
Charge for year	208	2,921	3,129
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2024	747	8,480	9,227
	<u> </u>	<u> </u>	<u> </u>
NET BOOK VALUE			
At 31 March 2024	643	3,201	3,844
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2023	851	6,122	6,973
	<u> </u>	<u> </u>	<u> </u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2024	2023
		£	£
Trade debtors		60,879	43,303
		<u>60,879</u>	<u>43,303</u>
11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2024	2023
		£	£
Social security and other taxes		4,365	-
Other creditors		200	200
Accrued expenses		4,050	3,420
		<u>8,615</u>	<u>3,620</u>
12. MOVEMENT IN FUNDS			
		Net	
	At 1.4.23	movement	At
	£	in funds	31.3.24
		£	£
Unrestricted funds			
General fund	17,729	(12,074)	5,655
Training reserve	12,000	-	12,000
Building reserve	47,000	-	47,000
Contingency reserve	141,971	-	141,971
	<u>218,700</u>	<u>(12,074)</u>	<u>206,626</u>
Restricted funds			
Erewash Voluntary Action	2,540	(2,540)	-
	<u>221,240</u>	<u>(14,614)</u>	<u>206,626</u>

Net movement in funds, included in the above are as follows:

	Incoming	Resources	Movement
	resources	expended	in funds
	£	£	£
Unrestricted funds			
General fund	451,323	(463,397)	(12,074)
Restricted funds			
GP Extra Support Contract	26,137	(26,137)	-
Erewash Voluntary Action	-	(2,540)	(2,540)
	<u>26,137</u>	<u>(28,677)</u>	<u>(2,540)</u>
TOTAL FUNDS	<u>477,460</u>	<u>(492,074)</u>	<u>(14,614)</u>

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

12. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	27,863	(10,134)	17,729
Training reserve	12,000	-	12,000
Building reserve	47,000	-	47,000
Contingency reserve	141,971	-	141,971
	<hr/>	<hr/>	<hr/>
	228,834	(10,134)	218,700
Restricted funds			
Erewash Voluntary Action	-	2,540	2,540
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>228,834</u>	<u>(7,594)</u>	<u>221,240</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	428,579	(438,713)	(10,134)
Restricted funds			
Derbyshire County Council	19,375	(19,375)	-
GP Extra Support Contract	26,137	(26,137)	-
Foundation Derbyshire	2,000	(2,000)	-
Erewash Voluntary Action	2,540	-	2,540
	<hr/>	<hr/>	<hr/>
	50,052	(47,512)	2,540
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>478,631</u>	<u>(486,225)</u>	<u>(7,594)</u>

Training reserve - this covers the course costs for trainee interpreters to become qualified interpreters and to cover course costs for staff development.

Building reserve - in the near future larger premises will be required as services develop thus this reserve will help fund this.

Contingency reserve - this covers any potential difficulties in the future and is a requirement to have at least 6 months running costs in reserve.

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

13. RELATED PARTY DISCLOSURES

The remuneration of key management personnel who comprise of certain members of the senior management team is as follows.

	2024 £	2023 £
Aggregate remuneration	<u>32,615</u>	<u>30,938</u>

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.



Annual Report

2023 - 2024

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society equally, primarily in the county of Derbyshire

Our Vision

To constantly strive for improving effective communication for all the diverse needs of deaf people

Our Values

- Bespoke Communication Services
- Confidentiality and Integrity
- Going above and beyond duty
- Hands on approach

Message from the Chair



I am pleased to be here once again to present the 34th Annual Report for Communication Unlimited, showing our work for 2023-2024

During our 34th year we have worked hard to continue to provide a high quality interpreting service in Derbyshire. We have delivered approx 5,000 interpreting assignments which reflects the hard work done by the interpreters.

We were sad to say goodbye to Winston Denerley and Stacey Fox who left for their own reasons and welcomed Maria Bradley-Nicholson to our team.

We continue to experience the challenge of the interpreter shortage which is affecting the whole of the UK and it has also impacted Communication Unlimited with our recruitment. We have held different discussions with different people including NRCPD, BSL Advisory board.

I would like to say a big thank you to all the staff at Communication Unlimited and the freelance interpreters who have worked with CU doing the health jobs for their continued dedication to provide a quality communication service for Deaf people.

Please take a look at the following pages of the annual report which shows all the different work we do during the year.

I thank you all for continuing to use our services and your support towards the staff and the charity.

Your feedback on our services is very important to us and helps us to improve service delivery.

I look forward to seeing you all sometime at our events during the 35th anniversary year.

Rachell

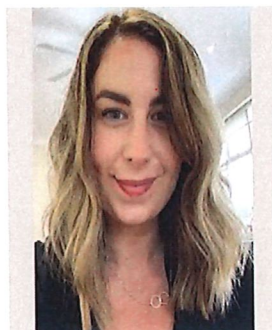
Management Committee 2023 - 2024



Rachell
Bastikar
Chair



John Lenton
Vice Chair



Siobhan
Shaw
Secretary



Karen Adams
Treasurer



Mhairi
Simpson



Tammy
Broskom



Mark
Chapman
Resigned Sept 2023



David
Leader



Robert Foulkes



Hamza Shaikh

Communication Unlimited Staff

Sign Language Interpreters



Helen
Blunden



Emma
Walker



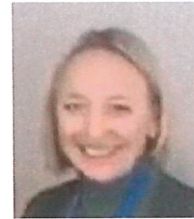
Jacinta
Bowen-Byrne



Jess
Squire



Fraser Holmes



Sam
Waters



Stacey Fox
Left May 2023



Winston Denerley
Left April 2023



Maria Bradley-
Nicholson



Lynn Patton
Business
Coordinator



Cheryl Herbert
Admin Assistant



Alison Jones
CEO

Case study 1

We were contacted by a family member to say that their deaf sister was in hospital and was very confused. One of our interpreters went in to interpret in the Emergency department and helped communication go smoothly. The sister stayed in hospital for a week, we provided an interpreter to go in every day to interpret between the deaf sister and the hospital staff. We also interpreted the consultations between the various consultants and doctors with the deaf patient.

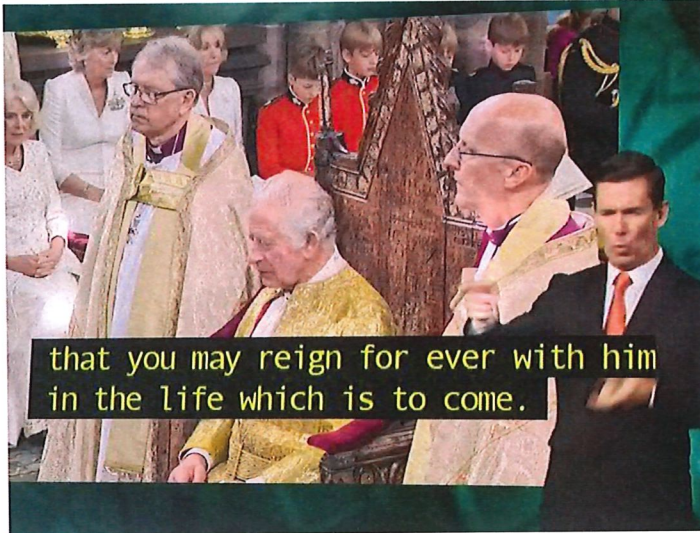
Outcome – the Deaf sister understood what was happening and was able to participate in the discussions and decisions about his treatment options.

Case study 2

A deaf family had moved here from overseas and wanted support to understand how things worked in UK. The family wanted to know where the deaf support, services and organisations were in Derbyshire.

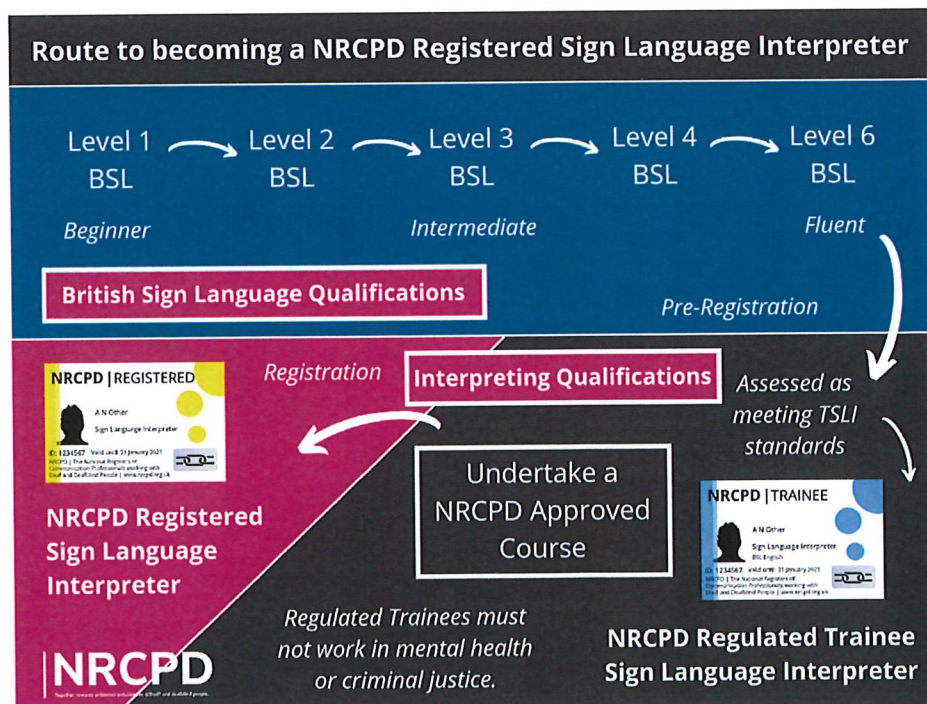
Referrals were made to different services and translation support from written English to BSL was given as the family had very little understanding of English.

Outcome – The Deaf family have settled down in Derbyshire and now active participants in the deaf community as well as working, children are settled in school and learning English



Did you know that Eddie Moriarty worked for Communication Unlimited in the early 1990s ?

Eddie is a BBC interpreter and has interpreted recent important events including the King Charles Coronation



Activities during 2023 – 2024

Funded by Mental Health (Erewash Voluntary Action)



Trip to British Deaf History Museum in Manchester



Christmas activities





We received 50 tickets from Circus Starr which we were able to distribute to deaf children and their families



We interpreted at many events in Derbyshire

Examples include

Jacinta interpreted at the Derby Cathedral for the King Coronation Commemorative service



Interpreting at an Employee activity week where there was a deaf participant

Out and about in the community



University of Derby
Diversity and Inclusion
event

Deafinitely Women
International Women day

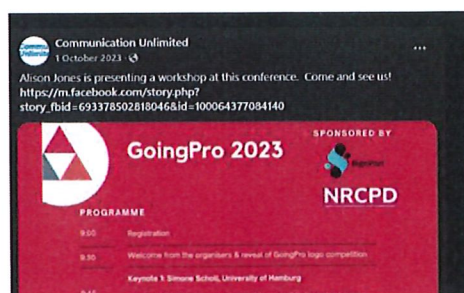
CEO with Yvonne Cobb from
Morning Live programme
(BBC)



Stall at Derbyshire Cricket
Ground

England Deaf v India Deaf
cricket match

Presented to new
interpreters at the
ASLI Going Pro event
in Sheffield



In 2023-2024 Communication Unlimited was funded (grants and contracts) as follows



Derby and Derbyshire ICB

GP Extra Support

The provision of GP Extra support has continued enabling deaf people to get the most of their GP appointments. It has given Deaf people extra access to health information and NHS choices. This has enabled us to make appointments on behalf of Deaf people



We handle the BSL bookings for University hospitals of Derby and Burton, we handle an average of 100 bookings a month. We have delivered several Deaf Awareness training sessions to various sections of the hospitals.



Mental Health funding from Erewash Voluntary Action enabled us to provide many wellbeing activities during the year of 2023. It helped us to work to improve mental wellbeing for many Deaf people

We work with a wide range of organisations and settings including schools, personal bookings, legal, workplaces, councils, etc

Would you accept an unregistered and unqualified doctor for your healthcare appointments? No.

Would you allow an unregistered and unqualified nurse to monitor your health and administer medication? No.

Would you see an unregistered and unqualified dentist for your dental needs? No.

So, why would you provide the public with an unregistered and unqualified language service professional for their appointments?

Together, towards unlimited inclusion
for d/Deaf* and deafblind people.

NRCPD
Together, towards unlimited inclusion for d/Deaf* and deafblind people.



Flat 1 Perth House
Athlone Close
Chaddesden
Derby
DE21 4BP

Tel 01332 369920
Email bookings@cu-bsl.co.uk
SMS / Glide 07812300280

Out of Hours Emergency
07432891697 Text Only

COMMUNICATION UNLIMITED

England & Wales - Charity number 1188251

Accounts

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2023
for
Communication Unlimited

Communication Unlimited

**Contents of the Financial Statements
for the Year Ended 31 March 2023**

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Communication Unlimited
Reference and Administrative Details
for the Year Ended 31 March 2023

TRUSTEES	R Bastikar J Lenton K Adams S Shaw M Simpson D Leader T Broskom M Chapman
PRINCIPAL ADDRESS	Flat 1, Perth House Athlone Close Derby Derbyshire DE21 4BP
REGISTERED CHARITY NUMBER	1188251
INDEPENDENT EXAMINER	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ
BANKERS	Unity trust Bank Plc Nine Brindley Place Oozells Square Birmingham B1 2HB

Communication Unlimited
Report of the Trustees
for the Year Ended 31 March 2023

The trustees present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society, primarily in the county of Derbyshire.

Our Vision

To constantly strive for improving effective communication for the diverse needs of deaf people.

Our Values

- Bespoke communication services
- Confidentiality and integrity
- Going above and beyond duty
- Hands on approach

Public benefit

The main aim of Communication Unlimited is to provide quality communication services for people who are Deaf, hard of hearing or deafblind in Derby and Derbyshire.

The charitable activities focus on working in partnership with individuals and groups to overcome communication barriers therefore allowing Deaf people's access and full participation in society.

ACHIEVEMENT AND PERFORMANCE

Summary of the year

We have continued to work to the new norm after focussing on recovery from the global pandemic of COVID 19 and the subsequent impact on the world and our services. We have continued to work with as much flexibility as possible in response to the changes in working conditions within the different sectors including health and social care. These sectors have seen evolving working restrictions and many COVID safety protocols remaining a priority. We have worked to provide both face to face and remote interpreting services for these settings matching the demands and requests.

We have maintained a strong presence delivering British Sign Language Interpreting services in Derbyshire which has included working mainly in the Health sector under various contracts for example, University Hospitals of Derby and Burton and Derby & Derbyshire CCG to name only one.

We adapted to work with health professionals who are continuing to provide vital services in such difficult circumstances including wearing PPE and working at a social distance. We worked together to ensure that Deaf people were able to access their appointments and able to speak to their health professional effectively. Many GP services continued to see their patients remotely and this also meant that we had to interpret remotely too, in a 3-way conversation.

We had to make the difficult decision not to continue to deliver interpreting services for Derbyshire County Council by contract due to contract differences and unviability of the new contract for Adult and Social Care. We continue to provide interpreting services for other departments within the council and have a strong relationship with these departments.

Many other ad hoc assignments have been undertaken working with Companies in Derby and the Derbyshire area. We continue to work closely with many schools especially with their parent's evenings and school performances.

We interpreted 2 tours of the new Moorways stadium for Deaf people before it opened and participated in a training session for the staff before it opened.

Communication Unlimited

Report of the Trustees for the Year Ended 31 March 2023

ACHIEVEMENT AND PERFORMANCE

Summary of the year (continued)

We have continued to develop strong relationships with freelance interpreters who have helped us to deliver on many medical appointments despite the difficult circumstances.

Our Interpreters have worked very hard to deliver many assignments. This has included a lot of evening and weekend work. Without the dedication of our interpreters we would have had difficulties meeting these demands.

Interpreters worked at some high-profile events including at Derby Cathedral Service of reflection for Queen Elizabeth and a visit by Tom Pursglove the Minister for Disabled People to Derby.

The GP Extra Support contract continues, which has enabled us to support many clients to obtain appointments with their GP or community Health services. We liaise with the surgeries to organise repeat prescriptions, something which was vital this year as many surgeries moved to a telephone-based service, and also organise their referrals to alternative services via the 'Choose and book' system.

During the year we were pleased to say that Jessica Squire and Stacey Fox both qualified as a Sign Language Interpreters. We welcomed Stacey Fox back from maternity leave and Winston Denerley a trainee interpreter. We also lost Victoria Midgley, Mary Brumby and Isobel Lamb who moved on to new pastures.

We were grateful to be successful in receiving funding to support our work and to enable us to provide extra services from Foundation Derbyshire to provide Employment services and Erewash Voluntary Action to provide wellbeing services.

This has enabled us to organise and run our first Deaf job fair which was attended by just over 100 Deaf people along with running a CV workshop and 1:1 support for individuals on their CVs.

We were delighted to be awarded the FSB East Midlands Diversity and Inclusion Award for our work.

FINANCIAL REVIEW

Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting policies.

Total incoming resources for the year ended 31 March 2023 was £478,631 (2022: £495,583).

Unrestricted funds amounted to £218,700 including £200,971 allocated as designated funds.

It is the policy of the trustees to always designate 50% of the remaining undesignated unrestricted reserves to cover any unexpected events. This Contingency reserve is intended to cover any unforeseen redundancy payments, and also provide reserves for six months running costs, should funding be late or withheld. This designated fund is therefore not available for use in the general running of the organisation.

After accounting for all the above designated funds the free general reserves of the charity at 31 March 2023 amounted to £17,729.

INVESTMENT POWERS, POLICY AND PERFORMANCE

The trustee's investment powers are governed by the constitution, which permits the charity's funds to be invested in, or on such investments, securities or property as may be thought fit.

Risk management

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Communication Unlimited

Report of the Trustees for the Year Ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

Charity constitution

The Charity was constituted in 2020, at which point all assets were transferred from the Charity with registered number 1006643, and is registered with the Charity Commissioners under charity number 1188251. The charity is also known as CU.

The trustees who served during the period can be found on the reference and administrative details of the charity page.

Recruitment and appointment of new trustees

The selection procedure begins prior to the AGM. Notification and information is sent to all full members and trustees, giving names of people who have served on the board in the past year and outlining who is to retire at the forthcoming AGM. A nomination form is also sent inviting nominees for the vacant positions. These are returned to the office, the results collated, which are then presented to the AGM. Nominations are proposed, seconded and approved by the members at the meeting. If more nominations are received than places available then a voting process takes place at the AGM by the members.

Approved by order of the board of trustees on 25 October 2023 and signed on its behalf by:

R Bastikar - Trustee

**Independent Examiner's Report to the Trustees of
Communication Unlimited**

Independent examiner's report to the trustees of Communication Unlimited

I report to the charity trustees on my examination of the accounts of Communication Unlimited (the Trust) for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Wayne Thomas ACA
The Institute of Chartered Accountants in England and Wales

Bates Weston LLP
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

27 October 2023

Communication Unlimited

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	3				
Communication services		427,110	50,052	477,162	495,495
Investment income	2	1,469	-	1,469	88
Total		<u>428,579</u>	<u>50,052</u>	<u>478,631</u>	<u>495,583</u>
EXPENDITURE ON					
Charitable activities	4				
Communication services		<u>438,713</u>	<u>47,512</u>	<u>486,225</u>	<u>470,320</u>
NET INCOME/(EXPENDITURE)		(10,134)	2,540	(7,594)	25,263
RECONCILIATION OF FUNDS					
Total funds brought forward		228,834	-	228,834	203,571
TOTAL FUNDS CARRIED FORWARD		<u>218,700</u>	<u>2,540</u>	<u>221,240</u>	<u>228,834</u>

The notes form part of these financial statements

Communication Unlimited

Balance Sheet
31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	9	6,973	-	6,973	10,102
CURRENT ASSETS					
Debtors	10	43,303	-	43,303	34,103
Cash at bank		172,044	2,540	174,584	188,069
		<u>215,347</u>	<u>2,540</u>	<u>217,887</u>	<u>222,172</u>
CREDITORS					
Amounts falling due within one year	11	(3,620)	-	(3,620)	(3,440)
NET CURRENT ASSETS		<u>211,727</u>	<u>2,540</u>	<u>214,267</u>	<u>218,732</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>218,700</u>	<u>2,540</u>	<u>221,240</u>	<u>228,834</u>
NET ASSETS		<u>218,700</u>	<u>2,540</u>	<u>221,240</u>	<u>228,834</u>
FUNDS	12				
Unrestricted funds				218,700	228,834
Restricted funds				2,540	-
TOTAL FUNDS				<u>221,240</u>	<u>228,834</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 25 October 2023 and were signed on its behalf by:

R Bastikar - Trustee

K Adams - Trustee

The notes form part of these financial statements

Communication Unlimited

Notes to the Financial Statements for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to these activities and costs that are of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designated to reflect the use of resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capital or estimated usage.

Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets over their expected useful lives on the following bases:

- | | |
|-----------------------|---------------------|
| Fixtures and fittings | - 15% straight line |
| Computer equipment | - 25% straight line |

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Going concern

At the balance sheet date the charity had a significant cash balance and a strong net current asset position. At the time of signing these accounts, the trustees have considered the effect of the current global conditions and other similar political factors on the going concern position, and consider that this does indicate that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the UK Government support available during this difficult time.

2. INVESTMENT INCOME

	2023	2022
	£	£
Interest income	1,469	88
	<u> </u>	<u> </u>

3. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023	2022
		£	£
Translation fees	Communication services	427,110	425,838
Donations and grants	Communication services	50,052	67,450
Government grants	Communication services	-	2,207
		<u> </u>	<u> </u>
		477,162	495,495
		<u> </u>	<u> </u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 5)	Support costs (see note 6)	Totals
	£	£	£
Communication services	447,691	38,534	486,225
	<u> </u>	<u> </u>	<u> </u>

5. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	348,249	364,643
Freelance interpreters	46,560	21,960
Bad debt expense	-	(1,215)
Travel costs	19,338	19,980
IT costs	19,492	20,054
Postage and stationery	1,200	1,402
Note taker fees	1,396	1,052
Sundries	8,327	2,305
Depreciation	3,129	2,326
Loss on sale of assets	-	1,893
	<u> </u>	<u> </u>
	447,691	434,400
	<u> </u>	<u> </u>

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

6. SUPPORT COSTS

	Finance £	Other £	Governance costs £	Totals £
Communication services	<u>321</u>	<u>24,223</u>	<u>13,990</u>	<u>38,534</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

8. STAFF COSTS

	2023 £	2022 £
Wages and salaries	312,840	328,617
Social security costs	20,034	19,436
Other pension costs	15,375	16,590
	<u>348,249</u>	<u>364,643</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Employees	<u>12</u>	<u>14</u>

No employees received emoluments in excess of £60,000.

9. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2022 and 31 March 2023	<u>1,390</u>	<u>11,681</u>	<u>13,071</u>
DEPRECIATION			
At 1 April 2022	331	2,638	2,969
Charge for year	208	2,921	3,129
At 31 March 2023	<u>539</u>	<u>5,559</u>	<u>6,098</u>
NET BOOK VALUE			
At 31 March 2023	<u>851</u>	<u>6,122</u>	<u>6,973</u>
At 31 March 2022	<u>1,059</u>	<u>9,043</u>	<u>10,102</u>

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2023	2022
		£	£
Trade debtors		43,303	34,103
		<u> </u>	<u> </u>
11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2023	2022
		£	£
Other creditors		200	200
Accrued expenses		3,420	3,240
		<u> </u>	<u> </u>
		<u>3,620</u>	<u>3,440</u>

12. MOVEMENT IN FUNDS		Net movement in funds	At 31.3.23
	At 1.4.22	£	£
	£	£	£
Unrestricted funds			
General fund	27,863	(10,134)	17,729
Training reserve	12,000	-	12,000
Building reserve	47,000	-	47,000
Contingency reserve	141,971	-	141,971
	<u> </u>	<u> </u>	<u> </u>
	228,834	(10,134)	218,700
Restricted funds			
Erewash Voluntary Action	-	2,540	2,540
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>228,834</u>	<u>(7,594)</u>	<u>221,240</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	428,579	(438,713)	(10,134)
Restricted funds			
Derbyshire County Council	19,375	(19,375)	-
GP Extra Support Contract	26,137	(26,137)	-
Foundation Derbyshire	2,000	(2,000)	-
Erewash Voluntary Action	2,540	-	2,540
	<u> </u>	<u> </u>	<u> </u>
	50,052	(47,512)	2,540
TOTAL FUNDS	<u>478,631</u>	<u>(486,225)</u>	<u>(7,594)</u>

Communication Unlimited

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

12. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	24,732	25,263	(22,132)	27,863
Training reserve	9,500	-	2,500	12,000
Building reserve	40,000	-	7,000	47,000
Contingency reserve	129,339	-	12,632	141,971
	<u>203,571</u>	<u>25,263</u>	<u>-</u>	<u>228,834</u>
TOTAL FUNDS	<u>203,571</u>	<u>25,263</u>	<u>-</u>	<u>228,834</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	431,133	(405,870)	25,263
Restricted funds			
Derbyshire County Council	38,750	(38,750)	-
GP Extra Support Contract	25,700	(25,700)	-
	<u>64,450</u>	<u>(64,450)</u>	<u>-</u>
TOTAL FUNDS	<u>495,583</u>	<u>(470,320)</u>	<u>25,263</u>

Training reserve - this covers the course costs for trainee interpreters to become qualified interpreters and to cover course costs for staff development.

Building reserve - in the near future larger premises will be required as services develop thus this reserve will help fund this.

Contingency reserve - this covers any potential difficulties in the future and is a requirement to have at least 6 months running costs in reserve.

13. RELATED PARTY DISCLOSURES

The remuneration of key management personnel who comprise the trustees and certain members of the senior management team is as follows:

	2023 £	2022 £
Aggregate remuneration	<u>30,938</u>	<u>28,157</u>



Annual Report

2022 - 2023

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society equally, primarily in the county of Derbyshire

Our Vision

To constantly strive for improving effective communication for all the diverse needs of deaf people

Our Values

- Bespoke Communication Services
- Confidentiality and Integrity
- Going above and beyond duty
- Hands on approach

Message from the Chair



Here we are once again!

I am pleased to be presenting our 33rd Annual Report for Communication Unlimited, showing our work for 2022 – 2023.

We continue to slowly move back to face to face work with some interpreting work, remaining remote. We delivered just over 5,300 assignments during 2022-2023 (Approx 2,500 of these were health related) which reflects the hard work being done by the team

I am sorry to have lost 4 interpreters in the past year for different reasons, Victoria Midgley, Isobel Lamb, Mary Brumby and Darren Askroft. We thank them for their hard work during their time at Communication Unlimited,

We have experienced the challenge of the interpreter shortage which is affecting the whole of the UK and it has also impacted Communication Unlimited with our recruitment. We are looking to try and address the problem in different ways but unfortunately it will not be something that can be resolved quickly.

I would like to say a big thank you to all the staff at Communication Unlimited and the freelance interpreters, who worked for CU on some health jobs, for their continued dedication to providing a quality communication service for Deaf people especially during the difficult times.

We have been doing some work outside of delivering BSL interpreting services. We held the first Deaf Mental Health Day in Derbyshire which was well attended with different mental health professionals, service providers as well as deaf people. This has started a working group to work on the action points and to work to improve the services for deaf people with mental health conditions.

We also held a Deaf job fair which was attended by approx. 100 people visiting 20 different stalls. This has resulted in some people getting a job, look into and starting to volunteer. This has also resulted in partnership work between the Royal School for the Deaf, Derby College as well as us to develop opportunities for Deaf people to learn to become a tutor and hopefully lead onto an increased pool of BSL tutors especially with then potential GCSE BSL coming in 2025.

We are also in the exciting times of the BSL act and the new BSL Advisory board to the government. By working together we can achieve things so we continue to look for future partnership opportunities.

I thank you all for continuing to use our services and your support towards the staff and the organisation

Your feedback on our services is very important and valuable to us as we need you to identify gaps and areas for improvements. Please continue to give us feedback.

Rachell

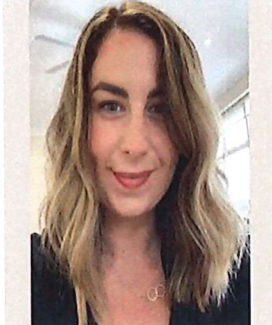
Management Committee 2022 - 2023



Rachell
Bastikar
Chair



John Lenton
Vice Chair



Siobhan
Shaw
Secretary



Karen Adams
Treasurer



Mhairi
Simpson



Tammy
Broskom

Mark
Chapman



David
Leader

Communication Unlimited Staff

Sign Language Interpreters



Helen
Blunden



Mary
Brumby
Left June
2022



Emma
Walker



Jacinta
Bowen-Byrne



Victoria
Midgley
Left April
2022



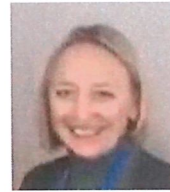
Jess
Squire



Darren
Askroft



Isobel Lamb
Left July 2022



Sam
Waters

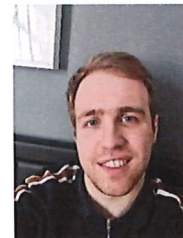
Left Sept 2022



Stacey Fox



Winston
Denerley



Fraser Holmes



Lynn Patton
Business
Coordinator



Cheryl Herbert
Admin Assistant



Alison Jones
CEO

Case study 1

We were contacted by a family member to say that their deaf brother was in hospital and was very confused. One of our interpreters went in to interpret in the Emergency department and helped communication go smoothly. The brother stayed in hospital for a week, we provided an interpreter to go in every day to interpret between the deaf brother and the hospital staff. We also interpreted the consultations between the various consultants and doctors with the deaf patient.

Outcome – the Deaf brother understood what was happening and was able to participate in the discussions and decisions about his treatment options.

Case study 2

A deaf man was being made redundant after working for one company for over 20 years and had no idea how to find a new job. He asked Communication Unlimited for help as we interpreted at his company's meetings.

He came and met one of our staff members who supported him to create a CV and discussed some possible places to apply to. Three weeks later he has successfully gained permanent employment at another company

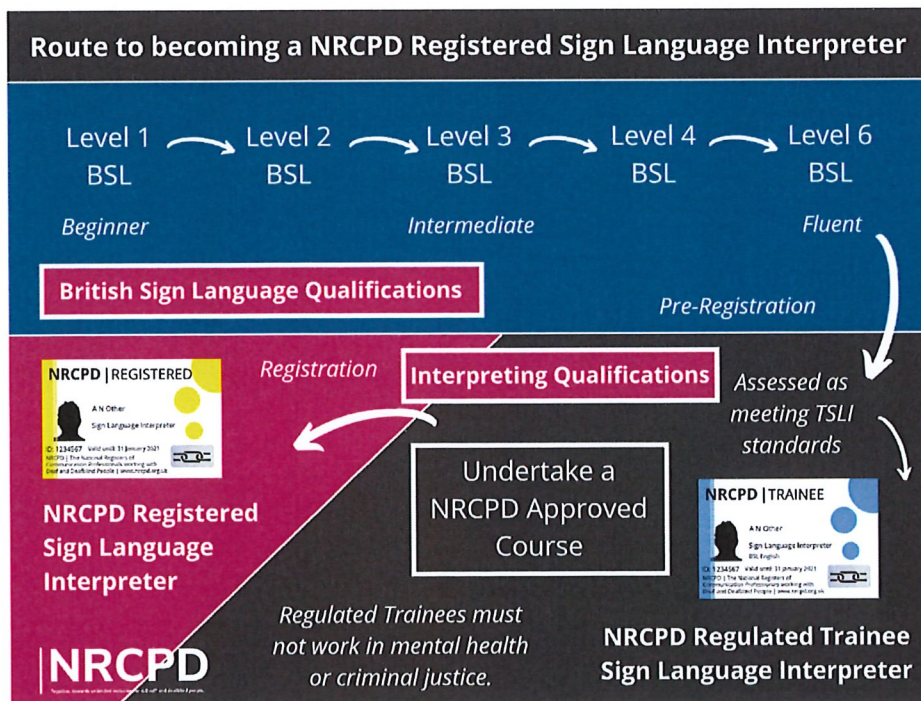
Outcome – The Deaf man was supported to gain permanent employment and was able to continue to work.

2 of our interpreters qualified this year



Jess Squire
qualifies

Stacey Fox
qualifies





We were awarded for the East Midlands region for Diversity and Inclusion Award with the FSB

Alison Jones and Helen Blunden went to receive the award on behalf of the organisation





Children from
Royal School
for the Deaf

Marketing in a different way!

We advertised our organisation on the school
children's football tops



We organised 2 deaf tours of the Moorways stadium and
participated in a practice swimming session in the Water
Park before the stadium was opened



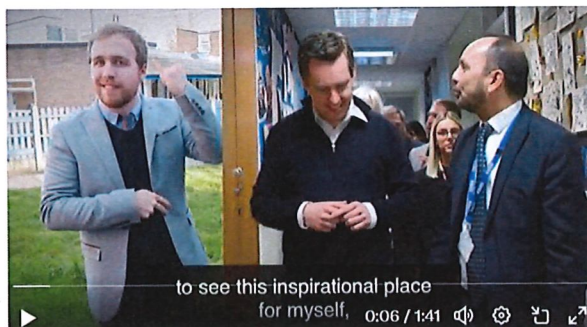
We received 50 tickets from Circus Starr which we were able to distribute to deaf children and their families



We organised 3 information sessions for the launch of 999 BSL. We learnt how to download the app and understand what is an emergency call, how we could now call 999 in our language



Matt Kirby from 999 BSL



Fraser Holmes, one of our Sign Language interpreters, interpreted for Tom Pursglove, the Minister of state for Disabled People, when he visited Derby

We interpreted at the
Derbyshire Fire Services
Deaf Open Day



The Park committee at
Derby City Council
installed these BSL
activity boards in
Markeaton Park after
our suggestion in one of
the Diversity Hub
meeting

Deaf Mental Health



We ran a Deaf Mental Health day in partnership with Derbyshire Mental Health Forum and Erewash Voluntary Action



It was well attended with a mixture of Deaf people, Mental health professionals and different organisations.

We have set up Deaf Mental Health Forum to work on the action points and share information. It has a mixture of different people in the forum including deaf people who have lived experiences. Deaf organisations, ICB. We have different speakers in our meetings and working to improve access for deaf people

First Deaf Job Fair held in Derby

We organise our first Deaf Job fair which was attended by over 100 Deaf people



It was held at the Museum of Making and had over 20 organisations in attendance



People were successful in gaining a new job and volunteering opportunities



Foundation
Derbyshire

This was made possible
with a grant donation
from Foundation
Derbyshire

In 2022-2023 Communication Unlimited was funded (grants and contracts) as follows



Derby and Derbyshire ICB

GP Extra Support

The provision of GP Extra support has continued enabling deaf people to get the most of their GP appointments. It has given Deaf people extra access to health information and NHS choices. This has enabled us to make appointments on behalf of Deaf people



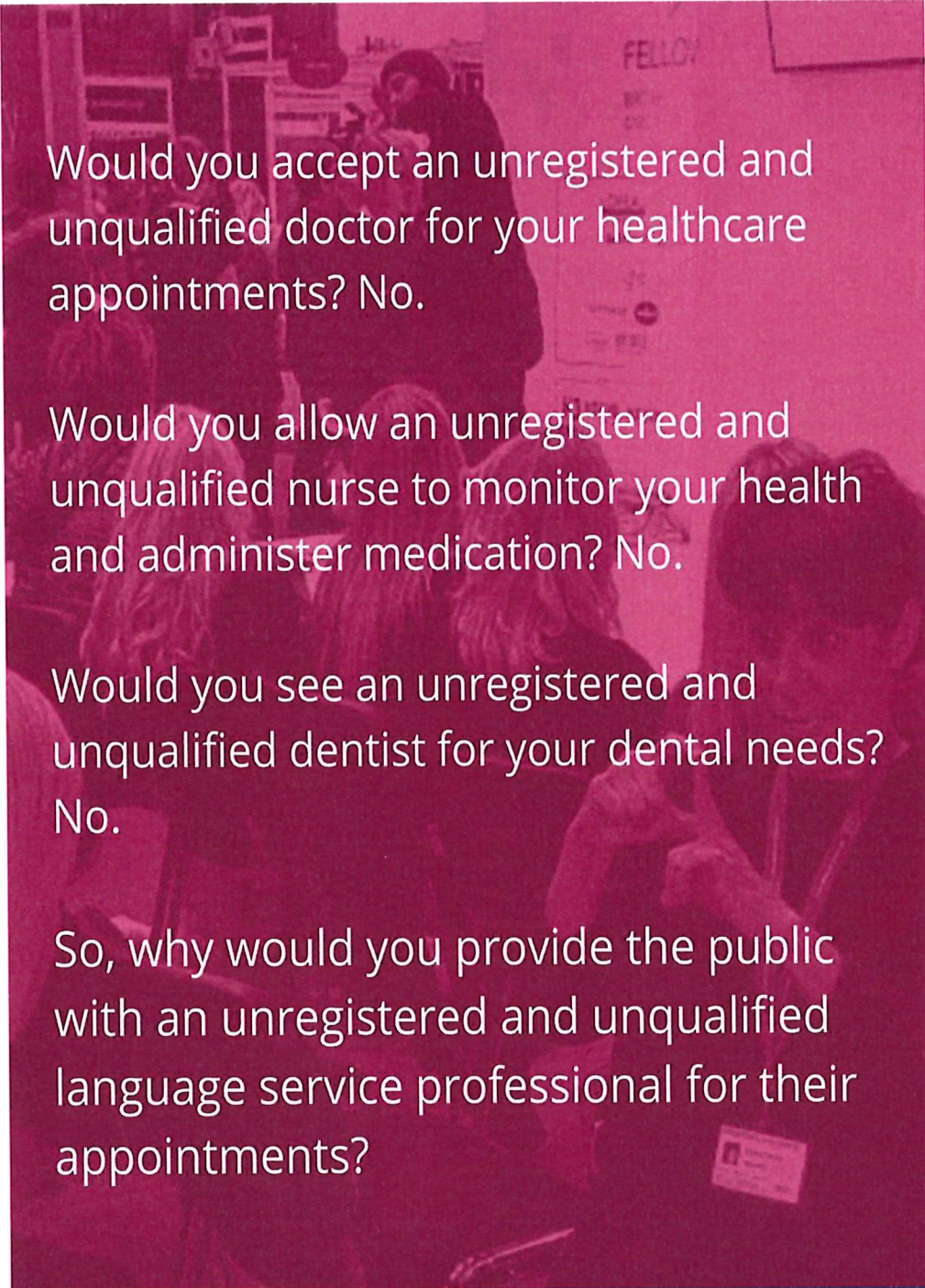
We handle the BSL bookings for University hospitals of Derby and Burton, we handle an average of 100 bookings a month. We have delivered several Deaf Awareness training sessions to various sections of the hospitals.



Derbyshire County Council Adult Social Services

Derbyshire County Council gave Communication Unlimited £19,375 to sustain interpreting provision across the county. This support has enabled Deaf people to live independently and ensured access to the community services. Contract ended September 2022

We work with a wide range of organisations and settings including schools, personal bookings, legal, workplaces, councils, etc



Would you accept an unregistered and unqualified doctor for your healthcare appointments? No.

Would you allow an unregistered and unqualified nurse to monitor your health and administer medication? No.

Would you see an unregistered and unqualified dentist for your dental needs? No.

So, why would you provide the public with an unregistered and unqualified language service professional for their appointments?

Together, towards unlimited inclusion for d/Deaf* and deafblind people.

NRCPD
Together, towards unlimited inclusion for d/Deaf* and deafblind people.

Flat 1 Perth House
Athlone Close
Chaddesden
Derby
DE21 4BP

Tel 01332 369920
Email bookings@cu-bsl.co.uk
SMS / Glide 07812300280

Out of Hours Emergency 07432891697 Text Only



COMMUNICATION UNLIMITED

England & Wales - Charity number 1188251

Accounts



Annual Report

2021 - 2022

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society equally, primarily in the county of Derbyshire

Our Vision

To constantly strive for improving effective communication for all the diverse needs of deaf people

Our Values

- Bespoke Communication Services
- Confidentiality and Integrity
- Going above and beyond duty
- Hands on approach

Message from the Chair



I am pleased to be presenting our 32nd Annual Report for Communication Unlimited, showing our work for 2021 – 2022.

We have once again gone through a tough year with the effects of COVID and the opening up of a 'new' normal life. We still did a lot of work online as well as seeing a rise in face to face work. It became a difficult balancing act for us

During 2021-2022 we delivered just over 4,600 assignments in comparison to over 6,000 in 2019 (before COVID struck). Remember we were still operating in the COVID restrictions, especially for public or school bookings and health appointments. 2022-2023 will show a further increase as we have built back to our pre-COVID levels.

I am pleased to say that we have continued to support trainee interpreters with their course work and this year we have 2 interpreters, Isobel Lamb and Fraser Holmes qualifying so many congratulations to them both. We continue to support Jess Squire and Stacey Fox with their coursework and hopefully next year we can celebrate their qualification too.

I am proud to say that Communication Unlimited supported the 'Wheres the interpreter' now campaign which ended up in the High court of Justice and the 'Wheres the Interpreters' team won their case. We also supported the BSL Act campaign led by Rosie Cooper MP and it went through and now has Royal Assent. We continue to watch this space for updates so we can work on this locally.

I would like to say a big thank you to all the staff at Communication Unlimited and the freelance interpreters, who worked for CU on some health jobs, for their continued dedication to providing a quality communication service for Deaf people especially during this difficult year.

I thank you all for continuing to use our services through the difficult times and your support towards the staff and the organisation over both the past 2 difficult years.

Your feedback on our services is very important and valuable to us as we need you to identify gaps and areas for improvements. Please continue to give us feedback.

Rachell

Management Committee 2021 - 2022



Rachell
Bastikar
Chair



John Lenton
Vice Chair



Siobhan
Shaw
Secretary



Karen Adams
Treasurer



Mhairi
Simpson



Tammy
Broskom



Mark
Chapman



David
Leader

Communication Unlimited Staff

Sign Language Interpreters



Helen
Blunden



Mary
Brumby



Emma
Walker



Jacinta
Bowen-Byrne



Victoria
Midgley



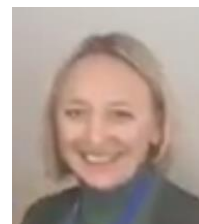
Jess
Squire



Darren
Askroft



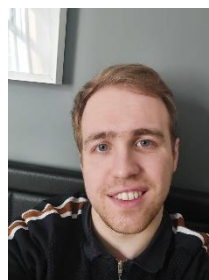
Isobel
Lamb



Sam
Waters



Stacey Fox
Maternity leave Sept
2021



Fraser Holmes



Lynn Patton
Business
Coordinator



Cheryl Herbert
Admin Assistant



Alison Jones
CEO

Case study 1

We were contacted by a family member to say that their deaf mother was in hospital and was very confused. One of our interpreters went in to interpret in the Emergency department and helped communication go smoothly as the staff were wearing masks due to COVID. The mother stayed in hospital for a week, we provided an interpreter to go in every day to interpret between the deaf mother and the hospital staff. We also interpreted the consultations between the various consultants and doctors with the deaf patient.

Outcome – the Deaf mother understood what was happening and was able to participate in the discussions and decisions about her treatment options.

Case study 2

A deaf asylum seeker came to our office asking for help, talking to him we realised he had been in Derby for 6 months with no access to information as he did not receive a Sign Language interpreter. We contacted the Home office on his behalf asking for a BSL interpreter to attend his appointments and we were booked to interpret for him along with a deaf relay interpreter as his first language was not BSL.

Outcome – he was able to participate in his regular meetings with the Home office, obtained medical treatment for a long standing ailment and understood what was happening to his application process to remain in UK



Committee meetings were held on Zoom as we could not meet face to face safely

Many of our work were still being delivered remotely and slowly the face to face work started to return.



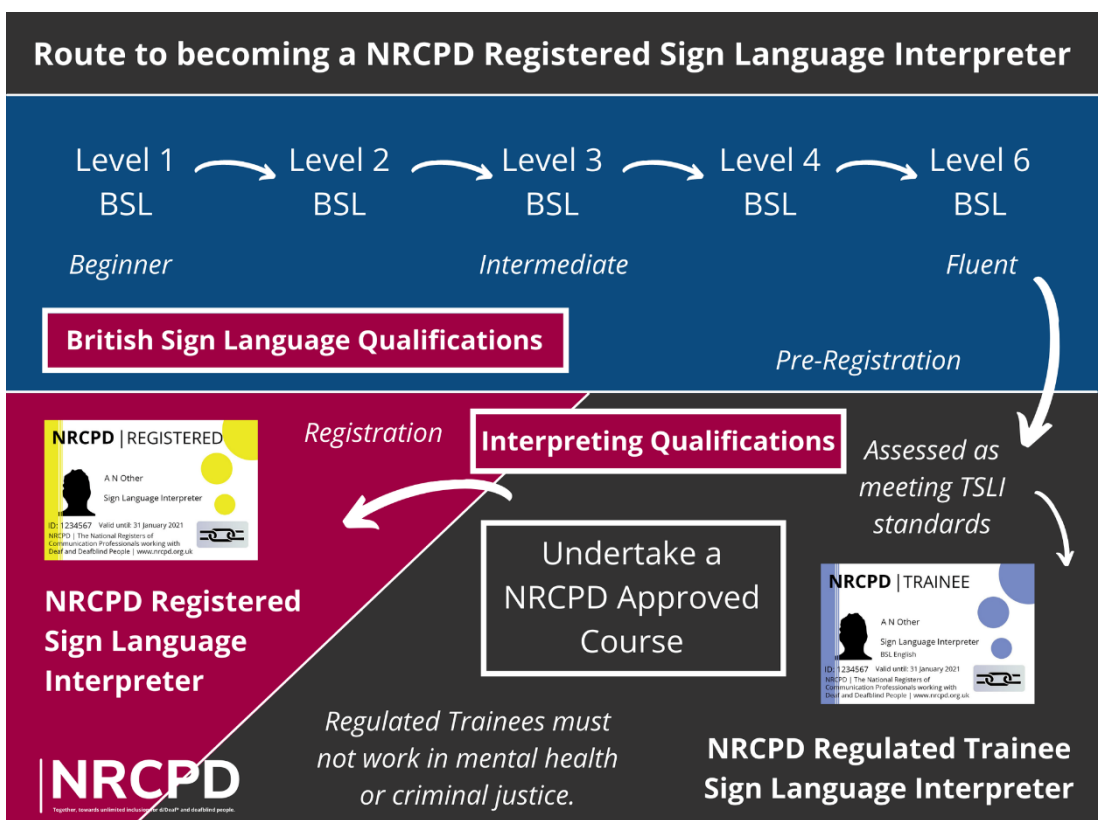
2 of our interpreters qualified this year



Isobel Lamb



Fraser Holmes



Awards Achieved

Helen Blunden achieved her ILM Level 5 Coaching and Mentoring.

We now have 2 staff members who are qualified to deliver Coaching and Mentoring services to Deaf people and Interpreters



Communication Unlimited were awarded the Derby and Derbyshire Beacon of Hope for our services to the Deaf community during the COVID Pandemic

Alison Jones our CEO was also awarded the same award



We produced several information videos through out the year and they mainly appeared on our page on Facebook

<https://www.facebook.com/BSLcommunicationunlimited>

Case Study 3

Derby and Derbyshire CCG were running a consultation about the Urgent Treatment Centres and were keen to include feedback from the Deaf community.

After talking with Communication Unlimited, we agreed to set up a Deaf community session and promote this to the Deaf community as well as providing BSL interpreters.

Outcome – Deaf people were able to feedback their thoughts and suggestions for improvements. The staff from the CCG collected a lot of valuable feedback.



We continue to be a partner with SignVideo, a national BSL Interpreter Videorelay service provider and we work with them 2-3 days a week on the videophone

Communication Unlimited have lent their support to these campaigns

Rosie Cooper MP led this campaign in parliament



Lynn Stewart-Taylor and her team lead the 'Where is the interpreter' campaign

In 2021-2022 Communication Unlimited was funded (grants and contracts) as follows



Derbyshire County Council Adult Social Services

Derbyshire County Council gave Communication Unlimited £38,750 to sustain interpreting provision across the county. This support has enabled Deaf people to live independently and ensured access to the community services



Derby and Derbyshire Clinical Commissioning Group

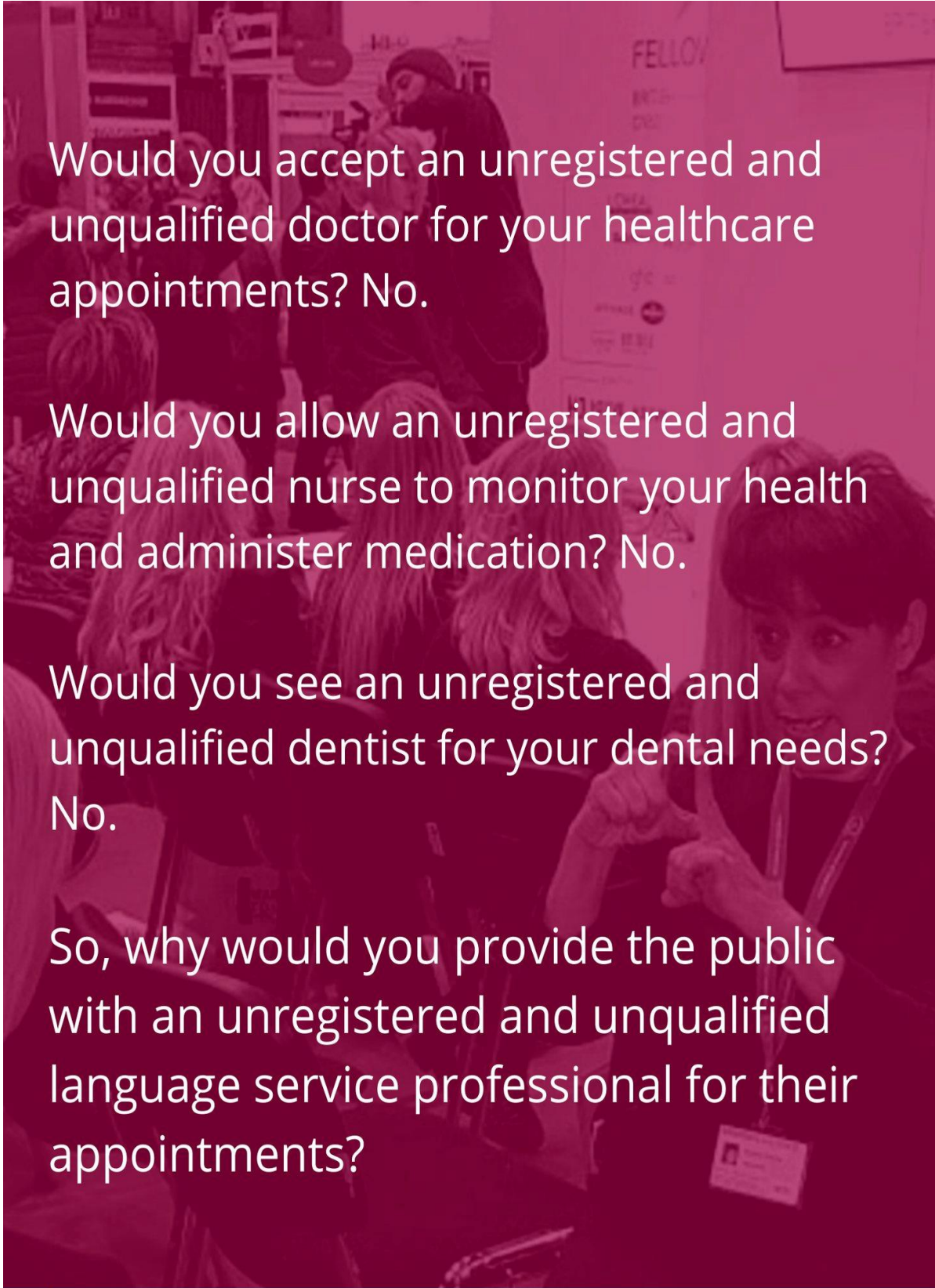
GP Extra Support

The provision of GP Extra support has continued enabling deaf people to get the most of their GP appointments. It has given Deaf people extra access to health information and NHS choices.



We handle the BSL bookings for University hospitals of Derby and Burton, we handle an average of 100 bookings a month. We have delivered several Deaf Awareness training sessions to various sections of the hospitals.

We work with a wide range of organisations and settings including schools, personal bookings, legal, workplaces, councils, etc



Would you accept an unregistered and unqualified doctor for your healthcare appointments? No.

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Would you see an unregistered and unqualified dentist for your dental needs? No.

So, why would you provide the public with an unregistered and unqualified language service professional for their appointments?

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NRCPD

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Flat 1 Perth House
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Chaddesden
Derby
DE21 4BP

Tel 01332 369920
Email bookings@cu-bsl.co.uk
SMS / Glide 07812300280

Out of Hours Emergency 07432891697 Text Only



Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2022
for
Communication Unlimited

Communication Unlimited

Contents of the Financial Statements
for the Year Ended 31 March 2022

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Report of the Trustees	2 to 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the Financial Statements	8 to 13

Communication Unlimited

Reference and Administrative Details
for the Year Ended 31 March 2022

TRUSTEES	R Bastikar J Lenton K Adams S Shaw M Simpson D Leader T Broskom M Chapman
PRINCIPAL ADDRESS	Flat 1, Perth House Athlone Close Derby Derbyshire DE21 4BP
REGISTERED CHARITY NUMBER	1188251
INDEPENDENT EXAMINER	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ
BANKERS	Unity trust Bank Plc Nine Brindley Place Oozells Square Birmingham B1 2HB

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2022**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society, primarily in the county of Derbyshire.

Our Vision

To constantly strive for improving effective communication for the diverse needs of deaf people.

Our Values

- Bespoke communication services
- Confidentiality and integrity
- Going above and beyond duty
- Hands on approach

Public benefit

The main aim of Communication Unlimited is to provide quality communication services for people who are Deaf, hard of hearing or deafblind in Derby and Derbyshire.

The charitable activities focus on working in partnership with individuals and groups to overcome communication barriers therefore allowing Deaf people's access and full participation in society.

ACHIEVEMENT AND PERFORMANCE

Summary of the year

We have continued to have a difficult year focussing on recovery from the global pandemic of COVID 19 and the subsequent impacts on the world and our services. Our continuing strong relationships with the contract commissioners has meant that our quick switch to an alternative service provision has remained in place where needed offering BSL interpreting services flexible to suit the changing situations during this difficult period.

Very slowly we worked to rebuild the volume of bookings and our reputation for quality has helped us to do this. We have continued to work with as much flexibility as possible in response to the changes in working conditions within the different sectors including health and social care. These sectors have seen evolving working restrictions and many COVID safety protocols remaining a priority. We have worked to provide both face to face and remote interpreting services for these settings matching the demands and requests..

We have maintained a strong presence delivering British Sign Language Interpreting services in Derbyshire which has included working mainly in the Health sector under various contracts for example, University Hospitals of Derby and Burton and Derby & Derbyshire CCG to name only one. We adapted to work with health professionals who are continuing to provide vital services in such difficult circumstances including wearing PPE and working at a social distance. We worked together to ensure that Deaf people were able to access their appointments and to be able to speak to their health professional effectively. Many GP services continued to see their patients remotely and this also meant that we had to interpret remotely too, in a 3 way conversation.

We continue to deliver BSL services for Derbyshire County Council under the contract which has been expanded to include some additional elements such as Deafblind, lip speaking and note taking services. We worked with the Adult Social Care team to ensure that Deaf people were able to contact the Council and to get support when they needed it.

Many other ad hoc assignments have been undertaken working with many Companies in Derby and the Derbyshire area.

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2022**

ACHIEVEMENT AND PERFORMANCE

Summary of the year (continued)

We have continued to develop strong relationships with freelance interpreters who have helped us to deliver on many medical appointments and the County work despite the difficult circumstances.

Our Interpreters have worked very hard to deliver many difficult assignments. This has included a lot of evening and weekend work. Without the dedication of our interpreters we would have had difficulties meeting these demands.

The GP Extra Support contract continues, which has enabled us to support many clients to obtain appointments with their GP or community Health services. We liaise with the surgeries to organise repeat prescriptions, something which was vital this year as many surgeries moved to a telephone-based service and also organise their referrals to alternative services via the 'Choose and book' system.

We were grateful to be successful in receiving funding to support our work and to enable us to provide extra services including COVID information in BSL for the Deaf community from Arnold Clark and COVID grants.

During the year we were pleased to say that Isobel Lamb and Fraser Holmes both qualified as a Sign Language Interpreters and Helen Blunden passed her ILM level 5 Coaching and Mentoring. We continue to support 2 more trainees on their interpreting training courses.

We were awarded the Derbyshire Beacon of Hope Award for our work during the COVID pandemic and received our award from the Deputy Lieutenant of Derbyshire

FINANCIAL REVIEW

Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting policies.

Total incoming resources for the year ended 31 March 2022 was £495,583.

Unrestricted funds amounted to £228,834 including £200,971 allocated as designated funds.

It is the policy of the trustees to always designate 50% of the remaining undesignated unrestricted reserves to cover any unexpected events. This Contingency reserve is intended to cover any unforeseen redundancy payments, and also provide reserves for six months running costs, should funding be late or withheld. This designated fund is therefore not available for use in the general running of the organisation.

After accounting for all the above designated funds the free general reserves of the charity at 31 March 2022 amounted to £27,863.

INVESTMENT POWERS, POLICY AND PERFORMANCE

The trustee's investment powers are governed by the constitution, which permits the charity's funds to be invested in, or on such investments, securities or property as may be thought fit.

Risk management

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Charity constitution

The Charity was constituted in 2020, at which point all assets were transferred from the Charity with registered number 1006643, and is registered with the Charity Commissioners under charity number 1188251. The charity is also known as CU.

The trustees who served during the period can be found on the reference and administrative details of the charity page.

Recruitment and appointment of new trustees

The selection procedure begins prior to the AGM. Notification and information is sent to all full members and trustees, giving names of people who have served on the board in the past year and outlining who is to retire at the forthcoming AGM. A nomination form is also sent inviting nominees for the vacant positions. These are returned to the office, the results collated, which are then presented to the AGM. Nominations are proposed, seconded and approved by the members at the meeting. If more nominations are received than places available then a voting process takes place at the AGM by the members.

Approved by order of the board of trustees on 5 December 2022 and signed on its behalf by:

R Bastikar - Trustee

**Independent Examiner's Report to the Trustees of
Communication Unlimited**

Independent examiner's report to the trustees of Communication Unlimited

I report to the charity trustees on my examination of the accounts of Communication Unlimited (the Trust) for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Wayne Thomas ACA
Institute of Chartered Accountants in England and Wales
Bates Weston LLP
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

6 December 2022

Communication Unlimited

**Statement of Financial Activities
for the Year Ended 31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities					
Government Grants		2,207	-	2,207	60,171
Communication services		428,838	64,450	493,288	366,962
Investment income	2	88	-	88	-
Other income	4	-	-	-	158,658
Total		<u>431,133</u>	<u>64,450</u>	<u>495,583</u>	<u>585,791</u>
EXPENDITURE ON					
Charitable activities					
Communication services	5	405,870	64,450	470,320	382,220
NET INCOME		25,263	-	25,263	203,571
RECONCILIATION OF FUNDS					
Total funds brought forward		203,571	-	203,571	-
TOTAL FUNDS CARRIED FORWARD		<u>228,834</u>	<u>-</u>	<u>228,834</u>	<u>203,571</u>

The notes form part of these financial statements

Communication Unlimited

Balance Sheet
31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	10	10,102	-	10,102	8,813
CURRENT ASSETS					
Debtors	11	34,103	-	34,103	22,756
Cash at bank		188,069	-	188,069	174,202
		<u>222,172</u>	<u>-</u>	<u>222,172</u>	<u>196,958</u>
CREDITORS					
Amounts falling due within one year	12	(3,440)	-	(3,440)	(2,200)
NET CURRENT ASSETS		<u>218,732</u>	<u>-</u>	<u>218,732</u>	<u>194,758</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>228,834</u>	<u>-</u>	<u>228,834</u>	<u>203,571</u>
NET ASSETS		<u>228,834</u>	<u>-</u>	<u>228,834</u>	<u>203,571</u>
FUNDS	13				
Unrestricted funds				<u>228,834</u>	<u>203,571</u>
TOTAL FUNDS				<u>228,834</u>	<u>203,571</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 5 December 2022 and were signed on its behalf by:

R Bastikar - Trustee

K Adams - Trustee

Communication Unlimited

Notes to the Financial Statements **for the Year Ended 31 March 2022**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to these activities and costs that are of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designated to reflect the use of resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capital or estimated usage.

Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets over their expected useful lives on the following bases:

Fixtures and fittings	- 15% straight line
Computer equipment	- 25% straight line

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Communication Unlimited

Notes to the Financial Statements - continued for the Year Ended 31 March 2022

1. ACCOUNTING POLICIES - continued

Going concern

At the balance sheet date the charity had a significant cash balance and a strong net current asset position. At the time of signing these accounts, the trustees have considered the effect of the Coronavirus on the going concern position, and consider that this does indicate that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the UK Government support available during this difficult time.

2. INVESTMENT INCOME

	2022	2021
	£	£
Interest income	88	-

3. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022	2021
		£	£
Government grants	Government Grants	2,207	60,171
Translation fees	Communication services	425,838	275,162
Donations and grants	Communication services	67,450	91,800
		<u>495,495</u>	<u>427,133</u>

During the year the charity received income of £2,207 from the Coronavirus Job Retention Scheme.

4. OTHER INCOME

	2022	2021
	£	£
Transfer from antecedent charity	-	158,658

On 29 April 2020 all assets were transferred from the unincorporated charity Communication Unlimited (charity number: 1006643) to the newly incorporated Communication Unlimited.

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6)	Support costs (see note 7)	Totals
	£	£	£
Communication services	<u>434,400</u>	<u>35,920</u>	<u>470,320</u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022	2021
	£	£
Staff costs	364,643	287,270
Freelance interpreters	21,960	10,993
Bad debt expense	(1,215)	7,548
Travel costs	19,980	9,678
IT costs	20,054	8,047
Postage and stationery	1,402	1,488
Note taker fees	1,052	640
Sundries	2,305	4,225
Depreciation	2,326	913
Loss on sale of assets	1,893	-
	<u>434,400</u>	<u>330,802</u>

7. SUPPORT COSTS

	Finance	Other	Governance	Totals
	£	£	costs	£
	£	£	£	£
Communication services	<u>301</u>	<u>20,049</u>	<u>15,570</u>	<u>35,920</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	328,617	254,556
Social security costs	19,436	19,286
Other pension costs	16,590	13,428
	<u>364,643</u>	<u>287,270</u>

The average monthly number of employees during the year was as follows:

	2022	2021
	14	15
Employees	<u>14</u>	<u>15</u>

No employees received emoluments in excess of £60,000.

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	1,390	8,336	9,726
Additions	-	5,508	5,508
Disposals	-	(2,163)	(2,163)
	<hr/>	<hr/>	<hr/>
At 31 March 2022	1,390	11,681	13,071
	<hr/>	<hr/>	<hr/>
DEPRECIATION			
At 1 April 2021	122	791	913
Charge for year	209	2,117	2,326
Eliminated on disposal	-	(270)	(270)
	<hr/>	<hr/>	<hr/>
At 31 March 2022	331	2,638	2,969
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NET BOOK VALUE			
At 31 March 2022	1,059	9,043	10,102
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At 31 March 2021	1,268	7,545	8,813
	<hr/>	<hr/>	<hr/>

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	34,103	22,756
	<hr/>	<hr/>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other creditors	200	200
Accrued expenses	3,240	2,000
	<hr/>	<hr/>
	3,440	2,200
	<hr/>	<hr/>

13. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	24,732	25,263	(22,132)	27,863
Training reserve	9,500	-	2,500	12,000
Building reserve	40,000	-	7,000	47,000
Contingency reserve	129,339	-	12,632	141,971
	<hr/>	<hr/>	<hr/>	<hr/>
	203,571	25,263	-	228,834
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TOTAL FUNDS	203,571	25,263	-	228,834
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Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

13. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	431,133	(405,870)	25,263
Restricted funds			
Derbyshire County Council	38,750	(38,750)	-
GP Extra Support Contract	25,700	(25,700)	-
	<u>64,450</u>	<u>(64,450)</u>	<u>-</u>
TOTAL FUNDS	<u>495,583</u>	<u>(470,320)</u>	<u>25,263</u>

Comparatives for movement in funds

	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds			
General fund	49,465	(24,733)	24,732
Training reserve	9,500	-	9,500
Building reserve	40,000	-	40,000
Contingency reserve	104,606	24,733	129,339
	<u>203,571</u>	<u>-</u>	<u>203,571</u>
TOTAL FUNDS	<u>203,571</u>	<u>-</u>	<u>203,571</u>

Communication Unlimited

Notes to the Financial Statements - continued for the Year Ended 31 March 2022

13. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	340,285	(290,820)	49,465
Training reserve	9,500	-	9,500
Building reserve	40,000	-	40,000
Contingency reserve	104,606	-	104,606
	<u>494,391</u>	<u>(290,820)</u>	<u>203,571</u>
Restricted funds			
Derbyshire County Council	38,750	(38,750)	-
Southern Derbyshire CCG-GP Extra Support	25,000	(25,000)	-
Foundation Derbyshire	3,900	(3,900)	-
National Lottery Community Fund	8,750	(8,750)	-
Additional Restrictions Grant	12,000	(12,000)	-
Duke of Devonshire Grant	3,000	(3,000)	-
	<u>91,400</u>	<u>(91,400)</u>	<u>-</u>
TOTAL FUNDS	<u><u>585,791</u></u>	<u><u>(382,220)</u></u>	<u><u>203,571</u></u>

Training reserve - this covers the course costs for trainee interpreters to become qualified interpreters and to cover course costs for staff development.

Building reserve - in the near future larger premises will be required as services develop thus this reserve will help fund this.

Contingency reserve - this covers any potential difficulties in the future and is a requirement to have at least 6 months running costs in reserve.

14. RELATED PARTY DISCLOSURES

The remuneration of key management personnel who comprise the trustees and certain members of the senior management team is as follows:

	2022	2021
	£	£
Aggregate remuneration	<u>28,157</u>	<u>24,448</u>

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2022
for
Communication Unlimited

Communication Unlimited

Contents of the Financial Statements
for the Year Ended 31 March 2022

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Report of the Trustees	2 to 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Balance Sheet	7
Notes to the Financial Statements	8 to 13

Communication Unlimited

Reference and Administrative Details
for the Year Ended 31 March 2022

TRUSTEES	R Bastikar J Lenton K Adams S Shaw M Simpson D Leader T Broskom M Chapman
PRINCIPAL ADDRESS	Flat 1, Perth House Athlone Close Derby Derbyshire DE21 4BP
REGISTERED CHARITY NUMBER	1188251
INDEPENDENT EXAMINER	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ
BANKERS	Unity trust Bank Plc Nine Brindley Place Oozells Square Birmingham B1 2HB

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2022**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society, primarily in the county of Derbyshire.

Our Vision

To constantly strive for improving effective communication for the diverse needs of deaf people.

Our Values

- Bespoke communication services
- Confidentiality and integrity
- Going above and beyond duty
- Hands on approach

Public benefit

The main aim of Communication Unlimited is to provide quality communication services for people who are Deaf, hard of hearing or deafblind in Derby and Derbyshire.

The charitable activities focus on working in partnership with individuals and groups to overcome communication barriers therefore allowing Deaf people's access and full participation in society.

ACHIEVEMENT AND PERFORMANCE

Summary of the year

We have continued to have a difficult year focussing on recovery from the global pandemic of COVID 19 and the subsequent impacts on the world and our services. Our continuing strong relationships with the contract commissioners has meant that our quick switch to an alternative service provision has remained in place where needed offering BSL interpreting services flexible to suit the changing situations during this difficult period.

Very slowly we worked to rebuild the volume of bookings and our reputation for quality has helped us to do this. We have continued to work with as much flexibility as possible in response to the changes in working conditions within the different sectors including health and social care. These sectors have seen evolving working restrictions and many COVID safety protocols remaining a priority. We have worked to provide both face to face and remote interpreting services for these settings matching the demands and requests..

We have maintained a strong presence delivering British Sign Language Interpreting services in Derbyshire which has included working mainly in the Health sector under various contracts for example, University Hospitals of Derby and Burton and Derby & Derbyshire CCG to name only one. We adapted to work with health professionals who are continuing to provide vital services in such difficult circumstances including wearing PPE and working at a social distance. We worked together to ensure that Deaf people were able to access their appointments and to be able to speak to their health professional effectively. Many GP services continued to see their patients remotely and this also meant that we had to interpret remotely too, in a 3 way conversation.

We continue to deliver BSL services for Derbyshire County Council under the contract which has been expanded to include some additional elements such as Deafblind, lip speaking and note taking services. We worked with the Adult Social Care team to ensure that Deaf people were able to contact the Council and to get support when they needed it.

Many other ad hoc assignments have been undertaken working with many Companies in Derby and the Derbyshire area.

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2022**

ACHIEVEMENT AND PERFORMANCE

Summary of the year (continued)

We have continued to develop strong relationships with freelance interpreters who have helped us to deliver on many medical appointments and the County work despite the difficult circumstances.

Our Interpreters have worked very hard to deliver many difficult assignments. This has included a lot of evening and weekend work. Without the dedication of our interpreters we would have had difficulties meeting these demands.

The GP Extra Support contract continues, which has enabled us to support many clients to obtain appointments with their GP or community Health services. We liaise with the surgeries to organise repeat prescriptions, something which was vital this year as many surgeries moved to a telephone-based service and also organise their referrals to alternative services via the 'Choose and book' system.

We were grateful to be successful in receiving funding to support our work and to enable us to provide extra services including COVID information in BSL for the Deaf community from Arnold Clark and COVID grants.

During the year we were pleased to say that Isobel Lamb and Fraser Holmes both qualified as a Sign Language Interpreters and Helen Blunden passed her ILM level 5 Coaching and Mentoring. We continue to support 2 more trainees on their interpreting training courses.

We were awarded the Derbyshire Beacon of Hope Award for our work during the COVID pandemic and received our award from the Deputy Lieutenant of Derbyshire

FINANCIAL REVIEW

Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting policies.

Total incoming resources for the year ended 31 March 2022 was £495,583.

Unrestricted funds amounted to £228,834 including £200,971 allocated as designated funds.

It is the policy of the trustees to always designate 50% of the remaining undesignated unrestricted reserves to cover any unexpected events. This Contingency reserve is intended to cover any unforeseen redundancy payments, and also provide reserves for six months running costs, should funding be late or withheld. This designated fund is therefore not available for use in the general running of the organisation.

After accounting for all the above designated funds the free general reserves of the charity at 31 March 2022 amounted to £27,863.

INVESTMENT POWERS, POLICY AND PERFORMANCE

The trustee's investment powers are governed by the constitution, which permits the charity's funds to be invested in, or on such investments, securities or property as may be thought fit.

Risk management

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

Communication Unlimited

Report of the Trustees **for the Year Ended 31 March 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Charity constitution

The Charity was constituted in 2020, at which point all assets were transferred from the Charity with registered number 1006643, and is registered with the Charity Commissioners under charity number 1188251. The charity is also known as CU.

The trustees who served during the period can be found on the reference and administrative details of the charity page.

Recruitment and appointment of new trustees

The selection procedure begins prior to the AGM. Notification and information is sent to all full members and trustees, giving names of people who have served on the board in the past year and outlining who is to retire at the forthcoming AGM. A nomination form is also sent inviting nominees for the vacant positions. These are returned to the office, the results collated, which are then presented to the AGM. Nominations are proposed, seconded and approved by the members at the meeting. If more nominations are received than places available then a voting process takes place at the AGM by the members.

Approved by order of the board of trustees on 5 December 2022 and signed on its behalf by:

R Bastikar - Trustee

**Independent Examiner's Report to the Trustees of
Communication Unlimited**

Independent examiner's report to the trustees of Communication Unlimited

I report to the charity trustees on my examination of the accounts of Communication Unlimited (the Trust) for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Wayne Thomas ACA
Institute of Chartered Accountants in England and Wales
Bates Weston LLP
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

6 December 2022

Communication Unlimited

**Statement of Financial Activities
for the Year Ended 31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities					
Government Grants		2,207	-	2,207	60,171
Communication services		428,838	64,450	493,288	366,962
Investment income	2	88	-	88	-
Other income	4	-	-	-	158,658
Total		<u>431,133</u>	<u>64,450</u>	<u>495,583</u>	<u>585,791</u>
EXPENDITURE ON					
Charitable activities					
Communication services	5	405,870	64,450	470,320	382,220
NET INCOME		25,263	-	25,263	203,571
RECONCILIATION OF FUNDS					
Total funds brought forward		203,571	-	203,571	-
TOTAL FUNDS CARRIED FORWARD		<u>228,834</u>	<u>-</u>	<u>228,834</u>	<u>203,571</u>

The notes form part of these financial statements

Communication Unlimited

Balance Sheet
31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	10	10,102	-	10,102	8,813
CURRENT ASSETS					
Debtors	11	34,103	-	34,103	22,756
Cash at bank		188,069	-	188,069	174,202
		<u>222,172</u>	<u>-</u>	<u>222,172</u>	<u>196,958</u>
CREDITORS					
Amounts falling due within one year	12	(3,440)	-	(3,440)	(2,200)
NET CURRENT ASSETS		<u>218,732</u>	<u>-</u>	<u>218,732</u>	<u>194,758</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>228,834</u>	<u>-</u>	<u>228,834</u>	<u>203,571</u>
NET ASSETS		<u>228,834</u>	<u>-</u>	<u>228,834</u>	<u>203,571</u>
FUNDS	13				
Unrestricted funds				<u>228,834</u>	<u>203,571</u>
TOTAL FUNDS				<u>228,834</u>	<u>203,571</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 5 December 2022 and were signed on its behalf by:

R Bastikar - Trustee

K Adams - Trustee

Communication Unlimited

Notes to the Financial Statements **for the Year Ended 31 March 2022**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to these activities and costs that are of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designated to reflect the use of resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capital or estimated usage.

Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets over their expected useful lives on the following bases:

Fixtures and fittings	- 15% straight line
Computer equipment	- 25% straight line

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Communication Unlimited

Notes to the Financial Statements - continued for the Year Ended 31 March 2022

1. ACCOUNTING POLICIES - continued

Going concern

At the balance sheet date the charity had a significant cash balance and a strong net current asset position. At the time of signing these accounts, the trustees have considered the effect of the Coronavirus on the going concern position, and consider that this does indicate that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the UK Government support available during this difficult time.

2. INVESTMENT INCOME

	2022	2021
	£	£
Interest income	88	-
	<u>88</u>	<u>-</u>

3. INCOME FROM CHARITABLE ACTIVITIES

	2022	2021
	£	£
Government grants	2,207	60,171
Translation fees	425,838	275,162
Donations and grants	67,450	91,800
	<u>495,495</u>	<u>427,133</u>

During the year the charity received income of £2,207 from the Coronavirus Job Retention Scheme.

4. OTHER INCOME

	2022	2021
	£	£
Transfer from antecedent charity	-	158,658
	<u>-</u>	<u>158,658</u>

On 29 April 2020 all assets were transferred from the unincorporated charity Communication Unlimited (charity number: 1006643) to the newly incorporated Communication Unlimited.

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6)	Support costs (see note 7)	Totals
	£	£	£
Communication services	434,400	35,920	470,320
	<u>434,400</u>	<u>35,920</u>	<u>470,320</u>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022	2021
	£	£
Staff costs	364,643	287,270
Freelance interpreters	21,960	10,993
Bad debt expense	(1,215)	7,548
Travel costs	19,980	9,678
IT costs	20,054	8,047
Postage and stationery	1,402	1,488
Note taker fees	1,052	640
Sundries	2,305	4,225
Depreciation	2,326	913
Loss on sale of assets	1,893	-
	<u>434,400</u>	<u>330,802</u>

7. SUPPORT COSTS

	Finance	Other	Governance	Totals
	£	£	costs	£
	£	£	£	£
Communication services	<u>301</u>	<u>20,049</u>	<u>15,570</u>	<u>35,920</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	328,617	254,556
Social security costs	19,436	19,286
Other pension costs	16,590	13,428
	<u>364,643</u>	<u>287,270</u>

The average monthly number of employees during the year was as follows:

	2022	2021
	14	15
Employees	<u>14</u>	<u>15</u>

No employees received emoluments in excess of £60,000.

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	1,390	8,336	9,726
Additions	-	5,508	5,508
Disposals	-	(2,163)	(2,163)
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At 31 March 2022	1,390	11,681	13,071
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DEPRECIATION			
At 1 April 2021	122	791	913
Charge for year	209	2,117	2,326
Eliminated on disposal	-	(270)	(270)
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At 31 March 2022	331	2,638	2,969
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NET BOOK VALUE			
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At 31 March 2021	1,268	7,545	8,813
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11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	34,103	22,756
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12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other creditors	200	200
Accrued expenses	3,240	2,000
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	3,440	2,200
	<hr/>	<hr/>

13. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	24,732	25,263	(22,132)	27,863
Training reserve	9,500	-	2,500	12,000
Building reserve	40,000	-	7,000	47,000
Contingency reserve	129,339	-	12,632	141,971
	<hr/>	<hr/>	<hr/>	<hr/>
	203,571	25,263	-	228,834
	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	203,571	25,263	-	228,834
	<hr/>	<hr/>	<hr/>	<hr/>

Communication Unlimited

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

13. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	431,133	(405,870)	25,263
Restricted funds			
Derbyshire County Council	38,750	(38,750)	-
GP Extra Support Contract	25,700	(25,700)	-
	<u>64,450</u>	<u>(64,450)</u>	<u>-</u>
TOTAL FUNDS	<u>495,583</u>	<u>(470,320)</u>	<u>25,263</u>

Comparatives for movement in funds

	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds			
General fund	49,465	(24,733)	24,732
Training reserve	9,500	-	9,500
Building reserve	40,000	-	40,000
Contingency reserve	104,606	24,733	129,339
	<u>203,571</u>	<u>-</u>	<u>203,571</u>
TOTAL FUNDS	<u>203,571</u>	<u>-</u>	<u>203,571</u>

Communication Unlimited

Notes to the Financial Statements - continued for the Year Ended 31 March 2022

13. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	340,285	(290,820)	49,465
Training reserve	9,500	-	9,500
Building reserve	40,000	-	40,000
Contingency reserve	104,606	-	104,606
	<u>494,391</u>	<u>(290,820)</u>	<u>203,571</u>
Restricted funds			
Derbyshire County Council	38,750	(38,750)	-
Southern Derbyshire CCG-GP Extra Support	25,000	(25,000)	-
Foundation Derbyshire	3,900	(3,900)	-
National Lottery Community Fund	8,750	(8,750)	-
Additional Restrictions Grant	12,000	(12,000)	-
Duke of Devonshire Grant	3,000	(3,000)	-
	<u>91,400</u>	<u>(91,400)</u>	<u>-</u>
TOTAL FUNDS	<u>585,791</u>	<u>(382,220)</u>	<u>203,571</u>

Training reserve - this covers the course costs for trainee interpreters to become qualified interpreters and to cover course costs for staff development.

Building reserve - in the near future larger premises will be required as services develop thus this reserve will help fund this.

Contingency reserve - this covers any potential difficulties in the future and is a requirement to have at least 6 months running costs in reserve.

14. RELATED PARTY DISCLOSURES

The remuneration of key management personnel who comprise the trustees and certain members of the senior management team is as follows:

	2022	2021
	£	£
Aggregate remuneration	<u>28,157</u>	<u>24,448</u>

COMMUNICATION UNLIMITED

England & Wales - Charity number 1188251

Accounts

COMMUNICATION UNLIMITED

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE PERIOD ENDED 31 MARCH 2021

COMMUNICATION UNLIMITED

CONTENTS

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COMMUNICATION UNLIMITED

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE PERIOD ENDED 31 MARCH 2021**

Trustees

Rachel Bastikar, Chair
John Lenton, Vice Chair
Sarah Tupling, Secretary (resigned 23 September 2020)
Karen Adams, Treasurer
Robert Foulkes (resigned 11 November 2020)
Mhairi Simpson
David Leader
Tammy Broskom
Siobhan Shaw, Secretary (appointed 11 November 2020)
Mark Chapman (appointed 11 November 2020)

Charity registered number

1188251

Principal office

Flat 1, Perth House, Athlone Close, Chaddesden, Derby, DE21 4BP

Accountant

Cooper Parry Group Limited, One Central Boulevard, Blythe Valley Business Park, Solihull, West Midlands, B90 8BG

Bankers

Unity Trust Bank plc, Nine Brindley Place, 4 Oozells Square, Birmingham, B1 2HB

COMMUNICATION UNLIMITED

TRUSTEES' REPORT FOR THE PERIOD ENDED 31 MARCH 2021

The trustees present their annual report together with the financial statements of the charity for the period 29 April 2020 to 31 March 2021.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society equally, primarily in the county of Derbyshire.

Our Vision

To constantly strive for improving effective communication for the diverse needs of deaf people.

Our Values

- Bespoke Communication Services
- Confidentiality and Integrity
- Going above and beyond duty
- Hands on approach

Public Benefit

The main aim of Communication Unlimited is to provide quality communication services for people who are Deaf, hard of hearing or deafblind in Derby and Derbyshire.

The charitable activities focus on working in partnership with individuals and groups to overcome communication barriers therefore allowing Deaf people's access and full participation in society.

Achievements and performance

We have had a difficult year with the global pandemic of COVID 19 and the subsequent impact on the world, which includes our services. Many of the bookings disappeared overnight in March 2020 as we entered the initial lockdown and it is through our strong relationships with the contract commissioners that we were able to, very quickly, switch to an alternative service provision where we continued BSL interpreting services remotely during that difficult period.

Despite the drop in bookings, we have maintained a strong presence delivering British Sign Language Interpreting services in Derbyshire which has included working mainly in the Health sector under various contracts including University Hospitals of Derby and Burton and Derby & Derbyshire CCG among many other companies. We adapted to work with health professionals to continue to provide a service in such difficult circumstances including wearing PPE and working at a social distance. We worked together to ensure that Deaf people were able to access their appointments and to be able to speak to their health professional.

We continue to deliver BSL services for Derbyshire County Council under the contract which has been expanded to include some additional services such as Deafblind, lip speaking and note taking services. We worked with the Adult Social Care team to ensure that Deaf people were able to contact the Council and to get support when they needed it.

Many other ad hoc assignments have been undertaken working with many Companies in Derby and the Derbyshire area.

We have continued to develop strong relationships with freelance interpreters who have helped us to deliver on many medical appointments and the County work despite the difficult circumstances.

COMMUNICATION UNLIMITED

Our Interpreters have worked very hard to deliver many difficult assignments. This has included many evenings and weekend work. Without the dedication of our interpreters we would have had difficulties meeting this need.

The GP Extra Support contract continues, which has enabled us to support many clients to obtain appointments with their GP or community Health services. We liaise with the surgeries to organise repeat prescriptions, something which was vital during this year as many surgeries moved to a telephone-based service and also to organise their referrals to alternative services via the 'Choose and book' system.

We were grateful to be successful in receiving funding to support our work and to enable us to provide extra services for the Deaf community including Information Advice and Guidance work, working with families and people who may be socially isolated. We were also grateful for the Government Pandemic funding as it helped us to ensure that we would survive the difficult period where we had very little income.

During the year we decided to invest time into training and development where 2 of our interpreters studied ILM Coaching and Mentoring, the trainee interpreters worked on their course work to become qualified interpreters and the trustees decided to recruit 2 trainee interpreters as development for the future.

Financial Review

Total incoming resources for the year ended 31 March 2021 was £585,792. Included within incoming resources for this period was £158,658 which represents the net assets of the charity, Communications Unlimited (Charity number: 1006643), that transferred to this charity on 29 April 2020. Direct charitable expenditure was £382,221.

Unrestricted funds amounted to £203,571 including £178,839 allocated as designated funds.

It is the policy of the trustees to always designate 50% of the remaining undesignated unrestricted reserves to cover any unexpected events. This Contingency reserve is intended to cover any unforeseen redundancy payments, and also provide reserves for six months running costs, should funding be late or withheld. This designated fund is therefore not available for use in the general running of the organisation.

After accounting for all the above designated funds the free general reserves of the charity at 31 March 2021 amounted to £24,732.

Investment powers, policy and performance

The trustee's investment powers are governed by the constitution, which permits the charity's funds to be invested in, or on such investments, securities or property as may be thought fit.

Risk management

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The Charity was constituted in 2020, at which point all assets were transferred from the Charity with registered number 1006643, and is registered with the Charity Commissioners under charity number 1188251. The charity is also known as CU.

The trustees who served during the period can be found on the reference and administrative details of the charity page.

Appointment and recruitment of trustees

The selection procedure begins prior to the AGM. Notification and information is sent to all full members and trustees, giving names of people who have served on the board in the past year and outlining who is to retire at the forthcoming AGM. A nomination form is also sent inviting nominees for the vacant positions. These are returned to the office, the results collated, which are then presented to the AGM. Nominations are proposed, seconded and approved by the members at the meeting. If more nominations are received than places available then a voting process takes place at the AGM by the members.

COMMUNICATION UNLIMITED

Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Trustees' responsibilities statement

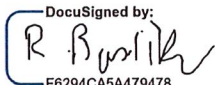
The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).


The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees, on 05 December 2021, and signed on their behalf by:

DocuSigned by:

F6294CA5A479478...
R Bastikar
Trustee

DocuSigned by:

752AE4EC29F54F2...
Karen Adams, Treasurer
Trustee

COMMUNICATION UNLIMITED

**INDEPENDENT EXAMINER'S REPORT
FOR THE PERIOD ENDED 31 MARCH 2021**

Independent examiner's report to the Trustees of Communication Unlimited (the 'charity')

I report to the charity Trustees on my examination of the accounts of the charity for the period ended 31 March 2021.

Responsibilities and basis of report

As the Trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I can confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: *Cooper Parry Group Ltd.*

Dated: 8 December 2021

Glen Bott FCA

Cooper Parry Group Limited
One Central Boulevard
Blythe Valley Business Park
Solihull
West Midlands
B90 8BG

COMMUNICATION UNLIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE PERIOD ENDED 31 MARCH 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Income from:				
Government grants	2	60,171	-	60,171
Charitable activities	3	275,563	91,400	366,963
Transfer from antecedent charity	4	158,658	-	158,658
Total income		<u>494,392</u>	<u>91,400</u>	<u>585,792</u>
Expenditure on:				
Charitable activities	7	290,821	91,400	382,221
Total expenditure	8	<u>290,821</u>	<u>91,400</u>	<u>382,221</u>
Net income before other recognised gains and losses		203,571	-	203,571
Net movement in funds		203,571	-	203,571
Reconciliation of funds:				
Total funds brought forward		-	-	-
Total funds carried forward		<u><u>203,571</u></u>	<u><u>-</u></u>	<u><u>203,571</u></u>

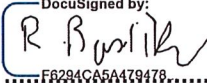
The notes on pages 8 to 15 form part of these financial statements.

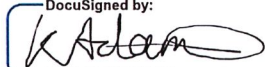
COMMUNICATION UNLIMITED

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	£	2021 £
Fixed assets			
Tangible assets	11		8,813
Current assets			
Debtors	12	22,756	
Cash at bank and in hand		174,202	
		<u>196,958</u>	
Creditors: amounts falling due within one year	13	<u>(2,200)</u>	
Net current assets			<u>194,758</u>
Net assets			<u><u>203,571</u></u>
Charity Funds			
Unrestricted funds	14		<u>203,571</u>
Total funds			<u><u>203,571</u></u>

The financial statements were approved by the Trustees on 05 December 2021 and signed on their behalf, by:

DocuSigned by:

 F6294CA5A479476.....
R Bastikar

DocuSigned by:

 752AE4EC29F54F2.....
Karen Adams, Treasurer

The notes on pages 8 to 15 form part of these financial statements.

COMMUNICATION UNLIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 MARCH 2021

1. Accounting policies

1.1 Basis of preparation of financial statements

Communication Unlimited is a Charitable Incorporated Organisation, Incorporated on 28 February 2020 and domiciled in the United Kingdom. The address of its registered office is shown on the reference and administrative details of the charity page.

The financial statements are prepared in sterling (£) which is the functional currency of the charity. The financial statements are for the period 28 February 2020 to 31 March 2021.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Charities Act 2011.

Communication Unlimited constitutes a public benefit entity as defined by FRS 102.

1.2 Going concern

At the balance sheet date the charity had a significant cash balance and strong net current asset position. At the time of signing these accounts, the trustees have considered the effect of the Coronavirus on the going concern position, and consider that this does indicate that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the UK Government support available during this difficult time.

On that basis, the trustees have prepared these financial statements on a going concern basis.

1.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

1.4 Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.

- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designated to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage.

COMMUNICATION UNLIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 MARCH 2021

1. Accounting policies (continued)

1.5 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures and fittings	-	15% straight line
Computer equipment	-	25% straight line

1.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation.

1.9 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.10 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the period.

COMMUNICATION UNLIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD ENDED 31 MARCH 2021

1. Accounting policies (continued)

1.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from government grants

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Government grants	60,171	-	60,171

During the year the charity received income from the Coronavirus Job Retention Scheme and recovered Statutory Sick Pay where applicable.

3. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Communication services	275,163	-	275,163
Donations and grants	400	91,400	91,800
Subtotal	275,563	91,400	366,963
Other income from charitable activities	-	-	-
	275,563	91,400	366,963

COMMUNICATION UNLIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD ENDED 31 MARCH 2021

4. Other incoming resources

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Transfer from antecedent charity	158,658	-	158,658

On 29 April 2020 all assets were transferred from the unincorporated charity Communication Unlimited (charity number: 1006643) to the newly incorporated Communication Unlimited.

5. Direct costs

	Activities £	Total 2021 £
Other costs	24,078	24,078
Freelance costs	10,993	10,993
Bad debts	7,548	7,548
Wages and salaries	254,556	254,556
National insurance	19,286	19,286
Pension cost	13,428	13,428
Depreciation	913	913
	<u>330,802</u>	<u>330,802</u>

6. Support costs

	Governance £	Activities £	Total 2021 £
Office costs	-	25,551	25,551
Professional services	2,000	23,868	25,868
	<u>2,000</u>	<u>49,419</u>	<u>51,419</u>

7. Governance costs

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Support costs - Independent Examination fees	2,000	-	2,000

COMMUNICATION UNLIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD ENDED 31 MARCH 2021

8. Analysis of Expenditure by expenditure type

	Staff costs 2021 £	Depreciation 2021 £	Other costs 2021 £	Total 2021 £
Direct costs - Charitable activities	287,270	913	92,038	380,221
Expenditure on governance	-	-	2,000	2,000
	<hr/>	<hr/>	<hr/>	<hr/>
Total 2021	287,270	913	94,038	382,221
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Total 2020	-	-	-	-
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

9. Net income

This is stated after charging:

	2021 £
Depreciation of tangible fixed assets: - owned by the charity	913
	<hr/> <hr/>

During the period, no Trustees received any remuneration.
During the period, no Trustees received any benefits in kind.
During the period, no Trustees received any reimbursement of expenses.

10. Staff costs

Staff costs were as follows:

	2021 £
Wages and salaries	254,556
Social security costs	19,286
Other pension costs	13,428
	<hr/>
	287,270
	<hr/> <hr/>

The average number of persons employed by the charity during the period was as follows:

	2021 No.
Employee Numbers	15

No employee received remuneration amounting to more than £60,000 in either year.

COMMUNICATION UNLIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD ENDED 31 MARCH 2021

11. Tangible fixed assets

	Fixtures and fittings £	Computer equipment £	Total £
Cost			
At 28 February 2020	-	-	-
Additions	1,390	8,336	9,726
At 31 March 2021	<u>1,390</u>	<u>8,336</u>	<u>9,726</u>
Depreciation			
At 28 February 2020	-	-	-
Charge for the period	122	791	913
At 31 March 2021	<u>122</u>	<u>791</u>	<u>913</u>
Net book value			
At 31 March 2021	<u><u>1,268</u></u>	<u><u>7,545</u></u>	<u><u>8,813</u></u>

12. Debtors

	2021
	£
Trade debtors	22,756
	<u><u>22,756</u></u>

13. Creditors: Amounts falling due within one year

	2021
	£
Other creditors	200
Accruals and deferred income	2,000
	<u><u>2,200</u></u>

COMMUNICATION UNLIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD ENDED 31 MARCH 2021

14. Statement of funds

Statement of funds - current year

	Balance at 28 February 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds					
Training reserve	-	9,500	-	-	9,500
Building reserve	-	40,000	-	-	40,000
Contingency reserve	-	104,606	-	24,733	129,339
	-	154,106	-	24,733	178,839
Unrestricted funds					
General Fund	-	340,286	(290,821)	(24,733)	24,732
Total Unrestricted funds	-	494,392	(290,821)	-	203,571
Restricted funds					
Derbyshire County Council	-	38,750	(38,750)	-	-
Southern Derbyshire CCG-GP Extra Support	-	25,000	(25,000)	-	-
Foundation Derbyshire	-	3,900	(3,900)	-	-
National Lottery Community Fund	-	8,750	(8,750)	-	-
Additional Restrictions Grant	-	12,000	(12,000)	-	-
Duke of Devonshire Grant	-	3,000	(3,000)	-	-
	-	91,400	(91,400)	-	-
Total of funds	-	585,792	(382,221)	-	203,571

Training reserve - this covers the course costs for trainee interpreters to become qualified interpreters and to cover course costs for staff development.

Building reserve - in the near future larger premises will be required as services develop thus this reserve will help fund this.

Contingency reserve - this covers any potential difficulties in the future and is a requirement to have at least 6 months running costs in reserves.

COMMUNICATION UNLIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD ENDED 31 MARCH 2021

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	8,813	-	8,813
Current assets	196,958	-	196,958
Creditors due within one year	(2,200)	-	(2,200)
	<u>203,571</u>	<u>-</u>	<u>203,571</u>

16. Related party transactions

The remuneration of key management personnel who comprise the trustees and certain members of the senior management team is as follows:

	2021 £
Aggregate remuneration	<u>24,448</u>



Annual Report

2020 - 2021

Our Mission Statement

To provide high quality, deaf communication services to empower individuals and groups to actively participate in society equally, primarily in the county of Derbyshire

Our Vision

To constantly strive for improving effective communication for all the diverse needs of deaf people

Our Values

- Bespoke Communication Services
- Confidentiality and Integrity
- Going above and beyond duty
- Hands on approach



Taken approx. 2006

Guess who the little girl is with John Emery interpreting at her school

Clue : She is one of our interpreters now!

Message from the Chair



I am pleased to be presenting our 31st Annual Report for Communication Unlimited, showing our work for 2020 – 2021.

We have survived one of the toughest years in recent history with the COVID pandemic which has impacted every single one of us. It has been so harsh for all of us with the lockdown, different restrictions and the difficulties with communication as everyone was wearing facemasks.

We all had to learn to improve our technology skills very quickly. I doubt many of us knew how to use Zoom or Microsoft Teams before March 2020. We also learnt how to use our mobile phones / tablets to make video calls more often.

The interpreters in Communication Unlimited took on the challenge to continue interpreting for all the Deaf people and we also had to teach some Deaf people how to use whatsapp chat, zoom etc which was challenging at times and included the beauty of BSL where we could communicate through a window from the front garden to show someone how to download whatsapp and make a videocall.

Every one of us had to be creative and think outside of the box for different interpreting jobs which had included liaising with our Health and Social Care colleagues as well as Education among others.

We are very grateful for the funding from Community Action, Derby City Council, National Lottery Community Fund for their COVID funding as well as Duke of Devonshire Charitable trust, Foundation Derbyshire and Neighbourly Funding for all their support as we would have struggled without their support.

I would like to say a big thank you to all the staff at Communication Unlimited for their continued dedication to provide a quality communication service for Deaf people especially during the difficult year.

Your feedback on our services is very important and valuable to us as we need you to identify gaps and room for improvements. Please continue to give us feedback.

Rachell

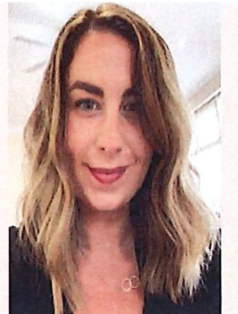
Management Committee 2020 - 2021



Rachell
Bastikar
Chair



John Lenton
Vice Chair



Siobhan
Shaw
Secretary



Karen Adams
Treasurer



Mhairi
Simpson



Tammy
Broskom



Mark
Chapman



David
Leader

Communication Unlimited Staff

Sign Language Interpreters



Helen
Blunden



Mary
Brumby



Emma
Walker



Jacinta
Bowen-Byrne



Victoria
Midgley



Jess
Squire



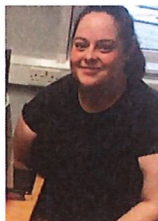
Darren
Askroft



Isobel
Lamb



Sam
Waters



Stacey Fox
*Joined Oct
2020*



Fraser Holmes
*Joined Jan
2021*



Amy Sharples
*Left Sept
2020*



Talwinder
Kang
*Left Sept
2020*



Lynn Patton
Business
Coordinator



Cheryl Herbert
Admin Assistant



Alison Jones
CEO

Case study 1

We were contacted by 2 Deaf women who usually can communicate by lipreading and using their speech to interpret a church service.

During the pandemic everyone is wearing face masks so the 2 Deaf women were struggling to follow what was going on during the church services as they were unable to lipread. As they lived in the county, we were able to provide an interpreter on a Sunday for their church service.

Outcome – the Deaf people were able to follow what was going on in the church services and were very grateful of the funding to enable them to request an interpreter.

Case study 2

A Deaf Polish couple were buying a house, English is their 3rd or 4th language, so they asked us to interpret when they were attending the House sales office and during the appointment they were looking at the choices of different fixtures and fittings.

The BSL interpreter interpreted between the couple and the sales rep at the new house build.

Outcome - The house move went through smoothly.

Working in a COVID climate



Cheryl in the office

Jacinta before she goes into the operating theatre



Emma interpreting at a job with someone using Teams

Even the Christmas Elf had to get all protected



A lot of our work in 2020-2021 had to be done remotely which was a new way of working for many of us



Communication Unlimited AGM November 2020 was held online for the first time



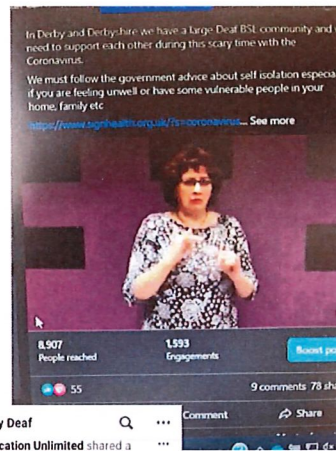
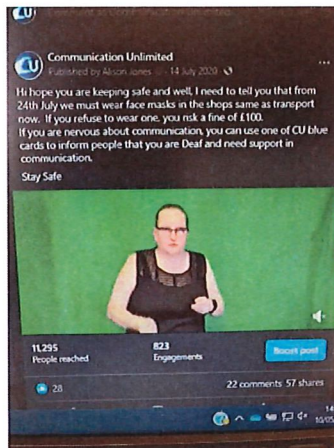
Committee meetings were held on Zoom as we could not meet face to face safely

Activities during 2020-2021



We ran quizzes online via Zoom

We ran a food / presents collection for Derby Revive Centre Christmas 2020



Hi Hope you are well. If you are getting letters / texts about your COVID job and you want an interpreter, you can contact us and see if anyone is available. I know it can be a last minute as it can be next day but you can see if we are available. No guarantee you can have an interpreter though.

Text CU on 07812300280 or if weekend 07432891697



You, Sarah Tupling and 1 other 1 Comment • 2 shares

We did COVID information videos in BSL

Case study 3

We were contacted by a Deaf man who was down to his last £30 and was struggling to get his benefits sorted. During the conversation it was discovered that he had got a new job but couldn't start work because he was still sorting out his Access to Work.

We made a phone call to his new employer and found out that the supervisor was waiting to start him on his induction but didn't know how to book interpreters or understand the Access to work process. We explained the process and advised the next steps. The supervisor was appreciative and mentioned that there was an induction that afternoon if we had any interpreters available which we did. As he was known to our service, we were able to sort this quickly.

The man went to his induction 2 hours later and started work which meant he was now receiving an income to enable him to buy food and pay his bills.

Outcome – the Deaf man was able to start his new job which in turn helped him to resolve his money concerns as he now had an income.



Interpreting at a Cocktail Making workshop with a group of Deaf people

Awards Achieved



Jacinta Bowen-Byrne achieved her ILM level 5 Coaching and Mentoring so we are able to offer Coaching and mentoring services to both interpreters and Deaf people



Communication Unlimited were awarded the Derby and Derbyshire Beacon of Hope for our services to the Deaf community during the COVID Pandemic

Alison Jones our CEO was also awarded the same award





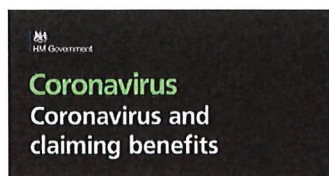
We have signed up to be a partner with SignVideo, a national BSL Interpreter Videorelay service provider and we work with them 3 days a week on the videophone

During the COVID pandemic we assisted with over 500 hours of calls free of charge supporting Deaf people who needed to contact companies over the phone and were unable to resolve their issues face to face in the stores.

We also assisted people to contact DWP to sort their benefits queries.

Some people were supported to resolve their consumers issues for example replacing a broken product received in the post.

We supported Deaf people to cancel / reschedule their holidays and making claims through the insurance.



Did you guess right ?

Victoria Midgley was the young girl with John Emery on page 2 and now works as a Sign Language interpreter for us



Case Study 4

A lady contacted us for help as she was having difficulties obtaining her repeated prescription from Boots.

We phoned Boots to discover that they had not received the request from the Pharmacy online therefore unable to process the request.

Several phone calls were made to the Pharmacy online and left messages but had no success. We ended up phoning her GP who referred us back to the Pharmacy Online.

During the few days the client was getting more and more anxious as she was running low on her medication.

In the end we phoned the GP again and explained the whole situation, insisting that the GP surgery need to make contact with the Pharmacy Online which they eventually did as we felt that the GP surgery must have a different telephone number to call and resolved the hold up.

Once the prescription request was released, we were able to contact the client to say that the medication was ready to be picked up from Boots.

This case took over 15 phone calls over a week and the client would have not been able to resolve this as she was Deaf and unable to use the phone.

Case Study 5

In the first few weeks / months Communication Unlimited was contacted by several GP surgeries and community health services as they needed to contact their Deaf patient but didn't know how.

We explained how we could assist via a three way telephone call using 2 telephones – one for the Health professional and the interpreter to talk on and the 2nd phone was using videophone where the interpreter would sign to the Deaf client and voice over the client's responses back to the Health professional.

Some Surgeries were initially reluctant to use this service but as the pandemic continues they have come back and used our services then comments came in 'that was easier than I thought' or 'this is so easy to use'

Case Study 6

An elderly man recently moved into a new care home where the staff were lost on how to communicate with him, said he did not mix with other residents or participate in activities that was run at the home.

An interpreter was booked for a few weeks on a weekly basis to come for about 3 hours where they communicated with the man and liaised with the staff, interpreted for him at a weekly crafts activity, interpreted between him and the staff so they learnt more about his interests, how he felt in the home etc

In 2020-2021 Communication Unlimited was funded (grants and contracts) as follows



Derbyshire County Council Adult Social Services

Derbyshire County Council gave Communication Unlimited £38,750 to sustain interpreting provision across the county. This support has enabled Deaf people to live independently and ensured access to the community services



Derby and Derbyshire Clinical Commissioning Group

GP Extra Support

The provision of GP Extra support has continued enabling deaf people to get the most of their GP appointments. It has given Deaf people extra access to health information and NHS choices.



We handle the BSL bookings for University hospitals of Derby and Burton, we handle an average of 100 bookings a month. We have delivered several Deaf Awareness training sessions to various sections of the hospitals.

Funding was received to support our work during the COVID pandemic. Without their kind and valuable support we would have experienced great difficulties



We work with a wide range of organisations and settings including schools, personal bookings, legal, workplaces, councils, etc

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