

Charity number: 1188251

COMMUNICATION UNLIMITED

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE PERIOD ENDED 31 MARCH 2021

COMMUNICATION UNLIMITED

CONTENTS

	Page
Reference and administrative details of the charity, its trustees and advisers	1
Trustees' report	2 - 4
Independent examiner's report	5
Statement of financial activities	6
Balance sheet	7
Notes to the financial statements	8 - 15

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

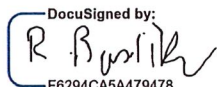
The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).


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		494,392	91,400	585,792
Expenditure on:				
Charitable activities	7	290,821	91,400	382,221
Total expenditure	8	290,821	91,400	382,221
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		203,571	-	203,571

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			194,758
Net assets			<u>203,571</u>
Charity Funds			
Unrestricted funds	14		<u>203,571</u>
Total funds			<u>203,571</u>

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

DocuSigned by:

 F6294CA5A479470.....
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/>
Total 2020	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>

9. Net income

This is stated after charging:

	2021 £
Depreciation of tangible fixed assets:	
- owned by the charity	913
	<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/>

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	1,390	8,336	9,726
Depreciation			
At 28 February 2020	-	-	-
Charge for the period	122	791	913
At 31 March 2021	122	791	913
Net book value			
At 31 March 2021	1,268	7,545	8,813

12. Debtors

	2021 £
Trade debtors	22,756

13. Creditors: Amounts falling due within one year

	2021 £
Other creditors	200
Accruals and deferred income	2,000
	2,200

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

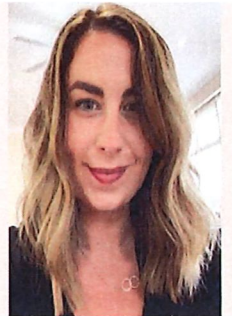
Management Committee 2020 - 2021



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



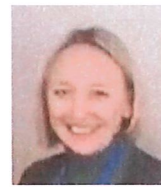
Jess
Squire



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

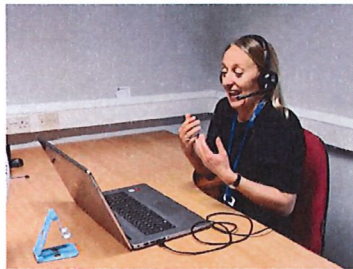
Even the Christmas Elf had to get
all protected



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



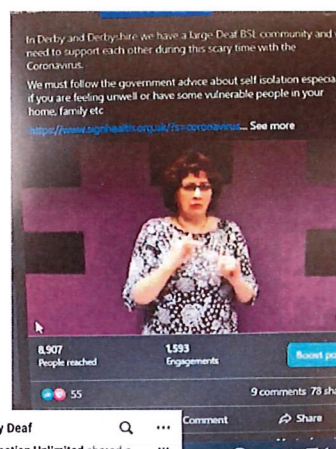
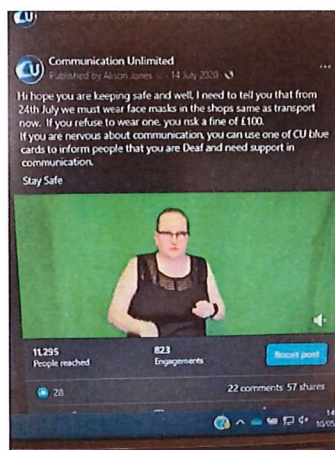
Committee meetings
were held on Zoom as
we could not meet face
to face safely

Activities during 2020-2021



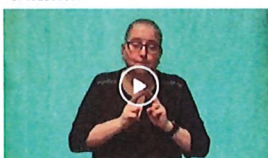
We ran quizzes online
via Zoom

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





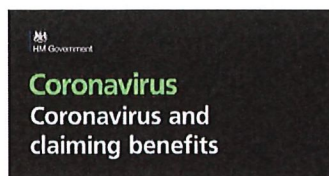
We have signed up to be a partner with SignVideo, a national BSL Interpreter Videorelay service provider and we work with them 3 days a week on the videophone

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

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

