



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



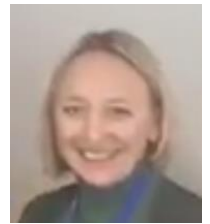
Jess
Squire



Darren
Askroft



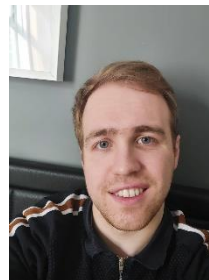
Isobel
Lamb



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.



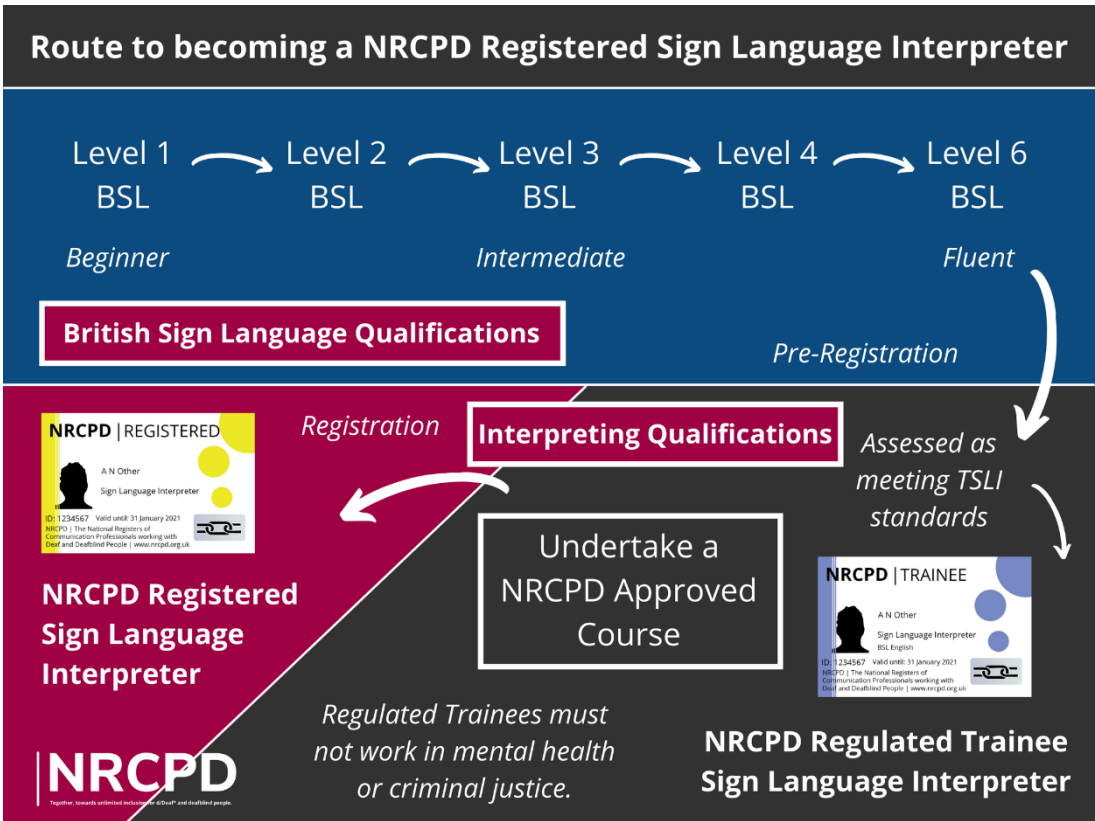
2 of our interpreters qualified this year



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

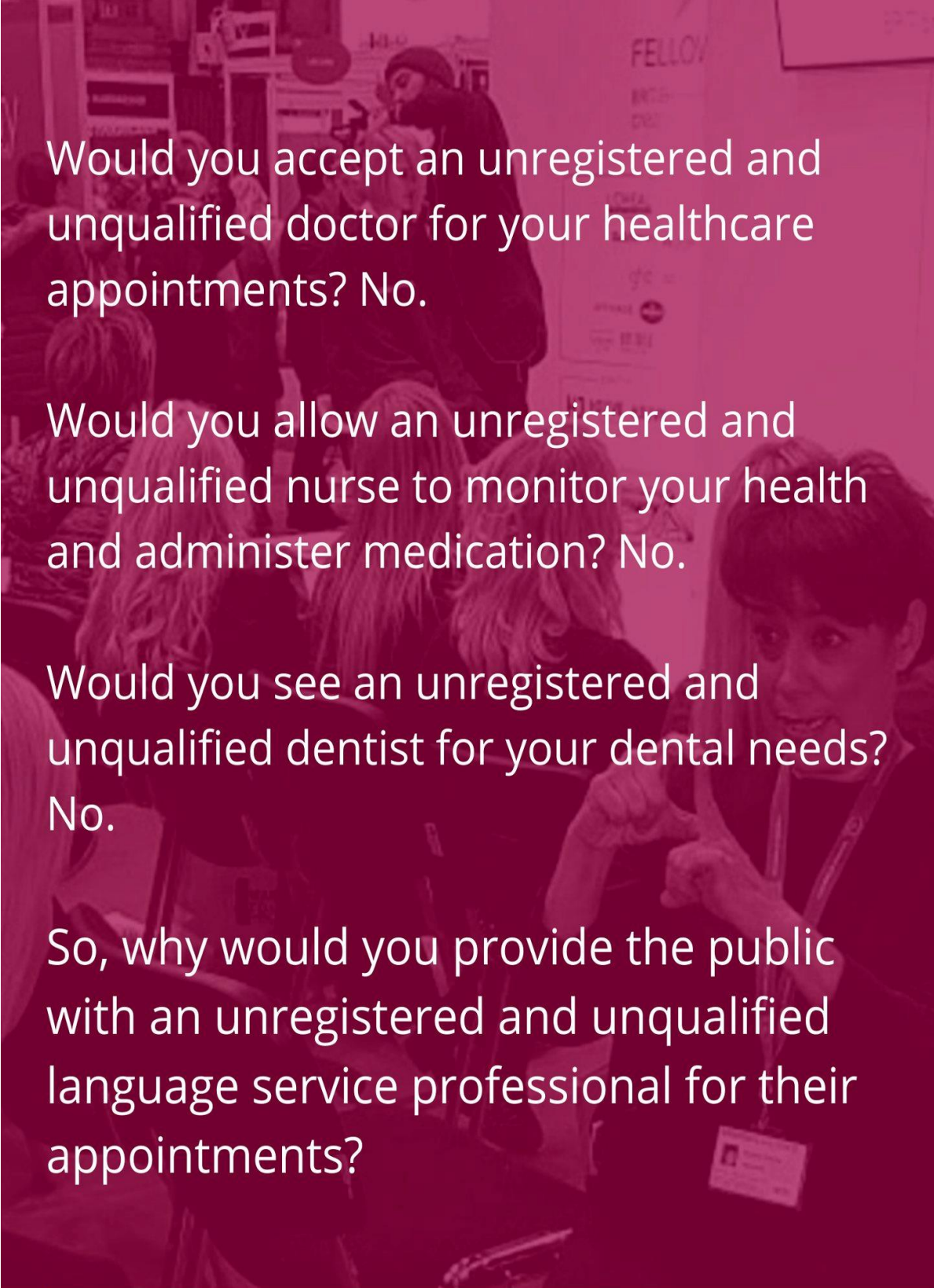
GP Extra Support

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

A group of people are gathered in a room, possibly at a conference or meeting. In the foreground, a woman with short dark hair is signing. Behind her, several other people are visible, some looking towards the camera and others looking away. The background is slightly blurred, showing what appears to be a poster or wall with some text and logos.

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



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

Communication Unlimited

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for the Year Ended 31 March 2022

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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		<u>25,263</u>	<u>-</u>	<u>25,263</u>	<u>203,571</u>
 RECONCILIATION OF FUNDS					
Total funds brought forward		203,571	-	203,571	-
 TOTAL FUNDS CARRIED FORWARD		<u><u>228,834</u></u>	<u><u>-</u></u>	<u><u>228,834</u></u>	<u><u>203,571</u></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				228,834	203,571
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

The notes form part of these financial statements

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)
	<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
	<hr/>	<hr/>	<hr/>
NET BOOK VALUE			
At 31 March 2022	1,059	9,043	10,102
	<hr/>	<hr/>	<hr/>
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
	<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><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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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		<u>25,263</u>	<u>-</u>	<u>25,263</u>	<u>203,571</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		203,571	-	203,571	-
TOTAL FUNDS CARRIED FORWARD		<u><u>228,834</u></u>	<u><u>-</u></u>	<u><u>228,834</u></u>	<u><u>203,571</u></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				228,834	203,571
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

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)
	<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
	<hr/>	<hr/>	<hr/>
NET BOOK VALUE			
At 31 March 2022	1,059	9,043	10,102
	<hr/>	<hr/>	<hr/>
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
	<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><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>