

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

**Communication Unlimited**

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**for the Year Ended 31 March 2023**

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

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

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

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

**OBJECTIVES AND ACTIVITIES**

**Our Mission Statement**

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

**Our Vision**

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

**Our Values**

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

**Public benefit**

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

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

**ACHIEVEMENT AND PERFORMANCE**

**Summary of the year**

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

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

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

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

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

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

## **Communication Unlimited**

### **Report of the Trustees** **for the Year Ended 31 March 2023**

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Summary of the year (continued)**

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

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

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

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

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

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

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

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

#### **FINANCIAL REVIEW**

##### **Going concern**

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

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

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

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

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

#### **INVESTMENT POWERS, POLICY AND PERFORMANCE**

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

##### **Risk management**

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

## Communication Unlimited

### Report of the Trustees for the Year Ended 31 March 2023

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

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

##### **Charity constitution**

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

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

##### **Recruitment and appointment of new trustees**

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

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

R Bastikar - Trustee

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

**Independent examiner's report to the trustees of Communication Unlimited**

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

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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

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

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

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

27 October 2023

**Communication Unlimited**

**Statement of Financial Activities**  
**for the Year Ended 31 March 2023**

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

The notes form part of these financial statements



**Communication Unlimited**

**Balance Sheet**  
**31 March 2023**

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

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

R Bastikar - Trustee

K Adams - Trustee

The notes form part of these financial statements

## Communication Unlimited

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

#### 1. ACCOUNTING POLICIES

##### **Basis of preparing the financial statements**

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

##### **Income**

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

##### **Expenditure**

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

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

##### **Tangible fixed assets**

All assets costing more than £500 are capitalised.

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

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

##### **Taxation**

The charity is exempt from tax on its charitable activities.

##### **Fund accounting**

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

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

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

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

##### **Pension costs and other post-retirement benefits**

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

**Communication Unlimited**

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

**1. ACCOUNTING POLICIES - continued**

**Going concern**

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

**2. INVESTMENT INCOME**

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

**3. INCOME FROM CHARITABLE ACTIVITIES**

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

**4. CHARITABLE ACTIVITIES COSTS**

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

**5. DIRECT COSTS OF CHARITABLE ACTIVITIES**

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

**Communication Unlimited**

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

**6. SUPPORT COSTS**

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

**7. TRUSTEES' REMUNERATION AND BENEFITS**

**Trustees' expenses**

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

**8. STAFF COSTS**

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

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

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

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

**9. TANGIBLE FIXED ASSETS**

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

**Communication Unlimited**

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

**10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2023	2022
	£	£
Trade debtors	43,303	34,103
	<u>43,303</u>	<u>34,103</u>

**11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2023	2022
	£	£
Other creditors	200	200
Accrued expenses	3,420	3,240
	<u>3,620</u>	<u>3,440</u>

**12. MOVEMENT IN FUNDS**

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

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

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

**Communication Unlimited**

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

**12. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

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

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	431,133	(405,870)	25,263
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<u>495,583</u>	<u>(470,320)</u>	<u>25,263</u>

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

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

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

**13. RELATED PARTY DISCLOSURES**

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

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



## Annual Report

2022 - 2023

## **Our Mission Statement**

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

## **Our Vision**

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

## **Our Values**

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



# Message from the Chair



Here we are once again!

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

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

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

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

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

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

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

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

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

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

*Rachell*

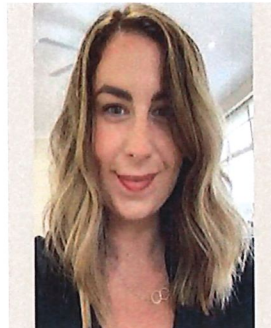
Management Committee 2022 - 2023



Rachell  
Bastikar  
Chair



John Lenton  
Vice Chair



Siobhan  
Shaw  
Secretary



Karen Adams  
Treasurer



Mhairi  
Simpson



Tammy  
Broskom

Mark  
Chapman



David  
Leader

## Communication Unlimited Staff

### Sign Language Interpreters



Helen  
Blunden



Mary  
Brumby  
Left June  
2022



Emma  
Walker



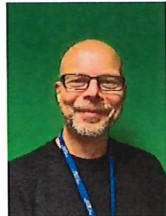
Jacinta  
Bowen-Byrne



Victoria  
Midgley  
Left April  
2022



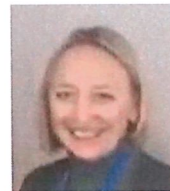
Jess  
Squire



Darren  
Askroft



Isobel Lamb  
Left July 2022



Sam  
Waters

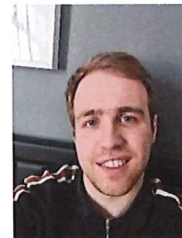
Left Sept 2022



Stacey Fox



Winston  
Denerley



Fraser Holmes



Lynn Patton  
Business  
Coordinator



Cheryl Herbert  
Admin Assistant



Alison Jones  
CEO

### Case study 1

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

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

### Case study 2

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

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

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

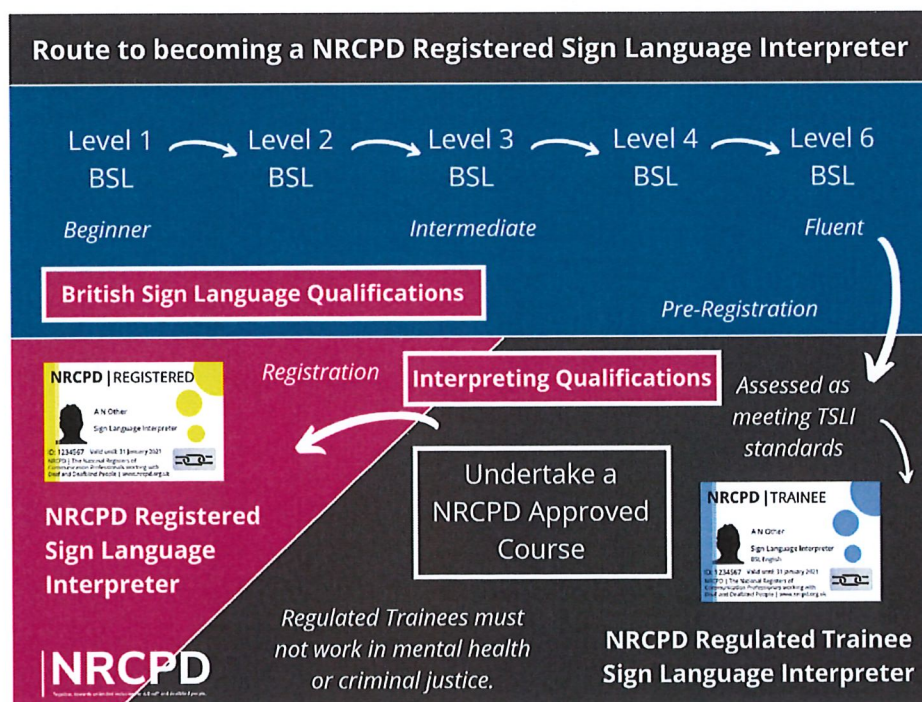


2 of our interpreters qualified this year



Jess Squire  
qualifies

Stacey Fox  
qualifies





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

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



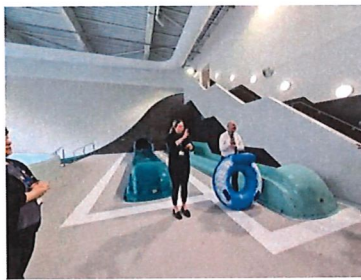




Children from  
Royal School  
for the Deaf

Marketing in a different way!

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



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



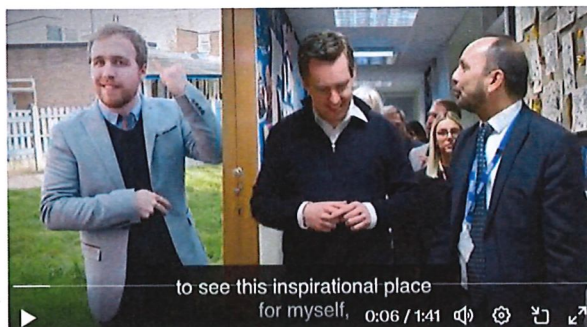
We received 50 tickets from Circus Starr which we were able to distribute to deaf children and their families



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



Matt Kirby from 999 BSL



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



We interpreted at the  
Derbyshire Fire Services  
Deaf Open Day



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

## Deaf Mental Health



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



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

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

## First Deaf Job Fair held in Derby

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



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



People were successful in gaining a new job and volunteering opportunities



Foundation  
Derbyshire

This was made possible  
with a grant donation  
from Foundation  
Derbyshire



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



## **Derby and Derbyshire ICB**

### **GP Extra Support**

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



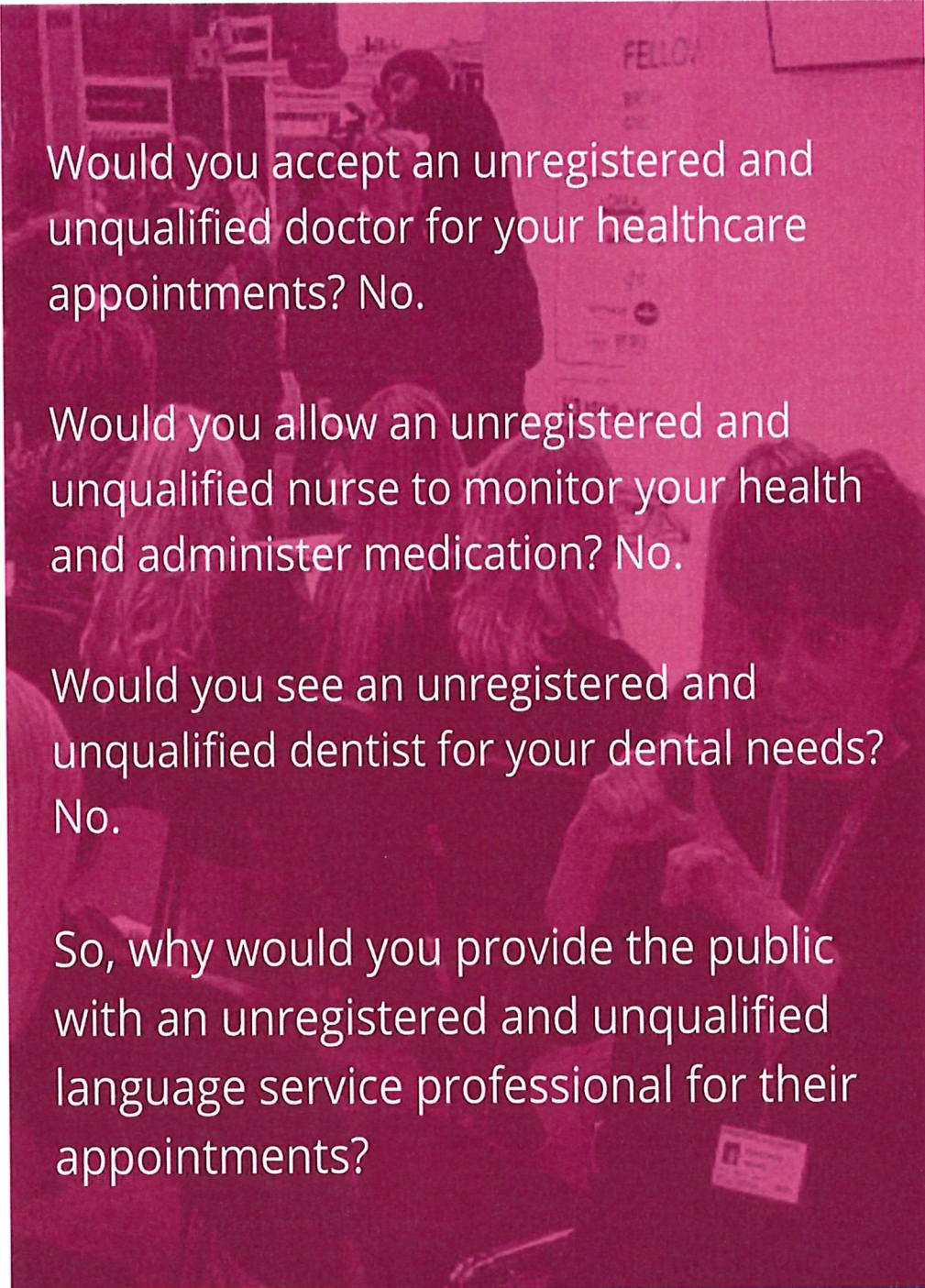
We handle the BSL bookings for University hospitals of Derby and Burton, we handle an average of 100 bookings a month. We have delivered several Deaf Awareness training sessions to various sections of the hospitals.



## **Derbyshire County Council Adult Social Services**

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

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



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

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

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

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

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

**NRCPD**

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

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