



“The findings also highlight the need for continued financial investment in order to provide this much-needed continued support in the long term. Local funders and NHS clinical commissioning group can be assured that TALK can play a valuable role as part the overall health and social care provision to the communities they serve.”

UCL Evaluation of Existing service users, March 2015

TALK ANNUAL REVIEW 2015-16

...face to face...

Supporting People With Aphasia After Stroke
www.talksurrey.org.uk



Message from the Chairman 2015-16

“ I am delighted to report that we have been awarded a three year grant of £20,000 by the Walton Charity. ”

“Without question one of the highlights of her week. Thoroughly enjoys the workshop.”

Carer



In my first year as Chairman I am pleased to report that TALK continues to improve the service provided to stroke recoverers with aphasia using professional assessments from external sources such as UCL's Speech and Language Therapy Division. We received a professional endorsement from them which is a tremendous accolade for the Charity.

TALK remains in good shape financially, although the funding landscape has become more challenging for us with Local Authorities and Clinical Commissioning Groups all under financial pressure. This has resulted in us making more applications to other Trusts and healthcare funding organisations to maintain the status quo. However I am delighted to report that we have been awarded a three year grant of £20,000 by the Walton Charity.

That brings me on to the fantastic Walk for TALK initiative organised by one of our Trustees, Tricia Golding; which last year raised £7100 for the Charity, a tremendous achievement. I would also like to make a special mention of Verity Darby and Angela di Benedetto who fundraised on behalf of TALK and each raised £2000; just the sort of supporters a small charity needs.

I have had the privilege of visiting some of our groups since taking over as Chairman and I am impressed by our loyal volunteers

who keep the groups running and I know are highly regarded by recoverers attending these groups. These people take on the responsibility of running the groups, arranging meetings with volunteers for planning the programmes for the following term, deal with emails, venues and Trustees on a regular basis - and who are either still working or have regular commitments other than TALK. We couldn't do what we do without them, so on behalf of the Trustees, I'd like to say a special thank you to them.

We have recently begun collaboration with another stroke charity called Dyscover, in the development of a conversation partners/carers course for TALK recoverers. We have recognised the importance that partners and carers have in helping recoverers deal with aphasia and this course, which we aim to run between April and May 2017 for up to 16 people, will be a major step forward in helping these people deal with this difficult condition.

I'd like to thank our small team of staff - Susan Houston, TALK Coordinator, and Jo Matthews, Fundraising and Marketing Coordinator, for their efforts in driving TALK forward over the last 12 months in an extremely challenging environment.

I'd also like to thank Jo Tollow our Treasurer and Michael Hawtin our Secretary as well as our Trustees for giving up their precious time to support this Charity which is so valued by the recoverers depending upon it.

I am confident that the year ahead will be positive for TALK, with the solid foundations we have put in place and the extended reach we are now making for funding outside the normal channels.

.....
 **Richard Moule**
Chairman



WHY TALK?

Aphasia (also referred to as dysphasia) is a communication disability caused by damage to the language centre of the brain, often as a result of a stroke. People with aphasia may have difficulty speaking, reading, writing and understanding what is being said to them.

The resulting frustration and isolation can impact not only on their quality of life but also that of family and friends. People with aphasia often experience anxiety, depression and low self-esteem.

MAKING A DIFFERENCE

Our Aims: We aim to support people with aphasia by enabling them to practise all aspects of communication and promote confidence in a supportive environment, leading to increased participation and independence within the community.

We fulfil our aims by providing long term communication and social support to people with aphasia after stroke by:

- Enabling them to practise all aspects of communication
- Familiarising them with strategies to aid conversation
- Helping them to rebuild confidence and self esteem
- Encouraging them to become socially independent
- Providing them and their families with information, advice and ongoing support (This includes peer support and an opportunity for carers to support each other)
- Helping them to live positively with aphasia following stroke

WHO WE HELP

- Anyone who has had a stroke and has communication difficulties (aphasia)
- Anyone who has been referred by a Speech and Language Therapist or other health or social care professional, including the voluntary sector (eg Stroke Association). We also accept self-referrals
- Our service provides long term support and social inclusion for people with aphasia who are adjusting to life after stroke in the local community

“He talks more at TALK sessions than with other people.”
Wife of a TALK recoverer



“The social interaction has helped my confidence.”
Recoverer

WHAT WE DO/OUR SERVICES

There are five accessible TALK Groups in Surrey, located in:

- **Walton on Thames** (The Walton Centre, Manor Road, Walton on Thames, KT12 2PB) on **Monday pm**
- **Guildford** (St. Catherine's Hall, Chestnut Avenue, Guildford, GU2 4HD) - on **Tuesday am**
- **Guildford** (St. Catherine's Hall, Chestnut Avenue, Guildford, GU2 4HD) - **Tuesday pm**
- **Ashford** (Room 3, Salvation Army, Woodthorpe Road, Ashford, TW15 3JY) - **Wednesday am**
- **Knaphill** (The Vyne Community Centre, Broadway, Knaphill, Woking GU21 2SP) - **Thursday am**

Trained volunteers work with recoverers on a one to one basis within a group setting providing a friendly, sympathetic, and understanding environment for supported conversations. Stroke recoverers have the opportunity to engage with other people with aphasia and take part in well organised, stimulating and varied group sessions with excellent communication support.

Activities may include: discussions, aphasia friendly picture, word and number worksheets, quizzes, music, horticulture, art therapy, external speakers and Boccia.

A home visiting service in areas adjacent to the TALK groups is also available. Advice and support are also available to stroke recoverers and their families via contact (phone or email) with the TALK Coordinator.

TALK works closely with local speech therapists and stroke teams (hospital and community based), the Stroke Association, social care teams and other relevant organisations supporting people with aphasia after stroke.

MEASURING OUR SUCCESS

To ensure TALK delivers a quality service, we have evaluated our workshops in the following ways:

SALT Assessments

A rolling programme of speech and language therapy (SALT) assessments has been provided for each group since April 2013. These are independent reviews carried out by Virgincare Community Speech Therapy Teams.

UCL (University College London) Project

Over the past year we have been working to address the recommendations arising from the UCL project in 2014, which evaluated existing recoverers perspectives of TALK, by:

- providing an additional training session for volunteers on facilitating discussion of the experience of stroke and aphasia in the groups
- continuing to provide aphasia friendly written information by developing a new A4, aphasia friendly information leaflet

We have also commenced a small scale outcomes measurement project to evaluate whether attendance at TALK results in positive benefits for new members in terms of:

- the impact of communication difficulties in their everyday lives
- their confidence in their communication

We look forward to the results of this project later this year and continue to address the recommendations arising from the 2014 project.



Our core catchment is shown on the map

“When Dad comes home from his workshop session on Tuesday morning it is as if a light bulb has been switched on.”

Relative of a recoverer

OUR VOLUNTEERS

As a small charity TALK relies on its team of dedicated volunteers. Their work is essential in providing a highly valued service to people with aphasia following stroke. We could not achieve what we do without them. We have over 80 volunteers (including trustees) who this year have collectively contributed over 18000 hours to the lives of our stroke recoverers.

Qualities

Our volunteers have excellent listening skills, show patience, understanding and enthusiasm in their work. They are all committed to delivering a highly valued service to people in Surrey who have communication difficulties after stroke.

Training and Support

- Induction training
- Speech and language led therapy training
- A training day at Dyscover for new volunteers
- First aid training
- Regular Group coordinator meetings
- Volunteer Planning meetings
- Ongoing support by the TALK Coordinator and our Specialist Adviser

Volunteering Benefits

Volunteering brings many rewards which often include:

- Making a difference for others
- Meeting new friends
- An increase in community participation
- Acquiring new skills
- Fun and laughter

Volunteer Thank You Event

In November 2015 all of TALK's Volunteers were invited to lunch at the Dianthus Centre in Goldsworth Park, giving the Trustees the chance to thank the volunteers for their time and commitment to the service over the past year. An enjoyable afternoon was had by all those attending.

KEY ACHIEVEMENTS 2015-16

- The resounding success of his year's major funding event – **the Walk for TALK** organised by Tricia Golding. 85 participants enjoyed the beautiful surroundings of Painshill Park on a gloriously sunny day in June 2015 and raised £7100 for TALK.
- A substantial **three year grant from the Walton Charity** to support the Walton Group and recoverers in the Borough of Elmbridge.
- Securing a **new Chairman. Richard Moule** brings with him wide experience

of both commercial and charity work and his appointment ensures stability in the management of TALK.

- **Expanding the range of activities** included in the weekly group sessions to include art therapy, gardening sessions provided by Thrive and entertaining talks by a local auctioneer.
- Positive reports on our work in the **independent annual appraisals** of the groups carried out by Speech and Language Therapists. These provide useful pointers to areas for improvement involving increased recoverer participation.
- **Action to implement recommendations** of the 2014 research project conducted with TALK recoverers by the Speech and Language Department of University College London:
 1. Specialist training by Intandem to equip our volunteers to facilitate discussion of emotions surrounding stroke and aphasia with recoverers at group sessions.
 2. Developing more aphasia friendly written information in a leaflet for new recoverers.
- Better support for our volunteers by:
 1. Putting in place an **on line shared drive** to help with session planning and group management, particularly by enabling workshop material to be shared across groups.
 2. Providing further resources, such as new laptops, to support group work
 3. Increasing local storage space to facilitate access to resources.
 4. More visits to groups by Trustees and the TALK Coordinator.
 5. Improving **the training programme**, including on line learning resources.
 6. Holding the second **annual volunteer thank you event** in November 2015 at the Dianthus Centre, Woking.
- In May 2016 the total number of volunteers attending TALK groups was 70. They were supported by 80 volunteers, 7 of whom are recoverers themselves. During the year 15 new recoverers and 18 volunteers joined TALK.



“I like news, meeting other people, company, music painting and especially tea and chocolate biscuits!”
Recoverer



“He has developed independence in being away from me. I have nothing but praise for the group leader and volunteers. They show immense patience and understanding.”
Wife of a recoverer



FUNDRAISING & PUBLIC AWARENESS

Statutory Bodies, Grant making Trusts and Foundations

Following cutbacks from statutory bodies TALK has focused on attracting funding from new sources in 2015-16.

In particular these include:

- Walton Charity – We have secured a grant of £20000 over three years to directly support the Walton group
- A grant from the Henry Smith Charity towards core expenses

Individual Projects include:

- £500 for the support of gardening therapy at the Walton Group
- £1000 towards the delivery of art therapy at the Guildford & Woking groups.

Community Fundraising

In 2015-16 TALK developed its community activities with the following results:

- TALK Trustee Tricia Golding organised a very successful sponsored “Walk for TALK” at Painshill Park in Cobham. With over 85 people taking part we raised £7100.
- Guildford Rotary chose TALK as its charity of the year and donated £2230.07.
- Angela di Benedetto raised £2000 running for TALK in a gruelling Ultra Marathon “Run to the Stones”.
- Verity Darby ran an “Open House” in East Horsley and raised £2000.
- Michael Somers raised £67 from collecting spare change in the TALK yellow home collection box.
- TALK raised £825 from two charity collections at Brooklands and Goldsworth Park shopping centres.
- Nominations to Waitrose Community Matters scheme raised over £2000.
- Selco, the builders merchants, opened a new site in Byfleet and donated £500 to TALK.
- Eagle Radio Trust celebrated its 20th year and awarded TALK a grant of £1000.

Public Awareness

- A number of new leaflets and posters have been designed this year to support the awareness of our services and advertise volunteer vacancies. This includes an aphasia friendly A4 brochure which is distributed to health professionals and newly referred recoverers.
- In order to boost general awareness and volunteer numbers TALK started advertising in local magazines around the county such as the Vantage Magazine in Guildford and Challenger magazine in Cranleigh.

TALK has been kindly supported by the following organisations in 2015 -16

Waitrose Community Matters
Surrey County Council – Adult Services
NW Surrey Clinical Commissioning Group
Waverley Borough Council
Guildford Borough Council
Spelthorne Borough Council
Elmbridge Borough Council
Woking Borough Council
Community Foundation for Surrey
St. Peters Convent in Woking
St. James’s Place
Friends of the Vyne
Garrison Church Plate Fund
Civil Service Insurance Society
Shanly Foundation
The Henry Smith Charity
Walton Charity
Walsingham Care
Persula Foundation
Bellinger Donnay Charitable Trust
Asda (Ashford)
Selco Builders Merchants
Eagle Radio Trust
Guildford Friday Swimmers
Guildford Duplicate Bridge Club
Bramley, Womersley, Shamley Green & Blackheath Nursing Association
Alan Price – for design services

IN ADDITION TO THE ORGANISATIONS LISTED ABOVE WE WISH TO THANK ALL INDIVIDUAL TALK SUPPORTERS FOR THEIR GENEROSITY TO TALK DURING THE YEAR. WE GRATEFULLY ACKNOWLEDGE ALL DONATIONS WITH THANKS.

TREASURER'S REPORT 2015 -16

2015-2016 has been a year of consolidation for TALK; building on the fundraising and other initiatives introduced in 2014 - 15.

Successful grant applications to a number of new funders and the ongoing backing of many of our long term supporters have enabled us to expand the range of activities offered to those attending our recoverer workshops.

Result for the year

The financial statements show a surplus for the year of £8,707. This is represented by unspent restricted funds of £7,269 and a surplus on unrestricted funds of £1,438.

We are encouraged by the reported results but note that the income figures reflect timing differences with regard to the receipt of restricted fund income. This income has been included in accordance with accounting

guidelines but its deferral would have resulted in a reduced surplus on restricted funds of approximately £500.

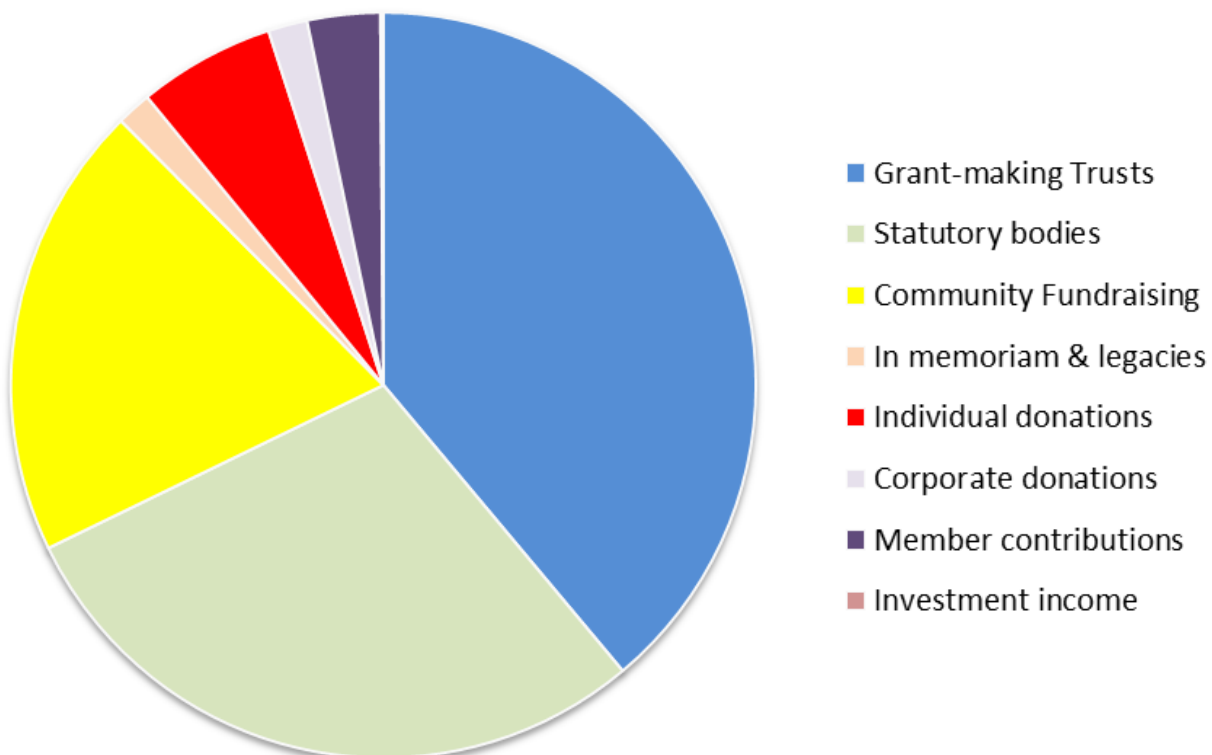
Income

The increase in grant income received in the year reflects successful applications to a number of new funders, as well as the timing of receipts from a new key funder, as noted above, which has resulted in restricted fund income for both 2015 - 2016 and 2016 - 17 being reflected in the accounts for 2015 - 16.

Although income from statutory bodies has remained at a similar level, it is particularly encouraging to note that in 2015 - 16 statutory income represents only 29% of our total income compared with the 37% reported in 2014 - 15.

Our highly successful Walk for TALK held in June 2015 generated net revenue of £7100 for the charity.

INCOME

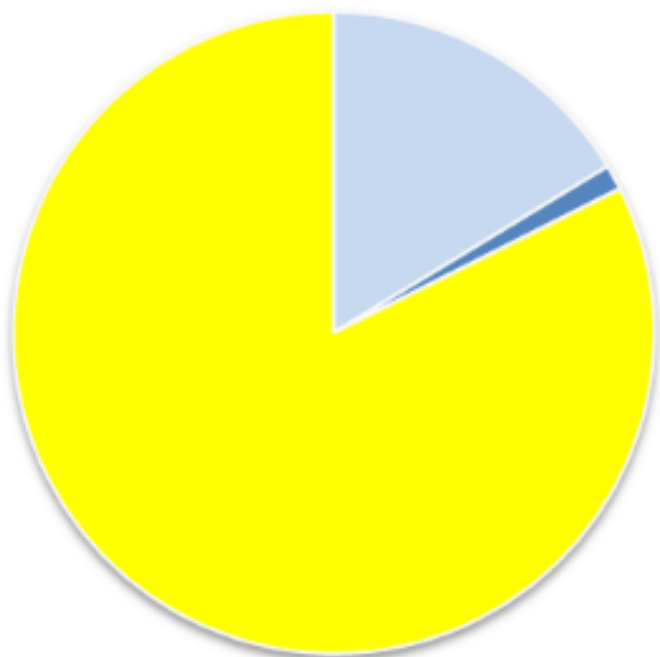


Expenditure

Expenditure remains tightly controlled.

During the year, our two paid employees agreed to increase their working hours to ensure that sufficient time is available to manage both the challenging funding environment and an increasing regulatory and administrative burden. We are grateful to them for their continued commitment to TALK.

EXPENDITURE



- Expenditure on raising donations and legacies
- Expenditure on other trading activities
- Charitable activities



“There is strong evidence from service users themselves that demonstrates the benefits of TALK and the positive impact it has on their lives. Speech and language therapists and other professionals working with people with aphasia in Surrey can be confident that TALK groups have value and should be actively recommended to their clients as a source of longer-term support.”

*UCL Evaluation of Existing service users,
March 2015*

TALK CONTACT DETAILS

Patrons

Anne Milton, MP for Guildford
Hon. Freeman Bill Bellerby
Dr. Robert Blundell

Trustees

Richard Moule – Chairman
Michael Hawtin – Secretary
Jo Tollow – Treasurer
Hazel Steel
Tricia Golding
Charles Stokes
Alan Price

Specialist Adviser

Rosa Dennis, Speech & Language
Therapy Service Manager

Magazine Editor

Peter Walker

TALK Coordinator

Susan Houston

Fundraising & Marketing Coordinator

Joanna Matthews

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Fundraising & Donation Enquiries

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