



# TALK

## ANNUAL REVIEW 2016-17

**Volunteer and Recoverer Referrals**  
email: [info@talksurrey.org.uk](mailto:info@talksurrey.org.uk)

**Fundraising & Public Awareness Enquiries**  
email: [fundraising@talksurrey.org.uk](mailto:fundraising@talksurrey.org.uk)

[www.talksurrey.org.uk](http://www.talksurrey.org.uk)



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## MESSAGE FROM THE CHAIRMAN 2016-17

Having just completed my second year as Chairman at TALK Surrey, I am firstly saddened to report the passing of our former Patron Robert Blundell on 26th March and our thoughts are with his family at this time.

At the end of 2016, Peter Walker, a former Trustee, Chairman and Secretary at TALK advised me that he wished to retire from his involvement at TALK. Latterly, Peter had been responsible for producing the Newsletter which is now being produced by Jo Matthews. On behalf of everyone at TALK, I would like to thank Peter for all he has done for the Charity; however I am pleased to tell you that Peter has accepted Trustee's invitation for him to become Patron of TALK.

Last year we decided to collaborate with another Stroke Charity called Dyscover, to run a Conversation Partners Course for TALK recoverers and their main conversation partner. It was held in April & May 2017 and has proved very popular. We recognise the importance that partners and carers play in helping recoverers deal with Aphasia following a Stroke which is why TALK and Dyscover believed that this was a natural extension of the support we provide at groups. We received 11 applications for the course and as we only had 6 places we had to turn some applications down.

In September, Alison Wainwright, former volunteer at the Knaphill Group, joined Susan and Jo as part of the staff team at TALK, as Group Coordinator. Trustees recognised the pressure that running groups put on Volunteers and Group Leaders, which is why we decided to invest in the role to help with the operational management and planning of the five groups and further enhance their stability.

As a Charity, we depend on Trustees and Volunteers to manage and deliver what we are set up to do. These individuals are unpaid and commit time and energy for the benefit of

recoverers and to ensure the Charity survives into the future. I am delighted to inform you that Carol Sacchett, Evelyne Collins and Dr Colin Tanner have put themselves forward to serve as Trustees at TALK. I am confident that their combined skills will complement our existing Board.

I would also like to personally thank our Trustees who have continued to drive TALK forward in a very challenging economic environment and to also make a special mention to Michael Hawtin, TALK Secretary and former Chairman, who has decided not to put himself forward for re-election at the AGM. Michael has been part of TALK for over 8 years and the contribution he has made to the Charity will be greatly missed.

As always I am also extremely grateful to our volunteers who run the weekly TALK groups for their continued support and enthusiasm. A special mention to the Group Leaders, Sian Thomason (Walton), Sandra Whitworth (Guildford am), Rosemarie Juliano (Guildford pm), Marianne Herne (Ashford) & Evelyne Collins (Knaphill).

TALK hosted our Annual Lunch at the Holiday Inn in Guildford on the 25th April which was very well attended. We were fortunate to also have the attendance of all of the Mayors from each of the Group locations. Sally Marks, Chairman of Surrey County Council, was also present. Gordon Jackson, the Mayor of Guildford, has subsequently written to me to thank TALK for inviting him and his wife to the Lunch. Moreover, as a recent minor stroke sufferer himself, he wanted to thank all of the volunteers, Group Leaders, staff and Trustees for the work we do to improve the quality of life for recoverers. I couldn't think of a more fitting end for another challenging and successful year at TALK.

**Richard Moule, Chairman**

## KEY ACHIEVEMENTS 2016-17

- Establishing a **new speech and language therapist led training programme** for volunteers, focusing on specific communication techniques to further enhance the quality of conversations with recoverers.
- Creating the **new post of Group Coordinator**, with dedicated funding in place for the first year. This new resource is already proving very helpful in supporting volunteers with the planning and execution of the weekly group sessions and encouraging cross-fertilisation of ideas for best practice.
- **Collaborating with Dyscover**, another Surrey-based charity supporting people with aphasia, in order to increase professional speech and language support for TALK recoverers and their main conversation partner. The Conversation Partners course, which ran in April and May 2017, attracted great interest and was over-subscribed.
- Raising our profile with health professionals, including better liaison with the main hospital stroke units in our area to encourage referral to TALK after discharge.
- **Notable fundraising successes:**
  - a team of 18 runners raising £5037 for TALK in the Weybridge 10K Run in March.
  - widening our sources of funding, with substantial new grants from Guildford Poyle Charities, the Henry Smith Charity, Santander Community Plus and the Community Foundation for Surrey.
- A much appreciated visit by the **Lord Lieutenant of Surrey, Michael More- Molyneux**, and the Chairman of Surrey County Council, Sally Marks, to the Ashford Group to learn more about our work.
- A successful **Annual Lunch in April**, attended by local Mayors, giving recoverers and volunteers across all TALK groups the opportunity to meet socially.
- In March 2017 the total number of recoverers attending TALK groups was 70. They were supported by 77 volunteers, of whom 5 were recoverers. During the year, 22 new recoverers and 15 volunteers joined TALK.



## 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.

## WHO WE HELP

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



## 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**



## WHAT WE DO – OUR SERVICES

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

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

**Trained volunteers work with stroke recoverers with aphasia** on a one to one basis within a group setting providing a friendly, 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, and art therapy.

A home visiting service in areas adjacent to the TALK groups is also available.

**Advice and support regarding communication**, health and social care needs are also available to stroke recoverers and their families via contact (phone or email) with the TALK Coordinator.

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



# ENSURING A QUALITY SERVICE

## 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 local NHS Community Speech and Language Therapy Teams.

Comments from 2016 – 2017 reports include:

*“I was really impressed with the group and the fact that training is provided to the volunteers (both before attending the groups but also the refresher training).”*

*“I was impressed with the aphasia friendly material available to the recoverers and how the volunteers supported, prompted but did not ‘take over’ during the tasks.”*

*“I was very impressed with the attention given to facilitating communication through the provision on each table of pens, paper and communication charts. At the very start of my visit when I was chatting to a recoverer I was able to see how vital these materials are in supporting communication”*

*“The use of ‘ Total Communication techniques : using key written words, picture support, rephrasing using ‘familiar, simple’ language involved all the recoverers without it ever feeling like anyone was being tested”*

*“It was encouraging to see adults with aphasia being well supported in a social environment and to see recoverer volunteers embarking on exciting new initiatives to enhance the running of the group and the recovery of others.”*

## Recoverer and Carer Satisfaction Survey

All recoverers and their carers were surveyed about our services in November 2016. The response rate was 52%.

The key findings were:

95% of recoverers said they were happy with the TALK sessions

82% of recoverers felt they could communicate in their preferred way all of the time

87% of recoverers said that by attending TALK they always or mostly felt more confident

82% of recoverers said that by attending TALK it has aided their recovery

We have evaluated our workshops in the following ways:

## University College London (UCL)/TALK Projects

Our work continues to address the recommendations arising from the UCL project in 2014, which evaluated existing recoverers’ perspectives of TALK, by:

- Continuing to provide regular training for volunteers to ensure that they are well equipped to support people with communication impairment
- Liaising with local Speech and Language Therapists (e.g., Dyscover) and other stroke services to increase professional input and partnership working, particularly in relation to advice and support for service users

We also undertook a small scale project, teaming up with Dr Carol Sacchett from UCL and Martina O’Malley, a UCL Speech and Language Therapy student, to find out how coming to a TALK group helped new recoverers.

**Findings:** All recoverers showed some **positive changes in self-esteem and feelings about life after stroke**. Including:

- Communicating better in a group
- Feeling better understood
- Feeling more confident
- Participating in hobbies
- Feeling more valued

*“I love the opportunity to engage with others and it gives me confidence to do so when I am out and about”*



87% of carers felt that their spouse/partner’s communication had improved somewhat or greatly since attending TALK.

When asked what benefit the carer received when their partner is at TALK one carer wrote “Free time to get on with jobs. I enjoy hearing about the TALK meeting on his return.”

*“TALK helps people to improve their recovery which is so important to their well being”*

# FUNDRAISING & PUBLIC AWARENESS

## Statutory Bodies, Grant making Trusts and Foundations

- TALK has continued to secure funding from the NHS Clinical Commissioning Group, Borough councils and Surrey County Council. We greatly value this support as demonstrates our value to the local community.
- The Walton Charity supported the Walton TALK group with its second year of funding.
- The Skipton Building Society have generously provided a grant to fund art therapy in all of the groups for three terms.
- Greggs (the bakers) have also funded gardening therapy in all of the groups using the charity 'Thrive'.



## Community Fundraising

- In March 2017 18 competitors took part and ran on behalf of TALK in the Weybridge 10k. We raised £5037. Maria from Walton Barclays Bank personally raised £610 which was then matched through the Barclays match funding scheme.
- TALK raised over £900 from three charity collections at at Brooklands, TESCO Ashford & TESCO Sunbury.
- New Gift Aid envelopes have been produced for donations.
- Frank Cuddy shaved his beard off (again!) for Movember and raised £144.
- 'Teas on the Rec' in Bisley raised £700 for TALK and was a lovely afternoon in the sunshine.
- Mark & Lesley Blythe held a quiz night and raised £220.
- Ashford & Knaphill Groups held two successful Christmas raffles.

## Public Awareness

- We continue to build strong relationships with health professionals in the community. In addition to this we have revised the general TALK leaflet and continue to distribute posters near the local groups.
- In 2016 we started advertising in small local magazines to publicise our service and to recruit new volunteers. This combined with online advertising is proving to be a cost effective strategy.
- TALK featured on RadioWey with Jo & Susan interviewed by Alan Dolby on his 'in bed with' programme.
- We like to keep our supporters up to date by regular posts on Facebook.





### TALK has been kindly supported by the following organisations in 2016-17

- |  |                              |
|--|------------------------------|
| Community Foundation for Surrey        | Santander Community Plus     |
| Civil Service Insurance Society        | Skipton Building Society     |
| Deakin Charitable Trust                | Spelthorne Borough Council   |
| Elmbridge Borough Council              | St. Peters Convent in Woking |
| Henry Smith Charity                    | St. James's Place            |
| Hospital Saturday Fund                 | Shanly Foundation            |
| Greggs Foundation                      | Surrey County Council        |
| Guildford Poyle Charities              | Waitrose Community Matters   |
| Lionel Wigram Memorial Trust           | Walton Charity               |
| NW Surrey Clinical Commissioning Group | Walsingham Care              |
| Rowan Bentall Charitable Trust         | Woking Borough Council       |

In addition to the organisations listed above we wish to thank all individual TALK supporters and fundraisers for their generosity to TALK during the year.

# TREASURER'S REPORT 2016-17

2016 - 17 has been a year of financial stability for TALK.

### Result for the year

The financial statements show a surplus for the year of £3,990. This is represented by unspent restricted funds of £5,979 and a deficit on unrestricted funds of £1,988.

### Income

Reported income for 2016 – 17 is consistent with the prior year at in excess of £82,000.

The income split shows a continuation of the expected trend away from reliance on funding from statutory bodies with this income source now accounting for only 18% of TALK's total income, compared with 29% in 2016.

Of the total income from grant-making trusts of £47,000, £10,600 was secured as essential core funding with no specific restriction as to purpose or location. This is an increase from £9,000 in 2016.

The additional funding from grant-making trusts in 2017 has allowed us to continue to provide a range of fully funded activities at our weekly groups such as art therapy and table top gardening.

The very successful Weybridge 10k sponsored event accounts for income of £5037 with further gift aid claims to be submitted.

### Expenditure

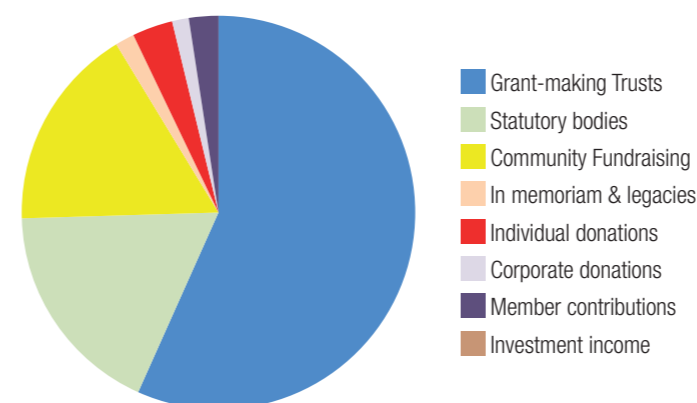
The total costs for the year of £78,773 represent an increase of just over £5,000 on the equivalent 2016 figure.

This increase primarily reflects the employment, for the first time, of a paid group co-ordinator on a one-year contract with effect from November 2016.

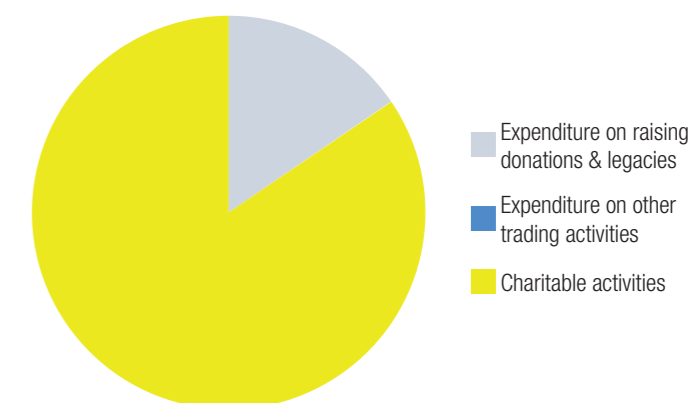
The group co-ordinator role has been fully funded in these financial statements and a significant proportion of the remaining contracted cost is also covered by secured funding.

We remain committed to carefully controlling expenditure and will continue to seek funding for specific costs where appropriate.

### Income



### Expenditure





# CONTACT DETAILS

## PATRONS

Anne Milton, MP for Guildford  
Hon. Freeman Bill Bellerby  
Peter Walker

## TRUSTEES

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

## SPECIALIST ADVISER

Rosa Dennis, Speech & Language Therapy  
Service Manager

## TALK COORDINATOR

Susan Houston

## GROUPS COORDINATOR

Alison Wainwright

## FUNDRAISING & MARKETING COORDINATOR

Joanna Matthews

### Referrals and Volunteer Enquiries

07718 425953 or 01784 420371  
info@talksurrey.org.uk

Website [www.talksurrey.org.uk](http://www.talksurrey.org.uk)

### Fundraising & Donation Enquiries

07718 425952  
fundraising@talksurrey.org.uk

Registered Charity: 1072526

