

TALK ANNUAL REVIEW

2017 18



£20K
for
20 TALK
Years

Volunteer and Recoverer Referrals email info@talksurrey.org.uk

Fundraising & Public Awareness Enquiries email fundraising@talksurrey.org.uk

www.talksurrey.org.uk



...face to face...



MESSAGE FROM THE CHAIRMAN 2017-18

Having just completed my third year as Chairman at TALK Surrey, I am firstly delighted to introduce our new trustees at TALK, Carol Sacchett, Evelyne Collins, Geraint Thomason and our new Treasurer, Garry Evans. On that point, I'd like to thank Jo Tollow our longstanding Treasurer, who left TALK in March for all she has done and for agreeing to return to the AGM to present last year's accounts.

Earlier this year, as many of you know, TALK became a Charitable Incorporated Organisation (CIO) and with the exception of Jo, all of the existing and new Trustees agreed to serve until the next AGM in 2019. Therefore you will be pleased to know that we do not need to re-elect officers this year. My term as Chair should expire after 3 years and I have offered to serve until a replacement for me can be found.

There has been quite a lot of change over the last 12 months with Michael Hawtin our former Secretary stepping down and Susan Houston our Co-ordinator of 9 years leaving to pursue a career in Nursing. I'd like to thank both of them for all they've done for TALK and to say that they will be greatly missed.

I am however delighted to report that Sharon Spurdle has joined TALK as our new Coordinator and I hope you will join me in welcoming her on board. I'd also like to thank Caroline Parkes who has stepped in to help with the TALK's secretarial duties whilst continuing to lead the Guildford morning Group.

Last year, you may remember that TALK decided to invest in holding an aphasia 'Conversation Partners' Course with another stroke charity called Dyscover. It was a great success and feedback from all who attended was very positive. We have also had a great deal of interest from others for us to hold it again. Whilst it cost the charity around £2800 after contributions from those that attended we will be applying for external funding support next time so that we do not eat any further into TALK's reserves.

TALK also enjoyed a very solid year for the amounts raised through fundraising and in addition to the revenue grants from NWS CCG and Local Authorities, we received grants from the Henry Smith Foundation, The Masonic Charitable Foundation and Community Foundation Surrey. Building good relationships with these types of Charitable Trusts is critical for our survival.

I would also like to personally thank our Trustees and staff who have continued to drive TALK forward in a very challenging economic environment.




As always I am also extremely grateful to our volunteers who run the weekly TALK groups for their continued support and enthusiasm in the five groups they run, a special mention to the Group Leaders, Jenny Wilson (Walton), Caroline Parks (Guildford Morning), Rosemarie Juliano (Guildford Afternoon), Marianne Herne (Ashford) & Evelyne Collins (Knaphill).

TALK hosted our Annual Lunch at the Holiday Inn in Guildford on the 25th April 2017 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, Former Chairman of Surrey County Council, was also present.

Finally, moving on to our first year as a CIO and our 20th year in operation, we know we have our challenges ahead, particularly raising funds. In February this year NW Surrey CCG advised us that they would not be re-commissioning TALK in 2018/19. This was a major blow and a potential impact of over £10K to our income. However our reputation should not be underestimated and I'm delighted to say that the Ashford and St Peters NHS Trust have sent us a contract to renew this funding for another year. I can't finish without mentioning our £20K for 20 years fundraising campaign. In the first 3 months we've managed to raise over £10K towards this target through all sorts of activities. I can't thank all of you enough who have tirelessly supported this initiative. We intend to use most of these funds to provide groups with more money to spend on activities to give our recoverers and volunteer a year to remember with TALK.

Richard Moule
Chairman

KEY ACHIEVEMENTS 2017-18

- **Collaborating with Dyscover** to run a Conversation Partners Course for six TALK recoverers and their main conversation partners in May 2017. Feedback demonstrated the immediate & long term benefit of the benefit of the course.
- Introduction of **Neurological Music Therapy** sessions delivered by Chiltern Music Therapy. CALA homes donated £1000 to TALK and we have been able to provide two sessions of music therapy per group. The feedback to these sessions has been extremely positive.
- TALK worked with local stroke recoverers, carers, voluntary organisations & the North West Surrey Commissioning Group to establish a **Back to Life Stroke Programme & Stroke Recovery College**. There have been two trials so far with an expectation that this will develop further in 2018.
- **Establishment of support meetings for carers & family members of TALK recoverers**. This was in response to feedback from the Conversation Partners course and has led to coffee mornings being held at all the groups.
- **Notable fundraising successes:**
 -  Community Foundation for Surrey supported us with funding towards the TALK Coordinator position.
 -  The Masonic Charitable Foundation supported TALK with a grant of £3000.
 -  Guildford Charity "Care in Guildford" donated £5000 towards the two Guildford TALK Groups.
- In 2017/18 the total number of **recoverers attending TALK groups was 77**. They were supported by 77 volunteers, of whom 10 were stroke recoverers themselves. During the year we welcomed **19 new recoverers and 14 volunteers**.

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 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.*

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*) - **Monday pm**
- **Guildford** (*St. Catherine's Hall, Chestnut Avenue, Guildford, GU2 4HF*) - **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 therapy, horticulture therapy 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

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 local NHS Community Speech and Language Therapy Teams.

Comments from 2017-18 reports include:

'Very well structured sessions with plenty of materials and resources for recoverers'

'The group felt like a really positive environment for the recoverers to come to – where their individual needs were accepted and supported'.

'The session appeared to work really well, the interesting topic offered structure to the session and the use of resources/ props had been thought out. Volunteers seemed keen to support and help'

'The group works well and offers the recoverers a warm, safe and positive environment; this was further demonstrated when one of the recoverers felt confident enough to sing part of his national anthem.'

'I believe that the aims of TALK were fulfilled as the environment was stimulating and sociable and the activities were appropriate. Overall, I was very impressed with the group.'



Trip out on The Watercress Line



Silk Painting

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 85 volunteers (including trustees) who this year have collectively contributed over 18500 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 therapist led training programme
- A training day at Dyscover for new volunteers
- First aid training
- Regular Volunteer Group Leader meetings providing updates and peer support
- Volunteer Planning meetings
- Ongoing support from the recently appointed Group Coordinator, Volunteer Liaison Trustee and TALK Coordinator

Volunteering Benefits

Volunteering brings many rewards which at TALK include:

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



Art therapy

FUNDRAISING & PUBLIC AWARENESS

Statutory Bodies, Grant making Trusts and Foundations

- TALK continued to secure funding from the North West Surrey Clinical Commissioning Group and Woking, Elmbridge, Spelthorne & Guildford Borough Councils.
- CALA homes funded £1000 with TALK and this has enabled two sessions of neurological music therapy for all groups this year.
- The Masonic Charitable Foundation donated to TALK for the first time with a grant of £3000.

Community Fundraising

- TALK raised over £900 from three charity collections at Brooklands and TESCO Ashford & TESCO Sunbury.
- Don & Christine Jones donated £200, contributed by Don's friends and family in lieu of gifts for his 80th Birthday.
- Ashford & Knaphill Groups held two successful Christmas raffles.
- Bookham U3A Tai Chi, who generously contributed £150 thanks to Jan Hudson.
- In memoriam donations to TALK from the friends & families of Daphne Bell MBE (a former trustee of TALK) & Robert Blundell (former Mayor of Guildford & TALK patron).
- TALK launched its "£20k for 20 years" campaign at the start of 2018. TALK celebrates its 20th anniversary and drive to increase community fundraising. There are a number of activities throughout 2018 including sponsored sporting events and a quiz.

Public Awareness

- TALK were given the honour of speaking at the Shepperton & Sunbury Rotary about our support services. This gave us a chance to publicise our services but also highlight the issues of stroke & aphasia.
- We have continued to advertise 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.
- We continue to publicise our activities on Facebook and we have been redesigning our website for a relaunch in 2018.



TALK has been kindly supported by the following organisations in 2017-18

CALA Homes
Care in Guildford
Community Foundation for Surrey
Civil Service Insurance Society
Elmbridge Borough Council
Henry Smith Charity
Guildford Poyle Charities
Loseley & Guildway Trust
Masonic Charitable Foundation
NW Surrey Clinical Commissioning Group
Spelthorne Borough Council
St. Peters Relief in Sickness Fund
Waitrose Community Matters
Walton Charity
Walsingham Care
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.



Don celebrates his 80th birthday & donates to TALK



Rotary talk

CELEBRATING
20
TALK
YEARS
1998 - 2018

TREASURER'S REPORT 2017-18

Result for the year

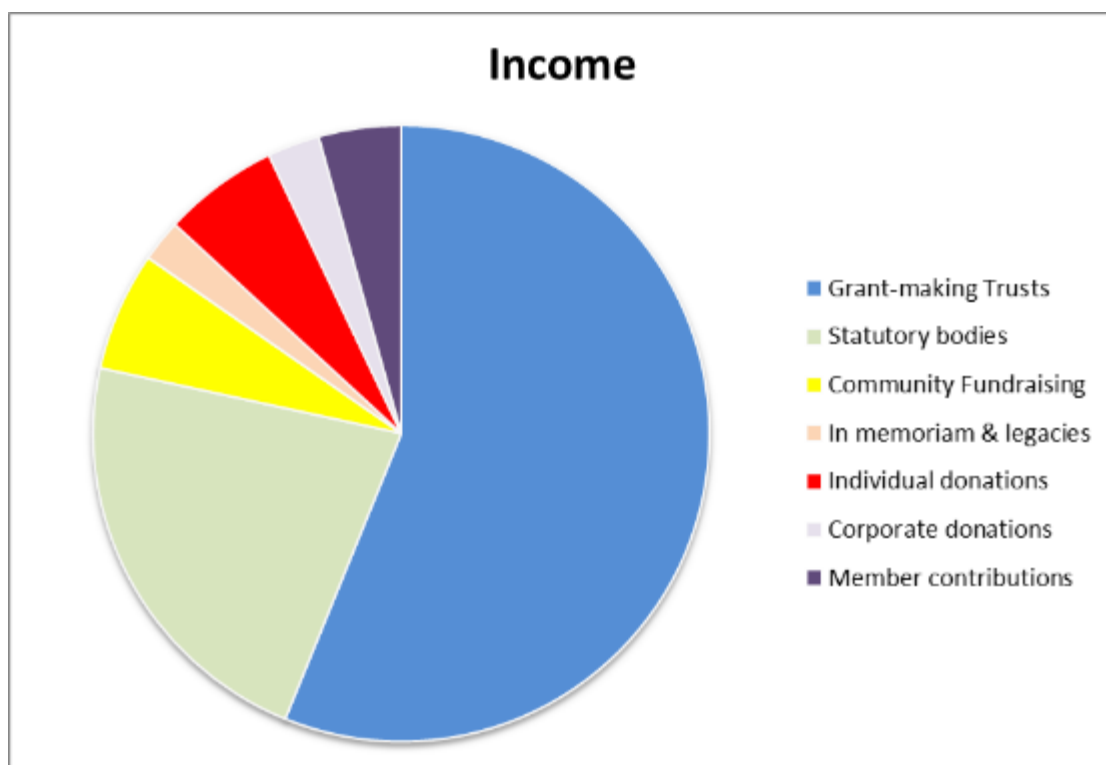
The result for the year to 31 March 2018 was a deficit of £16,751. This is represented by an excess of expenditure over income on restricted funds of £6,641 and a deficit on unrestricted funds of £10,110.

Income

Reported income for 2018 was £73,022 as the Charity reached the end of an agreed three-year funding plan with the Walton Charity. TALK also received notice in February 2018 that North West Surrey CCG was not going to re-commission TALK in 2018/19 towards Group support costs. However TALK has managed to obtain funding from the Ashford and St Peters Stroke Partnership to replace this.

Of the total income from grant-making trusts of £41,825 (2017: £47,000), £19,500 (2017: £10,600) was secured as essential core funding with no specific restriction as to purpose or location.

In 2018, TALK has continued to secure additional funding from grant-making trusts to provide a range of fully-funded activities at our weekly groups such as art therapy, music therapy and table top gardening. The charity also secured restricted funding from the Community Foundation Surrey to contribute towards the TALK Coordinator salary costs in the year. The Charity will seek to obtain funding contributions from grant making trusts towards the operational staffing costs, so that more of our unrestricted funding can be used for the benefit of Group activities.



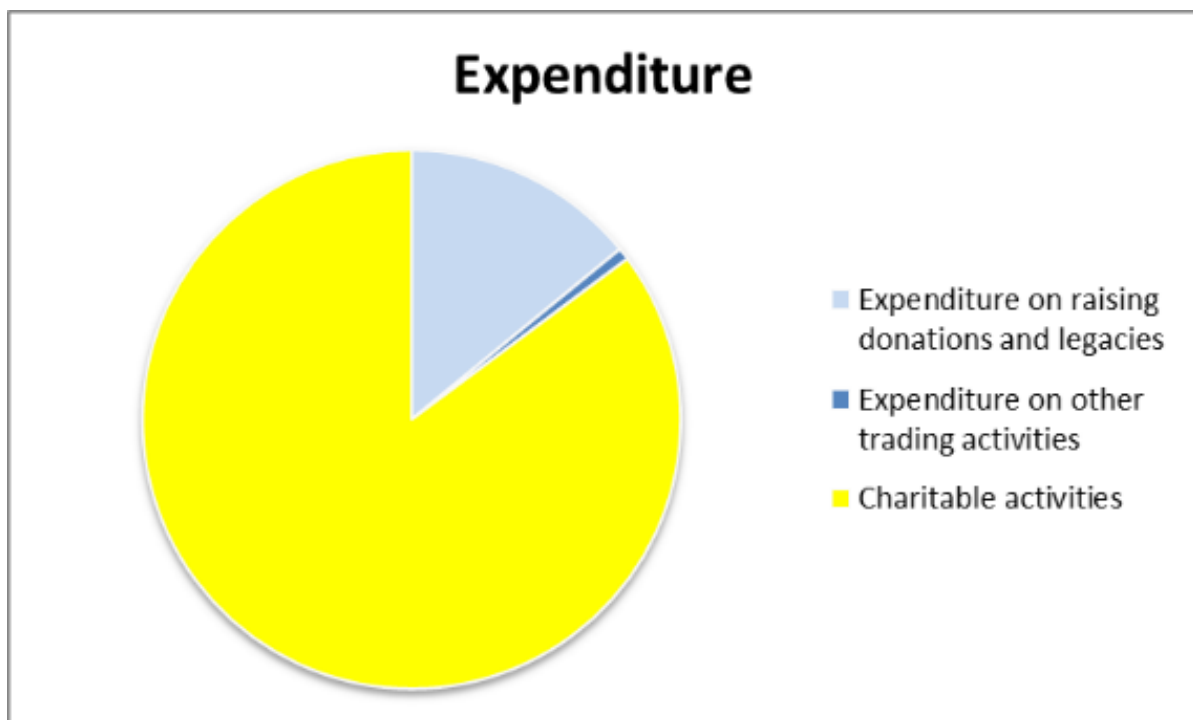
Expenditure

The total costs for the year of £89,773 (2017: £78,773) represent an increase of £11,000 on the equivalent 2017 figure.

This increase primarily reflects the first full year of employment of a paid group coordinator who joined TALK in November 2016. TALK is continuing to seek funding from grant making bodies towards this valued post.

Additionally, in the year, TALK commissioned a consultant to assist in the conversion of the charity into a CIO, resulting in a one off cost of £2,497. TALK also incurred costs of £3,615 in relation to a Conversation Partners course, jointly run by Dyscover, another Stroke Charity. We received grant funding of £500 and contributions from recoverers of £300.

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



TALK Surrey CIO CONTACT DETAILS

Patrons

Anne Milton, MP for Guildford
Peter Walker

Trustees

Richard Moule – Chairman
Garry Evans – Treasurer
Vacancy -Secretary
Geraint Thomason
Dr.Carol Sacchett
Hazel Steel
Tricia Golding
Evelyne Collins
Charles Stokes
Alan Price

Specialist Adviser

Rosa Dennis, Speech & Language Therapy Service Manager

TALK Coordinator

Sharon Spurdle

Groups Coordinator

Alison Wainwright

Fundraising & Marketing Coordinator

Joanna Matthews

Referrals and Volunteer Enquiries

07718 425953 or email info@talksurrey.org.uk

Fundraising & Donation Enquiries

07718 425952 or email fundraising@talksurrey.org.uk

Website www.talksurrey.org.uk

Registered Charity: 1176014