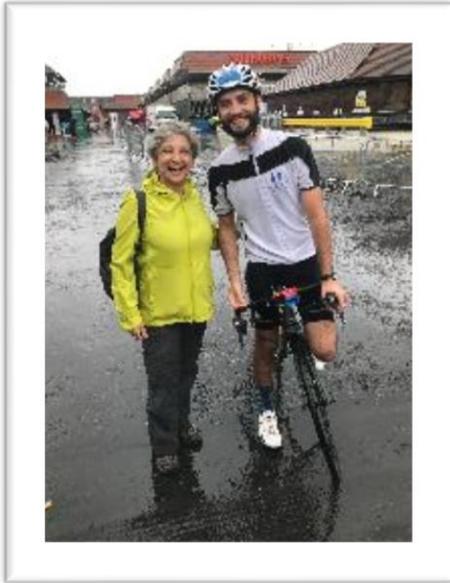


TALK Surrey CIO

ANNUAL REVIEW 2018 19



£20K
for
20 TALK
Years



Funded by



**Community
Foundation
for Surrey**



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MESSAGE FROM THE CHAIR 2018-19 – Carol Sacchett

Having stepped in as Interim Chair of TALK Surrey in February of this year, I would firstly like to thank Richard Moule, our former Chair, for all his work on behalf of TALK.

Richard led us through a number of changes during his three-and-a-half-year period as Chair and he will be greatly missed. We also say goodbye to trustees Tricia Golding, Geraint Thomason, and Garry Evans, our Treasurer, who resigned from the Committee during this year. We thank them all for their hard work for the Charity. We are also very grateful to Rosa Dennis, who has decided to step down from her role as speech and language therapy advisor to the Charity. Rosa has provided highly valued advice and input over many years. We wish her well in her retirement.

I am delighted to introduce our new Trustees: David Gunn, our new Treasurer, and Gill Simmons, whom some of you will know as a longstanding volunteer at the Knaphill group. We are still actively seeking new members to join the Board of Trustees, in particular someone to take over the role of Chair over the next three years, and someone who will take the role of Secretary. On that note, I'd like to thank Caroline Parkes for continuing to cover secretarial duties and for her valuable advice to the Committee.

I would also like to personally thank all our Trustees and staff who have continued to drive TALK forward. Sharon Spurdle, TALK Coordinator, has been with us for a year now and has proved an enthusiastic and highly efficient addition to the team. Alison Wainwright, Group Coordinator, has continued to provide valuable support to the groups and volunteers. Jo Matthews, Fundraising Coordinator, has continued to do sterling work to ensure that our finances and future remain secure.

I am also extremely grateful to our volunteers who run the weekly TALK groups for their ongoing support and enthusiasm, with a special mention to the Group Leaders: Jenny Wilson (Walton), Caroline Parkes (Guildford Morning), Rosemarie Juliano (Guildford Afternoon), Marianne Herne (Ashford) & Evelyne Collins (Knaphill). Particular mention should go to the Knaphill Group for receiving the Woking High Sherriff's award in recognition of their contribution to the local community.

I am pleased to say that our first year as a Charitable Incorporated Organisation (CIO) has been very successful, both in terms of income raised and developments. We start the 2019-20 financial year on a strong footing, thanks largely to a successful bid to The National Lottery Community Fund, securing some recurrent income over the next five years. TALK also continued to receive NHS funding through Ashford and St Peters NHS Trust and Local Authorities, as well as grants from a range of Charitable Trusts. We have

also been accepted as “Local Charity of the Year” by G-Live, in Guildford, which will be invaluable in promoting our work locally.

Finally, I can't finish without mentioning our highly successful £20K for 20 years fundraising campaign. Thanks to the tireless and imaginative support of our members, who organised and participated in a range of activities, we surpassed our target of raising £20,000 in 12 months. We intend to use most of these funds to provide groups with more money to spend on activities to give our recoverers and volunteers a year to remember with TALK.

KEY ACHIEVEMENTS 2018-19

- Promotion of our services to local hospitals and Speech and Language therapists across Surrey. New relationship established with Frimley Park Hospital with a view to supporting increased numbers of stroke recoverers from this hospital catchment area.
- Continued provision of professional external therapies for all groups; with funding support. This includes Gardening, Art and Music therapies.
- An anonymous Satisfaction Survey for all Recoverers and Carers was completed in November 2018. 77% of respondents felt that TALK had made them feel more confident and 64% said that joining TALK had aided their recovery. 74% of carers also said that their partner was more independent since attending TALK.
- **Successful transfer to a Charitable Incorporated Organisation (CIO).**
- We raised over £20,000 for our 20th Year Anniversary community fundraising target.
- Becoming Local Charity of the Year with Guildford GLive venue.
- **Developing a funding relationship with The National Lottery** and securing funding from April 2019 for 5 years.
- In 2018/19 the total number of **recoverers attending TALK groups was 75 and 2 home recoverers**. They were supported by 82 volunteers, of whom 8 were stroke recoverers themselves. During the year we welcomed **25 new recoverers and 20 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 is provided for each group. These are independent reviews carried out by local NHS Community Speech and Language Therapy Teams.

Comments from 2018-19 reports include:

'The atmosphere was lively and friendly. Interesting discussions were held - one to one or within small groups. All participants were engaged.'

'The coffee break area creates change in communication environment enabling different communication scenarios'

'The group works well and offers the recoverers a safe and positive environment for social communication.'



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 89 volunteers (including trustees) who this year have collectively contributed over 19000 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 Groups Coordinator, Volunteer Liaison Trustee and Operations Manager

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



The Mayor of Woking and High Sherriff of Surrey presented the Knaphill group with the 'Sherriff's Award for Service to the Community'. Evelyne, the Group Leader of Knaphill proudly received the award.

FUNDRAISING & PUBLIC AWARENESS

Statutory Bodies, Grant making Trusts and Foundations

- TALK continued to secure NHS funding via a contract with Ashford & St.Peter's Hospitals NHS Foundation Trust.
- The Co-op Local Community Fund supported the Guildford Groups for the first time this year, providing therapies to both groups.
- We are very grateful for the support from our local Borough Councils that continue to contribute towards the operating costs of the groups.

Community Fundraising

- TALK launched its "£20k for 20 years" campaign at the start of 2018. We had lots of fantastic support from our stroke recoverers and volunteers for which we are very grateful. Here are a few of the activities:
 - Guildford Groups raised over £1000 with a great quiz evening in May
 - Ashford & Walton groups took part in the Shepperton Rotary Walk raising £915
 - Knaphill group supported the Teas on the Rec raising £550
 - The New Egham Singers and Windsor Soundswell Choir raised £2412 for TALK at their summer concert.
- We also had a number of fantastic sponsorship activities:
 - James Briggs raised 1474 running the London Marathon.
 - Geraint, Owen and Mark took part in the Surrey London Ride 100 raising £1900.
 - Sian walked 182 miles with the Coast to Coast Walk raising £1462.

Public Awareness

- In addition to building key relationships with healthcare professionals, TALK also seeks to educate the wider community about aphasia and TALK. This year we spoke to church groups, took part in Rotary charity events and had a stand at the Surrey County Show.
- The TALK website was relaunched in 2018.



TALK has been kindly supported by the following organisations in 2018-19

Ann Rylands Small Grants
Ashford & St.Peter's NHS Hospital's Foundation Trust
Bramley Nursing Association
Community Foundation for Surrey
Co-op Local Community Fund
Civil Service Insurance Society
Elmbridge Borough Council
Guildford Poyle Charities
Hospital Saturday Fund
Lionel Wigram Memorial Trust
Spelthorne Borough Council
St. Peters Relief in Sickness Fund
Surrey County Council Member's Allocations
TESCO Bags of Help
Waitrose Community Matters
Walton Charity
Walsingham Care
Woking Borough Council
Yorkshire Building Society

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.



The Guildford Quiz

CELEBRATING
20 TALK
YEARS
1998 - 2018

TREASURER'S REPORT 2018-19

Result for the year

The result for the year to 31 March 2019 was a small deficit of £1,791. This is represented by an excess of expenditure over income on restricted funds of £3,262 and a surplus on unrestricted funds of £1,472.

Note: The funds from TALK totaling £49,787 were transferred to TALK Surrey CIO on the 1st April 2018 – this is shown on the Statement of Financial Activities and increases the Net Income by £49,787 from £1,791 deficit to a Net Income of £47,996.

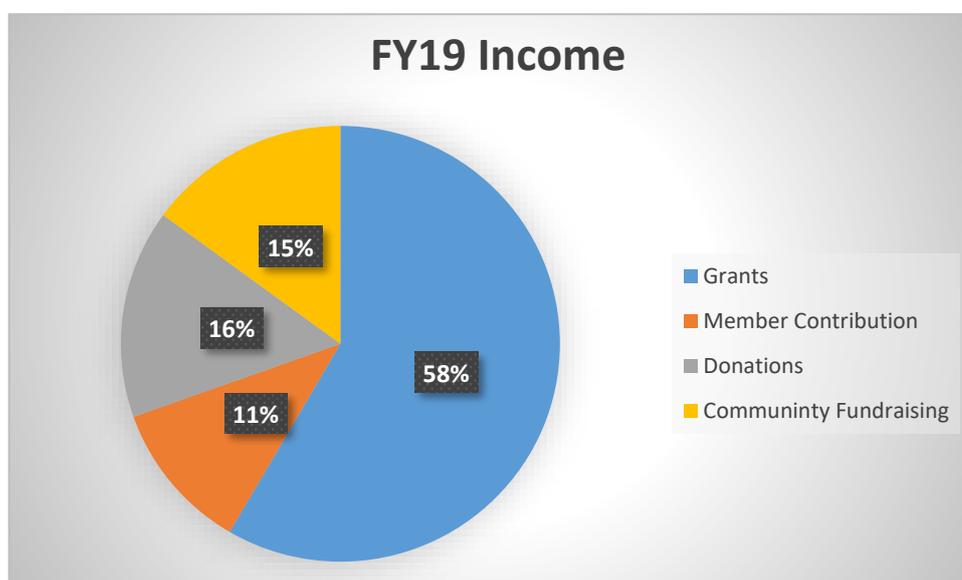
Income

Reported income for 2019 was £88,174 (2018: £73,022) reflecting a healthy increase of £15,152 despite receiving notice in February 2018 that commissioning arrangements were uncertain going forward. TALK SURREY CIO has continued to broaden its funding streams and celebrated its 20th anniversary by surpassing its Community Fundraising target of raising £20,000 in 12 months.

Total income from grant-making trusts of £51,506 represents its highest level for 3 years (2018: £41,825; 2017: £47,000). Additionally, the charity has now targeted multi-year grants and was recently awarded 5 year funding with The National Lottery Community Fund.

In 2019, 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 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.

The Income profile in the below pie chart shows the increasing diversity of income streams with 42% of income generated from sources other than grants.

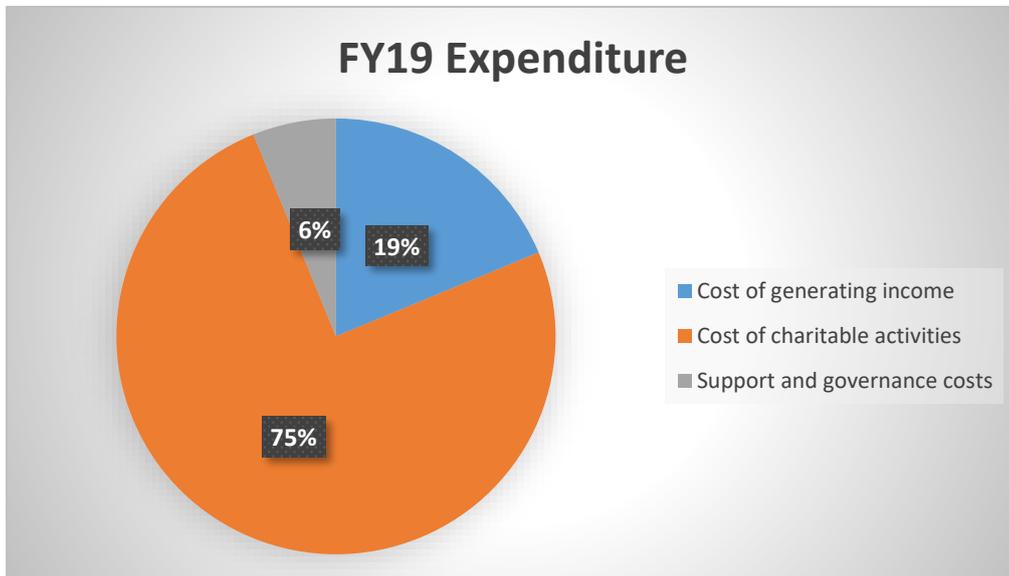


Expenditure

The total costs for the year of £89,965 (2018: £89,773) represent a small increase of £192 on the equivalent 2018 figure.

During the year the charity has outsourced its payroll services and the preparation of the annual Financial Statements, to a firm of accountants, increasing the resilience and robustness of these processes and allowing the Trustees to concentrate on the running of the charity.

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

Dr. Carol Sacchett– Interim Chair
David Gunn – Treasurer
Vacancy -Secretary
Hazel Steel
Evelyne Collins
Charles Stokes
Alan Price
Gill Simmons

Operations Manager

Sharon Spurdle

Groups Coordinator

Alison Wainwright

Fundraiser

Joanna Matthews

Referrals and Volunteer Enquiries

07718 425953 or email info@talksurrey.org.uk

Fundraising & Donation Enquiries

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Website www.talksurrey.org.uk

Facebook [@talksurrey](https://www.facebook.com/talksurrey)

Registered Charity: 1176014



...face to face...