



TALK Surrey CIO

Supporting people with aphasia after stroke & brain injury

ANNUAL REVIEW 2022-23





MESSAGE FROM THE CHAIR

- CAROL SACCHETT

Welcome to our Annual Review of 2022-23. I have a lot of people to thank for keeping TALK going this year.

First, a big thank you to the **group leaders** and **all the volunteers**. We all value their commitment and enthusiasm. They provide excellent social and communication support for our members at our four weekly groups (Walton-on-Thames, Ashford, Guildford and Knaphill). The group sessions are always fun and members enjoy the different topics we cover. There's something for everyone!

A number of **new volunteers** joined us. They all attended induction training from a local speech and language therapy service. They bring new ideas and skills to the team.

We also thank all the **members with aphasia** and their **families** who come to the groups and support our work in many ways. We welcomed **25 new members** to our groups this year. This shows how much our service is needed in our local area.

We particularly thank those members and their families who helped **raise awareness** of aphasia in the community (see Key Achievements section below for details). It's really important and powerful to have members involved in these activities – so thank you again.

We are, of course, very grateful to our three wonderful **staff members**: **Sharon** (Operations Manager), **Jo** (Fundraising and Marketing Manager) and **Jenny** (Groups Co-ordinator). Their hard work on behalf of TALK helps to

make sure everything runs smoothly and that we have enough resources to continue our work. Jenny joined the team in November 2022. She has been a volunteer at TALK's Walton group for many years. She brings a lot of knowledge and efficiency to the role.

I would also like to thank our **Board of Trustees** for their continued work for and commitment to the charity. We were sorry to lose **Philippa Mitchell**, who stepped down in November 2022. We thank Philippa for her useful work on equality, diversity and inclusion.

We are pleased to welcome two **new trustees** to our Board, **Angel Wu** and **Tanya Gregory**. Both of them bring valuable skills and experience to the organisation.

We are grateful to **Martyn Batten** and **Alison Wainwright** for their work on our **website**. Martyn is a website developer and he works for TALK for free which is very generous.

Finally we thank all our funders and donors, large or small, for continuing to support the work of TALK. At the end of the 2022-23 financial year, we remain in a good position to continue our work. Our priority in the coming year is to make sure we secure sufficient ongoing funding to enable TALK to continue its work and to meet its objectives in the future.

KEY ACHIEVEMENTS 2022-23

- **Website development.** Our website continues to improve. We have started a new project led by Tanya Gregory to improve it even further.
- Reinstatement of regular **volunteer refresher training** from a speech and language therapist
- Reinstatement of **group appraisals** by local NHS speech and language therapists
- **Service user evaluation** carried out by UCL: Some of our members took part in interviews with a speech and language therapy student about their views on TALK. Overall the findings were positive:
 - TALK groups play a key role in recovery, improving confidence and communication
 - The inclusive aphasia friendly environment in the groups helps people to build genuine relationships based on mutual respect
- **Raising awareness of aphasia.** Trustees and members took part in a number of activities in our local community, for example:
 - helping at our street collections in Walton and Brooklands.
 - taking part in and raising money for a sponsored walk hosted by Guildford Rotary Club.
 - giving talks to local organisations (Woking Rotary Club, Mayford WI, Molesey WI)

As well as raising awareness, these activities help to raise much-needed funds.

In January 2023 the total number of **supported members was 55**. They were supported by 51 volunteers, of whom 6 were stroke recoverers themselves. We welcomed **25 new members** during the year and **6 new 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.

WHO WE HELP

- Anyone who 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 four accessible TALK Groups in Surrey, located in:

Walton on Thames - Monday pm

(The Walton Centre, Walton on Thames, KT12 2PB)

Guildford - Tuesday am

(St. Catherine's Hall, Chestnut Avenue, Guildford, GU2 4HF)

Ashford - Wednesday am

(Salvation Army, Woodthorpe Road, Ashford, TW15 3JY)

Knaphill - Thursday am

(The Vyne Community Centre, Knaphill, Woking GU21 2SP)

- **Trained volunteers work with people with aphasia** on a one-to-one basis within a group setting providing a friendly, understanding environment for supported conversations.
- Members 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 people with aphasia 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.

TALK Group Activities

Ashford Coronation Celebrations



Ashford Pottery Painting



Guildford Coronation Party



TALK Group Activities

Walton Coronation Party



**RHS Wisley
at Knaphill**



ENSURING A QUALITY SERVICE

We have evaluated our services 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.

University College London Service User Evaluation

Some of our members took part in interviews with a speech and language therapy student about their views on TALK. Overall the findings were positive:

- TALK groups play a key role in recovery, improving confidence and communication
- The inclusive aphasia friendly environment in the groups helps people to build genuine relationships based on mutual respect

"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)."

"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."

"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 the recoverer I was able to see how vital these materials are in supporting communication"

"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."

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. We could not achieve what we do without them. We have just over 50 volunteers (including trustees) who contribute hugely to the well-being of our members.

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 a stroke or brain injury.

Training and Support

- Induction training
- Speech and language therapist led training programme
- A training day at Dyscover for new volunteers
- First aid training
- Safeguarding training - this is a mandatory requirement for TALK. We continually train new and existing volunteers.
- 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



FUNDRAISING & PUBLIC AWARENESS

Statutory Bodies, Grant making Trusts and Foundations

- We are grateful to the National Lottery and Walsingham Care for continuing to fund our services.
- We would also like to thank the ongoing support of the Community Foundation for Surrey.

Community Fundraising

The Co-op Local Community Fund have supported the Knaphill Group this year. This involves local Co-op members selecting support for TALK, with a % of their shopping spend coming to TALK.

Public Awareness

In addition to building key relationships with healthcare professionals, TALK also seeks to educate the wider community about aphasia and TALK. If you know a local group that would appreciate a short talk about what we do, please let us know.



by the following organisations in 2022-23

- Ann Ryland Small Grants
- Ashford & St. Peter's NHS Hospital's Foundation Trust
- Bramley Nursing Association
- Community Foundation for Surrey
- Co-op Local Community Fund
- Elmbridge Borough Council
- Hospital Saturday Fund
- Guildford Borough Council
- Guildford Poyle Charities
- Magic Little Grants
- Masonic Charitable Foundation
- National Lottery Community Fund
- One Stop Community Partnership
- Spelthorne Borough Council
- St. Peters Relief in Sickness Fund
- TESCO Bags of Help
- 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.

TREASURER'S REPORT 2022-2023

Result for the year

The result for the year to 31 March 2023 a deficit of £15,978 (2022 deficit £3,346.) This is represented by a deficit of income over expenditure of £15,978 on unrestricted funds and break-even point on restricted funds. At the end of the financial year Talk maintained a balance of funds in excess of six months operating costs.

Income

Reported income for 2023 was £72,240 (2022: £74,799) reflecting a slightly reduced inflow.

Total income from grant-making trusts was £55,929 (£60,463)

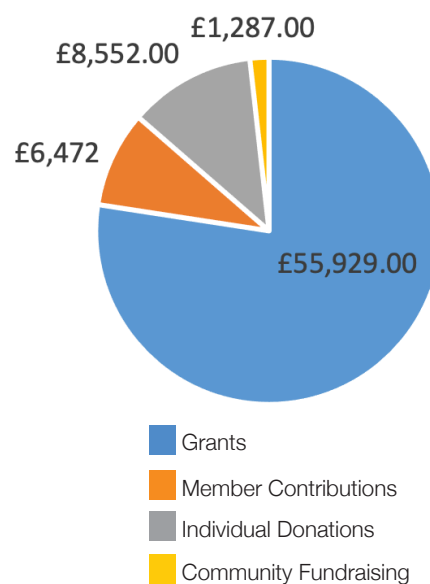
In 2023, TALK has continued to secure additional funding from grant-making trusts to provide a range of fully-funded activities at our weekly groups such as art therapy, music therapy and table top gardening. The Charity will seek to obtain funding contributions from grant making trusts towards the operational 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 an the importance of income generated from grants. Some of the major grants are awarded over a number of years which helps protect future funding, although two of these major grants are currently being re-applied for.

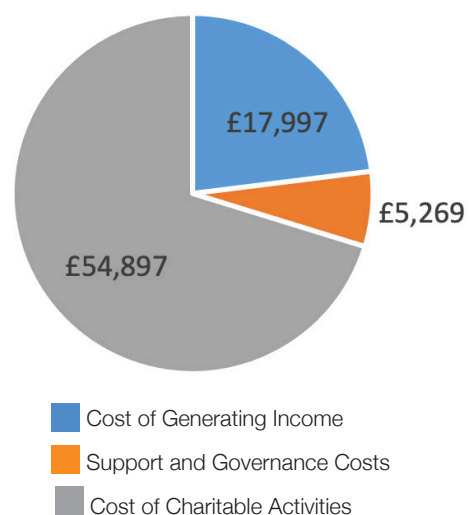
Expenditure

The total costs for the year of £78,145 (£71,239). Trustees remain committed to carefully controlling expenditure and will continue to seek funding support for specific costs where appropriate.

FY22 Income



FY22 Expenditure





TALK Surrey CIO CONTACT DETAILS

PATRONS

Anne Milton
Peter Walker

TRUSTEES

Dr. Carol Sacchett- Chair
David Gunn - Treasurer
Clive Moon -Secretary
Evelyne Collins (Volunteer Liaison)
Gill Simmons (Safeguarding Lead)
Pallu Modi (Fundraising & PR)
Tanya Gregory (Website)
Angel Wu (Fundraising & PR)

OPERATIONS MANAGER

Sharon Spurdle

GROUPS COORDINATOR

Jenny Wilson

FUNDRAISING MANAGER

Joanna Matthews

REFERRALS AND VOLUNTEER ENQUIRIES

07718 425953
email: info@talksurrey.org.uk

www.talksurrey.org.uk

Registered Charity: 1176014



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