

TALK Surrey CIO

ANNUAL REVIEW 2020-21



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MESSAGE FROM THE CHAIR 2020-21 – Carol Sacchett

The past 18 months have certainly posed challenges for us all. As most of you know, our weekly group meetings were suspended in March 2020. This meant that we had to change the way we did things to make sure that TALK's work could continue. I'm very pleased to report that we have received positive feedback about the support we provided during the Covid-19 period. This is largely down to our three wonderful staff members. I'm sure you will join me in thanking them for being so adaptable and for keeping things going over the past year and a half.

Sharon Spurdle, our Operations Manager, kept in regular contact with new recoverers, with volunteers, and with local speech and language therapy services. She also worked with other charities and with our five venues to plan for re-opening in the Autumn.

Jo Matthews, our Fundraising Manager, continued to promote the work of TALK among potential funders. In addition to reporting to existing funders, Jo managed to secure new funding from a range of sources, thus ensuring that TALK's financial security.

Alison Wainwright, our Groups Coordinator, sent weekly activity packs to recoverers. These were very popular and helped to maintain a sense of community and connection. She also worked with group leaders to support recoverers who were more isolated, and arranged Zoom conversations between recoverers and students from UCL.

I am also grateful to our volunteers for their ongoing commitment to TALK, with a special mention to the group leaders: Jenny Wilson (Walton), Caroline Parkes (Guildford Morning), Rosemarie Juliano (Guildford Afternoon), Marianne Herne (Ashford) and Evelyne Collins (Knaphill). We are looking forward to resuming usual service soon.

I would also like to thank the Board of Trustees for their contribution over the past 18 months. In particular, I would like to extend huge thanks to Hazel Steel, who has decided to step down after more than 20 years as a Trustee. As one of the founder members of TALK, Hazel has seen us through many changes and has worked tirelessly on behalf of TALK and its members. She will be sorely missed, but we hope she will keep in touch. We also say goodbye to trustees Alan Price and Charles Stokes, who resigned from the Board during the past year. We thank them both for their hard work for the Charity over a number of years.

I am delighted to introduce our new Trustees: Gudrun Evans, our new Secretary, Clive Moon, Pallu Modi, Philippa Mitchell and Valerie Blake. They all joined us in February 2020, so the AGM is the first time they will actually meet each other in person, following a year and a half of regular Zoom meetings. Valerie has recently moved to Devon, so

unfortunately will be stepping down from the board, but we are grateful for her input during the short period she was with us. The new trustees bring a range of useful skills and experience to the Board, which will help us with our future strategy and governance. In February 2021, the trustees attended a two-day online training delivered by the National Council of Voluntary Organisations (NCVO) which resulted in a clearer strategic vision for the Charity. We have focused this year on reviewing and updating our policies and on developing our new website. We are grateful to Martyn Batten, who has given his time freely to work on this project with us.

I am pleased to say that, despite the many challenges we have faced, TALK remains in a good position to continue its work and to meet its objectives in the future. We started and ended the 2020-21 financial year on a strong footing, thanks largely to continued funding from The National Lottery Community Fund, from Ashford and St Peters NHS Trust and from Local Authorities. We are grateful to all our external funders for continuing to support our work during this challenging time.

KEY ACHIEVEMENTS 2020-21

- **Development of new website**, with thanks to Martyn Batten and Alison Wainwright.
- **Promotion of our services** to local hospitals and Speech and Language therapists across Surrey resulting in positive feedback and new referrals.
- Ongoing support for recoverers through: provision of weekly themed activity packs; access to aphasia-friendly online resources including a bespoke Music Therapy activity designed specifically for TALK; Zoom conversations with speech and language therapy students from University College London
- **Review and update of policies** including: Safeguarding, Lone Working, Data Protection, Equal Opportunities.
- An anonymous **Satisfaction Survey** for all service users was completed in August 2021. Key results include:
 - 81% of respondents said that being involved with TALK made them feel a lot more confident.
 - 62% of respondents said that support from TALK had helped their recovery a lot.
- In 2020/21 the total number of **recoverers/service users was 70**. They were supported by 78 volunteers, of whom 8 were stroke recoverers themselves. During the pandemic we welcomed **15 new recoverers** onto our waiting list. They **all started receiving the weekly activity packs**.

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

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 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.



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. No SALT reports were booked in 2020/21 due to the closure of the groups during the pandemic.

2021 TALK Satisfaction Survey

TALK regularly seeks feedback from our service users and their carers. It is important we monitor our effectiveness to provide excellent quality support for people with aphasia. A survey was produced and sent out in July 2021 to review the support during the pandemic and also consult on our plans to reopen.

Key Results

Support During the Pandemic

66% of respondents said that the weekly activity packs had helped them a lot.

43% of respondents said that the weekly support made them feel a lot less isolated.

48% of respondents said that the support had helped their wellbeing.

General Feedback

81% of respondents said that being involved with TALK made them feel a lot more confident.

62% of respondents said that support from TALK had helped their recovery a lot.

100% of respondents said they would return to TALK when we reopen

Our Group want you to know how grateful we are that you have been providing weekly activities for our Recoverers, which I know they have appreciated. It's been a great way for them to feel connected.

I wanted to say how much I have enjoyed your quiz's. I had only one session at Walton before the lockdown and it has helped me to keep in touch. Well done. Mind you 'wordsearch' drives me nuts!

Many thanks for forwarding the exercises - they have certainly been useful during the summer period.

With regard to Alison's efforts on the worksheets, these are really appreciated. It takes some effort to get these together and it's reflective of the hard work and dedication shown by all of the Talk team. XX misses the sessions and is looking forward to returning when you're up and running again.

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 over 85 volunteers (including trustees) who contribute hugely to the well-being of our service users.

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
- Safeguarding training – this is a mandatory requirement for TALK. During 2020 we completed two face to face and two online training sessions.
- 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'

FUNDRAISING & PUBLIC AWARENESS

Statutory Bodies, Grant making Trusts and Foundations

- We are grateful to Ashford & St. Peter's NHS Foundation Trust for continuing to fund our services in order to support their patients during the pandemic.
- TALK has also been able to access emergency funding relating to COVID-19. This has meant that we have been able to remotely support people with aphasia throughout 2020 and 2021.

Community Fundraising

- The Co-op Local Community Fund have supported the Ashford Group. This involves local Co-op members selecting support for TALK, with a % of their shopping spend coming to TALK. Thank you to Ashford Co-op and all their customers.
- In June 2021 TALK raised over £250 from an online Virtual Balloon Race.

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 have not been able to do this to the same degree, but normal service will resume shortly!

TALK has been kindly supported by the following organisations in 2020-21

Ann Ryland Small Grants
Ashford & St. Peter's NHS Hospital's Foundation Trust
Aviva Community Fund
Bramley Nursing Association
CAF Resilience Fund
Care in Guildford
Community Foundation for Surrey
Co-op Local Community Fund
Civil Service Insurance Society
David Williamson Trust
Elmbridge Borough Council
Guildford Poyle Charities
Magic Little Grants
National Lottery Community Fund
Spelthorne Borough Council
St. Peters Relief in Sickness Fund
TESCO Bags of Help
Waitrose Community Matters
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 2020-2021

Result for the year

The result for the year to 31 March 2021 was a small surplus of £7,272. (2020 deficit of £4,656) This is represented by a surplus of income over expenditure of £7,272 on unrestricted funds and break-even point on restricted funds.

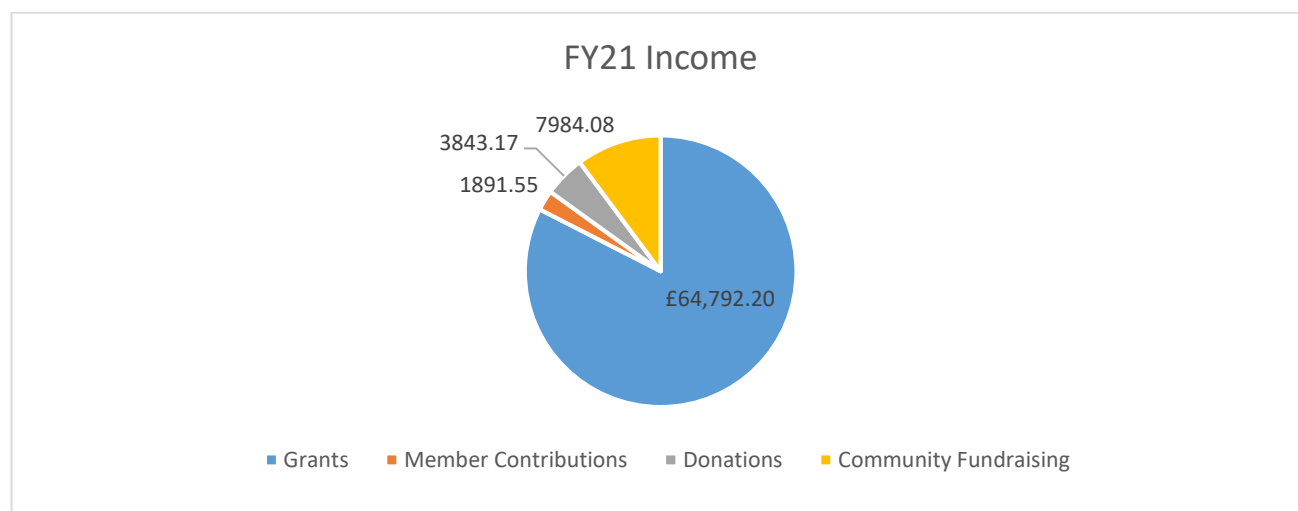
Income

Reported income for 2021 was £78,511 (2020: £75,975) reflecting a stable inflow.

Total income from grant-making trusts was £64,792.20.

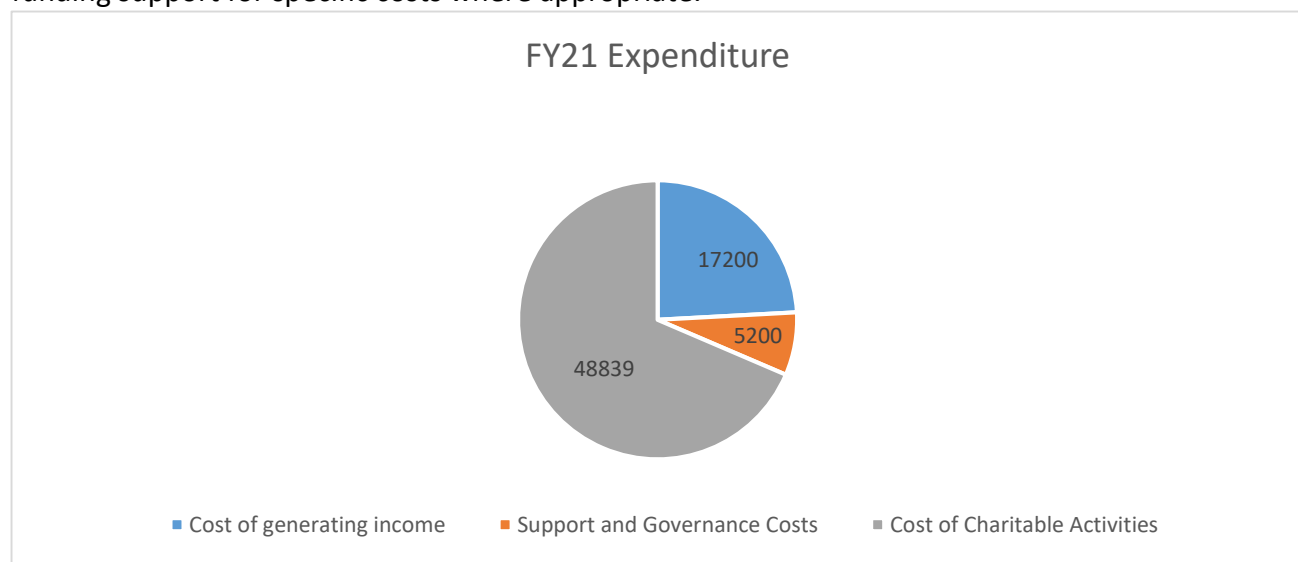
In 2020, TALK has continued to secure additional funding from grant-making trusts to provide a range of fully-funded activities at our weekly groups such as art therapy, music therapy and table top gardening. Due to the ongoing pandemic during 2020 and 2021 all group activities were carried out remotely with work books and activities being provided via post and email. 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 increasing % of income generated from grants. Some of the major grants are awarded over a number of years which helps protect future funding.



Expenditure

The total costs for the year of £71,239 (2020: £80,631). Meetings and workshops have been affected by the pandemic. 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

Peter Walker

Trustees

Dr.Carol Sacchett– Interim Chair

David Gunn – Treasurer

Gudrun Evans -Secretary

Evelyne Collins

Gill Simmons (Safeguarding Lead)

Pallu Modi

Clive Moon

Philippa Mitchell

Operations Manager

Sharon Spurdle

Groups Coordinator

Alison Wainwright

Fundraising Manager

Joanna Matthews

Referrals and Volunteer Enquiries

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

Registered Charity: 1176014

