

**TALK SURREY CIO – APPLICATION FOR FINANCIAL ASSISTANCE**

<b>Executive Summary</b>	
<p>TALK Surrey CIO (Charitable Incorporated Organisation) is a Surrey-based charity which seeks to support Aphasia recoverers following a stroke, helping them to regain communication and reasoning skills, recover confidence and achieve social reintegration. The Group has a support group in the Woking area which is much valued by its users and represents around a fifth of all the stroke recoverers supported by the Group in the County.</p> <p>TALK has applied for a revenue grant of £3,000 for the 2020/21 financial year, which would be allocated mainly towards the rental costs for the Knaphill group. The Executive supported the Group from 2017/18 to 2019/20 with an award of £1,000 towards this purpose.</p> <p>Given the number of people supported by the Knaphill group and the importance of tackling Aphasia at an early stage, it is felt that the request for finance should be supported. It is considered that the same level of funding of £1,000 should be awarded to support the Group in 2020/21. The funding will be transferred internally to The Vyne to cover an element of the rental costs.</p>	

<b>Recommendations</b>	
The Executive is requested to:	<b>RESOLVE That</b> a grant of £1,000 be awarded towards the costs of the Knaphill support group.
Reason for Decision	The work undertaken by the Group supports the Council's health and wellbeing agenda.
Legal Authority	S19 (Misc. Provisions) Local Government Act 1976
Conditions	<p><b>Accounts.</b> The Organisation must submit accounts for the year in which the grant is awarded, including an income and expenditure account and balance sheet. Please note that accounts for other years may also be required.</p> <p><b>Monitoring Information.</b> The Organisation must submit quarterly monitoring information as a measure of its achievements. Failure to provide details will jeopardise the award. E-mail requests will be sent to the applicant on a quarterly basis.</p> <p><b>Publicity.</b> Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on websites and literature / leaflets produced.</p> <p><b>Payments.</b> Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous quarter.</p> <p><b>Payment Period.</b> Final quarter claims must be made by the second week in April. Unclaimed awards will not be available at a later date unless exceptional circumstances can be demonstrated to the Council</p>

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	<p>before the end of the award year.</p> <p><b>Joint Working.</b> WBC expects the Organisation to engage positively on health and wellbeing multi-agency joint work affecting Woking. Groups which refuse may place their Council support at risk, e.g. grant, concessionary rent and other assistance.</p> <p><b>Homelessness Reduction Act 2017.</b> Following the introduction of new legislation from April 2018, the Council expects the support of partner agencies in identifying people at risk of homelessness as early as possible to maximise the opportunities to prevent such. Partner agencies / organisations are expected to be engaged in joint working arrangements to assist in finding suitable housing and support solutions, and where appropriate to undertake and respond to the new 'duty to refer'. Groups which do not support this new legislation and way of working positively may put their Council support at risk.</p>
Performance Indicators	<p><b>Users.</b> The Organisation to provide a breakdown of the users.</p> <p><b>Activities.</b> The Organisation to provide details of activities and events held.</p> <p><b>Publicity.</b> The Organisation to advise how the Council's support has been publicised.</p> <p><b>Statement of Use.</b> The Organisation to provide a statement stating the use to which the grant money has been put.</p>
Future Support	<p>The financial pressure on the Council's budgets is expected to continue in the coming years and accordingly the overall level of support available in future years may be reduced. The applicant is therefore to be advised that the award of funding for 2020/21 does not imply that a similar application in 2021/22 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2020/21 levels.</p> <p>In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2021/22 have been drawn up in the event that the Council is unable to continue its support beyond April 2021. All applicants are strongly recommended to pursue alternative sources of funding and are encouraged to approach Woking Borough Council's Community Support Team for advice and support.</p>

**The Executive has authority to determine the above recommendations.**

### Background Papers:

2020/21 Application Form.

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### **Date Published:**

18 February 2020

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<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>TALK was established in 1998 to support people with Aphasia (individuals who suffer communication difficulties primarily but not exclusively as a result of a stroke). The organisation provide weekly group meetings in locations across Surrey, including at Knaphill. Their members receive one to one support from trained volunteers. Activities are designed to enable them to practise all aspects of communication and promote confidence in a supportive environment, leading to increased participation and independence within the community.</p> <p>Meetings are held at The Vyne in Knaphill on Thursday mornings. Other groups also meet in Guildford, Ashford and Walton on Thames.</p> <p>In March 2018 the Charity became TALK Surrey CIO.</p>
1.2 Employees	<p>Three, comprising TALK Operations Manager (28 hours per week), Groups Co-ordinator (28 hours) and Fundraising Manager (21 hours).</p>
1.3 Volunteers	<p>The organisation has 20 volunteers working with the Knaphill and Woking groups but a total of 81 volunteers across all five of the TALK groups across the County.</p> <p>At TALK, the volunteers work in a one to one situation with the stroke recoverers: the weekly groups last for two hours and they are supporting one to one for the majority of the time, with a volunteer sitting beside a stroke recoverer and helping get the most out of the TALK sessions.</p> <p>TALK provides a weekly programme of planned activities on which to base communication practice (total communication strategies) and the volunteers:</p> <ul style="list-style-type: none"> <li>• support conversations and social interaction for the stroke recoverers</li> <li>• help reduce isolation and build confidence. The volunteers gently encourage participation in the group</li> <li>• socialise with the stroke recoverers and offer friendship.</li> </ul> <p>The support provided by volunteers includes helping with their writing, speaking, gesturing in the group through writing on a flipchart, or repetition for example. Volunteers also help prepare teas and refreshments and carry out the admin for the Group, e.g. collecting the weekly fees or tea money. All volunteers usually prepare and present one of the weekly sessions per term. They all undergo Aphasia support training.</p>
1.4 Clients/Users	<p>The Knaphill support group has 21 users at the time of application, comprising:</p> <p>10 male</p> <p>11 female</p> <p>21 disabled</p> <p>2 ethnic minority</p>

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	<p>16 resident in Woking</p> <p>7 aged 19-65</p> <p>14 aged 65+</p>
1.5 Members	None.
1.6 Sum Requested	£3,000 (Revenue)
1.7 Project	The funding will contribute towards the running costs of the Knaphill group, supporting at least 21 people with Aphasia following a stroke.
1.8 Cost breakdown:	<p>Rent of room at Vyne Community Centre - £800</p> <p>Materials/group expenses - £1,200</p> <p>Volunteer training - £350</p> <p>Speech &amp; Language therapy Assessment - £300</p> <p>Woking share of the TALK Coordinator - £5,800</p> <p>Woking share of the Group's Coordinator position - £2,800</p> <p>Woking share of the insurance/examinations - £280</p> <p>Woking share of public awareness costs - £950</p> <p>Woking share of IT &amp; Phone costs - £450</p> <p>Total Group costs excluding fundraising - £12,930</p>
1.9 Community Benefit	<p>A total of 42 people benefit from the Knaphill support group, comprising the 21 stroke recoverers and their carers, who benefit from the emotional support and practical support of liaising with the TALK Coordinator.</p> <p>The volunteers also benefit from the TALK group particularly because a number of them are still on their recovering stroke pathway themselves. Their progression to volunteer has helped them back into the community and given them a sense of worth. It has raised their confidence and contribution to society, particularly as the Group notes few recoverers can ever return to work.</p>

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £46,000 in the bank, of which a total of £16,149 was restricted for the five TALK groups in Surrey. The reserves policy is to ensure six months' expenditure is held, equating to £45,177.</p> <p>The Group has submitted a budget for 2020/21 which shows an anticipated income of £91,000 against an anticipated expenditure of £90,354, resulting in an anticipated surplus of £646.</p> <p>Anticipated income includes Grants (£60,000), Donations (£8,000), Member contributions (£9,000) and Community fundraising (£14,000) Items of expenditure include Salaries (£57,000), Employee expenses (£5,000), Direct workshop costs (£17,000), Admin costs (£4,100), Audit and Insurances (£2,000) and Publicity (£2,000).</p>
2.2 Accounts	The Group has submitted accounts for 2018/19 which show an

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	income of £137,962 (£73,022 in 2017/18) against expenditure of £89,966 (£89,733 in 2017/18), resulting in a surplus of £47,996 (a surplus of £16,751 in 2017/18). The sum of £47,996 was carried forward at the end of the 2018/19 year.
2.3 Support over the past five years	2019/20 – £1,000 awarded towards costs of Knaphill Support Group 2018/19 – £1,000 awarded towards costs of Knaphill Support Group 2017/18 – £1,000 awarded towards costs of Knaphill Support Group 2016/17 – No application received 2015/16 – £1,000 awarded towards costs of Knaphill Support Group

<b>3.0 Assessment of Application</b>		
3.1 Key Information	<ul style="list-style-type: none"> <li>○ Constitution</li> <li>○ Registered Charity</li> <li>○ VAT Registered</li> <li>○ Equal Opportunities Policy</li> <li>○ Safeguarding Policy</li> <li>○ Reserves Policy</li> <li>○ Quality Mark</li> <li>○ Other funding sources pursued</li> <li>○ Other support by the Council</li> <li>○ Fundraising</li> <li>○ Two quotes</li> <li>○ Regular monitoring provided previously</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>N/A</li> <li>Yes</li> </ul>
3.2 Consultee Comments	<p><u>Jade Buckingham, Health and Wellbeing Manager and Julie Meme, Home Independence Manager</u></p> <p>TALK is a charity that supports people with Aphasia (when a person has difficulty with their language or speech. It's usually caused by damage to the left side of the brain for example, after a stroke) and their families in Surrey.</p> <p>Weekly support meetings are held at The Vyne in Knaphill on Thursday mornings. Members also receive one to one support from trained volunteers with activities designed to enable them to practice all aspects of communication and promote confidence.</p> <p>Talk Surrey CIO has requested a Revenue Grant of £3,000 to cover running costs for the Knaphill Group.</p> <p>Talk Surrey and several partner organisations believe the work that they are doing is leading to increased participation and independence within the community from suffers of this condition and that it is good value for money. As the Group is currently participating with 32 individuals (stroke recovers and their carers) from the Woking area offering high levels of support, I would recommended that we support the grant at the same level as last year at a figure of £1,000.</p>	

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### 3.3 Assessment

TALK makes a great deal of difference to Aphasia sufferers within the Borough; their most recent survey from November 2016 captured many positive comments from clients and carers, who stated that the service and support being provided added value to their lives and helped build recoverers' confidence and communication skills. Carers added that the service allowed them to take some time for themselves and allowed them some respite which in turn helped to maintain stronger relationships.

The positive impact the Group is having on individuals can also be seen in their invitation to be a part of the West Surrey Stroke Programme led by St. Peter's Hospital and the support of North West Surrey CCG, which has financially supported them for over ten years. University College London evaluated TALK's services and recommended that funders support TALK as their services represented excellent value for money. Their work has also been supported by the Aphasia Alliance and the National Stroke Strategy report published in 2007 by the Department for Health.

Currently the Group applies to all local authority grant schemes where they provide support to their residents, which includes Woking Borough Council and North West Surrey CCG. Unfortunately, support from Surrey County Council was withdrawn from 2016 due to budget cuts and as budget cuts to Local Authorities continue, TALK has increased their fees for each weekly group session from £2 in 2017/2018 to £4 as of 2018/19; this is to help cover the costs of running the sessions as part of a long-term sustainability plan. TALK also applies to grant making trusts and receives funding through community fundraising efforts, such as sponsorship. The Group has also received donations and legacies.

It is reported that there are 2,500 incidences of Stroke in Surrey each year and, despite hospital intervention, it is still expected to rise. Suffering with a stroke is a massive life changing event and requires long-term support and can have an irrecoverable impact on recoverers' lives. TALK reports that Aphasia receives little attention from Speech & Language Therapists due to the prioritisation of swallowing issues, which can lead to waiting times of up to six months. The support received from TALK prevents further deterioration and isolation for stroke recoverers in the community and allows the individuals a safe space to practise socialising which reduces chances of depression and allows them to feel more integrated in the community instead of feeling alienated due to their disability. Many of the recoverers become TALK volunteers as well which helps sustain the Charity and can inspire clients to also volunteer in their wider community.

Given the number of people supported by the Knaphill group and the importance of tackling Aphasia at an early stage, it is felt that the request for finance should be supported. It is considered that the same level of funding of £1,000 should be awarded to support the Group in 2020/21 as in the 2019/20 financial year. The funding will be transferred internally to The Vyne to cover an element of the rental costs.