

TALK SURREY CIO – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

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 Organisation 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.

TALK has applied for a revenue grant of £3,000 for the 2021/22 financial year, which would be allocated mainly towards the rental costs for the Knaphill group. The Executive supported the Group from 2017/18 to 2020/21 with an award of £1,000 towards this purpose.

Covid-19 has dramatically effected the Groups financial position as it was predicted that approximately £9,000 had been lost as the employees and volunteers could not carry out any activities. Since March 2020 the Knaphill Support Group have had to adapt to working remotely, and sending out weekly activity packs to their users, at an additional cost of £193 over the last three months.

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 2021/22. The funding will be transferred internally to The Vyne to cover an element of the rental costs.

Recommendations

The Executive is requested to:	RESOLVE That , subject to the outcome of the Council’s budgetary process, a grant of £1,000 be awarded from the Community Grants Budget towards the cost 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
Confirmation of funding	<p>This award is provisionally made on the expectation that the Council’s budgets for revenue and capital projects remain at the same level allocated for the current financial year. The Council’s overall budget, including the sums allocated for community grants, will be determined by Council at its meeting on 11 February 2021. In the event the grant budgets are set at the anticipated levels, confirmation of the Council’s support will be sent to successful applicants. Groups should not plan for the 2021/22 funding until this confirmation has been received.</p> <p>Should the budgets be reduced as part of the Council’s efforts to achieve savings to offset the impact of Covid on the Council’s financial position, a special meeting of the Executive will be held to review the provisional awards and allocate the funds available on a priority basis.</p>

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<p>Conditions</p>	<p>Accounts. 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>Monitoring Information. 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>Publicity. Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on websites and literature / leaflets produced.</p> <p>Payments. Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous quarter.</p> <p>Payment Period. 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 before the end of the award year.</p> <p>Joint Working. 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>Homelessness Reduction Act 2017. 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>
<p>Performance Indicators</p>	<p>Users. The Organisation to provide a breakdown of the users.</p> <p>Activities. The Organisation to provide details of activities and events held.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised.</p> <p>Statement of Use. The Organisation to provide a statement stating the use to which the grant money has been put.</p>
<p>Future Support</p>	<p>Due to the impact of Covid-19, the financial pressure on the Council's budgets is higher than ever and is expected to continue in the coming years. 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 2021/22 does not imply that a similar application in 2022/23 would be supported. In particular, it is emphasised that the Council is extremely unlikely to be in a position to award any sums above the 2021/22 levels.</p> <p>In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2022/23 have been drawn up in the event that the Council is unable to continue its support</p>

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beyond April 2022. 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.

The Executive has authority to determine the above recommendations.

Background Papers:

2021/22 Application Form.

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Date Published:

2 December 2020

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1.0 Summary of Application	
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 provides weekly group meetings in locations across Surrey, including at Knaphill. The 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 26 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"> • support conversations and social interaction for the stroke recoverers • help reduce isolation and build confidence. The volunteers gently encourage participation in the group • socialise with the stroke recoverers and offer friendship. <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 19 users at the time of application, comprising:</p> <p>9 male</p> <p>10 female</p> <p>19 disabled</p>

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	<p>2 ethnic minority</p> <p>17 resident in Woking</p> <p>5 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 19 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 - £200</p> <p>Speech & Language therapy Assessment - £300</p> <p>Woking share of the TALK Coordinator - £17,160</p> <p>Woking share of the insurance/examinations - £400</p> <p>Woking share of public awareness costs - £700</p> <p>Woking share of IT & Phone costs - £460</p> <p>Total Group costs excluding fundraising - £12,930</p>
1.9 Community Benefit	<p>A total of 39 people benefit from the Knaphill support group, comprising the 19 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>
1.10 Covid-19 Impact	<p>The Group has not been able to raise funding through Community Fundraising, and has lost income from termly fees, as the Group felt it could not charge users for the service following the closure of Vyne community Centre in Knaphill, due to Covid. It was predicted that approximately £9,000 had been lost as the employees and volunteers could not carry out any activities.</p> <p>Since March 2020 the Knaphill Support Group has had to adapt to working remotely, and sending out weekly activity packs to the users, at an additional cost of £193 over the last three months.</p> <p>The knock-on effects of Covid have impacted the service users, as it was reported that carers had noticed that sufferer's speech had deteriorated since not being able to attend the groups, and have said they have felt increasing feelings of anxiousness and depression.</p>

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2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £48,000 in the bank, of which a total of £22,500 was restricted for the five TALK groups in Surrey. The reserves policy is to ensure six months' expenditure is held, equating to £40,038.</p> <p>The Group has submitted a budget for 2021/22 which shows an anticipated income of £78,929 against an anticipated expenditure of £92,000, resulting in an anticipated deficit of £13,071.</p> <p>Anticipated income includes grants (£67,000), donations (£8,000), Member contributions (£3,929) and community fundraising (£3,000). Items of expenditure include salaries (£59,000), employee expenses (£4,200), direct workshop costs (£13,000), office supplies (£3,500), insurance and audit (£2,000) and publicity (£3,500).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2019/20 which show an income of £75,860 (£137,962 in 2018/19) against expenditure of £80,076 (£89,966 in 2018/19), resulting in a deficit of £4,216 (a surplus of £47,996 in 2018/19). The sum of £43,780 was carried forward at the end of the 2019/20 year.</p>
2.3 Support over the past five years	<p>2020/21 – £1,000 awarded towards costs of Knaphill Support Group 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</p>

3.0 Assessment of Application																																					
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3.2 Consultee Comments	<p><u>Diana Chan, Health and Wellbeing Manager</u></p> <p>Talk CIO provide a valuable service to those suffering from dysphasia following a stroke, in terms of rehabilitation and speech therapy as examples. They provide support to some local residents, and have a</p>																																				

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	<p>support service running in Knaphill, out of the Vyne community centre. It is anticipated that this will be able to resume eventually, seeing clients on a face to face basis, but if it is not possible, they will provide a remote service.</p> <p>They have requested £3,000 of revenue budget to assist with costs of room hire, materials, therapy training etc. I am supportive of granting £1,000 to assist with the services outlined.</p>
3.3 Assessment	<p>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.</p> <p>The positive impact the Group is having on individuals can also be seen in their work on the West Surrey Stroke Programme led by St. Peter's Hospital and the support of the NHS, which has financially supported them for over twelve 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.</p> <p>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.</p> <p>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.</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</p>

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same level of funding of £1,000 should be awarded to support the Group in 2021/22 as in the 2020/21 financial year. The funding will be transferred internally to The Vyne to cover an element of the rental costs.

REPORT ENDS