

# STAMMA

England & Wales · Charity number 1089967

## Details

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Other names	THE BRITISH STAMMERING ASSOCIATION, BSA, The British Stammering Association
Status	Registered
Legal form	Charitable company
Company number	<a href="#">04297778</a>
Registered	2002-01-04
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Phone	02089831003
Email	<a href="mailto:mail@stamma.org">mail@stamma.org</a>
Website	<a href="http://www.stamma.org">www.stamma.org</a>

## Activities

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**Objects:** (1) THE RELIEF AND SUPPORT OF ALL WHOSE LIVES ARE AFFECTED BY STAMMERING (2) TO ADVANCE THE EDUCATION AND TRAINING OF THE PUBLIC IN ALL MATTERS RELATING TO STAMMERING

**Activities:** BSA is a charity run by people for people who stammer. We provide unbiased information on all aspects of stammering and run projects and campaigns to improve access to therapy, education and employment

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Education/training, Disability
- **Who:** People With Disabilities

## Geography

- Isle Of Man
- Northern Ireland
- Scotland
- Throughout England And Wales

## Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£484,404	£678,243	-	-
2023-12-31	£286,934	£599,826	-	-
2022-12-31	£712,722	£554,175	£1,060,313	11
2021-12-31	£293,104	£389,983	-	-
2020-12-31	£1,065,062	£298,910	£998,645	9

## Trustees

Name	Role	Appointed
Allison Burrow		2023-11-25
Catherine Olivia Birch		2024-07-01
Christian Peter Thebe		2025-11-22
Dean Ridge		2023-11-25
Deborah Johnston		2022-02-05
Fiona Stewart		2024-07-08
Lucy Georgina Francesca Weldon		2024-08-17
Nicholas Pearce		2025-11-22
Olga Oryema		2025-11-22
Oliver Caradog Wills		2024-08-17
Paul Fix		2022-02-05
Penny Beasley		2024-01-27
Roger Pim		2024-07-01

**STAMMA**

England & Wales - Charity number 1089967

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# Accounts

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# STAMMA

## 2024 ANNUAL REPORT



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# REGULATORY INFORMATION

## Trustees

Roger Pim, Chair from Oct 24	Appointed 2024. End of term 2027.
Paul Fix, Acting Chair to Oct 24, subsequently Vice Chair	Re-appointed 2022. End of term 2026.
Deborah Johnston, Vice Chair to Oct 24	Re-appointed 2022. End of term 2026.
Peter Bryan, Treasurer	Appointed 2022. Resigned Dec 2024.
Mike Kingston, Chair of Finance Cttee	Appointed 2025. End of term 2027.
Mandy Taylor	Elected 2022. End of term 2025.
Alexander Harrison	Elected 2022. End of term 2025.
Allison Burrow	Elected 2023. End of term 2026.
Dean Ridge	Elected 2023. End of term 2026.
Ahmad Bismillah	Appointed 2023. End of term 2025.
Penny East	Appointed 2024. End of term 2027.
Fiona Stewart	Appointed 2024. End of term 2027.
Catherine Birch	Appointed 2024. End of term 2027.
Lucy Weldon	Elected 2024. End of term 2027.
Oliver Wills	Elected 2024. End of term 2027.

## Chief Executive

Jane Powell.

## Registered Office

Box 140, 43 Bedford Street, London WC2E 9HA.  
Tel: 020 8983 1003, website: [www.stamma.org](http://www.stamma.org)

## Auditor

Royce Peeling Green Ltd, The Copper Room, Deva City Office Park, Trinity Way, Manchester M3 7BG.

## Bankers

HSBC plc	CAF Bank Ltd
1-3 Bishopsgate	King's Hill, W. Malling
London EC2N 3AQ	Kent ME19 4TA

## Investment platform

Flagstone Group Ltd. Registered Office: 1st Floor, Clareville House, 26-27 Oxendon St, London, SW1Y 4EL.

## Constitution

Limited Company registered in England, No. 04297778.  
Registered Charity numbers 1089967 and Scotland SC038866. N Ireland pending.  
A company limited by Guarantee.

## WELCOME FROM THE CHAIR

I am delighted to share our 2024 Annual Report with you.



During 2024, STAMMA embarked on our new strategy of creating systematic change with the aim of developing a culture where consideration for people who stammer, whether in education, work or in society in general, is embedded within organisations and processes. We also held a successful STAMMAFest, our biennial conference, in August at Nottingham Trent University for members and people who stammer.

This Annual Report is full of information on what we have already achieved, how we achieved it, the impact it made on our members and the world around us. We have also outlined many of the important initiatives underway in relation to coffee shops, Parliament, exam boards and jury service, to name but a few, as we look to further develop this work.

At its heart, our strategy of creating Space to Stammer is about working to influence culture through advocating, outreach & training and public messaging. However, we still need your help with this in four main areas:

- Membership – we rely on an engaged membership so that we can explore what you, our members, want and need from us.
- Community Development – we want to provide more support and resources for our STAMMA communities.
- Young People – we need and want to do more to support them.
- Fundraising – we want to continue to deliver and expand our services and need to ensure we have the resources to do so.

Looking forward to 2025 and beyond, there is much to do. We have recently further strengthened the STAMMA team with the recruitment of a number of positions including Trustee and Chair of the Finance Committee; Head of Fundraising; Volunteering Lead; and Content & Communications Lead. We face many challenges; however, with the STAMMA team and these excellent new additions, it is also exciting, considering the opportunities before us to support our membership and achieve long-term change.

I was delighted and honoured to join STAMMA as Chair of the Board of Trustees in October 2024. Paul and Deborah have done a fantastic job supporting Jane Powell and the STAMMA team, and I appreciate the help and support they have shown me as I have settled into the role.

I'd like to end by saying thank you. Thank you for your support, whether it's through your donations, your time as a volunteer, as a funder, a partner organisation, taking part in our events, fundraising for us, accessing and using our services or simply liking and sharing one of our social media posts. I am a big believer in the power of amplification – if all our members can do just one thing to support us, it takes us one step closer to delivering our strategy and making an impact for people who stammer.

I hope you enjoy reading our Report.

A handwritten signature in black ink, appearing to read 'R. Pim', with a horizontal line extending to the right.

Roger Pim

# **STRUCTURE, GOVERNANCE, MANAGEMENT**

## **Governing Document**

The British Stammering Association (BSA), trading as STAMMA, is a charitable company limited by guarantee, incorporated on 2<sup>nd</sup> October 2001 as amended by special resolutions dated 11<sup>th</sup> September 2007, 20<sup>th</sup> September 2008, 15<sup>th</sup> October 2016 and 10<sup>th</sup> October 2020. Established as the Association for Stammerers in 1978, the company is established under a Memorandum of Association which sets out the objects and powers of the charitable company and which is governed under its Articles of Association. The charity is a membership organisation. Members must be aged 16 or over and be based in the UK. As of 31<sup>st</sup> December 2024, there were 4,240 members.

The Charity's objects are: a) the relief and support of all whose lives are affected by stammering; and b) to advance the education and training of the public in all matters relating to stammering.

## **Board of Trustees**

The Board assesses its skills based on an annual basis and fills in identified gaps by annual elections, in which two Trustees are elected by the membership, or through direct appointment. The Chair and Trustees are appointed on a three-year term, renewable for up to two terms. The minimum number of Trustees is three. The Articles require that the majority of the Trustees must be people who stammer.

We are pleased to have a diverse Board in terms of skills, experience and age. Eleven members of the Board stammer.

New Trustees meet with the Chair, Chief Executive and the team as part of an induction process and are encouraged to meet the staff team. Disclosure and Barring Service checks are completed as appropriate in accordance with our safeguarding policy.

## **Organisational structure**

The Board of Trustees meets quarterly and is responsible for overseeing the strategic direction of the charity. Trustees review salaries on an annual basis as part of the organisation's budget cycle. The Finance Committee meet quarterly prior to board meetings to inform, support and monitor key finance and risk areas, and report to the full Board on these areas. Responsibility for the day-to-day running of the charity and delivery of activities is delegated to the Chief Executive.

# **TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2024**

The Trustees present their report (which includes the Strategic Report) and the audited financial statements for the year ended 31<sup>st</sup> December 2024.

## **Vision & Mission**

We exist to create a world that makes space for stammering. Where a stammer is embraced as just a difference. Where no-one judges us on our stammer or the way we choose to deal with it.

Our mission is that we will stand up for and empower those who stammer and challenge discrimination wherever we find it. We will provide support and information, and fight for speech and language therapy services for those who want it. No matter how you talk, we're here for you.

## **How we deliver on our aims**

We review our aims, objectives and activities each year. In 2019, we launched a five-year plan to modernise, re-brand and rebuild the organisation. The strategic aims were: to support more people who stammer; build our community networks; educate the public about stammering; and build a robust, efficient organisation. By the end of 2023 these were largely complete.

As we've expanded our services over the years, we heard more about the difficulties that our members encounter, particularly through our Helpline and our Advocacy Services. These stories have informed our five-year, 'Space to Stammer' strategy. Here we want to raise awareness about the barriers faced by people who stammer and reach out to organisations for dialogue about how these barriers can be taken down. We'll provide training for organisations to adapt, and we want to harness our membership to be able to support this training.

The other areas that we will seek to address are to reach more young people; build our membership offer, grow our community and continue to increase our income base.

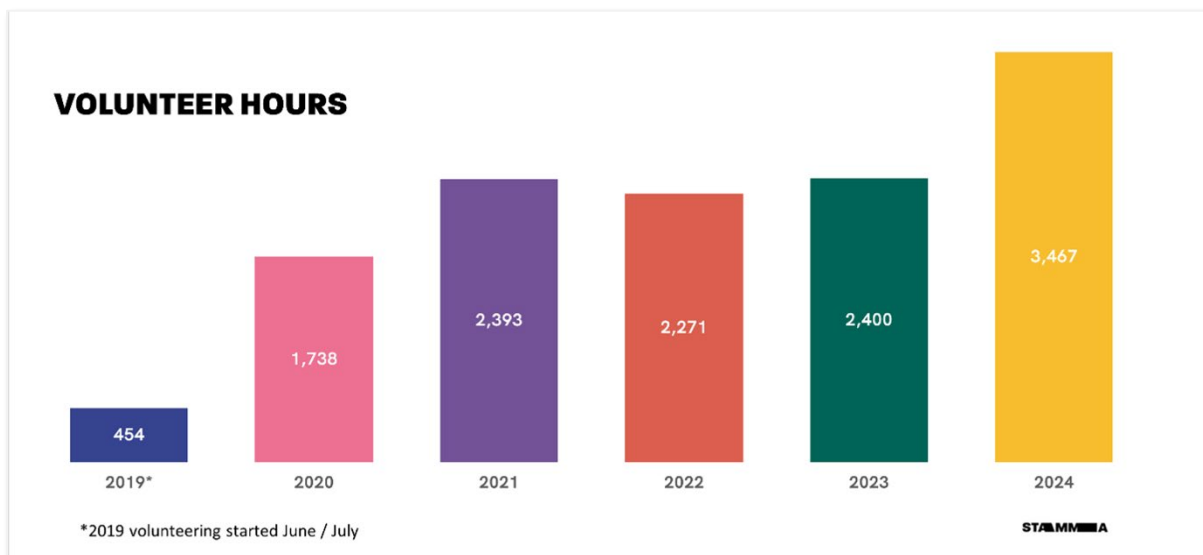
We are focused on ensuring we have the most meaningful impact on the lives of people who stammer and will look at how we measure some of these new goals and report on impact across our strategic aims.

## **THE YEAR IN REVIEW**

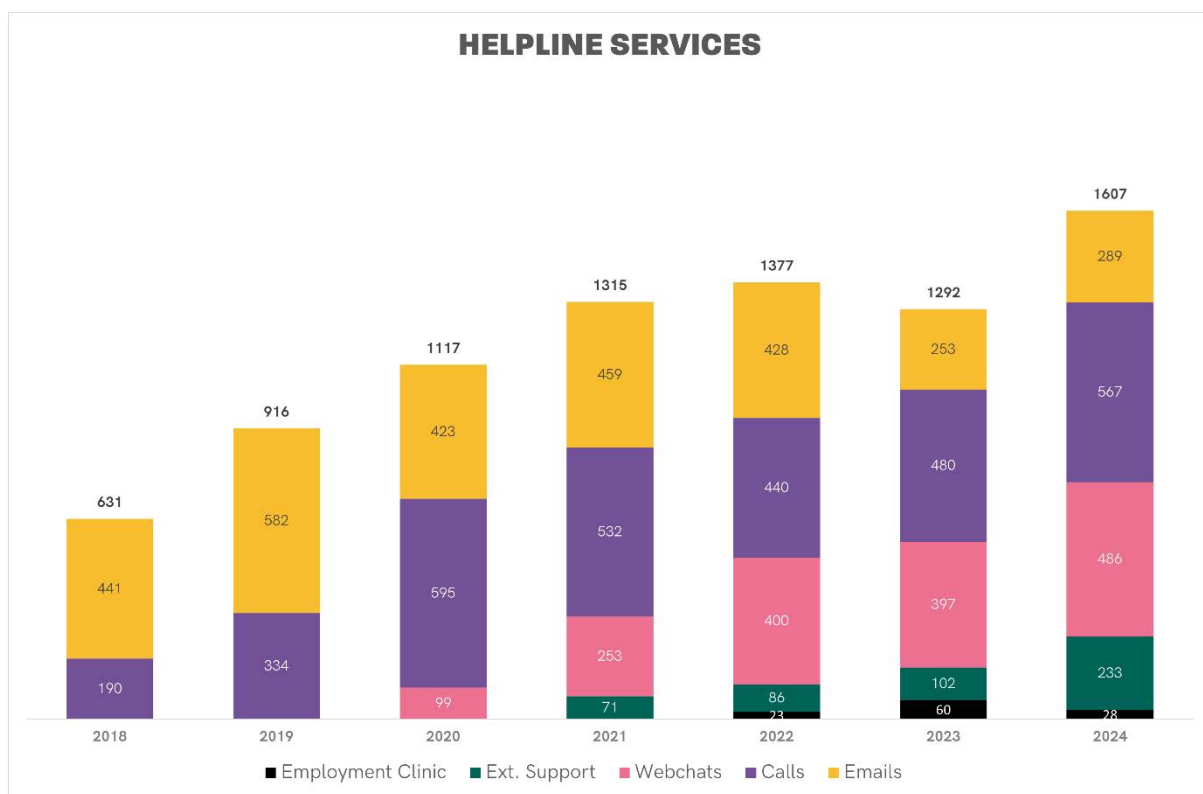
2024 has been a big year. We've grown, adapted, and kept pushing forward to support more people who stammer. It hasn't always been easy, but thanks to your support – whether through donations, volunteering, or just spreading the word – we've made great progress. Here's what we achieved this year and where we're headed.

## Support

Our helpline is run by over 20 volunteers who provide the backbone of our services – a huge thank you to them all! We've spent some time reorganising the core of our services and put in place training modules for those working on the helpline, which allows staff to dedicate more 1:1 time on support and has allowed us to introduce new shift patterns.



The changes made have meant we've been able to do more, with 1,607 calls, chats, emails, extended support calls (Ext. Support) and support via our Employment Service. Extended support is where we've picked up a concern from someone, investigated it, and provided the caller with further information and support. Looking over the years, we can see while the numbers of emails has dropped, calls and chats have increased.



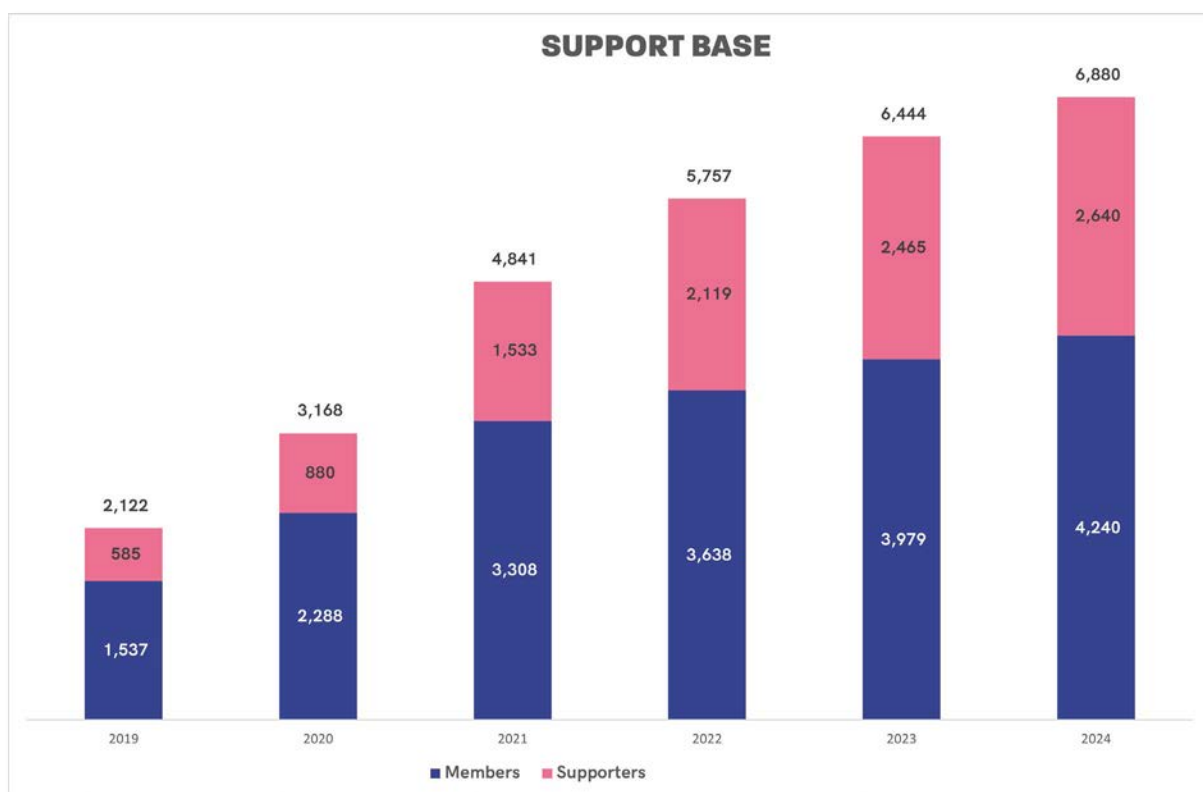
With the support of volunteers, STAMMA runs other services – the Advocacy Service, launched in 2023, supporting those who believe they’ve been discriminated against; Workshops; a Parent2Parent group for Parents; and a Minecraft Club for children. There are also several research forums and networks for speech and language therapists (SLTs).

Other Services	2022	2023	2024
Advocacy Service		14	33
Work with organisations*		48	58
Parent2Parent Groups attendance	64	50	56
Minecraft Club annual attendance		81	152
Parent Workshops annual attendance 2024 workshop ran only until summer	134	295	184
Research Arena annual attendance	59	74	71
Journal Club annual attendance			23
Research Talks attendance			87
SLT Academics Network		57	15
SLT Peer Support Network	74	96	101

\* It isn't possible to put a number on this work in years prior to 2023.

### A Growing Membership

Our support base continues to grow – we ended the year with 4,240 members. Members are those aged 16+ who have provided a UK address. We also have 2,640 supporters on our mailing list; these are people who have signed up from anywhere across the world and who follow what we do.



### STAMMAFest 2024

Every two years, STAMMA holds a conference for members, people who stammer and their allies. It's STAMMA's jewel-in-the-crown moment. A social event-cum-conference, where we come together as a community, celebrate our voices and look to the future. It is an

opportunity to energise our community, so they have the agency to act themselves and with others and provide the breeding ground for other plans to take shape.

STAMMAFest 2024 was held at Nottingham Trent University, 15<sup>th</sup> -18th August. Over 300 people came from across the UK as well as from Europe, and from as far afield as Japan, Australia, Canada and the USA.

We held plenary discussions and parallel workshops, a Family Day event, a welcome evening, a quiz night and supper and a party on Saturday night. The conference closed with the traditional, emotional 'Open Mic' session, where people were given the floor to speak with as much time as they needed. En-route there was a football match and a brilliant Stammer Pride gathering.

Friendships were made and renewed, plans were hatched, minds were blown. No-one was left dry-eyed. 98% of those giving feedback found the conference either excellent (82%) or good (16%). 88% are planning to come to the next STAMMAFest.

## Communities

The year kicked off well for our Communities, with New Year get-togethers. Communities Manager Vee attended Doncaster's Big Night Out, with chats, a nice meal and a magician.

Tash and Bhupinder launched the **STAMMA Young Peoples' Network**, an online group for people aged 18-30ish. This group now fills a big gap of support for young adults who stammer to share experiences, build confidence and friendships that translate into the real world.

We've also seen a growing demand for support groups catering to children and parents. We helped to set up a new group for children aged 7-11 in Birmingham. Katy, the group organiser, offers a safe environment for children to connect with others who stammer and normalise stammering for them, while their parents benefit from shared advice and mutual support.

In **South Wales**, Joe revived the group after it was dormant for a while. Our **Central** and **North London** groups have undergone leadership changes. We thank the previous leaders Tash and Lynda for their work and commitment, and welcome Patrick, Joe and Neil as new leaders for the groups.

There were three **Leader Forum Meetings**, with an average attendance of 15 per session. These meetings provide a platform for group leaders to share best practices, discuss challenges, and collaborate on new ideas.

Two of the forums featured guest speakers. Alex Harrison, STAMMA Trustee and **speech and language therapist (SLT)** delivered a session packed with SLT insights on supporting people who stammer, followed by an extensive Q&A that allowed leaders to delve deeper into practical advice for their groups. Penny Farrell attended another Forum and talked to the group about supporting neurodivergent people.

Groups within the STAMMA network operate under a shared agreement and we provide policy templates to groups which are now available in our Community Resources Hub. These agreements ensure that each group provides a welcoming, inclusive and safe space.

## Trustee Matters

STAMMA is a membership organisation, and as such members annually elect two Trustees to serve a three-year term. In 2024, **Lucy Weldon** and **Oliver Wills** were elected to the Board.

The Board is also able to appoint members, and over 2024, led by Acting Chair and Vice Chair Paul Fix and Deborah Johnston, there was a drive to bring in additional expertise to the Board, appointing fundraising experts **Catherine Birch** and **Fiona Stewart**, and **Penny East**, a communications expert.

Finally, after a thorough search, **Roger Pim** was appointed and elected Chair in July 2024. Read more about them and their journey with stammering here: <https://stamma.org/about-us/our-organisation/our-trustees>.

## INFLUENCING THE WORLD AROUND US

Getting Louder Online!

- Facebook followers: **6,521** (up from 6,222 in 2023)
- Twitter followers: **8,617** (plus increased engagement)
- Instagram followers: **4,780** (growing strong!)

### Better Recognition

In 2021, only 10% of people knew STAMMA was a stammering charity. Now, that's up to 19%! A poll conducted by YouGov on 25<sup>th</sup> January 2024 showed that brand recognition for STAMMA, the British Stammering Association, stands at a record 19%. This has risen dramatically since 2018, when only 2% were able to identify the British Stammering Association as a charity for people who stammer.

From a choice of 10 options, 4,406 UK adults were asked to identify STAMMA. Options included an energy pill; a clothing brand; a charity for people with back problems; a fitness magazine; a charity for people who stammer; a running club; a 90s band ad; a national farmers club, 'other' and 'don't know'.

In our 2018 YouGov poll of 2,012 GB adults, 2% had heard of the British Stammering Association. In 2019, when we rebranded as STAMMA, this rose to 4% (with 1% recognition of STAMMA). In 2021, 10% of 6,302 UK adults identified STAMMA from the 9 options given.

### Changing Practices

Much of our efforts focus on the barriers that we're told about by those who stammer. Whether that's trying to get a GP appointment or just buying a coffee. In response, we try and reach out to the organisations where there are problems, open a dialogue with them, offer training and support; and then codify what we've learnt for others. On other occasions companies approached us to request training for staff.

And then, with the formidable support of volunteer Gary Clark, unions and union branches have been affiliating to STAMMA and received training and information about the kinds of barriers people face, and ways to overcome them. We ended 2024 with 43 affiliated organisations, primarily unions and union branches.

## Coffee Campaign

Members told us about the mocking, jokes and miscommunication when trying to buy a coffee – as I type this, we’ve just had a video in from one of our members Graeme Pickering, who talks about being laughed at when stammering on his name at a Starbucks in Euston station. In 2024 we reached out to the big coffee shop chains to highlight the need for staff training and better understanding of stammering. Following this, working with Patrick Campbell and Stammering Pride supporters, we called for a ‘Day of Action’ against Starbucks on 26<sup>th</sup> October, when members gathered at 5 branches across the UK, which finally prompted a discussion with Starbucks. We’ve also held discussions with the other key brands including Greggs, Pret a Manger and Caffé Nero – but frankly engagement on this remains poor.

## Parliament

This project grew out of the case involving Chris Nelson, the parliamentary candidate who withdrew due to the mockery he experienced because of his stammer from politicians. STAMMA partnered with the Royal College of Speech & Language Therapists, the Co-op, the Michael Palin Centre for Stammering and Disability Rights UK to launch a petition calling for parliamentary debates to be inclusive of communication differences. This was voided when the General Election was called. The partnership followed with a formal submission to the Parliamentary Modernisation Committee. The Committee has now published an interim memorandum on the work ahead, which cites the need to address accessibility in Parliament and in procedures and practices. Watch this space.

## Witness Statement Guidance

We worked with law firm Osborne Clarke on guidance for people who stammer when writing witness statements, which we hope to complete by mid-2025.

## Jury Service

We were contacted by someone called for Jury Duty who was terrified of speaking in court, and didn’t feel that the video sent to potential jurors offered any reassurance. After supporting them in getting exempted, we created **a guide around jury service**, which is now on the STAMMA website. We’re in the process of creating a brief for the Jury Service for England & Wales, recommending changes to their instructional video to make it more appropriate and inclusive for people with speech differences and difficulties.

## Speaking In Court

We have three workstreams on this involving:

1. A collaboration with The Advocate’s Gateway to create a guide for solicitors. Early in February we’ll share the guide with law firms Cole Khan and Osborne Clarke for feedback, before submitting it to The Advocate’s Gateway to review.
2. A collaboration with the legal intermediary organisation Communicourt to create guidance for people who stammer. It’s been tricky finding the balance between accuracy and accessibility of language for a layperson, but we’re getting there.
3. A collaboration with researcher Katie Maras at Bath University to research listener/interviewer perceptions of witnesses who stammer.

Workstreams 1 and 2 are progressing well and nearing completion. Studies in stream 3 are complete and an article for submission to a research journal is currently in preparation.

## Exam Boards

Reasonable adjustments for students who stammer taking oral GCSE and A-Level exams are a recurring issue. We created a dossier and sent it to a barrister to advise us on the most effective route to changing exam board guidelines. They provided a full review considering

the different routes to challenge, legal and otherwise. Given the circumstances of this case and our longer-term goals, we decided that a lobbying approach was most appropriate.

Amending exam board guidance is a key component of STAMMA’s five-year strategy. The Advocacy Service is leading on this and are developing the project plan.

We applied to solicitors TrustLaw for pro-bono support in compiling internal guidance around education. The law firms Morgan, Lewis & Bockius and Latham & Watkins took on the project covering guidance for England, Scotland and Wales. TrustLaw were unable to find a law firm to look at guidance from a Northern Ireland perspective, but we’re hoping it will be easier to find one when the guidance for the UK nations is complete.

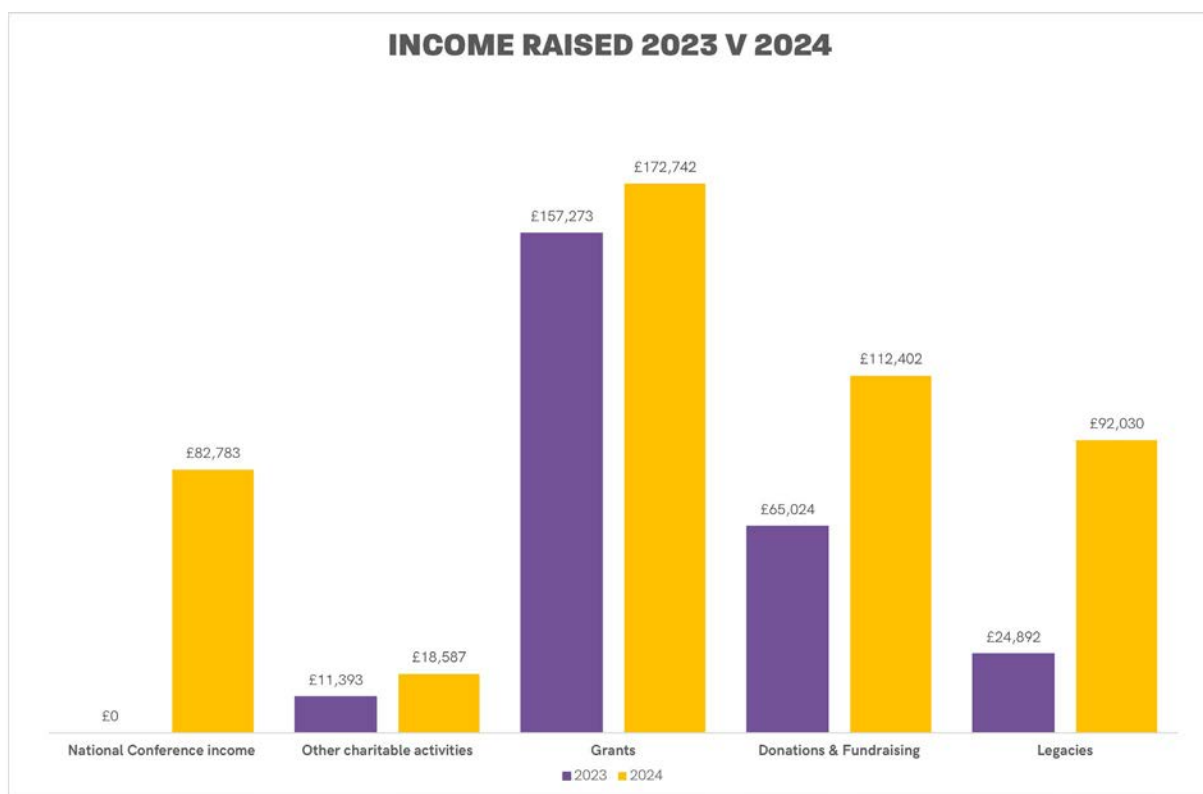
This draft guidance will be available in 2025. When it’s complete, we’ll apply for support to create guidance for Speech & Language Therapists who are required to provide reports to ‘evidence’ disability.

Throughout the year, STAMMA featured over 60 personal stories in our ‘Your Voice’ section on the website, reflecting the diverse experiences within the stammering community.

### Legal Support

Finally, Osborne Clarke has provided us with pro-bono support over the year, which has been a guiding light over the legal issues we need to tackle on behalf of our community. This was boosted by forensic advice from Catherine Casserly and from Cole Khan.

## FUNDING OUR WORK



Community fundraising, subscriptions and corporate income have been growing back since Covid, and last year went particularly well with some very generous donations during the year and some great fundraising.

## It's How We Walk: June 2024

In 2024, we launched our first-ever "It's How We Walk" event, a month-long walking challenge created to bring together our community while raising funds for the organisation. This was the brainchild of Dean Ridge, STAMMA Trustee and co-leader of STAMMA Striders. Participants were encouraged to set personal walking or running goals, with the opportunity to share progress with others online via the Strava app. 21 participants walked collectively over 1,500 kilometres, with two sign-ups from our STAMMA communities. 209 supporters donated, raising £5,579, including Gift Aid.

Our Strava Club sat at the heart of the event, with 29 members logging 172 posts, sharing photos and cheering each other on. Dean led the charge, surpassing his goal by walking an impressive 458 kilometres. The camaraderie on Strava was echoed across social media channels, where posts and stories reached thousands and had good engagement. Throughout the month, we had over 2,000 likes on Instagram and significant interactions across Facebook and Twitter.

A further £19,607 was raised by individual members' other sportives or doing their own thing. Which included the Manchester & Yorkshire Marathons, Scroobius 42km cycle and the London to Brighton 100k challenge. Thank you. **You're all marvellous** 😊.

## Legacies

2024 saw generous legacies from long-time supporters wishing to leave a lasting impact including Arnold Marks, Avril Margaret Brown, Charles Barker and Michael Joseph Leek. These really do make a huge difference to the organisation. In 2024, legacies helped support STAMMAFest (thank you Roy Tranckle) and funded young people to attend our conference as well as take part in the international Youth Exchange (thank you Owen Simon). If this is the kind of thing you'd like to support, drop us a line at [hello@stamma.org](mailto:hello@stamma.org), we'd love to hear from you.

## Grants & Private Funders

We'd like to extend a particular thank you to the **Underwood Foundation**, who have provided fantastic life-giving support to STAMMA over the decades, and to **Garfield Weston** for trusting us with grant monies towards our 'Space to Stammer' campaign, which focuses on creating real and long-lasting, institutionalised difference to the lives of people who stammer. On this, a particular thanks to **Lara & Nick Cournoyer**, without whom the **Advocacy Service** would not exist. And to **Joanna Gaukroger**, who made possible our research to back up our successful Lottery bid. Here are all our amazing grant funders ❤️:

Anson Charitable Trust	Richard Kirkman Trust	The Lee Smith Foundation
Baron Davonport's Ch. Trust	RS Macdonald Charitable Trust	The Peter Stebbings Memorial Charity
Charles & Elsie Sykes Trust	Sandra Charitable Trust	The Roger & Douglas Turner Ch. Trust
Clothworkers' Foundation	Sir John & Lady Heathcoat Amory Ch. Trust	The Rothley Trust
Coward Endowment	SMB Charitable Trust	The Sir John Eastwood Foundation
Eleanor Rathbone Ch. Trust	Stockwell/Cliffe Trust	The Sylvia & Colin Shepherd Charitable Trust
Florence Turner Trust	Sydney & Phylis Goldberg Memorial Ch. Trust	The W.E.D. Charitable Trust
Frank Lichfield Charitable Trust	The Annie Tranmer Ch. Trust	Underwood Trust
Garfield Weston Foundation	The Austin & Hope Pilkington Trust	William Allen Young Ch.Trust
Hazel & Lesley Peskin Ch. Trust	The Britford Bridge Trust	
James T Howat Ch. Trust	The Charles & Elsie Sykes Trust	
Loseley Christian Trust	The Fellow Hyde Trust	
Marsh Charitable Trust		
Pilkington Charities		

## Operations

At the end of 2024, we said thank you and goodbye to Verena Meyners and Neha Shaji, who have moved on to fresh new fields. We thank them for their support and hard work and wish them well into the future.

## THE FUTURE

Our strategy 'Space to Stammer' will take us through the next five years. The plan is: to push for space to be made for people who stammer. In education, at work, when using services and in leisure. This means describing the barriers they face and equipping companies with the training, resources and policies to tear those barriers down; and drive the moral and financial imperative for every organisation to include the needs of people who stammer.

Our community is no less deserving of inclusion than any other, but frankly it doesn't feel this way.

STAMMA's campaign in 2023 around making GP appointments worked well because so many people responded to the survey we sent out. Their stories helped us identify issues and come up with solutions. When we showed health authorities peoples' stories, the response was a forehead-smacking "Of course, what do we need to do to change things?".

Using this as a blueprint, we'll systematically target selected industries and show them what needs to change, based on feedback. Over 2024 we focused on the experiences of people who stammer when buying coffee. We sent our guide 'Stammering & Coffee Shops' to all the major coffee chains, with recommendations to for inclusivity in their stores. We'll continue to push on this front and expand into other areas.

Over 2025, we'll reach out to contact centres, helplines and frontline staff within the health service and NHS Trusts to help them understand the barriers people who stammer face and discuss and support them to create solutions.

To support this strategy, we're going to beef up our training, and reach out to members to help present to local companies - so that it isn't just a couple of staff in the office pressing organisations to change, but our community too. Exciting times.

We have key milestones along the way and believe that our re-investment into the organisation is cautious and calculated. Being awarded a Lottery Grant is a brilliant signal to other funders that we've an ambitious but robust plan, and that change is necessary.

These are difficult times for charities - the demand for grants overshadows funders' ability to give, and too often having a stammer isn't seen as something which is serious or lifechanging - which of course it is for many thousands of people across the UK. The problem is that the voices of the community, like others who face speech and language difficulties, are often unwelcome and ignored. So, we have to learn to fight harder, shout louder.

Over 2025-2027, we will work to increase income from all areas, with a renewed focus on membership, partnerships and high value donors, and to continue to focus on acquisition - promoting our support services as well as our public campaigns and education. We anticipate corporate income will be a growing stream, given our 'Space to Stammer' focus. We will also seek a higher volume of grants so that our expanded services can fight against the discrimination that so many people face.

We're excited to be working with the creative agency IRIS on public-facing campaigns, so that people who don't stammer start to understand where the problems lie. Like saying your name on demand, navigating voice activated services, being dismissed as nervous or unsure, or getting hung up on. Watch this space.

## FINANCIAL REVIEW

Our plan is to become sustainable at the current level of operations – a level where we believe we can help create change. In 2024, the pressure was on to increase fundraising and improve our fundraising capacity; which we did by replacing our fundraiser and appointing two new Trustees, both professional fundraisers. The year ended with a £194k deficit. We'd planned for a deficit of £290k, so a great improvement on what we'd planned for the year.

Variances were favourable in most income streams, except in high net worth donations and service income. We were pleased to see donations, fundraising, grants and legacies each exceed 2023 levels (£377k v £247k). Overall income was boosted by our biennial conference, STAMMAFest, which raised £64k.

Meantime, 2024 expenses were held to £678k (2023: £600k). Expenditure for 2024 was £31k or 5% favourable to our forecast, mainly driven by savings in staff costs and offices expenses. National Conference net costs were £21k; this included an agreed £15k drawdown from designated funds to support the conference and young people.

During the year, with the support of private donors we developed our Advocacy Service and inhouse training for organisations, which both play a key role in our 'Space to Stammer' strategy. To cement this work, the year ended with news of a successful three-year grant application to the National Lottery Communities Fund, which will begin in April 2025.

In total, our Designated Funds ended the year at £414k, down £195k. So, while it has been a good year, the pressure is on to ensure greater income over 2025 together with a clear and progressive impact.

## PRINCIPAL RISKS & UNCERTAINTIES

Strong financial controls are in place to mitigate the risk of financial losses due to theft or fraud. These controls are regularly reviewed. Trustees monitor the charity's risk register and charge the Chief Executive with employing appropriate controls and mitigating actions to manage the levels of risks. The Board is satisfied that the charity is managing its key risk areas:

### Financial

- Increased costs and insufficient income to deliver on mission and plans, exacerbated by the economic climate.
- Risk of fraud leading to financial challenges for the organisation.

### Operational

- Staffing issues resulting in reduced capacity and loss of knowledge and skills.
- IT systems failures, data breach, ransomware or hacking, leading to operational and data protection issues.
- Failure to create an equitable, diverse, inclusive organisation, impacting on mission and reputational risk.

### Governance

- Lack of good governance and strategic leadership leading to mission drift and reduced impact/or inability to adapt, meaning we fail to remain relevant.

### Regulatory

- Ineffective professional practice and safeguarding policies and procedures putting children and young people at risk.

## External

- Low external profile undermining potential to generate unrestricted funds, achieve goals and reach people who stammer.
- External forces (e.g. future pandemics, terrorist attacks, flooding etc.) impacting business continuity.

## RESERVES POLICY

We have a free reserves policy of maintaining at least 6 months' operating costs within appropriate liquid funds. Our free reserves currently stand at only £107k. Building this reserve will be our focus over the coming months as we seek to reduce the annual deficit through improved fundraising.

## DESIGNATED FUND

Designated funds are those which have been set aside out of unrestricted funds by the Trustees for specific purposes.

During 2020, two designated funds were established following generous legacies received from our members: a Young People Fund and a Capacity Building Fund. In 2022, a further fund was established for our biennial national conferences over the next 10 years.

These funds continued to operate over 2024. Movements in these funds and their closing values are shown in Note 19 to the financial statements.

Designated funds can be created with the approval of the Board, and the Board can also cancel, dissolve or change any restrictions for the funds at any time. Transfers to and from designated funds are at the Board's discretion and are considered annually.

## INVESTMENT MANAGEMENT

Investment management is overseen by the Finance Committee and is reviewed regularly throughout the year. The general objectives of the Banking & Investment Management Policy are to protect our investments from significant levels of risk, particularly credit risk (for example risk of default by a bank) and market risks (essentially the risk of losses from under-performing investments or investment markets).

For that reason, we have decided not to invest in equity markets because they carry significant risk of losses when considered against the relatively short investment time horizon that we are able to consider.

We have chosen to spread our investments across a range of high-quality bank deposits, all of which are with UK registered banks covered by the UK Government Financial Services Compensation Scheme (FSCS) which guarantees up to £85,000 per banking licence. Banks' credit ratings are also reviewed.

We invest in bank deposits ranging from instant access to five-year terms. The deposit terms are chosen to be a good fit against expected liquidity needs based on plans, budgets and forecasts together with daily treasury management. This ensures that funds are available at staged intervals and when required.

From a practical perspective, most of our bank deposits are managed within a platform provided by the Charities Aid Foundation, which gives access to a wide range of banks and other financial institutions. This provides us with a single digital point of entry, allows us to have direct sight of our investments and keeps our costs to a minimum.

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees, who are also directors for the purposes of company law, are responsible for preparing the Trustees' report, including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company, and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act (2006). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware;
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Members of STAMMA guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

### Auditors

Royce Peeling Green Limited were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The Trustees' annual report, which includes the strategic report, has been approved by the Trustees on 25<sup>th</sup> July 2024 and signed on their behalf by



Roger Pim, Chair

23<sup>rd</sup> July 2025

# INDEPENDENT AUDITOR'S REPORT TO THE BRITISH STAMMERING ASSOCIATION

## Opinion

We have audited the financial statements of the British Stammering Association for the year ended 31<sup>st</sup> December 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable by law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as of 31<sup>st</sup> December 2024, and its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulations of the Charities Accounts (Scotland) Regulations 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have

performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008, and the Charities Accounts(Scotland) Regulations 2006 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of Trustees**

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011, section 44 (i) (c) of the Charities and Trustee Investment (Scotland) Act 2005, and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We evaluated the Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to use of restricted funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the Trustees and management their policies and procedures regarding compliance with laws and regulations: and
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.
- Our audit procedures in relation to fraud included but were not limited to:
- Making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud:
- Gaining an understanding of the internal controls established to mitigate risks related to fraud:
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charity's Trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charity's Trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Carolyn Dutton (Senior Statutory Auditor)  
for and on behalf of Royce Peeling Green Limited

on 23/7/2025  
date.

Chartered Accountants  
Statutory Auditor

The Copper Room, Deva City Office Park, Trinity Way, Manchester M3 7BG  
Royce Peeling Green Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# THE BRITISH STAMMERING ASSOCIATION

## STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating An Income & Expenditure Account)

Year ended 31<sup>st</sup> December 2024

	Notes	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Income from:</b>					
Grants, donations and legacies	2	297,482	79,692	<b>377,174</b>	247,189
Charitable activities	3	82,783	-	<b>82,783</b>	11,393
Investments - bank interest receivable		24,447	-	<b>24,447</b>	28,352
<b>Total income</b>		<b>404,712</b>	<b>79,692</b>	<b>484,404</b>	<b>286,934</b>
<b>Expenditure on:</b>					
Fundraising	4,6	90,495	2,070	<b>92,565</b>	93,009
Charitable activities:	4,6				
Support Services		146,989	66,639	<b>213,628</b>	219,033
Membership		217,800	3,258	<b>221,058</b>	144,614
Education		142,811	8,181	<b>150,992</b>	143,170
<b>Total expenditure</b>	4, 6	<b>598,095</b>	<b>80,148</b>	<b>678,243</b>	<b>599,826</b>
<b>Net income / (expenditure)</b>		<b>(193,383)</b>	<b>(456)</b>	<b>(193,839)</b>	<b>(312,892)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		714,484	32,937	<b>747,421</b>	1,060,313
<b>Total funds carried forward</b>		<b>521,101</b>	<b>32,481</b>	<b>553,582</b>	<b>747,421</b>

All amounts relate to the continuing activities of the charity.

The notes on pages 24-34 form part of these financial statements.

# THE BRITISH STAMMERING ASSOCIATION

## BALANCE SHEET

Registered in England & Wales, number 1089967, and Scottish charity number SC038866.

At 31 December 2024

	Notes	2024 £	2023 £
<b>Fixed Assets</b>			
Property, plant and equipment	7	3,101	4,859
Investment maturing in more than one year	8	-	85,000
		<b>3,101</b>	<b>89,859</b>
<b>Current Assets</b>			
Debtors	9	23,690	31,415
Stocks	10	2,656	2,840
Cash at bank and in hand		193,188	431,626
Investments maturing within one year	8	365,951	225,000
		<b>585,485</b>	<b>690,881</b>
<b>Total assets</b>		<b>588,586</b>	<b>780,740</b>
Creditors: amounts falling due within one year	11	(35,004)	(33,319)
<b>Net assets</b>	12	<b>553,582</b>	<b>747,421</b>
<b>Represented by:</b>			
Unrestricted funds:			
- Designated	19	413,964	609,114
- General unrestricted		107,137	105,370
<b>Total unrestricted funds</b>		<b>521,101</b>	<b>714,484</b>
Restricted funds	18	32,481	32,937
<b>Total funds</b>	12	<b>553,582</b>	<b>747,421</b>

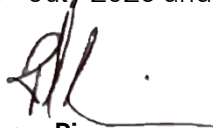
The notes on pages 24-34 form part of these financial statements.

The members have not required the charitable company to obtain an audit of its financial statements under the requirements of section 476 of the Companies Act 2006 for the year in question.

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31<sup>st</sup> December 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements. These financial statements were prepared in accordance with special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees and authorised for issue on 23<sup>rd</sup> July 2025 and signed on their behalf by:

  
**Roger Pim**  
 Chair

# THE BRITISH STAMMERING ASSOCIATION

## STATEMENT OF CASH FLOWS

Year Ended 31<sup>st</sup> December 2024

Year ended 31 <sup>st</sup> December 2024	Notes	2024 £	2023 £
<b>Cash flows from operating activities:</b>			
Net cash (used in) operating activities	17	(181,880)	(15,636)
<b>Cash flows from investing activities:</b>			
Withdrawal of investments		(55,325)	11,648
Purchase of fixed assets		(607)	(2,022)
Management fees - investments		(626)	(1,648)
Net cash provided by investing activities		<b>(56,558)</b>	<b>7,978</b>
<b>Change in cash and cash equivalents in the year</b>		<b>(238,438)</b>	<b>(7,658)</b>
Cash and cash equivalents at the beginning of the year		431,626	439,284
<b>Cash and cash equivalents at the end of the year</b>		<b>193,188</b>	<b>431,626</b>
<b>Analysis of cash and cash equivalents:</b>			
Cash and bank balances available on demand		59,687	46,580
Notice deposits (up to 3 months)		133,501	385,046
		<b>193,188</b>	<b>431,626</b>

The notes on pages 24-34 form part of these financial statements.

# NOTES TO THE FINANCIAL STATEMENTS

## 1. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(a) **Basis of preparation and assessment of going concern**

The British Stammering Association is a private company limited by guarantee incorporated in England and Wales. The registered office is Box 140, 43 Bedford Street, London WC2E 9HA.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The British Stammering Association ("the charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements have been prepared on a going concern basis. The Trustees have assessed the charity's ability to continue as a going concern and in doing so have considered the charity's current financial position (including its latest management information), the annual plan and budget for the current year and the five-year plan. The Trustees have also considered key risks during its planning process, including inflation and the cost-of-living crisis together with the potential impacts of further Covid variants that could impact the charity. The Trustees consider that, whilst the external environment and inflationary outlook have made the charity's environment more difficult, the charity has sufficient financial resources in all reasonable scenarios to maintain its operations for at least 12 months from the date of approval of its financial statements.

These financial statements are presented in pounds sterling, which is the currency of the primary economic environment in which the charity operates.

(b) **Critical accounting judgements and key sources of estimation uncertainty**

In the application of the charity's accounting policies, Trustees are required to make judgements, estimates and assumptions in respect of the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. There are no significant estimates or assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities in the next financial year.

(c) **Company status**

The charity is a company limited by guarantee. The members and Trustees have limited liability. The liability of each member is £1 on winding up.

(d) **Fund accounting**

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds are those available for use at the discretion of the trustees in furtherance of the general objects of the charity and which have not been designated for other purposes.

Designated funds are amounts within unrestricted funds that have been put aside at the discretion of the Board of Trustees. The aim and use of each designated fund is set out in the notes to the financial statements.

(e) **Income recognition**

All income is included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Subscriptions are included in full in the year to which they relate. Grants are included in the year they are receivable or, if specified by the donor, in the year to which they are intended to apply. Income from legacies is taken into the Statement of Financial Activities when received or when receipt is probable and the value can be measured with sufficient reliability.

(f) **Expenditure recognition**

All expenditure is accounted for on an accruals basis and is stated inclusive of VAT as the charity is not registered for VAT. Expenditure has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular heading, they have been allocated to activities on a basis consistent with the use of resources.

Support costs and overhead expenses are allocated to expenditure headings on the basis of staff time.

Governance costs comprise costs of statutory compliance and include audit fees and costs of trustees' meetings. Also included is an allocation of staff time and overheads where attributable to strategic matters.

(g) **Employment benefits**

**Pensions**

The charity operates a defined contribution pension scheme for its staff. Pension contributions are charged to the Statement of Financial Activities in the period in which they are due. The assets of the pension plans are held separately from those of the charity and are independently administered.

**Termination benefits**

Termination payments are payable when employment is terminated by the charity before the normal retirement date or end of employment contract. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

(h) **Property, plant, and equipment**

Property, plant and equipment is recorded at cost. Depreciation is provided for on the straight-line basis over the estimated useful lives of the related assets. The expected useful lives are as follows:

Office equipment: 4 years

(i) **Operating leases**

Rental charges in respect of operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

(j) **Donated services**

The value of donated services, except for volunteers, is recognised in the Statement of Financial Activities within income and matching expenditure to the extent that they would otherwise have been purchased.

(k) **Financial instruments**

The charity has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

## 2. GRANTS, DONATIONS & LEGACIES

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Grants	93,050	79,692	172,742	157,273
Donations	112,402	-	112,402	65,024
Legacies	92,030	-	92,030	24,892
	<b>297,482</b>	<b>79,692</b>	<b>377,174</b>	<b>247,189</b>

In the previous year, £137,866 of grants, donations and legacy income related to unrestricted funds and £109,323 related to restricted funds.

The value of donated services is shown within note 16.

## 3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
National Conference income	64,196	-	64,196	-
Services provided	5,193	-	5,193	6,689
Workshops and other events	1,144	-	1,144	1,440
Sales and other fees	792	-	792	575
Gift Aid	11,458	-	11,458	2,689
	<b>82,783</b>	<b>-</b>	<b>82,783</b>	<b>11,393</b>

In the previous year, all income from charitable activities related to unrestricted funds.

## 4. TOTAL EXPENDITURE

	Staff costs (note 5)	Other direct costs	Support costs	Governance costs	Total 2024	Total 2023
	£	£	£	£	£	£
Fundraising costs	68,013	13,535	7,472	3,545	92,565	93,009
Charitable activities						
Support Services	158,140	34,500	13,661	7,327	213,628	219,033
Membership	109,729	96,159	9,874	5,296	221,058	144,614
Education	105,420	30,920	9,537	5,115	150,992	143,170
	<b>441,302</b>	<b>175,114</b>	<b>40,544</b>	<b>21,283</b>	<b>678,243</b>	<b>599,826</b>

The value of donated services is shown within note 16.

In the previous year, £88,163 related to restricted funds and £511,663 related to unrestricted funds.

## 5. STAFF COSTS

	2024	2023
	£	£
Salaries	384,862	375,246
Social security costs	33,735	32,007
Pension contributions	22,705	21,457
	<b>441,302</b>	<b>428,710</b>

	2024	2023
	Number:	Number:
The average number of employees during the year was:	12	12
The average number of full-time equivalent employees during the year was:	9.2	9.3

### Higher paid employees

The number of employees whose emoluments (excluding employer pension contributions) for the year fell within the following bands were:

£60,000 - £70,000	1	-
£70,000 - £80,000	-	1
£80,000 - £90,000	1	-

The higher paid employee in 2023 was the Chief Executive Officer. In 2024 the Chief Executive Officer and Deputy Chief Executive Officer were higher paid employees.

### Key management personnel

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer and the Deputy CEO. The Trustees neither received nor waived any emoluments during the year (2023: nil). Travelling expenses during the year, including payments made directly to third parties, were £846 for 8 Trustees (2023: £339 for 7 Trustees).

### Volunteers

A total of volunteers 40 (2023: 36) volunteered 3,467 hours (2023: 2,400) for the charity during the year.

## 6. NET EXPENDITURE FOR THE YEAR

	2024	2023
	£	£
Net expenditure for the year is stated after charging:		
Depreciation	2,365	2,159
Auditor fees	6,300	6,000
Rentals payable under operating leases:		
- land & buildings	18,416	18,176
- office equipment	-	-

## 7. PROPERTY, PLANT & EQUIPMENT

	Office Equipment & Total 2024	Office Equipment & Total 2023
	£	£
<b>Cost:</b>		
At the beginning of the year	9,310	7,288
Additions	607	2,022
At the end of the year	<u>9,917</u>	<u>9,310</u>
Accumulated depreciation:		
At the beginning of the year	(4,451)	(2,292)
Depreciation charge	(2,365)	(2,159)
At the end of the year	<u>(6,816)</u>	<u>(4,451)</u>
Net book value at the beginning of the year	<u>4,859</u>	<u>4,996</u>
Net book value at the end of the year	<u>3,101</u>	<u>4,859</u>

## 8. INVESTMENTS

	2024 £	2023 £
Term deposits maturing within one year	365,951	225,000
Term deposits maturing in more than one year	-	85,000
	<u>365,951</u>	<u>310,000</u>

## 9. DEBTORS

	2024 £	2023 £
Other debtors	4,500	4,500
Prepayments & accrued income	19,190	26,915
	<u>23,690</u>	<u>31,415</u>

## 10. STOCK

	2024 £	2023 £
Merchandise	2,656	2,840
	<u>2,656</u>	<u>2,840</u>

## 11. CREDITORS

	2024 £	2023 £
Trade creditors	6,198	405
Taxation and social security	8,732	10,067
Amounts owed in respect of employees' pension contributions	3,557	3,380
Other creditors	7,618	7,610
Accruals and deferred Income	8,899	11,857
	<u>35,004</u>	<u>33,319</u>

## 12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Invest- ments £	Property, plant & equip- ment £	Debtors £	Stock £	Cash at bank & in hand £	Creditors £	Net Assets £
<b>2024:</b>							
Restricted	-	-	-	-	32,481	-	32,481
Unrestricted	365,951	3,101	23,690	2,656	160,707	(35,004)	521,101
<b>Total</b>	<b>365,951</b>	<b>3,101</b>	<b>23,690</b>	<b>2,656</b>	<b>193,188</b>	<b>(35,004)</b>	<b>553,582</b>
<b>2023:</b>							
Restricted	-	-	-	-	32,937	-	32,937
Unrestricted	310,000	4,859	31,415	2,840	398,689	(33,319)	714,484
<b>Total</b>	<b>310,000</b>	<b>4,859</b>	<b>31,415</b>	<b>2,840</b>	<b>431,626</b>	<b>(33,319)</b>	<b>747,421</b>

## 13. OPERATING LEASES

The charity had no commitments under non-cancellable operating leases at the end of both the current and prior year.

## 14. PENSIONS

The charity operates a defined contribution pension scheme whose assets are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to £22,705 (2023: £21,457). Contributions from both employer and employees totalling £3,557 (2023: £3,380) were payable to the fund at the balance sheet date and are included within creditors.

## 15. RELATED PARTY TRANSACTIONS

During the year the charity received donations from the Trustees and connected parties amounting to £655 direct and £1,712 in soft credits (2023: £7,375).

## 16. DONATED SERVICES

Donated services with a fair value of £55,703 were received during the year (2023: £180,694) in respect of billboards, cinema advertising, digital advertising campaigns and legal services. These services were used to further stammering awareness.

These services would not otherwise have been purchased by the charity so their value has not been shown within the Statement of Financial Activities.

## 17. RECONCILIATION OF NET INCOME / EXPENDITURE

To net cash flow from operating activities:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Net income / (expenditure) for the year	(193,839)	(312,892)
Adjustments for:		
Depreciation	2,365	2,159
Decrease / (increase) in debtors	7,725	296,888
(Increase) in stock	184	(29)
(Decrease) / increase in creditors	1,685	(1,762)
<b>Net cash (used in) operating activities</b>	<b><u>(181,880)</u></b>	<b><u>(15,636)</u></b>

## 18. STATEMENT OF RESTRICTED FUNDS

	Balance at 1 Jan 2024	Incoming resources	Resources expended	Balance at 31 Dec 2024
	£	£	£	£
Lara & Nicholas Cournoyer (Advocacy)	6,202	11,592	(9,545)	8,249
Underwood Outreach	20,000	20,000	(20,000)	20,000
David Brooke	1,625	-	(500)	1,125
Pears Fam Workshops	5,110	-	(5,110)	-
Charles & Elsie Sykes Trust	-	6,000	(6,000)	-
Sir John & Lady Heathcoat Amory's Charitable Trust	-	200	(200)	-
The Peter Stebbings Memorial Charity	-	5,000	(5,000)	-
Loseley Christian Trust	-	2,000	(2,000)	-
The Britford Bridge Trust	-	5,000	(5,000)	-
Florence Turner Trust	-	500	(500)	-
Richard Kirkman Trust	-	2,000	(2,000)	-
The Sylvia & Colin Shepherd Charitable Trust	-	500	(500)	-
Annie Tranmer Charitable Trust	-	1,000	(1,000)	-
Sir John Eastwood Foundation	-	3,000	(3,000)	-
James T Howat Charitable Trust	-	500	(500)	-
THE RS Macdonald Charitable Trust	-	3,000	(3,000)	-
Eleanor Rathbone Charitable Trust	-	1,000	(1,000)	-
Rothley Trust	-	900	(900)	-
W E Dunn Trust	-	1,000	(1,000)	-
Frank Litchfield General Charitable Trust	-	2,000	(2,000)	-
The Pilkington Charities' Fund	-	4,000	(4,000)	-
Baron Davenport's Charitable Trust	-	1,000	(1,000)	-
Stockwell/Cliffe Charitable Trust (for Minecraft)	-	1,000	(1,000)	-
Austin & Hope Pilkington Trust (employment project)	-	1,000	(1,000)	-
Clothworkers' Foundation	-	7,500	(4,393)	3,107
<b>Total</b>	<b>32,937</b>	<b>79,692</b>	<b>(80,148)</b>	<b>32,481</b>

Restricted funds are provided by the funder for a specified use.

## 2023

	Balance at 1 Jan 2023	Incoming resources	Resources expended	Balance at 31 Dec 2023
	£	£	£	£
Pears Foundation	8,500	8,500	(11,890)	5,110
Westfield Health Charitable Trust	1,000	-	(1,000)	-
Alpkit Foundation	202	-	(202)	-
David Brooke Charity	2,075	-	(450)	1,625
Grocer's Charity	-	5,000	(5,000)	-
Annie Tranmer Charitable Trust	-	1,000	(1,000)	-
Lillie Johnson Charitable Trust	-	500	(500)	-
James Tudor Foundation	-	5,000	(5,000)	-
Florence Turner Trust	-	250	(250)	-
W E Dunn Charitable Trust	-	1,000	(1,000)	-
Hyde Christian Fellowship	-	100	(100)	-
Paul Bassham Charitable Trust	-	1,000	(1,000)	-
Bartlett Taylor Charitable Trust	-	500	(500)	-
Baron Davenport's Charity	-	1,000	(1,000)	-
RS Macdonald Charitable Trust	-	3,000	(3,000)	-
Fulmer Charitable Trust	-	1,000	(1,000)	-
Help for Health	-	1,000	(1,000)	-
The Eveson Charitable Trust	-	2,001	(2,001)	-
The Sir James Knott Trust	-	2,000	(2,000)	-
29th May 1961 Charitable Trust	-	3,000	(3,000)	-
Felicity Wilde Charitable Trust	-	1,500	(1,500)	-
Tay Charitable Trust	-	2,000	(2,000)	-
Norman Family Charitable Trust	-	1,000	(1,000)	-
Anson Charitable Trust	-	2,000	(2,000)	-
John James Bristol Foundation	-	2,000	(2,000)	-
Fowler Smith & Jones Trust	-	2,000	(2,000)	-
Lawson Trust	-	3,000	(3,000)	-
Susanna Peake Charitable Trust	-	3,000	(3,000)	-
Grace Trust	-	1,250	(1,250)	-
Underwood Trust	-	20,000	-	20,000
Charles Littlewood Hill Trust	-	500	(500)	-
Lara & Nicholas Cournoyer	-	32,722	(26,520)	6,202
Anonymous	-	2,500	(2,500)	-
	<b>11,777</b>	<b>109,323</b>	<b>(88,163)</b>	<b>32,937</b>

## 19. DESIGNATED FUNDS FOR CAPACITY BUILDING

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the Trustees for specific purposes:

<b>2024</b>	<b>At 1 Jan 2024 £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Transfers in £</b>	<b>At 31 Dec 2024 £</b>
Designated fund:					
Capacity Building	484,114	-	(175,150)	-	<b>308,964</b>
Young People	75,000	-	(10,000)	-	<b>65,000</b>
Future National Conferences	50,000	-	(10,000)	-	<b>40,000</b>
	<b>609,114</b>	<b>-</b>	<b>(195,150)</b>	<b>-</b>	<b>413,964</b>
<b>2023</b>	<b>At 1 Jan 2023 £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Transfers in £</b>	<b>At 31 Dec 2023 £</b>
Designated fund:					
Capacity Building	645,000	-	(160,886)	-	<b>484,114</b>
Young People	75,000	-	-	-	<b>75,000</b>
Future National Conferences	50,000	-	-	-	<b>50,000</b>
	<b>770,000</b>	<b>-</b>	<b>(160,886)</b>	<b>-</b>	<b>609,114</b>

Resources expended represent costs allocated to those funds.

Transfers in represent funds transferred from general unrestricted reserves to designated funds during the year, at the discretion of the Board.

**STAMMA**

England & Wales - Charity number 1089967

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# Accounts

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# 2023 REPORT & ACCOUNTS

STAMMERING  
A



Unless credited, all images are members of STAMMA. With huge thanks to Bhupinder, Orla, Peter, Rodney, John, Christine, Towshik, Chantal, Hannah, Steven and Forbes.

# STAMMA, THE BRITISH STAMMERING ASSOCIATION

## TRUSTEES

Joanna Gaukroger (Chair)	Elected 2020. Joanna stepped down as Chair and Trustee due to ill-health in November 2023.
Paul Fix (Acting Chair)	Re-appointed 2023. End of term 2026.
Deborah Johnston (Acting Vice Chair)	Re-appointed 2022. End of term 2026.
Peter Bryan (Treasurer)	Appointed 2022. End of term 2025.
Mandy Taylor	Elected 2022. End of term 2025.
Rhian Binns	Elected 2021. Resigned June 2023.
Alexander Harrison	Elected 2022. End of term 2025.
Naheem Bashir	Re-appointed 2021. Resigned April 2023.
Gill Rudd	Re-appointed 2021. End of term 2024.
Chantal Anderson	Elected 2021. Resigned Aug 2023.
James Mawrey	Appointed 2022. End of term 2023.
Allison Burrow	Elected 2023. End of term 2026.
Dean Ridge	Elected 2023. End of term 2026.
Ahmad Bismillah	Appointed 2023. End of term 2025.
Penny East	Appointed 2024. End of term 2027.
<b>Chief Executive</b>	Jane Powell.

## REGISTERED OFFICE

Box 140, 43 Bedford Street, London WC2E 9HA.  
Tel: 020 8983 1003, website: [www.stamma.org](http://www.stamma.org)

## AUDITOR

Royce Peeling Green Ltd, The Copper Room, Deva City Office Park, Trinity Way, Manchester M3 7BG.

## BANKERS

HSBC plc	CAF Bank Ltd
465 Bethnal Green Road	King's Hill, W. Malling
London E2 9QW	Kent ME19 4TA

## INVESTMENT PLATFORM

Flagstone Group Ltd. Registered Office: 1st Floor, Clareville House, 26-27 Oxendon St, London, SW1Y 4EL.

## CONSTITUTION

Limited Company registered in England, No. 04297778. Registered Charity Nos 1089967/SC038866.  
A company limited by Guarantee.

## **CONSIDER LEAVING STAMMA A LEGACY IN YOUR WILL**

Email [legacies@stamma.org](mailto:legacies@stamma.org) or phone 020 8983 1003.  
We'd love to hear from you.

**IN THE LAST 5 YEARS  
LEGACIES HAVE GIVEN  
STAMMA THE ROCKET FUEL  
WE NEED TO CREATE REAL  
LONG-LASTING CHANGE**



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# 2023 IN REVIEW



Chair Joanna Gaukroger with Holly Bradshaw, Head of HR at Refinery Communications, STAMMAFest Global 2022



**Paul Fix**  
Acting Chair

## A NEW DIRECTION

I'm proud and delighted to share our 2023 Annual Report with you.

It was the year that marked the end of our 2019-2023 strategy and this report is full of information on what we achieved, how we achieved it, the impact it made on our members and the world around us. But just as importantly, what we have learnt from the past five years has helped to shape our brand new and exciting strategy for the next three years, 'Space to Stammer'.

At its heart, Space to Stammer is about how we'll influence culture through advocating, outreach & training and public messaging. We will ensure there is more space made for stammering. We need your help with this though in four main areas:

- Membership - we need to explore what you, our members, want and need from us.
- Community Development - we want to provide more support and resources for our STAMMA communities.
- Young People - we need and want to do more to support them.
- Fundraising - we want to continue to deliver and expand our services, and this costs money!

Looking forward to 2024 and beyond, it's going to be tough but exciting and full of opportunities. A new strategy to deliver services which continue to grow, income targets to hit, a new Chair of the Board to appoint and STAMMAFest, our biennial conference in August.

I can't write this introduction without acknowledging Joanna Gaukroger, who had to step down as Chair of the Board of Trustees due to health reasons towards the end of 2023. Joanna was an outstanding Chair and on page 33 we give thanks to her time leading the Board.

I hope to see many of our members and supporters at STAMMAFest. The programme and details are now live on the STAMMAFest website ([stammafest.org](http://stammafest.org)) - the weekend provides an opportunity to show there is a Space to Stammer and we hope you can be part of that!

I'd like to end by saying thank you.

Thank you for your support, whether it's through your time as a volunteer, as a funder, a partner organisation, taking part in our events, fundraising for us, accessing and using our services or simply liking and sharing one of our posts online. I am a massive believer in the power of amplification - if all our members can do just one thing to support us, it takes us one step closer to delivering our strategy and making an impact for people who stammer.

I hope you enjoy reading our Report as much as I did.

**Paul Fix, Acting Chair**



**Jane Powell**  
CEO

## 2023 & SPACE TO STAMMER

**2023 marks the end of our 5-year strategy outlined at our Cardiff conference in 2018 and later ratified at the AGM that year.**

A huge thank you to those who have made the last 5 years a roller coaster of a ride. At the beating heart of this charity are our members, who keep this organisation alive, informed and centred. Thank you for all your messages and emails, for all the local and online group meetings and events, for all the running and fundraising and for the quiet monthly donations. You are awesome!

Thank you to our team of over 50 members who volunteer and who blow everyone away - delivering thousands of hours of quiet professional service.

The last five years have gone in a flash, so this report will try and cover 2023 and look at how effective the 2019-2023 strategy has been.

You'll find detailed reports of 2023 within each of the sections overleaf, but I've captured a summary opposite.

### IT'S HOW WE TALK

We've been tweaking and refining our mission and messaging over the last 5 years, landing on 'It's How We Talk' as our main strap-line.

Obviously everyone stammers differently, and some people can mask their stammer very well. This is our external message, for those who *don't* stammer. We need to short-circuit the idea that people should just breathe and take it slow. Or find a cure. We need acceptance.

How people deal with their stammer is their own business. We're here to support people's choice.

But we want that to **be** a real choice, not a reaction to how the outside world expects people to talk. We want to see acceptance that some people stammer, because that's the reality.

We *aren't* saying that sounding fluent is wrong. Simply that the way people deal with their stammer is personal. We're here to support people in finding what suits them best - and fight for them to be listened to, no matter how they speak.

### SPACE TO STAMMER

This brings us on to our new three-year strategy, **Space to Stammer**. Given that some people stammer, the question is how can businesses, colleges, schools, our services, meet their needs?

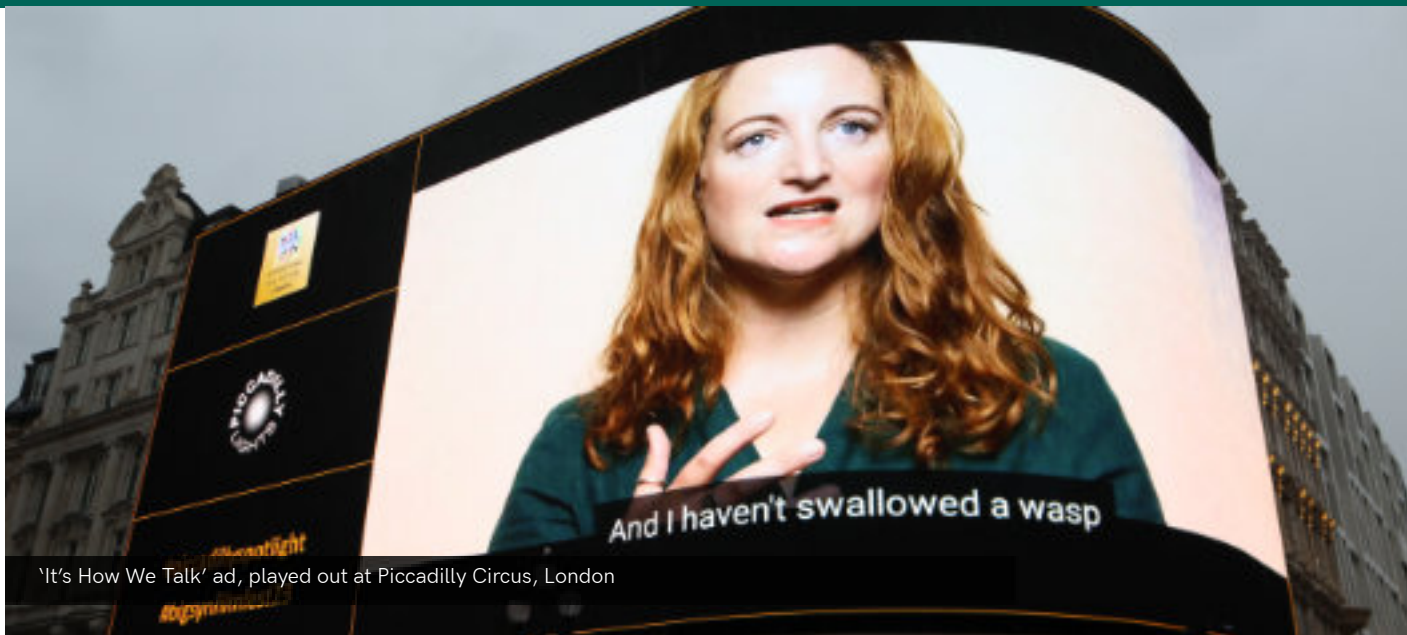
Over the next three years we're going to focus on creating systemic change, and help organisations understand how they can ensure that they've 'made space' for people who stammer in their operations.

This might be setting up policies to allow students extra time in oral exams, or ensuring organisations provide alternative routes to return or complain about an item other than the phone. Or that voice recognition systems allow for stammered voices.

We believe that **EVERY** organisation, bar none, needs to consider the needs of people who stammer. It's the law. Even if fewer than half of all organisations did this, this would be a huge step forward in the process of normalising stammering and removing the damaging stigma that surrounds it.

**Jane Powell, CEO**

# 2023 OVERVIEW



'It's How We Talk' ad, played out at Piccadilly Circus, London

## 2023 IN SUMMARY

We continued to deliver solidly on the majority of our goals over the year. Our community continues to grow. New groups have sprouted and we added a new service for our community with the Advocacy Service, for people who feel they've been discriminated against because they stammer.

We've added 'Training Services' to our work with employers, to support systemic change. And we've started to move in to our new 3- year strategy 'Space to Stammer'.

Where we've fallen short is on our fundraising goals during this tough financial period. We've been able to continue thanks to the support of the generous legacies we have received.

WORK AREA	ACHIEVEMENTS
<b>SUPPORT &amp; SERVICES</b>	In 2023, we supported 2,622 individuals across our services, including the Helpline Services, Employment Service, Advocacy Service, Training, Family Support and the Minecraft Club for young children.
<b>WEBSITE</b>	We refreshed the site in November 2023. There were 412,273 views of our site over the year, 246,445 users, 14,181 downloads of materials and information, 30,140 video views, 66 new Your Voice articles (with 64,784 views) plus 5 new vlogs.
<b>COMMUNITY</b>	In 2023, our local and special interest community groups passed 50, including the Entrepreneurs who Stammer group. To support the next generation of therapists, we launched an Academics Network, for student and trainee Speech & Language Therapists.
<b>MEMBERSHIP</b>	Membership grew from 3,638 in Dec 2022 to 3,979 by the end of 2023, with a further 2,405 subscribers.
<b>CAMPAIGNS</b>	We pushed to make GP bookings accessible for people who stammer, producing a guide for healthcare centres and detailed recommendations for healthcare staff. The campaign reached 130K people on social media; we worked with 121 healthcare organisations and saw 333 downloads of our guidance for surgeries.
<b>VOLUNTEERING</b>	An average of 25 brilliant volunteers provided 2,728 hours of support across our services in 2023. Growing commitment from existing and new volunteers means we have expanded the helpline service hours from 20 to 32 a week.



Access to All Platforms  
Ticket Office/Toilets  
Customer Information/Assistance  
Cash Machines  
Metro Services

I STAMMER PLEASE  
DON'T  
FINISH MY  
SENTENCES

Don't let your stammer define you. Visit [stammer.org.uk](http://stammer.org.uk)

STAMMERS UK

JCDecaux

Launch of 'I Stammer' advertisements, 2019

# 2019-2023 STRATEGY REVIEW



Patron Scroobius Pip, 2018, taken at the BBC Lifeline Appeal for the British Stammering Association.



'Find the Right Words' campaign 2018/2019 featured on JCDecaux UK and Ocean Outdoor digital advertising.

## EXPANDED SERVICES

Over the last five years, we've developed and expanded our services for people who stammer, and those who support them. This has been primarily driven by demand and by our research with members.

In 2019, we moved the helpline over to a virtual call centre. This allowed volunteers from across the UK to support the service, and be trained in providing it in a controlled environment. Since then we've built up a really fantastic team of volunteers. We added webchat in 2020, with 'additional support' following

close after - with call-backs, more detailed support and investigation. This led first to the Employment Service, then to the Advocacy Service, and more recently our Training Service - which has developed in response to what employers and employees have told us.

Alongside that, we've been supporting families and helping speech & language therapists (SLTs) provide the best support they can, most recently adding a children's 'Minecraft Club'.



## 2019-2023 TIMELINE

### 2018

Following an intensive consultation period over 2018, a new campaign brand was proposed, STAMMA. This was presented to conference alongside a new 5-year strategy and then to the AGM for sign off. While discussions raged, new Patron Scroobius Pip delivered a BBC Appeal.

### 2019

The year began with a member vote on STAMMA. 77% voted in favour. We then spent 2019 updating materials, developing a new website, moving operations into the cloud and getting our house in order.

### 2020

We were all set for a fundraising push and a conference in Sheffield when Covid struck. With a 3- year grant from the National Lottery Communities Fund we brought in 2 new members of staff to support groups and members, and moved online.

We added webchat to our services, held online quizzes, meetings, talks and a virtual AGM. And regretfully postponed conference. For International Stammering Awareness Day we launched our '**Find the Right Words**' campaign, which we shared with our counterparts in Ireland, Canada, Australia and the USA.

### 2021

A busy year. We forced Apple to stop linking the woozy face emoji with stammering; **launched the No Diversity Without Disfluency** campaign, alongside our **Not Just One Day** video. The ad was voiced by member Paul Roberts, and was shown on thousands of Pearl & Dean cinemas over a seven month period. We also launched the **Around the Block** podcast and Parent 2 Parent support groups.

That year we scooped **three** Third Sector Awards; John Russell as volunteer of the year; Tim Fell as Chair of the year and STAMMA for brand development of the year.

### 2022

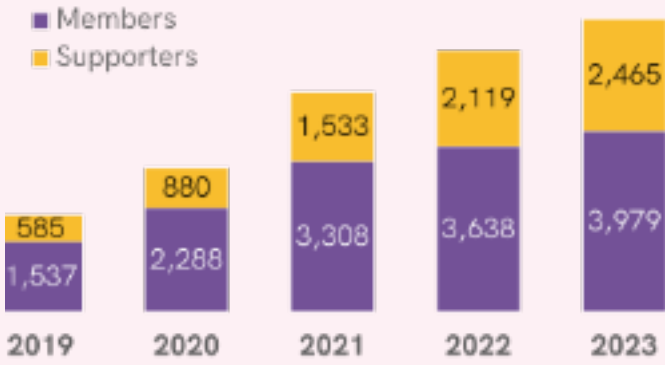
We sent a love letter to the media calling for representation, launched a new Employment Service, held 'The Stammies' awards celebrating people who stammer in film. And finally held our conference, STAMMAFest Global.

### 2023

We launched the '**GP campaign**', sketching out the problems people who stammer face in the simple act of making a GP appointment. We also launched our Training Service supporting organisations to be stammer-friendly. And last but not least, we launched our Advocacy Service for people who have been discriminated against.

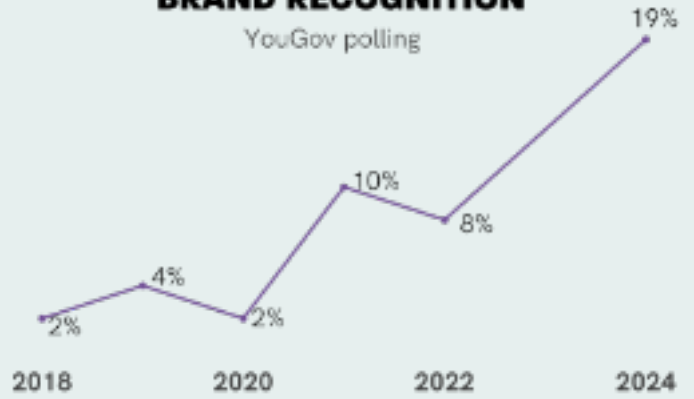
# 2019-2023 STRATEGY REVIEW

## MEMBERS & SUPPORTERS



## BRAND RECOGNITION

YouGov polling



Old logo



new logo



## VOLUNTEER HOURS PER YEAR



## DOWNLOADS & VIDEOS



# OUR IMPACT

The strategy proposed in 2018 worked well. The new 'STAMMA' brand has been well received; we have dramatically increased our support for people who stammer. We've grown our community, launched public-facing award-winning campaigns and rebuilt our infrastructure, and really refined our messaging and goals. Key successes include:

- Brand awareness, which grew from 2% to 19% between 2018-2024 as measured by YouGov.
- We reached 24 million people through our bus stop, billboard and cinema ads.
- We forced Apple to stop linking the woozy face emoji with stammering.
- Our support base increased by 206% from 2019, to 6,444.
- We've supported over 2,600 people through our services.

Where we haven't delivered is growing our income base. We've relied upon generous legacies, in particular from long-standing members who sadly passed away, Owen Simons and more recently Roy Tranckle. While we've set aside funds from both these legacies - for young people and conferences - we've also dipped heavily into these and other legacies to support the rebuilding of our infrastructure. Over the next three years, income generation will remain front and centre of our work.

STRATEGIC OBJECTIVES	OUTCOME
<b>SUPPORT MORE PEOPLE WHO STAMMER</b>	<b>We expanded our Helpline Service</b> , growing our volunteer team from 2 to 50+ volunteers and added webchat for those who don't like using the phone. We created the <b>Employment Service</b> to support people at work, and an <b>Advocacy Service</b> for those who've been discriminated against. We expanded <b>Family Support</b> with workshops and groups and a <b>Minecraft Club</b> for children.
<b>BUILD OUR COMMUNITY &amp; GROW OUR SUPPORTER BASE</b>	<b>Supporter numbers have more than tripled</b> over the last 5 years. Our Your Voice series platforms people's varied stories. We employ a full-time coordinator to support local groups and networks, which have almost doubled since 2019. We've a magnificent team of over 50 volunteers.
<b>EDUCATE THE PUBLIC ABOUT STAMMERING</b>	<b>Our award-winning campaigns</b> have tackled the language used to describe stammering, we've pushed for representation in the media, forced Apple to stop linking the woozy face emoji with stammering, and insisted that stammering is just how some people talk.
<b>REBUILD OUR INFRASTRUCTURE</b>	<b>Our modernisation programme</b> meant that when Covid struck, we were able to seamlessly continue all our operations; our helpline moved across to a virtual system, accessible to volunteers across the UK; membership data moved across to Salesforce CRM and our data to the cloud.



# OUR SERVICES IN 2023





**Kirsten Howells**

Director of Services  
Deputy CEO

## OVERVIEW OF SERVICES 2023

STAMMA’s Support Services are incredibly fortunate to have dedicated volunteer teams working in each area. Without them, we couldn’t provide this support. They are the beating heart of our services.

A varied bunch - most but not all of them stammer, they cover a range of ages and backgrounds, and come with different perspectives and experiences of their own.

They blow me away with their dedication for the work they do and the difference they make.

We offer support to people who stammer and their employers, teachers and families. We want to learn from their experiences. To identify how education, healthcare and jobs may be working in ways that make life more difficult than it needs to be for people who stammer. So we can change those patterns of working and make a lasting difference.

	Service	detail
	<b>HELPLINE SERVICES</b> Helpline, webchat and email support and information.	Provided by a team of over 50 trained volunteers who stammer or have a strong connection to it.
	<b>FAMILIES &amp; CHILDREN</b> Support for families, young people and children.	Parent 2 Parent support groups, Family Workshops and now a Minecraft Club for kids.
	<b>EMPLOYMENT SERVICE</b> Support for people who stammer at work and for employers.	Whether it's job interviews or creating a stammer-friendly environment, we have your back.
	<b>TRAINING SERVICE</b> We help organisations ensure their working practices are suitable for people who stammer.	Tailored support to help organisations remove barriers facing people who stammer.
	<b>ADVOCACY SERVICE</b> Support for people who've been discriminated against.	If you’ve recently been discriminated against, because of your stammer, contact us and we’ll help.



**Elisabeth Wright**  
Services Admin Support

## VOLUNTEER TRAINING

Beth provides the backbone of our services; scheduling Helpline Service rotas, compiling reports, setting up our volunteers and making sure we have all of their details on file, checked and up-to-date.

In 2023, we introduced a new approach to training helpline volunteers. Rather than running a series of Zoom learning sessions, we introduced online training modules, each with a video, slides, additional resources and a simple questionnaire that updates the individual's training record.

This has freed-up staff time to provide more 1:1 support, and helped us smoothly roll out safeguarding training across the organisation. Having the training accessible to any volunteer at any time also allows them to refresh areas of their training as and when they feel necessary.

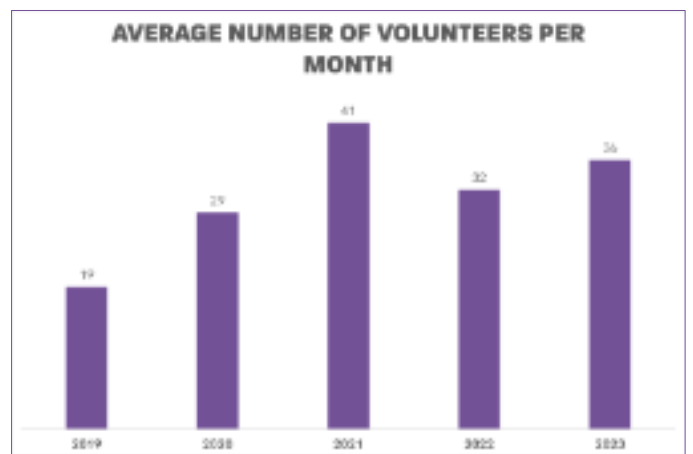
## VOLUNTEER TEAM MEETINGS

In 2023, we incorporated our Helpline Non-Mandatory Training sessions into our monthly Support Volunteer Team Meetings. Until then these had been scheduled separately. Training is now more frequent, and more volunteers are accessing the training.

Training over 2023 has covered Bracketing, Use of Silence, Cluttering, Mindfulness, the Penguin App, and Improving Listening Skills. Volunteers have taken part in role-plays and guest speakers have also attended sessions.

**IT'S GREAT BEING PART OF SUCH A SUPPORTIVE & ENCOURAGING TEAM; BOTH THROUGH THE HELPLINE & THE WIDER STAMMA FAMILY.**

- Helpline volunteer



## RECRUITMENT

We have had a number of volunteers step back from the helpline team over the course of 2023, but we have trained new volunteers who are now in permanent weekly positions on the helpline rota. We regularly monitor whether we need to recruit more volunteers and do so when necessary.

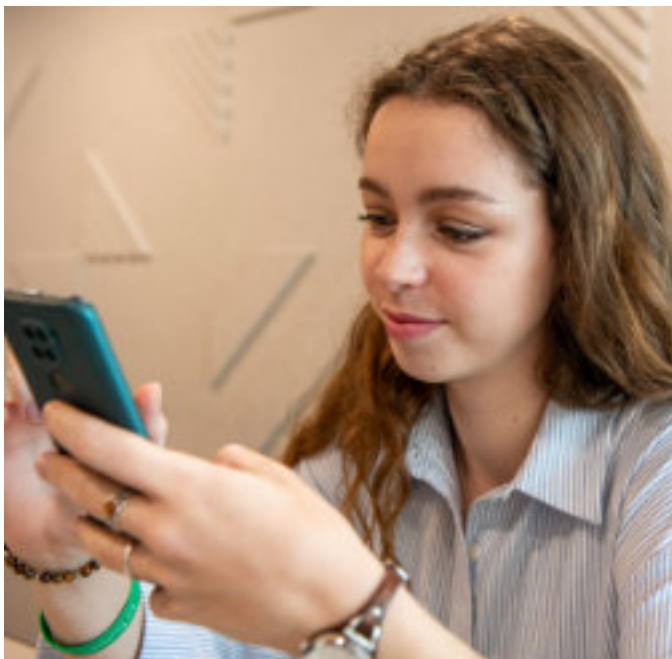
## THANK YOU

We are immensely proud of all our amazing volunteers and the brilliant support they give to one another as well as to our callers, webchatters and emailers and staff. You blow us all away!





# HELPLINE SERVICES



## ABOUT OUR CALLERS

In 2023, as well as answering 362 emails and extra support contacts, we took 482 helpline calls and 408 webchats, an increase from the previous year. 36% of conversations involve an element of emotional support. 29% are from people looking for therapy and 22% involve discussions about connecting with others who stammer.

The two main groups using the helpline services in 2023 were people who stammer (41%) and parents (41%).

When we look at the groups using our helpline services as a whole, there is a strong skew towards women (63%) compared with men (37%). When you look at people who stammer, the gender split reverses (61% men and 39% women).

Although phoning the helpline is fairly popular among people who stammer (36% of our calls), 54% use webchat and email.

Don't ever hesitate to use the service, even if it's just to talk. Email [help@stamma.org](mailto:help@stamma.org), start a webchat at [stamma.org](http://stamma.org) or phone 0808 802 0002. Free, confidential and anonymous.

## HOURS

In September 2023, we extended the helpline service hours from 20 to 32 a week. The service is now open 8 hours a day, Monday to Thursday, rather than 4 hours a day, Monday to Friday.

STAMMA's Helpline Service includes support via webchat, email and phone. Managed by staff, the service is supported by a team of brilliant volunteers.

The helpline is free, confidential and anonymous. It runs Mondays to Thursdays, 10am-2pm & 4pm-8pm.

It's there to help. To answer your questions, listen and help you find information. You can chat with us online or over the phone to:

- talk about what's on your mind,
- find out about therapy & courses,
- get support for you and your child,
- practise talking more, or practise a technique,
- talk through a job interview,
- gain confidence on the phone,
- talk about worries at work, school, college or uni.

We're also here if you just want to talk to someone who knows what its like to stammer. If you block at the start of the phone call, don't hang up. Take as long as you need. We get it. Our services are staffed by trained volunteers who either stammer, have a relative who stammers, or have worked in the field.

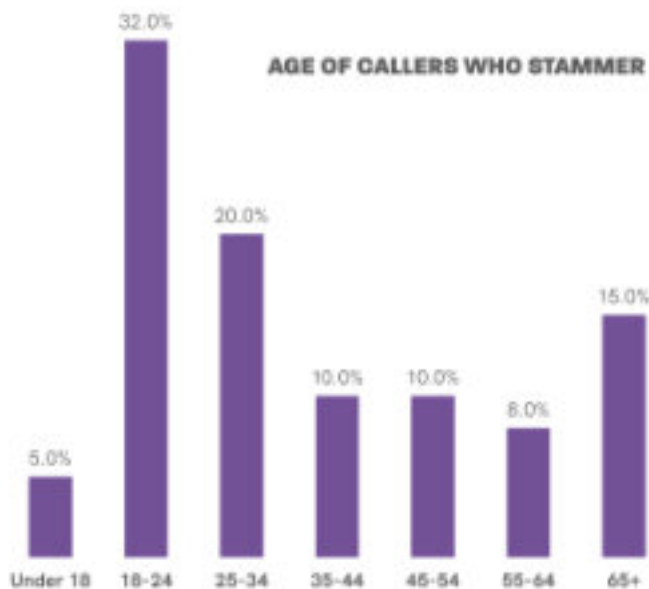
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**THANK YOU SO MUCH FOR YOUR HELP. I FEEL LESS ANXIOUS ABOUT MY SON AND CONFIDENT IN THE DIRECTION WE'RE HEADING IN.**

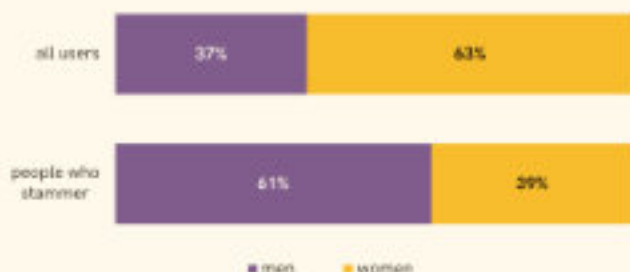
- Service user



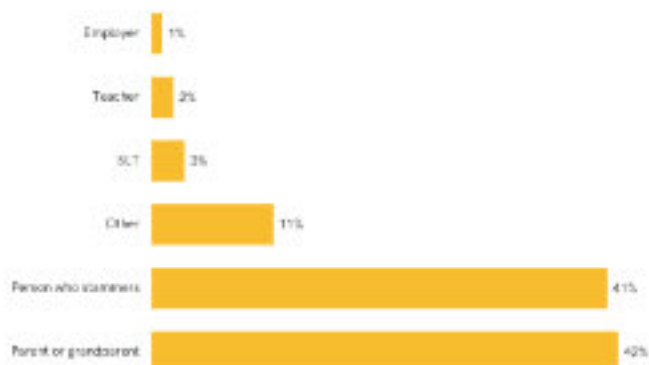
# HELPLINE SERVICES



## HELPLINE SERVICE USERS - GENDER



## ACCESSING HELPLINE SERVICES



**" CAN I JUST SAY YOU GUYS DO AN AMAZING JOB!**

-Helpline caller

## CALLS FROM PEOPLE WHO STAMMER

The helpline provides an essential service to those feeling isolated or looking for support or information. The reasons for the calls are diverse, but here's a flavour of the conversations from people using the services:

- Feeling low after deciding to leave their job.
- Asking about meeting others who stammer.
- Concerned about wedding vows.
- Needing to build confidence on the phone.
- Looking for local therapy or courses.
- Stressed about a presentation at work.
- Looking for support to talk to their adult sibling about stammering.
- Had an awful interview and keen to get adjustments for future interviews.
- Needing to 'warm up' before heading into a meeting.

## CALLS FROM PARENTS

The calls from parents are less diverse, with many repeating themes (which is why we provide workshops and groups just for parents). Here are some of the concerns:

- Feeling helpless about supporting their preschool child who stammers.
- Worried about how their child will cope with oral exams at secondary school.
- Anxious about their child being bullied at school.
- Parents worried that it's their fault their child stammers.
- What to do when a teenager starts stammering.



**Catherine Woolley**  
Programme Lead for  
Children & Families

# FAMILY SUPPORT

We provide a range of workshops and groups for families looking for support.

## PARENT 2 PARENT GROUPS

We run regular peer support groups for parents, 'Parent 2 Parent', managed by a team of volunteers who understand what it is like to be the parent of a child who stammers. The sessions are free, last around 90 minutes, and take place in the evening online via Zoom every 2-3 weeks.

## WORKSHOPS

Generous grant funding from the Felicity Wilde Charitable Trust, Boshier-Hinton Foundation, The Pear's Foundation, and Westfield Health Charitable Trust enabled us to put on 11 workshops for parents of children who stammer. We also provided 2 weekend courses for teenagers who stammer as well as four workshops for SLTs on how to help parents 'mind less' about stammering and support their child to become a confident communicator.

Group	Sessions	Attendees
Minecraft Club	11	21
Parent Workshops	11	182
Parent 2 Parent Groups	14	46
SLT Workshops	4	87
Teenage Workshops	2	18

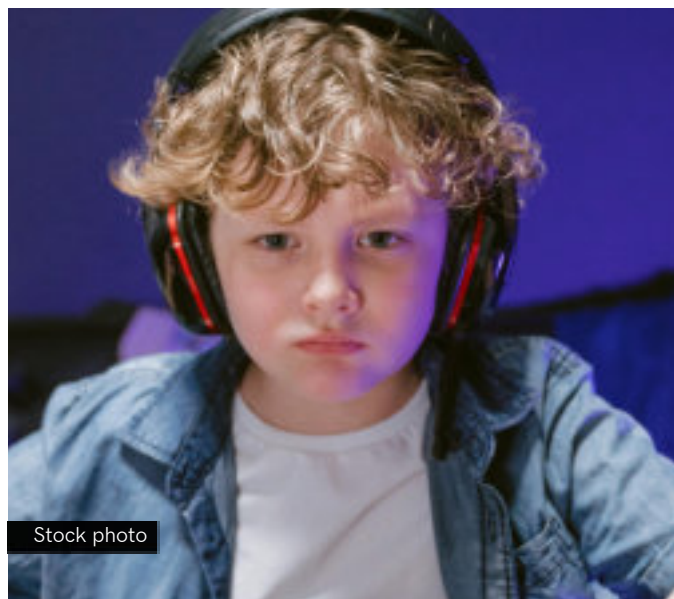
## MINECRAFT CLUB

In 2023, we launched a **Minecraft Club** for children and young people aged 7-14 who stammer. We are indebted to the **James Tudor Foundation**, without whom this work would not be possible.

”

**THE 2ND SESSION CAME ROUND AND SHE WAS UNMUTED WITH THE VIDEO ON AND CHATTING AWAY - IT'S DONE WONDERS FOR HER CONFIDENCE.**

- Parent of a Minecraft club attendee



Stock photo

The club provides safe, stimulating online space to connect with other children where stammering is the norm. This helps youngsters feel comfortable stammering and build friendships in a relaxed and safe environment. Feedback has been really positive. One parent wrote:

*"It was an amazing opportunity for Joe [not his real name] to hear other children his own age stammering. He commented afterwards to say that the other children talked like him. It has helped normalise his stammer. We will apply for the next session."*

### Get in touch

If you are a parent or are worried about a child or teenager who stammers, call our helpline service (see page 20). For details of upcoming workshops email [familysupport@stamma.org](mailto:familysupport@stamma.org).



Stock photo

## SUPPORTING SPEECH & LANGUAGE THERAPISTS

In 2022, we launched a peer support network which aims to link SLTs from the UK and Ireland, helping them to learn more about service provision in different areas and explore how different services support people who stammer.

Our mailing list for this group has grown to over 90 SLTs from the private sector and the NHS. Over 2023, 96 people attended these meetings across 4 separate sessions.

SLTs told us that they wanted to know more about our workshops. So we hosted a special **Minding Less about Stammering** workshop for SLTs in October 2023, with 87 SLTs attending around how to support parents and use our guidance in their own practices.

Following on from the success of our SLT peer support network, in February 2023 we set up the **STAMMA SLT Academics Network**. This network brings together academics and educators who lecture in stammering on SLT courses across the UK and Ireland.

By helping those who lecture share best practice, we hope to inspire the next generation of SLTs and inform them about people who stammer and the work we do. By the end of 2023, we had representatives from 26 of the 29 universities running SLT courses in the UK and Ireland.

57 individuals attended across our first 5 sessions and we look forward to continuing to develop our links with these universities during 2024 and beyond.

### A parent's view

#### *What has your journey with stammering been so far?*

My daughter who is nearly 4 stammers. I am an SLT so I have the knowledge from a professional perspective and I know the advice we give parents but it is very different to be that parent and implement that advice when you have all the emotions that go with it. I also feel the anxiety when the strategies appear to not be working or affecting the stammer.

#### **How does STAMMA fit into the picture?**

The last sentence that I wrote about affecting the stammer has now been turned on its head after attending the Minding less about Stammering workshop. It has changed my focus to concentrate on what my daughter is saying as opposed to how she is saying it and for me to think more about my feelings towards her stammering. I have just started the Penguin app that was suggested on the course which has information, practical things to think about and activities to do. I have also attended one of the parent support groups, which was useful to hear from other parents, some who are further on in their journey and also give advice too. I also have completed the workshop for preschool children and shared this information with grandparents too.

#### **What do you think you would have done had STAMMA not been there?**

Researched using google and hoped not to go down a rabbit warren, speak to my colleagues, read articles.



# EMPLOYMENT SERVICE



The Employment Service provides information and support around issues related to stammering in the workplace.

**This includes not only people who stammer, but also those whose jobs bring them into contact with people who stammer.** This includes employers, teachers, tutors, lecturers, interviewers, benefit assessors and recruitment consultants.

Our tailored support usually starts with just a conversation so we can really understand the person's concerns. Then we explore options together and the person decides what feels best for them.

We worked with 24 people who contacted the service in 2023, with interviews and medical spoken exams being common concerns. The latter led to the launch of the 'Job-based oral exam guide' for medical professionals, a collaborative project with the NHS Stammering Network.

We provide support for individuals who stammer around issues related to stammering at work. Our focus in 2023 was around interviews and negotiating adjustments to standard interview procedures so that job candidates who stammer can demonstrate their skills and competence to interviewers. This led to the launch of a regular 'Your Next Job Application' workshop in 2023.

## FEEDBACK

"I'm really happy with the letter you provided, it's going to be extremely helpful."

"I found the section about what adjustments we can ask for really helpful and I learnt a lot."

"I feel confident going into the interview. I am excited that I will have the opportunity to demonstrate my knowledge and skills on a level playing ground. Hopefully, I will be able to do that to the best of my ability."

"I did a talk at the Institute of Government Public Policy on Disability Inclusion in the Workplace yesterday and showed the information you provided about stuttering and recruitment. It had a tremendous response..."

## WHEN TO GET IN TOUCH

If you have a stammer-related work issue we are absolutely here to help. This service is only available if you are based in the UK. Contact us if you are worried about your stammer affecting job hunting or interviews or stammering at work.

If you think you have been discriminated against at work or when job hunting, contact our Advocacy Service instead. This is there for anyone who believes they have been treated unfairly because they stammer.



## WORKSHOPS

Over 2023, the team delivered workshops to a wide range of organisations, including Experian, the Business Disability Forum and HM Revenue and Customs. Participants at these sessions often came from multiple organisations, which led to further contacts, workshops and partnership projects.

One such project was the collaboration with Money Wellness, who changed the way their call centre agents work with silence on calls after training with us.

## RESOURCES

We developed the "Stammering & Customer Contact" guide and a training video 'Working with Patients Who Stammer', which are hosted on our website.

We worked with Hertfordshire County Council, Hidden Disabilities and the Employers' Network for

”

**I LOVED EVERYTHING ABOUT THE SESSION AND WISH WE HAD MORE OF THEM SO WE CAN REACH OUT TO MORE EMPLOYEES.**

— Workshop attendee

Equality and Inclusion to create in-house guides to stammering, tailored to each organisation's needs and format.

We aim to systematically support organisations to make changes that are inclusive for staff and customers who stammer.

## INCLUSION & DIVERSITY

We provide webinars, workshops and resources to support diversity and inclusion programmes to ensure people who stammer are represented.

## POLICIES & PRACTICES

We provide full HR and customer policy reviews. These help identify areas which may be disadvantaging staff or customers who stammer. We'll follow this by giving recommendations for how to address these concerns.

### When to get in touch

If you're worried about oral exams, whether you're a student who stammers, a parent or teacher, contact us.

We'll help you work out what adjustments might be right for you and support an application to the exam board. It's not just extra time that can help; there are lots of adjustments to consider.

See our downloadable resource 'Reasonable Adjustments for students'. Email us at [help@stamma.org](mailto:help@stamma.org) or call our helpline on **0808 802 0002**.



# TRAINING SERVICE



The Training Service is where we work with organisations, helping them change, adapt and work in ways that are more stammer-friendly for both their staff and their customers.

Over 2023, we worked with a huge range of organisations including Amey, the Business Disability Forum, the Communication Workers Union, Disability Rights UK, the Employers Network for Equality and Inclusion, Experian, Hertfordshire County Council, Inclusive Companies, Hidden Disabilities, Lloyds Banking, Microsoft, Money Wellness, Network Rail and more.

We delivered lots of workshops, worked with companies to create in-house guides to stammering, presented at conferences and ran stands at events. We laid out the day-to-day experiences of staff and customers who stammer, and showed companies how small changes to their processes can make a difference. We also introduced a new workshop 'Working with patients who stammer' for staff in healthcare.

It was great to see organisations like Hertfordshire County Council take stammering to their hearts, reviewing the way they run their meetings and make introductions. And seeing organisations like the debt support agency Money Wellness change the way their call centre staff deal with silent blocks during phone calls was brilliant!

*"Everything [was] really insightful and incredibly helpful. We have lots of call handling teams so the information and guides you shared will be really helpful in my work with them."*

*"Thank you for your invaluable insights into ways we can support our customers with stammers. We love seeing how the work we do affects our customers in such a positive way ❤️."*

*"This presentation was so informative. This will be a great addition to the project to raise awareness and have conversations, particularly with our Customer Service Centre teams."*

”

**THIS PRESENTATION TODAY WAS SO INFORMATIVE. THIS WILL BE A GREAT ADDITION TO OUR WORK, PARTICULARLY WITH OUR CUSTOMER SERVICE CENTRE TEAMS.**

— Workshop attendee

# AFFILIATION PROGRAMME



Stock photo

We're serious about making the world a better place for people who stammer. So we wanted to explore whether we could build long-term relationships with organisations by inviting them to affiliate with us, rather than through one-off workshops, events or resources.

We thought a union might be a good place to test this way of working. Simply because when employees have a problem, if they're a union member their union rep may well be their first port of call. So what if we could make sure that union reps know about stammering? And what if we had opportunities to share information about stammering with union members? Could they then take these ideas about stammer-friendly working practices for staff and for customers back to their employing organisation?

The Communication Workers Union (CWU) agreed to a pilot project to try it out. We ran a stand and presented at one of their conferences, and shared information with their branches. Their branches can affiliate to STAMMA and access workshops for their members as well as a quarterly newsletter about stammering in the workplace.

It's early days but looking good! Several branches have already affiliated and feedback is positive. Look out for affiliation rolling out to health and social care organisations in 2024.

Organisations affiliated to STAMMA receive quarterly newsletters tailored to their sector as well as access to a programme of stammering-related workshops and resources, in return for a small annual fee.

## COMMUNICATION WORKERS UNION

In 2023, we trialled an affiliation project with the Communication Workers Union, to find out if we could develop longer term relationships with organisations.

The pilot was deemed successful, with the CWU actively engaging with our resources to begin considering whether their ways of working are stammer-friendly.

Through the CWU, we have the opportunity to share our resources with union members who work for major employers such as BT and Royal Mail. The exchange is reciprocal:

"Here at the CWU, we are really pleased to have affiliated with STAMMA as we recognise the expertise and support that STAMMA are able to provide to us on issues relating to stammering. The ongoing collaboration has been very positive with STAMMA always looking to engage with our Branches and Regions which is excellent to see. This is an affiliation that works very well for the CWU."

Following this pilot, we will broaden affiliation to other sectors including Diversity & Inclusion hubs and Health & Social Care organisations over 2024.



# ADVOCACY SERVICE



Have you recently been laughed at in a coffee shop or when calling a company? Unable to get through voice recognition procedures when contacting your bank? Passed over for promotion? Talked over in meetings? Refused adjustments to oral exams?

If you've recently been treated poorly or unfairly because you stammer, that's not just poor customer service. It's discrimination and it's against the law in the UK.

## OUR GOAL

We want to help people who stammer get the same jobs, service, education and support that people who don't stammer expect. And support companies to become better at employing and interacting with people who stammer. We'll help you make an effective complaint — one that is likely to be taken seriously and actioned.

We want to see more than a belated apology, issued weeks later alongside a £5 voucher for another coffee. We want to see organisations put training and measures in place so that people who stammer are treated respectfully and fairly.

”

**YOU HAVE THE RIGHT TO CHALLENGE UNFAIRNESS. TAKE ACTION AND HELP ORGANISATIONS BECOME MORE INCLUSIVE FOR PEOPLE WHO STAMMER.**

- Kirsten Howells, Director of Services

## ABOUT THE SERVICE

Sometimes, one person taking a stand really can make a difference. STAMMA's Advocacy Service is here to help. We can help you challenge what's happened, or we can challenge it on your behalf.

The Advocacy Service opened quietly in the summer of 2023. Staff and volunteers working in the service had training from a specialist solicitor and a barrister, so we understand the rights of people who stammer, the pros and cons of different ways to challenge barriers or bad experiences, and what outcomes we can fight for.

In our first 6 months, we worked with 12 cases. This involved challenging:

- a call centre where the agent refused to let the caller spell out his name rather than say it
- specific interview procedures which made it difficult for candidates who stammer to demonstrate their skills and knowledge
- GP surgeries to have training in how to speak with patients who stammer or how to comply with agreements to use in-person rather than telephone conversations.

We were heavily involved in the successful fight to save Sheffield's specialist NHS stammering service for adults from closure. Many cases started in 2023 weren't closed until 2024 or are still open and active.



## WHEN TO GET IN CONTACT

Don't sit and stew on something. Get in touch with us as soon as you can, and we'll help you decide if and how you want to challenge what's happened. We can only help members in the UK with recent experiences, ie within the last 6 months.

## HOW TO GET IN TOUCH

Use our **Request for Support** form on our website. Go to 'Get Help', select 'Our Support Services', then select 'Advocacy Service'. The form is at the bottom.

We'll review the incident and help you make an effective complaint. Or we'll ask questions to help us work out the next move. Where appropriate, we'll offer guidance on legal options.

If you have any difficulties with the form, send a brief email to [advocacy@stamma.org](mailto:advocacy@stamma.org) or call our free Helpline on 0808 802 0002 and ask for the Advocacy Service to call you back.

**We're enormously grateful to Lara and Nick Cournoyer for their ongoing support of this service. As we head into 2024, we're already seeing more and more people contacting the Advocacy Service for support.**

## ORAL EXAM ADJUSTMENTS

Last year our helpline team were contacted by a mum of a student taking their GCSE exams who stammered.

The student stammered, mum was worried that her child's French GCSE mark would be dragged down because they wouldn't be able to complete the exam within the allotted time.

The school had applied to double the standard time allowed, but it was clear that this would not be enough for the student.

We got in touch with the parent, had a Zoom call with the young person, and called the school.

At first, the exam board said that 100% was the maximum extra time that could be applied for. We encouraged the school to apply again, supporting them with information about the law, the GCSE system and about stammering.

The school's work and perseverance paid off.

The student was granted unlimited time for the exam. This will allow them to work through the tasks, stammering as they go, and demonstrate their French language skills.

The mum commented after, "I really hope more parents and students reach out as children and young people should not have to face any form of discrimination through no fault of their own."

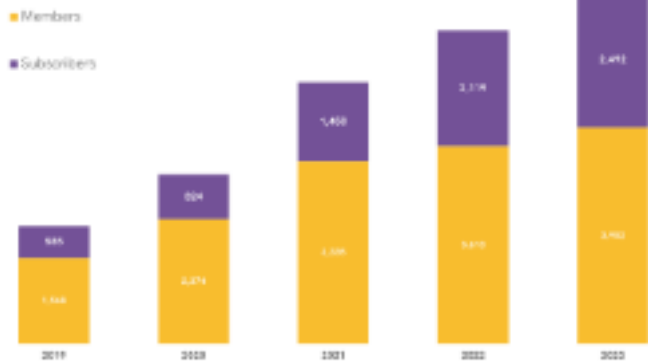


# 2023 COMMUNITY REPORT



The Doncaster group & guests

# MEMBERSHIP



Membership continued to climb over 2023, albeit at a slower rate. Membership is free, but you must have a current UK postal address and be aged 16 or over. From the chart on the left you can also see that we have 'subscribers'. These are people who either live overseas, are under 16 (you can be a member if you are 16), or who have chosen not to opt in to membership for one reason or another.

Our members are people who stammer, speech & language therapists (who may also stammer), parents of children who stammer, and stammering allies. Over 2024, we will look at refining our offer to members, to ensure that they get the most out of STAMMA.

# NEW PATRONS

We were thrilled to announce two new faces to our illustrious band of Patrons:



## RODNEY EARL CLARKE

Professional baritone Rodney Earl Clarke refers to his stammer as a "constant companion". He found a unique sanctuary and liberation in music, with opera enabling him to transcend the barriers he faced with his speech. Rodney has performed in shows including The Broadway Sound BBC Prom, with the John Wilson Orchestra; Gershwin's Porgy & Bess, under the baton of Sir Simon Rattle and was the first winner of the Richard Lewis/Jean Shanks Award in 2001.



## HANNAH TOVEY

Hannah's debut novel, The Education of Ivy Edwards, was a number 1 Amazon Bestseller, an Apple Books Summer Essential, and Heat Magazine's Read of the Week. Hannah said, "I'm immensely proud to be working with STAMMA, to connect with, celebrate and support those in the stammering community. I know that openness, individuality and diversity are front and centre of STAMMA's mission and I'm excited to join their brilliant cohort of patrons".

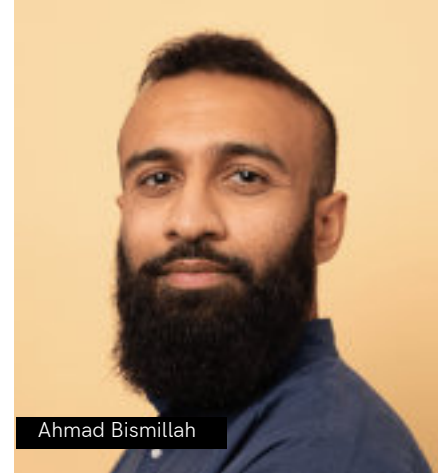
# TRUSTEE ELECTIONS



Allison Burrow



Dean Ridge



Ahmad Bismillah

As a membership organisation, members own the charity and are responsible for electing a board of Trustees to oversee its management. Each year members vote for two Trustees to join the Board, each Trustee serving a three-year term. The Board is tasked with overseeing the strategic direction of the charity and to ensure that it is run properly.

Any member can stand for election; but the majority of the Board must have a stammer. The Board can also appoint Trustees to fill gaps in experience or knowledge. Such Trustees are subject to the same requirements as those standing for election.

In the 2023 Trustee Election, the votes were as follows:

1. Allison Burrow, 343 votes (30%)
2. Dean Ridge, 299 (26.2%)
3. Ahmad Bismillah, 184 (16.1%)
4. Jonathan Blair: 169 (14.8%)
5. David Collier: 148 (12.9%)

Consequently, Allison and Dean were elected to the Board, and Ahmad Bismillah was appointed to fill an outstanding vacancy. These were confirmed at the Annual General Meeting (AGM) on Saturday 25th November 2023.



Joanna Gaukroger in full flow at STAMMA's birthday, 2022

## JOANNA GAUKROGER

Joanna had to step down as Chair in November 2023 due to illness. The Board asked Trustee Paul Fix to step in as Acting Chair, and elected Deborah Johnston as Acting Vice Chair. As both have busy careers, and weren't figuring on taking this extra work when becoming Trustees, these positions are temporary.

We appointed an agency to search for a new Chair, which is still underway as this goes to press. The agency is also looking for a Trustee with fundraising expertise to join the Board.

Meantime, Joanna is recovering and staff and Trustees all very much hope to see her at STAMMAFest in Nottingham in 2024.



**Vee Meyners**  
Communities &  
Campaigns Manager

## COMMUNITIES & PLANS FOR THE FUTURE

We've been using the term 'Communities' for local groups and professional networks since 2022 as some of our newer groups didn't fit either category. For example, some groups stayed online after Covid-19 and have since gained international membership. Others meet around shared experiences or interests, eg spirituality, LGBTQ, the Arts or STAMMA Striders.

Our communities are at the heart of what we do. We create a sense of togetherness and connect people who stammer with others who 'get it'.

Last year, we saw the launch of the Entrepreneurs who Stammer Network, and Hertfordshire County Council officially launched their Staff Network for people with communication difficulties after making stammering a focus in their National Disability Awareness Week.

We have fifteen networks within companies and organisations listed on our website, with more under discussion.



The North London Group

In 2023, our Communities & Campaigns Manager helped established groups to find new leaders after their current ones had moved on or retired. She also helped to successfully set up new communities eg. in Oxford, and the Adults Online Support Group.

We recognise the importance of working and collaborating with Speech & Language Therapists (SLTs) and in 2023, we launched a new Academics Network to support those who train student SLTs, helping to educate them about stammering. This network sits alongside our SLT peer support group, established in 2022 to offer SLTs holistic support. In total, there are more than 50 communities.

### THE FUTURE

We plan to create a central resource area on our website to host resources that can support leaders in their role, and inspire others to set up new communities.

We also want to create an online training programme with useful videos for new and existing leaders, to build their knowledge and confidence to run their community.

### WORK-BASED NETWORKS

Many professions or workplaces have support networks for staff who stammer. If you're interested in setting up a network in your workplace, email [employmentsupport@stamma.org](mailto:employmentsupport@stamma.org).

# SCOTTISH STAMMERING WALK-N-TALK



The Scottish Stammering Network & STAMMA out for a stroll in the Highlands

By John Mann

The 2023 Scottish Stammering Network & STAMMA Walk-n-Talk was held at the Loch Ossian Hostel in Corroul, known as the most rural/isolated hostel in Scotland, only accessible by train. The station at Corroul is famous for the scene in the movie Trainspotting, where Tommy fails to persuade the other lads to get out in the fresh air.

We were told that the hostel is in an amazing location and it definitely didn't disappoint. It is on the shores of beautiful Loch Ossian and everyone took lots of photos when they arrived on the Friday night.

After a filling self-prepared meal there was the traditional quiz, which is a great way for people to get to know each other over a few drinks, and then we all went to bed early (well OK, most of us did!) to prepare for the walks the next day.

The next morning, after breakfast, all of the group went for a low-level walk around the Loch and 7 of us hiked to the top of some local Munro category hills. That night we went for dinner and drinks at the Corroul station restaurant - the food was lovely and again there was loads of chatting and laughter.

On the Sunday morning, we packed up and went for breakfast at Corroul Station (where breakfast rolls with bacon, egg, square sausage, haggis and black pudding were on offer) before we said goodbye and caught the train home.

As usual the Walk-n-Talk weekend was thoroughly enjoyable and a great way to meet other people who stammer in a gorgeous location.

The walks were all challenging but we were rewarded with stunning scenery and lots of chat in the fresh air.

**"**  
**YOU CAN'T FAIL TO NOTICE HOW PEOPLE FEEL MORE COMFORTABLE AND GAIN IN CONFIDENCE AS THE WEEKEND PROGRESSES.**

- John Mann

You can't fail to notice how people feel more comfortable and gain in confidence as the weekend progresses and once we get talking in such a safe and fun environment you just can't stop us. We are looking forward the next one.



Relaxing after a tough day walking and talking

# COMMUNITY SNAPSHOTS

## NORTH HERTS GROUP

By Ramesh Summan

I established the North Hertfordshire Stammering Support Group in July 2022 because I thought there was a need for it in the area - a place where people could meet up to discuss stammering and raise awareness.

I am glad that over the past 18 months, meetings have been well-attended and friendships have grown.

We have had meetings across North Hertfordshire, Bedfordshire and London, where we meet up for a meal and sometimes a walk. The group has created a safe space where people can meet up, socialise,



share stammering experiences, and establish friendships.

## WOMEN WHO STAMMER

By Christine Simpson

In our group we talk about all the issues that affect women who stammer, sharing experiences of work, parenting, caring and families. Each person can participate at the level that is right for them. Some people may not be comfortable with talking to the group and can just listen. Members say they like the safe space where they can speak freely.

## ANITA BLOM

To chat with people who get you as a person who stammers is amazing. But to be with people who get you as a woman who stammers, is like being in a ladies' sauna. You can be your own true naked self, sharing your insecurities, without being judged, and instead understood and supported, coming out feeling warm, relaxed and ready to face the world.

## TAMMIE CONNOLLY

This is my first time I have joined a group because I felt embarrassed of my stammer. I am so glad I joined this amazing group, because none of my siblings stammer, none of my friends stammer, so to meet up with women who stammer is fantastic. I feel I am not alone and after our group meetings I feel a lot better about myself. I have a safe space to talk about whatever I am going through or just random stuff that pops into my head lol.

## SUSAN HOWARD

I have only had a stammer for a short while with practically no experience of dealing with people who stammer. I felt really isolated and lonely but being part of this group makes me feel that I still have a purpose in life and that I am not alone. I am free to be me in whatever form that takes.


Find out more about our communities, when they are meeting, and when the next 'Walk-n-Talk' event is taking place, on the 'Get Involved' section of our website. Find the online calendar, see overleaf.

If you want to set up your own community, get in touch, we'd love to support you in this. Contact [communities@stamma.org](mailto:communities@stamma.org).

# STAMMA LISTINGS

✕
<
19/02/24
>
Pinboard ▾

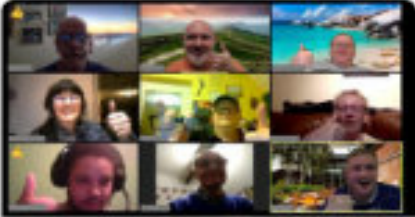
## Events from Feb 19th



**Mon 19th Feb 7:30pm - 8:30pm**

**Women's Stammer Support Group**

Zoom meeting for women who stammer, anywhere in the world. Host Christine says, 'This is a group for women who stammer only. We offer: A ...




**Tue 20th Feb 6:30pm - 8:00pm**

MOVED ONLINE

**Zoom meeting hosted by the Doncaster group**

Zoom meeting open to anybody, run by the Doncaster Stammering Association. The group is running hybrid in-person and on Zoom - it's a ...



**Tue 20th Feb 7:30pm - 8:30pm**

**Parent Support Group: Pre- & Primary- school children**

An online support group meeting for parents of pre-school and primary school-aged children to meet and share experiences. It can sometimes

Open-to-all •  
Non-STAMMA-event

STAMMA-event •  
UK-based-only

## FIND OR POST A MEETING

If you want to join one of the meetings held online - then our Online Calendar is made for you.

You can use the search box to look for key words, such as 'parents' or 'women' or 'adults'. Change the layout by clicking 'Pinboard' in the top right corner to see a monthly calendar layout of events.

If you are organising an online meeting, do drop us a line so we can pop your meeting into the Calendar.

All STAMMA communities have signed our Code of Conduct, so you can be sure of a warm welcome and meetings which are safe and accessible to all. If you'd like to start a group in your area - whether it's a support group, a regular chess group or a group for cyclists, drop us a line at [communities@stamma.org](mailto:communities@stamma.org).

## FIND YOUR COMMUNITY

We also have a full list of groups and networks on our website. Go to 'Get Involved' then 'Find a group or network'.

Connect with others who stammer or parents of children who stammer. Find a support/social group, workplace network or international community.

On this page:

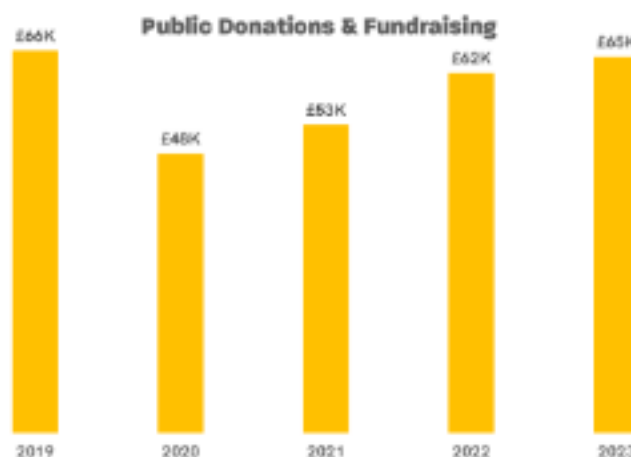
- [What's a stammering community?](#)
- [Local groups list](#)
- [Facebook forums](#)
- [Online groups](#)
- [Groups for families & children](#)
- [Workplace & professional networks](#)
- [International organisations](#)
- [Networks for speech & language therapists](#)
- [Tell us about/start a community](#)
- [Concerns & complaints](#)

**WHY JOIN A STAMMERING COMMUNITY?**

# COMMUNITY DONATIONS & FUNDRAISING

Over 2023, supporters donated £47,105 in regular and one-off donations. We'd like to say a massive thank you to all those who give. Those who have been able to give regularly have been the life-blood of STAMMA. We've also been brilliantly supported by fundraisers this year, who have collectively raised £17,217 through their endeavours.

Thank you to all who donated and fundraised! Covid hit our income hard, but we rely on your donations to fund our work and services.



Fundraiser	Event
Alex Harrison	Alex's birthday fundraiser
James Harrison	Great Birmingham Run
Dinesh Ramdin	Ride London Essex 100 mile
Clara Burn	Great Manchester Run
Cynthia Dacillo	Great Manchester Run
Nic Maddy	Great Manchester Run
Mandy Taylor	Great Manchester Run
Christopher Shoop-Worrall	Great Manchester Run
Gabriel	Junior & Mini Great Manchester Run
Missy	Junior & Mini Great Manchester Run
Samuel Cane	ASICS London 10K
Azelli Aris	ASICS London 10K
Tom Owen	ASICS London 10K
Lyla Schillinger	ASICS London 10K
Greg Howlett	ASICS London 10K
Jonathon Smethurst	Bike Chester
Lynda Buck	Robin Hood Half Marathon
Vee Meyners	Great South Run
Rachel Horner	Yorkshire Marathon
Rafi Munk	Rafi's fundraiser for STAMMA
Michael Lindup	In Memory of Mario McDonnell
Anton Amelung	John o'Groats to Lands End
Jim Tonge	Athens Marathon
Oliver Platt	Oliver's STAMMA Fun Run

# SOME HIGHLIGHTS



Friends and family of Mario McDonnell have been raising funds in memory of this 11-year-old little boy who was cruelly taken far, far too soon. They have raised over £2,000 in Mario's memory.



Rafi did a bake sale and a run, and prepared a speech and a leaflet around stammering, raising £122. Rafi wanted to raise funds so that other children like him get the support they need.



Oliver Platt ran the Skipton 5K Santa Fun Run for STAMMA in December and doubled his £100 target.



Gabriel, pictured above and below with his friend Missy, ran the Mini Great Manchester Run AND did a bake sale, raising £1,155.



Rachel Horner ran the Yorkshire Marathon for STAMMA, in an amazing 4 hours, 27 minutes, raising a fabulous £500.



Missy Grimes ran the Mini Great Manchester Run for her best friend Gabriel, raising a brilliant £570.

# 2023 TACKLING STIGMA



# SPACE TO STAMMER

## GP CAMPAIGN

We launched our GP campaign towards the end of 2023 to highlight the difficulties people who stammer face when making something as simple and as fundamental as a GP appointment.

The impetus came from a helpline caller who told us they had struggled to make an appointment with their doctor. This story prompted us to conduct a survey to gather broader experiences on the matter. We received over 300 responses from our members and supporters.

Respondents who stammer reported that they had been hung up on, misunderstood, rushed, laughed at, or simply not given enough time to explain their needs. 54% said they experienced mental distress around using the phone to book appointments.

## KEY FINDINGS

- 68% of all respondents reported they can only book a GP appointment over the phone.
- 41% of people who stammer reported they find it 'very difficult' using the phone to book an appointment. This compares with 23% of people who don't stammer.
- 54% of people who stammer experienced mental distress around using the phone to make appointments.

We produced two documents following the survey, the first detailing the experiences people face, and the second '[Stammering & Patient Contact](#)' setting out our recommendations. These included:

- Flexible appointment booking channels so that people have the choice to call or use an alternative channel.
- Training for receptionists so they can engage with disfluent callers.
- The implementation of opt-in patient record flags for people who stammer. This way, when someone phones up, the system automatically tells the receptionist that the caller stammers.



## ACTION

We partnered up with NHS England, Healthwatch, Integrated Care Boards (ICB) and other organisations, with some really positive engagement and widespread dissemination of the campaign. NHS England sent out our Recommendations and Patient Contact Guide via their national Primary Care Bulletin. Several organisations committed to promoting the guide, and regional Healthwatch branches shared the campaign within their networks.

Our recommendations and guide were featured in quarterly publications of the Northern Ireland Healthcare Review, Scottish Healthcare Review, and Welsh Pharmacy Review, which are available online and in print. We also invited healthcare professionals to a free online workshop on engaging with patients who stammer.

**" I'VE NEVER EVEN THOUGHT BEFORE HOW THIS WOULD BE A PROBLEM. HOW NAÏVE WAS I? "**

- workshop attendee

Overall, the campaign generated significant interest and engagement from individuals and organisations. The findings and recommendations have laid the groundwork for important changes to improve accessibility to basic healthcare for those who stammer. Continued efforts and collaboration with influencers in the healthcare sector will ensure lasting impact of this initiative.

# DON'T JUMP IN



Still from 'Don't Jump In'

For International Stammering Awareness Day 2023, we moved our focus across to unintentional barriers.

The agency VML created a satirical ad called 'Don't Jump In', which went out on social media over October and on cinema screens in January 2024, thanks to cinema advertising company Pearl & Dean.

The film, directed by Daniel Liakh at Spindle, humorously portrays the surreal customer service encountered by the character named 'Debbie'. In the storyline, Debbie attempts to return a coffin but faces challenges such as being consistently talked

over and interrupted. Daniel said, "Last night I tried to find out where my food order was and I felt like Debbie. Tomorrow I will be talking to my GP practice and I hope I don't feel like her, but the odds are not stacked in my favour."

The campaign included digital displays designed in partnership with illustrator Biff, renowned for his unique and humorous typography (see below). Each poster addresses the frustration experienced by people who stammer when others prematurely complete their sentences with incorrect words, each ending with the line 'Let me finish my sentence'.



'Let me finish my sentence', ads.

**IT'S NOT A  
FLIRTY WINK.**



**I STAMMER.**

**STAMMMA**      *It's how we talk.*

**JCDecaux**

**Departure**

Time	Destination
16:16	Sewerside
16:46	Sewerside
16:49	Beckenham (J)
17:05	Rochester
17:16	Sewerside
17:19	Beckenham (J)
17:26	Auford Int
17:46	Sewerside
17:49	Beckenham (J)
18:05	Rochester

ABOUT STAMMERING GET HELP GET INVOLVED ABOUT US

IT'S HOW

WE TALK

CAN WE HELP? TALK TO US: WEBCHAT, EMAIL OR CALL 0808 802 0002 Open Mon-Thurs 10am-2pm & 4pm-8pm. Next open tomorrow 10am-2pm

## WEBSITE UPDATE

The big website-related project for 2023 was to give stamma.org a makeover. Four years on from launching our rebranded site in June 2019, it was time for a refresh - a new look and a content update.

We went back to the drawing board to map out a new menu structure, which proved a significant challenge due to the growing complexity of our activities and services over the past four years.

The next step was to revise and overhaul the existing content. Steven Halliday, Web Editor, worked closely with Kirsten Howells and Catherine Woolley to painstakingly update all our information, separate it out where required and create new pages and sections. We also wanted to make sure it reflected the changing attitudes and language towards disabilities and differences.

Then we worked with a freelance designer on a fresh and appealing new look that would make content pages more modern and appealing and dynamic. We also wanted to give first time visitors a better idea of who we are and what we do. We added carousels to the homepage to highlight our new range of services, current and past campaigns and added branded mission statement and drop-down headers that set out our vision and ethos.

We organised a photoshoot with some of our members, giving visitors a sense of community and inspiration.

Working with a web developer for just one day a week to implement our site changes was a huge limitation and it meant we couldn't do everything we wanted. We have plans, therefore, to go deeper and upgrade our communities and events facilities so that we can help to better connect people who stammer.

### WHAT'S NEW



SEE ALL

# YOUR VOICE

Over 2023 we published 66 new Your Voice articles, and the section had 64,784 page views, from 46,784 unique users.

Our top-read articles featured everything from a teenage footballer to a retired CEO of a major global brand. Keen to make our Your Voice section accessible, we took one person's contribution over the phone, as their physical difficulties prevented them from writing or typing their story.

Thank you to everyone who contributed in 2023.

Friday 10th February 2023

My Story Employment



Ola Idris, sales manager and non-profit founder/CEO, tells us about all the positive ways stammering has helped in his personal and professional life.

## FROM ONE OF OUR WRITERS

**This article eloquently outlines why we have a 'Your Voice' section on our site. Huge thanks to the writer for letting us share.**

I found out about STAMMA's Your Voice articles when I first became a member in 2021, at a time when my relationship with myself and my stammer was overwhelmingly negative.

I have lived with tension and stress around stammering all my life, and persistent negative feelings that have led to dysregulated thinking about myself. This has had a catastrophic negative effect on my life: my self-confidence and my ability to think clearly and to communicate who I am.

I am a covert 'interiorised' stammerer - always hiding in fear of other people finding out and reacting negatively. But I was desperate to connect with others who have experienced the same journey and story; desperate to feel less alone and dysfunctional. I wanted to feel a sense of fellowship. So I searched online and found STAMMA.

One of the first Your Voice (which is a brilliant title) articles I read was called 'It's beautiful how stammering transcends race, gender and creed' by Phillip Cole. It was all about how something as challenging as a stammer can be, in Phillip's words, "a powerful way to bring all cultures closer together, with a shared sense of the resilience that makes us human".

Phillip's words were so eloquent, so poetic, so creative and personal. They were the antithesis of many research study papers I read before it which, for me, overlook the beauty, the vulnerability and artistic experience of living a life of the "other", a disordered, dysfluent life which can be so full of obstacles, both verbal and within society at large. When I finished reading it I felt compelled to contact the website editor at STAMMA to pass on my heartfelt thank you to Phillip for his beautiful words.

**Phillip's article, as well as all the other Your Voice articles I've read, have literally been a lifeline in times of suicidal thoughts - thoughts around not having any impact in the world and never being understood.**

The Your Voice articles have helped me to feel an incredible fellowship and to know that I, and we, are not alone; that I'm not imagining the difficulties I face and hence, they can become easier to live with, knowing that others are joined with me.

The articles bring a sense of beauty and vulnerability to the experience of being a stammerer that I haven't found anywhere else, apart from at the 2022 STAMMA conference.

Thank you to STAMMA for curating such a warm, bold space for us to discuss these topics. You've been a lifeline to me.



## Neha Shaji

Comms & Social  
Media



Neha Shaji with Rob Coe and footballer Ken Sema

## IN THE MEDIA

In 2023, we continued to push back against stammering being used as a negative in broadcast and journalistic media. We were consulted about stammering for television programmes, the arts industry, and news media as a leading voice about stammering and disfluency in the UK.

We started the year with a press release responding to Lee Mack making a joke about stammering on the BBC, covered in the [Metro](#) and the [Daily Mail](#).

We continued to regularly intervene on our social media platforms when stammering was used as a pejorative: examples include Donald Trump's jab at Joe Biden's stammer, Gareth Gates being insulted by a group of women on a cruise, and social media comments mocking Emily Blunt for wishing to make a film about a woman who stammers.

We were interviewed by the international publication [The Athletic](#) about the footballer Ken Sema, who stammered openly in a post-match interview.

Our Deputy CEO Kirsten Howells appeared on BBC's [Woman's Hour](#). As well as that, STAMMA was the subject of a full-length feature in [The People's](#)

[Friend](#). We were consulted and interviewed by [ITV](#) and [ITV Tyneside](#) for an article about Georgia Scott, a social media influencer who stammers.

At the end of the year, we were interviewed by [Shado Mag](#) for an article about intersectionality and stammering, which led to further approaches to discuss this aspect.



Kirsten Howells (right), BBC Woman's Hour



Margaret Drabble, Hannah Tovey & Zaffar Kunial and Owen Sheers

## HAY FESTIVAL

On June 1st, STAMMA organised its very first panel event at Hay Festival, the world-renowned literary festival held in Hay-on-Wye, Wales, thanks to our brilliant Patron, poet and playwright Owen Sheers.

The four speakers came from differing literary backgrounds: the poet Zaffar Kunial, the poet and academic Owen Sheers, novelist Hannah Tovey, and novelist and biographer Dame Margaret Drabble, who all stammer.

The event was sold out (100+ tickets), with people who missed out sitting nearby or outdoors to listen.

The conversation centred around the effects on people who "first found fluency on the page". Several lauded literary figures throughout history, across the globe, experienced disfluency of some sort: Lewis Carroll, Dambudzo Marechera, David Mitchell, Somerset Maugham. Owen and Margaret discussed how for many of them, disfluency has an interesting and visible effect on their writing; for instance, Carroll's wordplay, his Dodo, or Marechera's literary fixation with the tongue.

Participants were very engaged, with several asking for STAMMA's social media handles and recommendations for literature around stammering. The event was "live blogged" on STAMMA's Instagram and Twitter feeds, with our Instagram Live blog receiving 6,700 individual views. The discussion was written up into a [blog](#) article, as well as being viewable on the Hay website and portal.



Zaffar Kunial



Margaret Drabble & Hannah Tovey



Owen Sheers

# AWARDS



We were delighted that STAMMA made the prestigious Shaw Trust Disability Power 100 list as one of the top changemaking organisations in the UK, AND scooped joint winner in the 2023 Big Syn International Film Festival Awards for Diversity, Equity and Inclusion.

## DISABILITY POWER 100

The Shaw Trust 'tackles the disability employment gap by helping to build a future where employment is accessible to all', and its Disability Power 100 list celebrates ambition and achievement in changemaking and influential disabled people.

The awards were held on 8th November, and STAMMA's mission to create space for people who stammer was recognised under the category 'Changemaking Organisations', for our work and campaigns including 'It's How We Talk' and 'Find The Right Words'.

## THE BIG SYN

The Big Syn Institute is a part of the Centre for Big Synergy (CBS), a Civil Society Organisation of the United Nations Department of Economic and Social Affairs.

We were thrilled to have been awarded the Diversity, Equity and Inclusion award for our 2022 campaign video 'It's How We Talk'. This short film features a group of people challenging stammering myths. Two of its stars, Christine and John, were there to accept the award. On the judging panel was the green investor and star of Dragon's Den Deborah Meaden.

A clip of the film was screened on Piccadilly Lights, London on 14th Nov.

# INFLUENCING RESEARCH



## RESEARCH COMMITTEE

Our Research Committee is the lead on all things research. Every year they review potential studies looking for participants to ensure those listed on our site are ethical and of potential benefit to the stammering community. Over the last year, the Committee reviewed 18 potential research projects, and approved and promoted over 60% of these projects on our website and social media.

During 2023, we launched the following initiatives to share information with our members.

## RESEARCH TALKS

Each session of Research Talks explores a different topic around stammering and what the research in that area tells us. Our first webinar in December 2023 was about fears around public speaking and the impact it can have on a person.

## JOURNAL CLUB

The STAMMA Journal Club is a place for people to find out about the latest research around stammering and what it means for people who stammer.

### Research Arena

The aim of our Research Arena is to influence the design and development of stammering research. This group met online 5 times in 2023 with over 80 attendees across the year.

”

**THESE EXPERIENCES OFFERED A UNIQUE OPPORTUNITY AND INSIGHT ABOUT WHAT MATTERS TO THE STAMMERING COMMUNITY, ENSURING LIVED EXPERIENCE IS AT THE HEART OF KNOWLEDGE ACQUISITION...THANK YOU STAMMA FOR THESE UNIQUE EVENTS.**

- Researcher

## COLLABORATION

In 2023, we collaborated with organisations such as Benetalk and Action for Stammering Children (ASC) on joint research projects. We were a core part of ASC's Priority Setting Partnership steering group. This project aimed to find out the most important things people who stammer want research to focus on over the next few years. We've seen a sneak peak at what people chose for the top 10 and we can't wait to share them with you this year!

If you have a piece of research you'd like to submit to the Committee for promotion to our members, download and complete the [form on our website](#).

# **2023 FINANCIAL REVIEW & ACCOUNTS**

# FINANCIAL REVIEW

Our principal activities are to provide information about stammering, tackle the stigma and ignorance that surrounds it, support those who stammer and those who support them, and empower our community.

The 2019-23 strategy, largely financed by legacies received during and after 2018, focused on growing membership, building our community, expanding our services and educating the public, whilst modernising and rebuilding our infrastructure.

## 2019-20: LEGACIES & LOCKDOWN

Between 2018 and 2019, STAMMA received £364K in legacies, which the Trustees decided to invest in the charity’s infrastructure over 10 years. This was formalised with the establishment of a designated fund for Capacity Building. Work on infrastructure began at once. When the pandemic arrived, having reserves to fall back on was a boon, as public fundraising collapsed for us and most of the voluntary sector.

Our investment in infrastructure paid off in operational resilience. Staff worked from home seamlessly, we expanded our services matching a grant from the National Lottery Community Fund and ran our first public campaign, the award-winning ‘Find the Right Words’. And we grew membership from 1,500 to 2,300.

## 2021-22: EXPANSION & STAMMAFEST

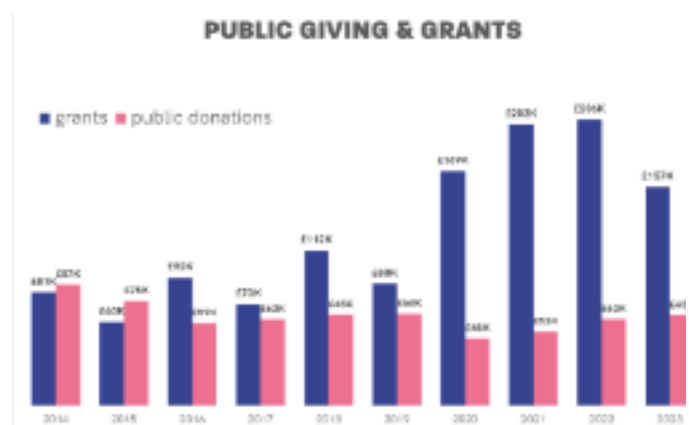
In 2021, we were unsuccessful in our attempts to secure multi-year grants from charitable foundations who saw increased demand from other charities they considered to be in greater need during the pandemic. However, we matched the Lottery grant and continued to build our infrastructure.

In 2022, we set up services to support families and people in work, securing new grants to support these services, and held the long delayed but highly

successful STAMMAFest Global conference. At the end of this period, we received a brilliant £305K legacy, allocated to our 2022 accounts. We ring-fenced £50K for future conferences and with income from an additional legacy, added £300K to the Capacity Building Fund.

## 2023: A NEW DIRECTION

With our 2022 accounts showing relatively high levels of reserves, income fell as we struggled to secure new grants. While investment in fundraising became a priority, it took a year to find a full-time fundraiser. However, income from our supporters climbed and we were pleased to see public donations and fundraising all but back to pre-Covid levels. Meantime, 2023 expenses were held to £600K (2022: £554K).



During the year, with the support of private donors and in response to demand, we launched our Advocacy Service. This, combined with our Training & Outreach service for employers, provides a central plank in our new ‘Space to Stammer’ strategy, which we launched at the end of 2023. It has taken us 5 years to reach the point where we have the staff, the volunteers and infrastructure to deliver a strategy designed to fundamentally address the stigma surrounding stammering.

While STAMMA is in a good place operationally to deliver this, we ended 2023 with a deficit of £313K. This is partially covered by £161K drawn down from the Capacity Building Fund to cover the investment in fundraising and services this year, with the remainder of the deficit charged to general funds. We will continue to draw down on the Capacity Building Fund over the coming years, and seek to

## ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023

match funds with grants, corporate support and increased fundraising and donations.

### THE FUTURE

Our new strategy 'Space to Stammer' will take us through the next 3 to 5 years. The plan is: to push for space to be made for people who stammer. In education, at work, when using services and in leisure. This means describing the barriers they face and equipping companies with the training, resources and policies to tear those barriers down; and drive the moral and financial imperative for every organisation to consider the needs of people who stammer.

Over 2024-2027, we will work to increase income from all areas, with a renewed focus on membership, partnerships and high value donors, and to continue to focus on acquisition – promoting our support services as well as our public campaigns and education. We anticipate corporate income will be a growing stream, given our 'Space to Stammer' focus. We will also seek a higher volume of grants so that our expanded services can fight against the discrimination that so many people face.

We have key milestones along the way and believe that our re-investment into the organisation is cautious and calculated. To date, we have invested much in our operations, which needs time to bed in so that we can demonstrate the outcomes that we believe are essential.

Finally, as a key part of our support for members, we're holding our biennial national conference, 'STAMMAFest', in Nottingham on 15<sup>th</sup>-18<sup>th</sup> August 2024. This will be in part supported by £10K set aside for conferences every other year from the Designated Funds. We'll also part-fund young people's attendance at the event.

### RESERVES POLICY

We have a general reserves policy of maintaining at least 6 months' operating costs within appropriate liquid funds. The level of general reserves of £105K at the year-end is therefore less than our target level, and building this reserve will be a focus over the coming years as we seek to reduce the annual deficit through improved fundraising.

### DESIGNATED FUND

Designated funds are those which have been set aside out of unrestricted funds by the trustees for specific purposes.

During 2020, two designated funds were established following generous legacies received from our members, a Young People Fund and a Capacity Building Fund. In 2022, a further fund was established for our biennial national conferences over the next 10 years.

These funds continued to operate over 2023. Movements in these funds and their closing values are shown in Note 19 to the financial statements.

Designated funds can be created with the approval of the Board, and the Board can also cancel, dissolve or change any restrictions for the funds at any time. Transfers to and from designated funds are at the Board's discretion and are considered annually, at a minimum.

### INVESTMENT MANAGEMENT

Investment management is overseen by the Finance Sub-Committee, and is reviewed regularly throughout the year. The general objectives of the Banking & Investment Management Policy are to protect our investments from significant levels of risk, particularly credit risk (for example risk of default by a bank) and market risks (essentially the risks of losses from under-performing investments or investment markets).

For that reason we have decided not to invest in equity markets because they carry significant risks of losses when considered against the relatively short investment time horizon that we are able to consider.

We have chosen to spread our investments across a range of high quality bank deposits, all of which are with UK registered banks covered by the UK Government Financial Services Compensation Scheme (FSCS) which guarantees up to £85,000 per banking licence. Banks' credit ratings are also reviewed.

We invest in bank deposits ranging from instant access to five year terms. The deposit terms are

## ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023

chosen to be a good fit against expected liquidity needs based on plans, budgets and forecasts together with daily treasury management. This ensures that funds are available at staged intervals and when required.

From a practical perspective, the majority of our bank deposits are managed within a platform provided by the Charities Aid Foundation which gives access to a wide range of banks and other financial institutions. This provides us with a single digital point of entry, allows us to have direct sight of our investments and keeps our costs to a minimum.

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees, who are also directors for the purposes of Company Law, are responsible for preparing the trustees' report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have

been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.
- the trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act (2006). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware;
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Members of STAMMA guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

### AUDITORS

Royce Peeling Green Limited were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report, which includes the strategic report, has been approved by the Trustees on 25 July 2024 and signed on their behalf by

Paul Fix, Acting Chair  
Date

Signed by:

*Paul Fix*

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# INDEPENDENT AUDITOR'S REPORT TO THE BRITISH STAMMERING ASSOCIATION

## OPINION

We have audited the financial statements of the British Stammering Association for the year ended 31st December 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2023, and its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with

these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## OTHER INFORMATION

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a

## ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023

material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

### **RESPONSIBILITIES OF TRUSTEES**

As explained more fully in the statement of trustees responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity, we identified that the principal risks of non compliance with laws and regulations related to the Charities Act 2011, the Charities Statement of Recommended Practice, pensions legislation, employment regulation and health and safety regulation, anti bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to use of restricted funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

## ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations; and
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## USE OF OUR REPORT

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

*Royce Peeling Green Limited*

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Carolyn Dutton (Senior Statutory Auditor)  
**for and on behalf of Royce Peeling Green Limited**  
 on 25 July 2024

Chartered Accountants  
 Statutory Auditor  
 The Copper Room, Deva City Office Pk, Trinity  
 Way, Manchester M37BG

Royce Peeling Green Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# STATEMENT OF FINANCIAL ACTIVITIES

(incorporating an Income & Expenditure account)

Year ended 31 December 2023

	Notes	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
<b>Income from:</b>					
Grants, donations and legacies	2	137,866	109,323	247,189	634,495
Charitable activities	3	11,393	-	11,393	67,809
Investments - bank interest receivable		28,352	-	28,352	10,418
<b>Total income</b>		<b>177,611</b>	<b>109,323</b>	<b>286,934</b>	<b>712,722</b>
Expenditure on:					
Fundraising	4,6	90,321	2,688	93,009	54,489
<b>Charitable activities<sup>1</sup>:</b>					
Support Services	4,6	145,414	73,619	219,033	122,355
Membership		139,801	4,813	144,614	231,596
Education		136,127	7,043	143,170	145,735
<b>Total expenditure</b>	4, 6	<b>511,663</b>	<b>88,163</b>	<b>599,826</b>	<b>554,175</b>
<b>Net income / (expenditure)</b>		<b>(334,052)</b>	<b>21,160</b>	<b>(312,892)</b>	<b>158,547</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		1,048,536	11,777	1,060,313	901,766
<b>Total funds carried forward</b>		<b>714,484</b>	<b>32,937</b>	<b>747,421</b>	<b>1,060,313</b>

All amounts relate to the continuing activities of the charity.

The notes on pages 60 to 68 form part of these financial statements.

**ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023****BALANCE SHEET****As at 31 December 2023**

	Notes	2023 £	2022 £
<b>Fixed Assets</b>			
Property, plant and equipment	7	4,859	4,996
Investment maturing in more than one year	8	85,000	85,000
		<b>89,859</b>	<b>89,996</b>
<b>Current Assets</b>			
Debtors	9	31,415	328,303
Stocks	10	2,840	2,811
Cash at bank and in hand		431,626	439,284
Investments maturing within one year	8	225,000	235,000
		<b>690,881</b>	<b>1,005,398</b>
<b>Total assets</b>		780,740	1,095,394
Creditors: amounts falling due within one year	11	(33,319)	(35,081)
<b>Net assets</b>	12	<b>747,421</b>	<b>1,060,313</b>
Represented by:			
Unrestricted funds:			
- Designated	19	609,114	770,000
- General unrestricted		105,370	278,536
<b>Total unrestricted funds</b>		<b>714,484</b>	<b>1,048,536</b>
Restricted funds	18	32,937	11,777
<b>Total funds</b>	12	<b>747,421</b>	<b>1,060,313</b>

The members have not required the charitable company to obtain an audit of its financial statements under the requirements of section 476 of the Companies Act 2006 for the year in question.

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 December 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

These financial statements were prepared in accordance with special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved by the trustees and authorised for issue on 25 July 2024 and signed on their behalf by:

**Signed by:**

**Paul Fix**  
Acting Chair



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The notes on pages 60 to 68 form part of these financial statements.

# STATEMENT OF CASH FLOWS

Year ended 31 December 2023

	Notes	2023 £	2022 £
<b>Cash flows from operating activities:</b>			
Net cash (used in) operating activities	17	(15,636)	(141,072)
<b>Cash flows from investing activities:</b>			
Withdrawal of investments		11,648	21,614
Purchase of fixed assets		(2,022)	(2,848)
Management fees - investments		(1,648)	(1,614)
Net cash provided by / (used in) investing activities		<u>7,978</u>	<u>17,152</u>
<b>Change in cash and cash equivalents in the year</b>		(7,658)	(123,920)
Cash and cash equivalents at the beginning of the year		439,284	563,204
<b>Cash and cash equivalents at the end of the year</b>		<u>431,626</u>	<u>439,284</u>
<b>Analysis of cash and cash equivalents:</b>			
Cash and bank balances available on demand		46,580	56,937
Notice deposits (up to 3 months)		385,046	382,347
		<u>431,626</u>	<u>439,284</u>

The notes on pages 60 to 68 form part of these financial statements.

# NOTES TO THE FINANCIAL STATEMENTS

## Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

### (a) Basis of preparation and assessment of going concern

The British Stammering Association is a private company limited by guarantee incorporated in England and Wales. The registered office is Box 140, 43 Bedford Street, London WC2E 9HA.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The British Stammering Association ("the charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements have been prepared on a going concern basis. The trustees have assessed the charity's ability to continue as a going concern and in doing so have considered the charity's current financial position (including its latest management information), the annual plan and budget for the current year and the 3 year plan. The trustees have also considered key risks during its planning process, including inflation and the cost of living crisis together with the potential impacts of further Covid variants that could impact the charity. The trustees consider that, whilst the external environment and inflationary outlook have made the charity's environment more difficult, the charity has sufficient financial resources in all reasonable scenarios to maintain its operations for at least 12 months from the date

of approval of its financial statements.

These financial statements are presented in pounds sterling, which is the currency of the primary economic environment in which the charity operates.

### (b) Critical accounting judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, trustees are required to make judgements, estimates and assumptions in respect of the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. There are no significant estimates or assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities in the next financial year.

### (c) Company status

The charity is a company limited by guarantee. The members and trustees have limited liability. The liability of each member is £1 on winding up.

### (d) Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds are those available for use at the discretion of the trustees in furtherance of the general objects of the charity and which have not been designated for other purposes.

Designated funds are amounts within unrestricted funds that have been put aside at the discretion of the board of trustees. The aim and use of each designated fund is set out in the

# NOTES TO THE FINANCIAL STATEMENTS

notes to the financial statements.

## **(e) Income recognition**

All income is included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Subscriptions are included in full in the year to which they relate. Grants are included in the year they are receivable or, if specified by the donor, in the year to which they are intended to apply. Income from legacies is taken into the Statement of Financial Activities when received or when receipt is probable and the value can be measured with sufficient reliability.

## **(f) Expenditure recognition**

All expenditure is accounted for on an accruals basis and is stated inclusive of VAT as the charity is not registered for VAT. Expenditure has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular heading, they have been allocated to activities on a basis consistent with the use of resources.

Support costs and overhead expenses are allocated to expenditure headings on the basis of staff time.

Governance costs comprise costs of statutory compliance and include audit fees and costs of trustees' meetings. Also included is an allocation of staff time and overheads where attributable to strategic matters.

## **(g) Employment benefits**

### *Pensions*

The charity operates a defined contribution pension scheme for its staff. Pension contributions are charged to the Statement of Financial Activities in the period in which they are due. The assets of the pension plans are held separately from those of the charity and are independently administered.

### *Termination benefits*

Termination payments are payable when employment is terminated by the charity before the normal retirement date or end of employment contract. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

## **(h) Property, plant and equipment**

Property, plant and equipment is recorded at cost. Depreciation is provided for on the straight-line basis over the estimated useful lives of the related assets. The expected useful lives are as follows:

Office equipment: 4 years

## **(i) Operating leases**

Rental charges in respect of operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

## **(j) Donated services**

The value of donated services, with the exception of volunteers, is recognised in the Statement of Financial Activities within income and matching expenditure to the extent that they would otherwise have been purchased.

## **(k) Financial instruments**

The charity has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023**

# NOTES TO THE FINANCIAL STATEMENTS

## 2. GRANTS, DONATIONS AND LEGACIES

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Grants	47,950	109,323	157,273	205,700
Donations	65,024	-	65,024	62,229
Legacies	24,892	-	24,892	366,566
	<u>137,866</u>	<u>109,323</u>	<u>247,189</u>	<u>634,495</u>

In the previous year, £472,795 of grants, donations and legacy income related to unrestricted funds and £161,700 related to restricted funds.

The value of donated services is shown within note 16.

## 3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
National Conference income	-	-	-	61,894
Services provided	6,689	-	6,689	1,600
Workshops and other events	1,440	-	1,440	1,388
Sales and other fees	575	-	575	834
Gift Aid	2,689	-	2,689	2,093
	<u>11,393</u>	<u>-</u>	<u>11,393</u>	<u>67,809</u>

In the previous year, all income from charitable activities related to unrestricted funds.

## 4. TOTAL EXPENDITURE

	Staff costs (note 5)	Other direct costs	Support costs	Governance costs	Total 2023	Total 2022
	£	£	£	£	£	£
Fundraising costs	67,141	15,189	9,128	1,551	93,009	54,489
<b>Charitable activities</b>						
Support Services	150,522	50,643	14,714	3,154	219,033	122,355
Membership	109,816	21,362	11,064	2,372	144,614	231,596
Education	101,230	29,439	10,294	2,207	143,170	145,735
	<u>428,709</u>	<u>116,633</u>	<u>45,200</u>	<u>9,284</u>	<u>599,826</u>	<u>554,175</u>

In the previous year, £176,731 related to restricted funds and £377,444 related to unrestricted funds. The value of donated services is shown within note 16.

# NOTES TO THE FINANCIAL STATEMENTS

## 5. STAFF COSTS

	2023	2022
	£	£
Salaries	375,246	330,009
Social security costs	32,006	28,827
Pension contributions	21,457	19,596
	<b><u>428,709</u></b>	<b><u>378,432</u></b>

	2023	2022
	Number:	Number:
The average number of employees during the year was:	12	11
The average number of full time equivalent employees during the year was:	9.3	8.7

### Higher paid employees

The number of employees whose emoluments (excluding employer pension contributions) for the year fell within the following bands were:

£60,000 - £70,000	-	1
£70,000 - £80,000	1	-

The only higher paid employee in both years was the Chief Executive Officer.

### Key management personnel

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The trustees neither received nor waived any emoluments during the year (2022: nil). Travelling expenses during the year, including payments made directly to third parties, were £339 for 7 trustees (2022: £582 for 6 trustees).

### Volunteers

A total of 36 volunteers (2022: 31) worked 2,400 volunteer hours (2022: 2,232) for the charity during the year.

## 6. NET EXPENDITURE FOR THE YEAR

	2023	2022
	£	£
Net expenditure for the year is stated after charging:		
Depreciation	2,159	1,558
Auditor fees	6,000	5,760
Rentals payable under operating leases:		
- land & buildings	18,176	17,638
- office equipment	-	286

# NOTES TO THE FINANCIAL STATEMENTS

## 7. PROPERTY, PLANT & EQUIPMENT

	Office Equipment & Total 2023 £	Office Equipment & Total 2022 £
Cost:		
At the beginning of the year	7,288	4,440
Additions	2,022	2,848
At the end of the year	<u>9,310</u>	<u>7,288</u>
<b>Accumulated depreciation:</b>		
At the beginning of the year	(2,292)	(734)
Depreciation charge	(2,159)	(1,558)
At the end of the year	<u>(4,451)</u>	<u>(2,292)</u>
Net book value at the beginning of the year	4,996	3,706
<b>Net book value at the end of the year</b>	<u>4,859</u>	<u>4,996</u>

## 8. INVESTMENTS

	2023 £	2022 £
Term deposits maturing within one year	225,000	235,000
Term deposits maturing in more than one year	85,000	85,000
	<u>310,000</u>	<u>320,000</u>

## 9. DEBTORS

	2023 £	2022 £
Other debtors	4,500	4,608
Prepayments & accrued income	26,915	323,695
	<u>31,415</u>	<u>328,303</u>

**ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023****NOTES TO THE FINANCIAL STATEMENTS****10. STOCK**

	2023	2022
	£	£
Merchandise	2,840	2,811
	<u>2,840</u>	<u>2,811</u>

**11. CREDITORS**

	2023	2022
	£	£
Trade creditors	405	8,039
Taxation and social security	10,067	8,570
Amounts owed in respect of employees' pension contributions	3,380	3,276
Other creditors	7,610	7,625
Accruals and deferred Income	11,857	7,571
	<u>33,319</u>	<u>35,081</u>

**12. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Investments	Property, plant & equipment	Debtors	Stock	Cash at bank & in hand	Creditors	Net Assets
	£	£	£	£	£	£	£
2023:							
Restricted	-	-	-	-	32,937	-	32,937
Unrestricted	310,000	4,859	31,415	2,840	398,689	(33,319)	714,484
<b>Total</b>	<u>310,000</u>	<u>4,859</u>	<u>31,415</u>	<u>2,840</u>	<u>431,626</u>	<u>(33,319)</u>	<u>747,421</u>
2022:							
Restricted	-	-	-	-	11,777	-	11,777
Unrestricted	320,000	4,996	328,303	2,811	427,507	(35,081)	1,048,536
<b>Total</b>	<u>320,000</u>	<u>4,996</u>	<u>328,303</u>	<u>2,811</u>	<u>439,284</u>	<u>(35,081)</u>	<u>1,060,313</u>

**13. OPERATING LEASES**

The charity had no commitments under non-cancellable operating leases at the end of both the current and prior year.

# NOTES TO THE FINANCIAL STATEMENTS

## 14. PENSIONS

The charity operates a defined contribution pension scheme whose assets are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to £21,457 (2022: £19,596). Contributions from both employer and employees totalling £3,380 (2022: £3,276) were payable to the fund at the balance sheet date and are included within creditors.

## 15. RELATED PARTY TRANSACTIONS

During the year the charity received donations from the trustees and connected parties amounting to £7,375 (2022: £1,103).

## 16. DONATED SERVICES

Donated services with a fair value of £180,694 were received during the year (2022: £328,770) in respect of billboards, cinema advertising, digital advertising campaigns and legal services. These services were used to further stammering awareness.

These services would not otherwise have been purchased by the charity so their value has not been shown within the Statement of Financial Activities.

## 17. RECONCILIATION OF NET INCOME / EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023	2022
	£	£
Net income / (expenditure) for the year	(312,892)	158,547
Adjustments for:		
Depreciation	2,159	1,558
Decrease / (increase) in debtors	296,888	(309,825)
(Increase) in stock	(29)	(1,225)
(Decrease) / increase in creditors	(1,762)	9,873
<b>Net cash (used in) operating activities</b>	<b>(15,636)</b>	<b>(141,072)</b>

**ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023****NOTES TO THE FINANCIAL STATEMENTS****18. STATEMENT OF RESTRICTED FUNDS**

	Balance at 1 Jan 2023	Incoming resources	Resources expended	Balance at 31 Dec 2023
	£	£	£	£
29th May 1961 Charitable Trust	-	3,000	(3,000)	-
Alpkit Foundation	202	-	(202)	-
Annie Tranmer Charitable Trust	-	1,000	(1,000)	-
Anonymous	-	2,500	(2,500)	-
Anson Charitable Trust	-	2,000	(2,000)	-
Baron Davenport's Charity	-	1,000	(1,000)	-
Bartlett Taylor Charitable Trust	-	500	(500)	-
Charles Littlewood Hill Trust	-	500	(500)	-
David Brooke Charity	2,075	-	(450)	1,625
Felicity Wilde Charitable Trust	-	1,500	(1,500)	-
Florence Turner Trust	-	250	(250)	-
Fowler Smith & Jones Trust	-	2,000	(2,000)	-
Fulmer Charitable Trust	-	1,000	(1,000)	-
Grace Trust	-	1,250	(1,250)	-
Grocer's Charity	-	5,000	(5,000)	-
Help for Health	-	1,000	(1,000)	-
Hyde Christian Fellowship	-	100	(100)	-
James Tudor Foundation	-	5,000	(5,000)	-
John James Bristol Foundation	-	2,000	(2,000)	-
Lara & Nicholas Cournoyer	-	32,722	(26,520)	6,202
Lawson Trust	-	3,000	(3,000)	-
Lillie Johnson Charitable Trust	-	500	(500)	-
Norman Family Charitable Trust	-	1,000	(1,000)	-
Paul Bassham Charitable Trust	-	1,000	(1,000)	-
Pears Foundation	8,500	8,500	(11,890)	5,110
RS Macdonald Charitable Trust	-	3,000	(3,000)	-
Susanna Peake Charitable Trust	-	3,000	(3,000)	-
Tay Charitable Trust	-	2,000	(2,000)	-
The Eveson Charitable Trust	-	2,001	(2,001)	-
The Sir James Knott Trust	-	2,000	(2,000)	-
Underwood Trust	-	20,000	-	20,000
W E Dunn Charitable Trust	-	1,000	(1,000)	-
Westfield Health Charitable Trust	1,000	-	(1,000)	-
	<b>11,777</b>	<b>109,323</b>	<b>(88,163)</b>	<b>32,937</b>

Restricted funds are provided by the funder for a specified use.

**ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023****19. DESIGNATED FUNDS**

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

<b>2023</b>	<b>At 1 January 2023</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers in</b>	<b>At 31 December 2023</b>
	£	£	£	£	£
<b>Designated fund:</b>					
Capacity Building	645,000	-	(160,886)	-	484,114
Young People	75,000	-	-	-	75,000
Future National Conferences	50,000	-	-	-	50,000
	<b>770,000</b>	<b>-</b>	<b>(160,886)</b>	<b>-</b>	<b>609,114</b>
<b>2022</b>	<b>At 1 January 2022</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers in</b>	<b>At 31 December 2022</b>
	£	£	£	£	£
<b>Designated fund:</b>					
Capacity Building	515,000	-	(170,000)	300,000	645,000
Young People	80,000	-	(5,000)	-	75,000
Future National Conferences	-	-	-	50,000	50,000
	<b>595,000</b>	<b>-</b>	<b>(175,000)</b>	<b>350,000</b>	<b>770,000</b>

Resources expended represent costs allocated to those funds.

Transfers in represent funds transferred from general unrestricted reserves to designated funds during the year, at the discretion of the Board.

# STAMMA

Registered charity numbers 1089967/SC038866  
Box 140, 43 Bedford St, London WC2E 9HA  
T: 020 8983 1003  
[stamma.org](http://stamma.org)

**IT'S HOW WE TALK**

**STAMMA**

England & Wales - Charity number 1089967

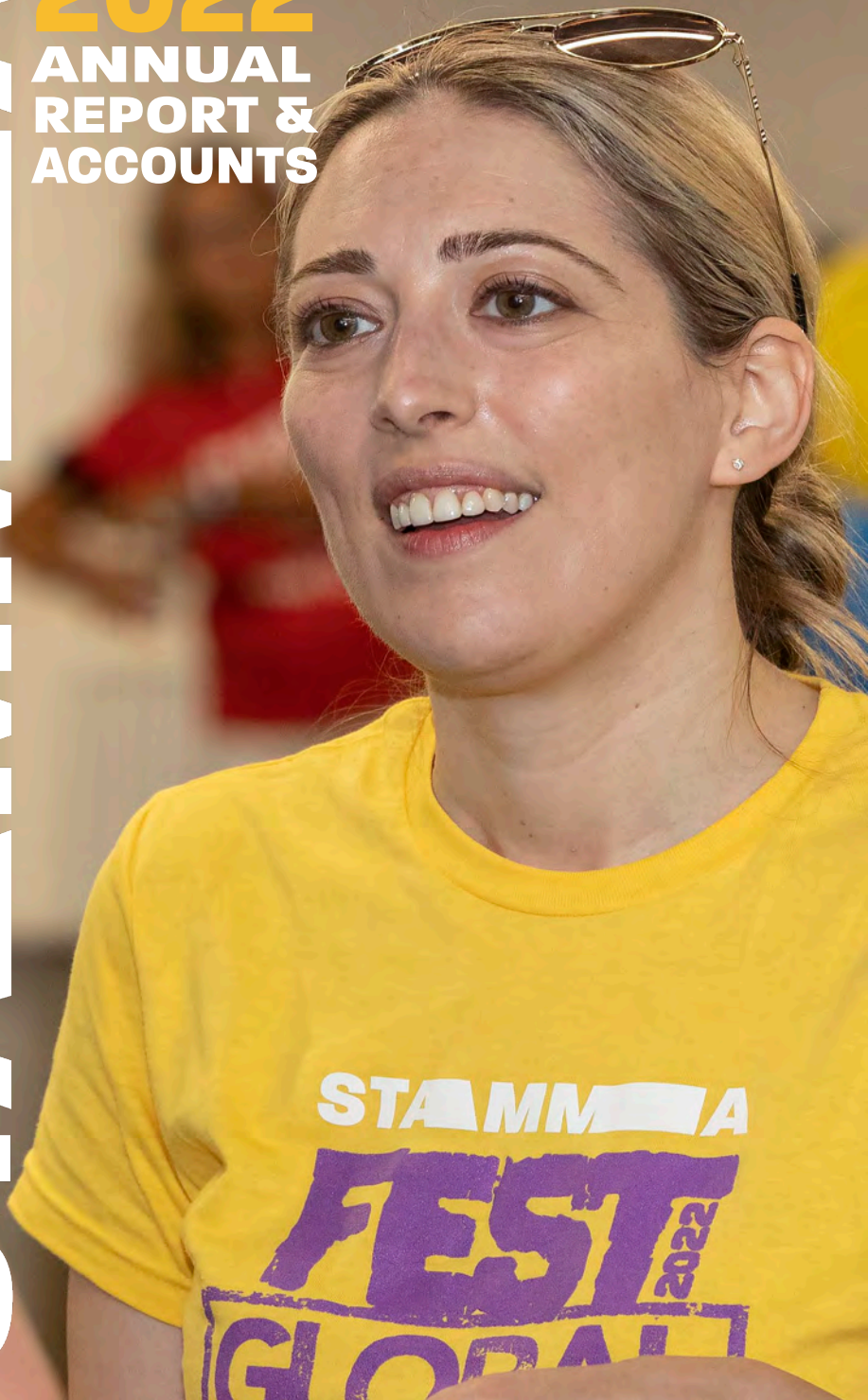
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# Accounts

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# STAMMIA

## 2022 ANNUAL REPORT & ACCOUNTS





# WILLPOWER

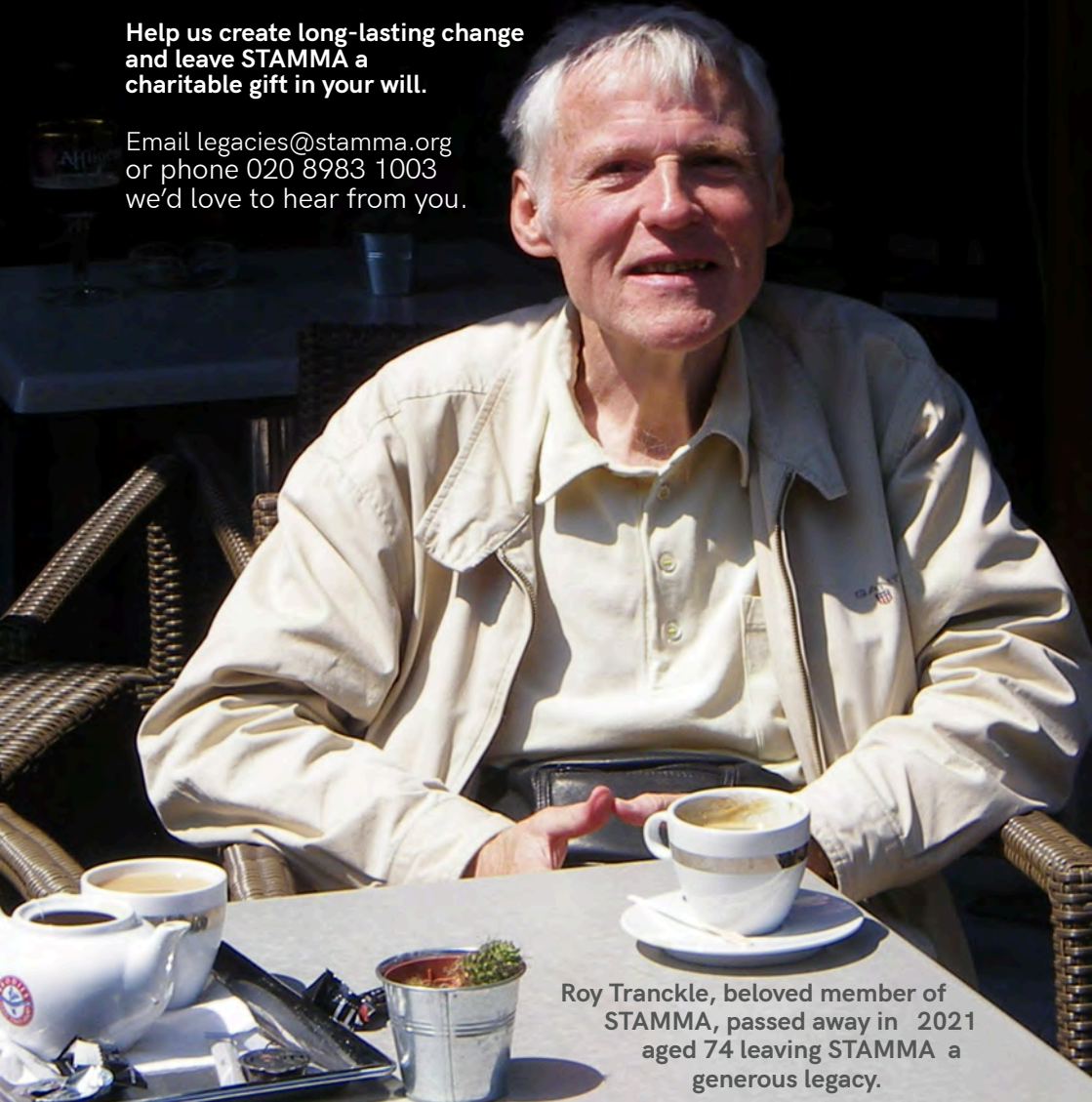
In the last 5 years legacies from members like Roy Tranckle have given STAMMA the rocket fuel to expand our services, create award-winning campaigns, and establish a Youth Fund.

Roy's legacy will help fund our conferences for the next 10 years, and inspire and support the next generation of people who stammer.

We aren't done, not until stammering is accepted and the stigma is gone.

**Help us create long-lasting change and leave STAMMA a charitable gift in your will.**

Email [legacies@stamma.org](mailto:legacies@stamma.org) or phone 020 8983 1003 we'd love to hear from you.



Roy Tranckle, beloved member of STAMMA, passed away in 2021 aged 74 leaving STAMMA a generous legacy.



# WELCOME

**Joanna Gaukroger**

Chair of the Board

I'm delighted to share our 2022 Accounts and Annual Report with you. From our perspective, 2022 was another hugely busy and successful year on so many fronts. Whether you are a member, supporter, a 'hands on' volunteer, or a funder, on behalf of the Trustees, thank you so much for helping us make this happen.

So what was new?

We reached millions of cinema goers nationally thanks to Pearl and Dean with our video about stammering 'Not Just One Day', and achieved our target of 25,000+ signatures for our Petition to see more people who stammer represented in the media. We ran a bold and powerful poster campaign in October 2022 for International Stammering Awareness Day which depicted people stammering.

At an individual level, the range and depth of Helpline support on offer to all has expanded, and of course there were our events. Online, we had The Stammies, online quizzes, podcasts and regular discussion groups. In August, in Liverpool, we put on STAMMAFest Global 2022 - a wonderful and exciting five days bringing together communities from across the UK and the world to talk about stammering.

Looking beyond 2022 - we know there's still a huge job to do as we push on with seeking to change perceptions around stammering and supporting people who need our help. If you want to get more involved with us - spreading the word, donating to our cause, joining us in fundraising, or simply being part of our many social events, please do get in touch. We'd be so pleased to hear from you. I hope you enjoy reading our Report

# Objective 1: to support more people who stammer

*“Prompt response and lots of information to take away and read. I know if I need anymore information I can speak to someone again. This has been helpful whilst I am waiting for SLT appointment for my daughter.”*

## WEBCHAT

We introduced webchat in 2020 as many who stammer prefer not to use the phone. In 2022, we introduced a speech bubble, which pops up on the website during opening hours to let visitors know that there is live help available. This has increased the volume of webchats, and by extension, the number of people who stammer using the service.

Over the past two years we've expanded the support we provide, driven by the needs of our helpline services:-

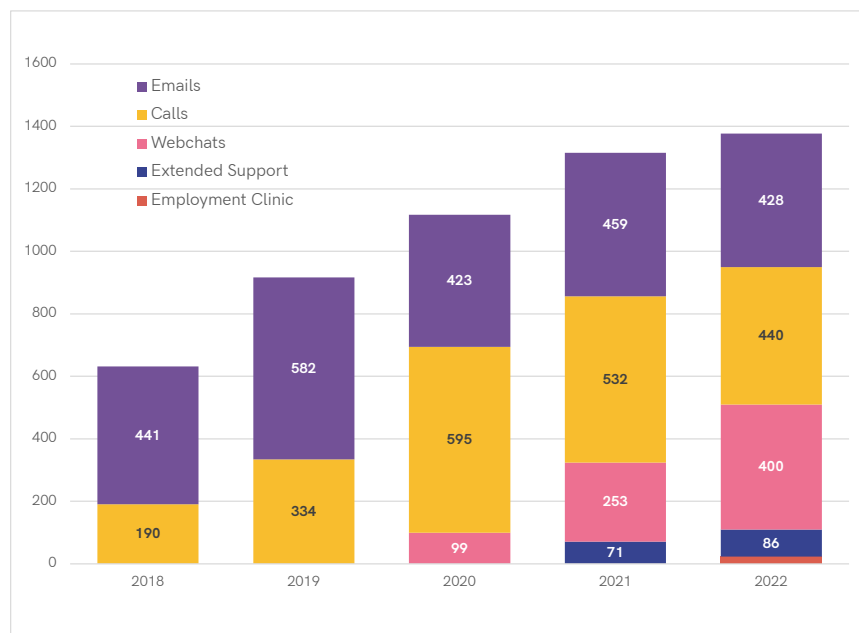
## EXTENDED FOLLOW-UP

In 2021 we started tracking the calls which required follow up and where we've advocated on the callers behalf. We've challenged organisations to improve services for people who stammer, tackled the often unintended discrimination in their services, processes or in their depictions of people who stammer. This has involved looking at processes around offering services, holding interviews or literally depicting people who stammer. For example:-

- Multiple contacts were made to advocate for a person who stammers after a major supermarket removed the option to contact their customer services by email.
- We spent some time following up with an NHS Trust whose referral process was too complex for parents to navigate. We also worked with the family to support them through the process.
- We liaised with a family, a sixth form student and an exam board to secure reasonable adjustments for an A-level language exam.

## FAMILY SUPPORT

We supported over 200 families in 2022, with workshops for parents with children in secondary, pre-school and primary school and parent2parent groups, and held a special Family Day event at STAMMAFest Global.



## HELPLINE SERVICES

We began operating our helpline five days a week in 2019 and moved across to a virtual call centre, enabling volunteers to work from home. The call centre allowed us to grow our volunteer base from 2 to 40 and expand capacity. This was accompanied by a substantial, ongoing programme of volunteer support and training.

We provide support and information by phone, webchat and email. Mon-Fri, 10am-12 noon and 6pm-8pm. Over 2023 we'll be making some changes to the opening hours and days to maximise these resources. Most calls come from parents. People who stammer prefer email or webchat. Anyone can call - to ask about stammering, or maybe to talk about an impending job interview - or simply practise talking to someone on the phone. It's free, confidential and anonymous.

# EMPLOYMENT SERVICE

The Employment Support Service takes referrals from individuals and organisations. The project was made possible with grants from the Brooke Trust, the Chapman Trust, D'Oyly Carte, the Lee Smith Foundation, the Progress Foundation, the Sackler Foundation, the Sandra Charitable Trust and individuals who contributed to our Just Giving appeal.

In the twelve months since the service was launched, we've supported 82 individuals with work-related issues within our helpline support services, and a further 23 via more in-depth contact with the Employment Support Service. We've also worked with 26 organisations from a range of industries including HM Revenue and Customs, Ibérica restaurants, Inclusive Companies, TPP Recruitment, Transport for London, SUEZ Waste & Recycling and Communicourt.

These collaborations have enabled us to build a brilliant repository of presentations, blog pieces, resources and experiences that we use again and again; to the point where we are now offering training to employers and agencies, something which we'll formalise over 2023.

## CASE STUDIES

**'Zarah'.** Zarah had been trying to get a job for six months, with over 40 interviews, without success. We talked through the practise of reasonable adjustments and provided a letter outlining general information about stammering, her pattern of stammering, and her adjustments request.

Following two more unsuccessful interviews, Zarah shared the letter with the next recruiter. She got the job. The interviewer said how useful the letter was. Zarah wrote *"Thank you. Life changed!"*.

**TPP.** We contacted TPP Recruitment to explore options for raising awareness of stammering among the companies they work with. We ran a training session for their consultants, recommended a change to the sign-up procedures on them, and wrote blog pieces for their website: *Top tips for interviewing and recruiting candidates who stammer* and *Top tips for applying for jobs when you stammer*.

Online feedback from their consultants was fantastic and TPP told us that our blog pieces were their most shared posts on LinkedIn ever.

*"A really big thank you to the person I spoke to. He was just really, really helpful and I can't believe how useful he was and it's just so lovely that volunteers give up their time like that."*

## OUTCOMES

While many of our calls are from parents, people call about everything from job hunting and employment to education. Not all callers want information. For many, the value of the call or chat is the conversation. It can be a relief to talk about stammering with someone who knows about stammering. And for some, this is just a great way to physically talk - either to practise a technique or simply make contact with someone who knows what it means to stammer.

We get calls from older adults who've never talked about their stammer before. This is a safe environment for such conversations, and a safe place to express the range of emotions that stammering can bring.

We track all feedback on the helpline, email service, and extended service, whether good or bad, and log this for future learning. Every bit of feedback is pored over.

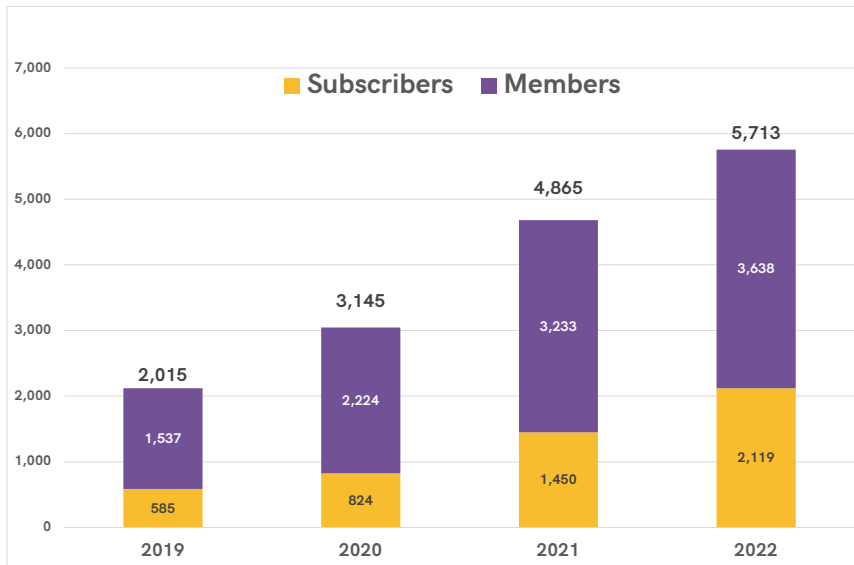
Webchat Rating	%
5 stars	79%
4 stars	12%
3 stars	2%
2 stars	2%
1 star	5%

Getting feedback from webchat is easy. Chatters get an automatic link where they can rate their experience and give feedback. Around a quarter of webchatters complete the survey. We don't always get the service right, but 79% of those completing a survey rate the service 5 stars. Comments from phone or emails are logged by volunteers in our Salesforce database.

### Over the course of 2022 STAMMA has: -

- Provided information, signposting and support to over 1,300 individuals.
- Empowered 195 parents through workshops & support groups.
- Successfully campaigned for the reopening of Sheffield's NHS stammering service for adults.
- Supported 15 individuals and 10 organisations on issues related to stammering at work.
- Worked with TPP Recruitment, HMRC, Islington Council and delivered workshops for HR professionals and employers.

## Objective 2: to grow our community



## MEMBERSHIP

**We had aimed to hit a total of 6,000 supporters by the end of 2022 - ie members and subscribers (subscribers are those who want to be on the mailing list but can't be members as they're not UK based or aged under 16). We fell short, however, reaching 5,713.**

Evidence of this growing body of new members was clear at STAMMAFest and at many of the online and in-person events this year. It is really exciting to see new faces, and young faces, join this community. And to see many familiar faces too. This has been commented upon by many. STAMMA is all about community, and the bigger this community is, the stronger our voice.

In 2023, we want our new campaign to bring in an even bigger surge of support, from people who stammer and those who don't. Meantime, it is gratifying to see this community grow year-on-year.

## GROUPS & NETWORKS

**We were delighted to see the number of professional networks grow last year and take the stage at STAMMAFest Global, with (from left to right) Prasan Modasia (STAMMA Legal), Liz Reschwamm (West Sussex Police), Clive Collins (BBC Stammering Network), Bhupinder Purewal (Educators' Stammering Network) and Yincent Tse (NHS Stammering Network).**

Last year saw the Institute of Acoustics Network launch alongside the STAMMA Arts Network and the Educators' Stammering Network.

These networks join STAMMA Defence, Met Police and the Civil Service Stammering Network and STUC, Stammerers Through University Consultancy. Online groups include Adults New to Stammering, LGBTQ, Women Who Stammer Support Group, and the Parent2Parent groups.

Over 2022, the leaders of the local and online groups met regularly to discuss how they want to move forward. Given this new hybrid world, and the addition to the mix of groups which are neither local nor professional, we're adopting the catch-all of '**Communities**'.

2022 witnessed more of our very popular online quizzes. And inspired by our daisy chain One to One interviews (with Owen Sheers, Jonty Claypole, Zaffar Kunial and David Mitchell), we held a fantastic discussion at STAMMAFest Global - 'Is there beauty in stammering?'. You can watch the daisy-chain interviews on our website. Search on '**Watch it back**'.

In 2023, we'll update our website to reflect this changes and make finding communities of any kind easier. We will add additional functionality and enable organisations listed on our website to publicise their meetings - such as Starfish and McGuire - so that you can find any relevant local meeting.

Our website will also feature a wall of new resources which any group can download, from setting up a meeting, to using Zoom.

# STAMMA.ORG

Our website is a key resource. Our service panel, made up of people who stammer and speech and language therapists, review the information to ensure that therapies and courses we list are evidence-based and that the procedures on accessing them are transparent. The website also has downloadable resources, videos and podcasts, that can be watched or listened to. Over the last three years, there have been an average of over 40K downloads and videos watched each year.

Our 'Your Voice' articles provide a fresh and ongoing platform to showcase the stories of people who stammer. Over 2022 we posted 52 new stories. We've highlighted some of them here, visit our site for lots more. They remain a source of inspiration for people who stammer showcasing the wide range of experiences of people who stammer, and a powerful insight for those who don't.



My Story — 26.01.22

**NEVER MUTE YOUR VOICE,  
BECAUSE IT MATTERS**



Work & Job Hunting — 29.04.22

**LANDING MY DREAM  
CAREER IN TV**



My Story — 08.06.22

**THE VALUE OF STAMMERING  
IN FILMMAKING**



Art — 25.10.22

**POEM: MY STUTTER**



Work & Job Hunting — 06.01.23

**IMPROVING INCLUSIVITY OF  
PROFESSIONALS WHO  
STAMMER**



Parenting — 18.07.22

**A YEAR ON, I CANNOT  
BELIEVE HOW FAR WE HAVE  
COME**



Opinion — 17.11.21

**CAN THERAPISTS PROMOTE  
STAMMERING ACCEPTANCE  
WHILE ALSO PROVIDING  
THERAPY?**



My Story — 23.08.22

**I'M LIVING PROOF THAT  
ANYTHING IS POSSIBLE**



Opinion — 16.05.22

**HOW MANY PEOPLE WHO  
STAMMER EXPERIENCE  
SUICIDAL THOUGHTS?**



Vlogs — 21.06.22

**BHUPINDER'S VLOG: HOW I  
TACKLE STAMMERING IN  
GROUP SITUATIONS**

## Objective 3: to educate the public

*“We applaud the work to raise awareness of stammering and encourage broadcasters to take notice.”*

**Ofcom**



## REPRESENTATION IN THE MEDIA

Our campaign to see better representation of people who stammer in TV and film, 'No Diversity Without Disfluency', was launched on October 22<sup>nd</sup> in 2021 with a change.org petition, (see page 25).

We focused on pushing for representation over the rest of the year. We restarted our push in 2023 with a Valentines letter, which sent to every UK TV channel and network.

We hooked up with associations in Australia, USA, Israel, Ghana, Chile, Peru & Colombia, who joined forces with us to encourage people across the world to sign this petition.

Finally, we produced a short video, Not Just One Day, to promote the petition, more of that later.

Over 25,000 people have now signed.

*Dear members of the TV & Film Industry.*

We love you. We love how your films and shows make us laugh, cry, and how they have the power to educate and inspire. But we don't see us on screen, people who stammer, unless we are cast as the villain or idiot or interviewed about how we've learnt to talk 'properly'.

Stammering, or stuttering, is just how we talk. It affects around 8% of children. Most will go on to talk fluently, but not all, leaving around 2% of adults who stammer. We aren't drunk, dishonest, nervous or weak. It's just how we talk. We are writers, actors, politicians, artists, tradespeople, engineers - and often great communicators. Don't make our difference invisible.

According to a 2021 UK YouGov poll, of the 6,000 people asked, 2% said they stammer. This equates to over 100 million worldwide. Yet representation of those who stammer on television and film is negligible and often reinforces damaging stereotypes

You have the power to help us create a world where stammering is visible and accepted; where those who stammer can feel at ease with how they talk.

Stammering is normal. Include us in your world - whether in the script room, as runners or in front of the camera. Our voices need to be heard. We're just like you, we just talk differently.

If you support us, then go to <https://notjustoneday.com>, find your local petition, and sign and share. Or just put us on the bloody TV.

Yours sincerely

Shiran Israel  
Audrey Bigras  
Eeva Stierwalt  
Angélica Bernabé  
Ana Karina Espinoza  
Soledad Castro  
Jhoan Gallego  
Emmanuel K. Addo.  
Tammy Flores  
Jon-Øivind Finbråten  
Rich Stephens  
Puneet Singh  
Jane Powell  
Tom Scharstein

Ambi, Stuttering Association Israel  
Association bégaiement communication  
Canadian Stuttering Association  
Centro Especializado en Tartamudez, Peru  
Fluir + Communicate Sonrie Fluye, Chile  
Fundación Chilena de la Tartamudez, Chile  
Fundación Colombiana de la Tartamudez, Colombia  
Ghana Stammering Association  
National Stuttering Association, USA  
Norsk interesseforening for stammering  
SAY Australia  
ssstart, India  
STAMMA, UK  
World Stuttering Network



**#NO  
DIVERSITY  
WITHOUT  
DISFLUENCY**

## THE PETITION TEXT

**"Imagine growing up in a world where stammering voices are frequently heard on the TV and radio. Where people who stammer and those who don't are used to hearing stammering voices and aren't surprised by it.**

That won't happen unless, and until, all our media embrace the fact that stammering voices, like different accents, need to be heard on TV and on the radio.

**We call upon all of our media channels to ensure that people who stammer are represented in our media spaces.**

To commit to ensuring that you have the policies, procedures and messages in place to encourage those who stammer to take a full part in producing and appearing on your programmes. On the news, in soaps, in chat shows, as experts.

All you need to do is actively encourage and platform our voices and allow extra time for us to finish.

**Stammering is how some people talk. It has nothing to do with intelligence or articulacy. Between 50-70 million people around the world stammer, from the President of the USA down. 8% of children will stammer at some point, and between 1-3% of adults say that they stammer.**

Stammering isn't that unusual, but you wouldn't know that based on how few people we hear stammer on the radio or television.

Indeed for many, the only time they see people stammering on TV is Joe Biden, A Fish Called Wanda, The King's Speech and Open All Hours.

**This is unacceptable. It doesn't reflect the real world where so many people stammer. It makes people who stammer feel isolated and unseen, or even ashamed and feeling the need to hide their stammer.** It also means that people who don't stammer don't know what to do or how to react when they meet someone who does. This stigma, impacting people from the very start of their lives, affects mental health and career prospects, and results in a real loss of talent on every career path, every industry.

**End this and include people who stammer routinely in your programming, because diversity includes disfluency."**



# Why I signed the petition

- "I want my children to be growing up in a world where society's ignorance to stammering isn't their burden. Education, diversity and inclusion benefits all."
- "We need diversity in the media to reflect the different ways people talk."
- "I'm signing because I am a person who stammers and think stammering should be portrayed on TV more as it will raise more awareness and help people understand more."
- "Brilliant work by STAMMA.org. We can't have equality and inclusion without representation of disfluency and stammering in the media!"
- "I'm signing, because stammering voices should - and need - to be heard."
- "I'm signing because people who stammer deserve positive representation."
- "As a stammerer myself, I think it's time we had a voice and not be afraid to speak up."
- "I'm signing in support of my husband."
- "My Son has grown up with a stammer, it would have made such a difference for him to have seen other people like him."
- "Because I stammer"
- "seems like a reasonable request for inclusion in society's medias."
- "People who stammer shouldn't feel they need to 'fix their speech' in order to fit in and succeed."
- "People with dysfluency should not be discriminated against!!!"
- "I am signing because I feel it will support the many children and adults who stammer. I also hope it will make others more confident to talk with people who stammer rather than for them."
- "The stigma won't disappear until people can start to normalise it"
- "I'm signing because I want to see the real community reflected in the media and workplaces"
- "I'm signing because my son stammers and I would like him to know that he's not the only one"
- "I'm signing because change is needed. Positive representation and the opportunity to share their voices will support people of all ages who stammer."
- "The voices of people who stammer need to be heard"
- "I'm signing because I stammer and I don't hear myself represented in the media."
- "I have stammered on and off since I was a small boy."
- "Because i stutter myself and we need more awareness around"
- "I would have benefited as I was growing up from seeing and hearing stammerers on broadcast media."
- "Even as a parent of someone with a stammer, this simple change didn't occur to me. I agree that it would improve awareness and increase understanding."
- "I'm signing because i want to help people with stamma to feel confident, more relaxed and confident in their daily lives"

## HANDING IN THE PETITION

On 22nd October 2022, International Stammering Awareness Day, a delegation of members and supporters turned up at the BBC studios in London, as well as the BBC and ITV studios in Manchester to hand in our petition.

We were joined in London by STAMMA Patron Scroobius Pip, and in Manchester, the big turnout was from Speech and Language Therapists.

Christine Simpson, Scroobius Pip & Betony Kelly outside BBC





IT'S NOT A  
FLIRTY WINK.



I STAMMER.

STAMMA

It's how we talk.

JCDecaux

# INTERNATIONAL STAMMERING AWARENESS DAY 22<sup>ND</sup> OCT 2022

## IT'S HOW WE TALK

Over the summer of 2022, we worked with the agency **VMLY&R** and the acclaimed portrait photographer, **David Vintiner**, who captured the portraits of seventeen STAMMA members, *mid-stammer* and created a short film, voiced by six of the individuals photographed, and a series of stills for outdoor advertisements, under the title 'It's How We Talk'.

David said, "It was such a joy to photograph a no holds barred, front-on presentation of people mid-stammer. Non-stammerers often don't know how to react or where to look when a stammerer is speaking. I hope these portraits make people stop and not look away. There's a great deal of beauty in the moment, in someone speaking with a stammer".

The film was produced by **Sticker Studios**, directed by **Daniel Liakh**, and edited by Beth Roberts at **Nomad**. **Yellow Boat Music** handled the sound design and composition.

The film ran across our social media channels, and working in partnership with **JCDecaux UK**, the posters ran on digital 6-sheet screens in locations across the country.

A HUGE shout out to our members who lent us their image to use in this campaign; **Bee Kelly, Callum Wells, Calum Burke, Chantal Anderson, Christine Simpson, Daniel Liakh, Gideon Buabeng, John Russell, Leon Pottinger, Luke Ekezie, Nicole Olivia Scott, Pedro Albuquerque, Peter Ackred, Prasan Modasia, Rory Sheridan, Scroobius Pip and Steven Babic.**

It's How We Talk was viewed 11,000 times on social media and the billboards ran on 132 sites at shopping malls and railway stations across the UK, including Kings Cross, Waterloo and stations at Nottingham, Newcastle, Darlington, Leeds, Birmingham, Leamington, Derby, Colchester and Ipswich. Thank you **JCDecaux UK**.



Dean Ridge & Paul Roberts, masterminds of STAMMAFest Global entertainment.

*"Supporting STAMMA is part of our diversity and inclusion programme. We chose stammering to lead this since a member of the HR team and myself stammer".*

Marcos Fernandez, CEO of Ibérica Restaurants, main sponsor.

365 people booked for STAMMAFest Global conference, which took place over 5 days. There were 52 workshops, 4 plenaries, 4 Open Mic sessions, a coach trip around Liverpool, a welcome at the lovely Crypt, a Fish & Chip supper on Friday evening, and a STAMMAFest Social on Saturday night, with music, entertainment and street food.

It was fab. The conference was a joint venture with the **International Stuttering Association (ISA)**, with delegates attending from over 17 countries around the world; Japan, Saudi Arabia, Israel, South Africa, India, the USA, Canada and across Europe.

Drinks and cakes within the gorgeous Lutyens Crypt welcomed delegates on the Wednesday, with speeches from the Dean, Tim Fell the Conference Organising Committee Chair, and the main sponsor, Marcos Fernandez, CEO of **Ibérica Restaurants**.

The four plenary sessions reflected the themes of the conference. Our Tribe, sponsored by **YPO**, was led brilliantly by Hanan Hurwitz and set the scene for the whole event where the theme of community echoed through the rest of the conference like a refrain.

Actor and podcaster Scroobius Pip, author Hannah Tovey, the poet Owen Sheers and the New York composer, producer, multi-instrumentalist and writer, JJJJerome Ellis held a spellbinding plenary session on whether there can be beauty in stammering, sponsored by **Refinery**. Voting at the end of the session was comprehensive - yes, there can be beauty in stammering.



ISA Chair Doug Scott



Marilena Eleftheriou



Actor & podcaster Scroobius Pip with writer Hannah Tovey



Bob Adams welcoming the children



Shahriar Sheikbahaei, Anne-Marie Withers & Gerald Maguire



Leo Lähteenmäki, Dave van Burik, Venkatesh Kannan



Vee Meyners chatting to Anita Blom at the STAMMA merch stall

# STAMMAFEST GLOBAL

## CONT.

The 'We Work' plenary, sponsored by **Stamurai**, was an enlightening discussion about some of the professional stammering networks (the NHS, the Met Police, Educators and the BBC) with Yincen Tse, Clive Collins, Liz Reschwamm and Bhupinder Purewal.

And finally on the Sunday, an outward look at how we can change the world, sponsored by City Lit, who also sponsored the Saturday night social. It was hosted by the ISA's Doug Scott with panelists Patrick Campbell (stammering pride), Yvette Genn (on the law), Georgia Scott (TikTok star) and Jane Powell (STAMMA).

There were workshops galore covering stammering pride, stammering brains, the mechanics of speech, stammering and self-compassion, neuroscience research, empowerment in the face of stigma, people who stammer in history, microaggressions, and being a significant other. There were also speed-friending, arts and performance sessions.

The social events were brilliantly organised by Dean Ridge and Paul Roberts. On Friday, the Fish n Chip supper and quiz was held in the cavernous Mountford Hall, festooned and satisfyingly packed. Their plan to mix everyone up worked beautifully and an enjoyable evening was had by all.

On Saturday, there was a conference-within-the-conference, with a Family Day conference, sponsored by Action for Stammering Children. There were 63 attendees supported by 12 volunteers plus staff from STAMMA and Action for Stammering Children. This included sessions for young people aged 5-7, 8-11 and 12-15, plus separate sessions for parents.

STAMMAFest Social, on the Saturday, was the high point of the social activities. The band rocked, the food was fantastic and the hosting double act of Paul and Dean went down a storm.

The Open Mic sessions were sponsored by **Kaleidoscope Health & Care**. The final Open Mic on the Sunday left the conference in bits. No words.

The conference was the result of many, many months of hard work by the Conference Planning Committee, who initially started planning for the cancelled 2020 Sheffield Conference. It was a Herculean task made possible by a fabulous team of volunteers who worked their socks off in the run-up to and during the event. And credit too, to the University. Great venue, great staff.

Thank you to grant-makers who supported this event: **National Lottery Community Fund; Nick & Lara Cournoyer, Arnold Clark Community Fund, Alder Hey Children's Charity.**



Hanan Hurwitz talking about our tribe



Hope Gerlach-Houck



A Pimms Wednesday welcome



Patrick Campbell



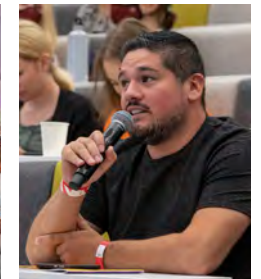
Staff Bel Rickard and Catherine Woolley with TikTok influencer Georgia Scott



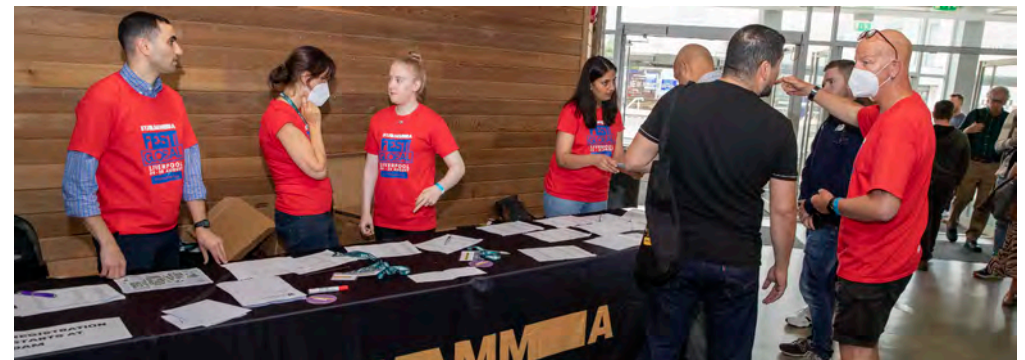
Maria Larkin



One of the many conference workshops



John Ontiveros



STAMMAFEST volunteers at the registration desk

# DECLARATION OF THE RIGHT TO STUTTER

On 22<sup>nd</sup> October 2022, we were proud to sign and press release the following declaration, wonderfully led by Stamily, who reached out to organisations around the world. Translated into 19 languages, the declaration has worldwide support: -

**"We, the undersigned, declare that people who stutter should be accepted as having a stutter. We may, or may not, choose to find support to sound fluent or stutter less. That is our right. It is not reasonable to expect or insist that we sound fluent. We stutter. That is how we talk.**

**In this time of diversity, adjustments are too often not given to those who stutter, be it at work, education or using everyday services. The expectation is rather that we should strive to 'overcome' our stutter and speak differently. As individuals we may wish, and even try, to do so. But as a community we refute the idea that we all stop stuttering.**

**No organization can claim to value equality or diversity unless stuttering voices are permitted and valued. We call upon every organization and institution to work with people who stutter to make sure that all of us are given the respect every person deserves; and that space is made for us.**

**It is our right to speak as we do."**

Signed by:

50 Million Voices, International  
Action for Stammering Children, United Kingdom  
Alborz Atra Speech Therapy Clinic, Iran  
Asian Association for Stuttering Organizations, International  
Asociación Argentina de Tartamudez, Argentina  
Associação Brasileira de Gagueira - ABRA Gagueira, Brazil  
Association bégaïement communication, Canada  
Association vaincre le bégaïement, Mali  
Associazione Italiana Balbuzie e Comunicazione - ONLUS, Italy  
Balbuzie allo Scoperto! - Supporto & Confronto, Italy  
Belfast Stammer Support, Northern Ireland  
BeneTalk, United Kingdom  
BSV Belgian Stuttering Association, Belgium  
Bulgarian Stuttering Association, Bulgaria  
Bundesvereinigung Stottern & Selbsthilfe e.V., Germany  
Canadian Stuttering Association, Canada  
Centro Especializado en Tartamudez, Peru  
CONTINUUM-TTM, Tartamudez Ecuador, Ecuador  
De Stotterpraktijk, The Netherlands  
Demosfen, Russia  
Dutch Association for Speech and Language Therapy, The Netherlands  
Estonian Stuttering Association, Estonia

Fluir+ Abordaje Clínico de la Tartamudez, Chile & Latin America  
Friends - The National Association of Young People Who Stutter, United States  
Fundación Colombiana de Tartamudez, Colombia  
Fundacja Centrum Logopedyczne, Poland  
Fundacja Wspierania Mowy i Komunikacji HALO, Poland  
Ghana Stammering Association, Ghana  
Habla Libre, Peru  
Hong Kong Stuttering Support Group, Hong Kong  
Independent Practice for Speech Therapy, Belgium  
Indonesian Stuttering Community, Indonesia  
International Stuttering Association, International  
Israeli Stuttering Association, Israel  
Japan Stuttering Genyukai Association, Japan  
Jeanette van Baarsen Stottertherapie, The Netherlands  
Logopädie & Stottertherapie, Germany/The Netherlands  
Logopedie & Stottercentrum Zuid-West, The Netherlands  
Logopedie praktijk Stevenshof, The Netherlands  
MI HABLA, MI TIEMPO, Peru  
Myspeech, United States  
National Stuttering Association, United States  
Nederlandse stotter- en broddelvereniging Demosthenes, The Netherlands  
Nederlandse Vereniging voor Stottertherapie, The Netherlands  
Nepal Stutters' Association, Nepal  
Newfoundland and Labrador Stuttering Association, Canada  
Norsk interesseforening for stamming og løpsk tale, Norway  
Österreichische Selbsthilfe Initiative Stottern, Austria  
Pakistan Stammering Foundation, Pakistan  
Portuguese Association of Stutterers, Portugal  
Royal College of Speech and Language Therapists, United Kingdom  
Rwanda Stuttering Organisation, Rwanda  
SAY Global, Pakistan  
SAY: The Stuttering Association For The Young Australia, Australia  
Schneider Institute for Communication, Israel  
Schneider Speech, United States  
Scottish Stammering Network, Scotland  
Shashi FIRE Holding, The Netherlands  
Speakeasy South Africa, South Africa  
Specialized Center for Stuttering, International  
Speech Works SRQ, United States  
STAMMA, United Kingdom  
Stammeforeningen i Danmark, Denmark  
Stammeklinikkene - Center logopedi AS, Norway  
Stammertalk 口吃说, China  
Stammerers Through University Consultancy, United Kingdom  
Stamningsförbundet, Sweden  
Stamura, India  
Stichting StotterFonds, The Netherlands  
Stottercentrum Noord, The Netherlands  
Stottercentrum Rotterdam, The Netherlands  
Stottercentrum Utrecht, The Netherlands  
Stottertherapie In Verbinding, The Netherlands  
Stuttering Association of Zambia, Zambia  
Stuttering Awareness Mental Well-being Ireland, Ireland  
Stuttering Society, Belgium  
Suomen änktytsyhdistys ry, Finland  
The Evolution and Voice Science Lab, United Kingdom  
The Icelandic Stuttering Association, Iceland  
The Indian Stammering Association, India  
Transcending Stuttering, International  
Vereinigung für Stotternde und Angehörige, Switzerland  
Voce InForma - Centro Vocologico Internazionale, Italy  
withVR, International  
World Stuttering Network, International

# Objective 4: to manage the charity effectively

## CONSOLIDATION

Over 2019, we began the process of moving our data across to the cloud via Microsoft 365, and membership and income data across to Salesforce and Sage respectively. We also moved our helpline across to a virtual call centre so that calls could be taken from anywhere in the UK. A move which meant that during Covid, we were able to continue our work seamlessly.

It's taken a while to learn and use these different platforms but we're getting there, and this year we finally dumped our old and very expensive phone system and moved to a cloud-based system, which is working very well. It's cheaper and allows us to route calls between staff, regardless of where they are based.

### THE OFFICE

We've moved office to a pleasant, hygienic space in central London, easily accessible from all mainline stations. We are able to hold Board meetings and larger style meetings in this space.

We continue to work hybrid, from home and office, and meet regularly.

The staff are able to work from the office if they wish, or work from home. Staff catch up every noon (avoid ringing the office at 12 noon) via Microsoft Teams, and physically meet every six weeks or so.

### STAFF

**Catherine Woolley** joined the team at the start of the year as Programme Lead for Children & Families alongside **Verena (Vee) Meyners**, who took up the role of Networks & Campaigns Lead, a post which was supported by the National Lottery Community Fund.

Later in the year **Vidya Bijarnia** took over from Ahmad al Hasani as Salesforce Administrator and **Bel Rickard** joined the team as an Intern, supporting our video production and social media presence.

## OUR FUNDERS

We couldn't achieve what we do without the support of the following fabulous funders: -

29th May 1961 Charitable Trust	The Ammco Charitable Trust
Anson Charitable Trust	The Charles & Elsie Sykes Trust
Arnold Clark Community Fund	The Doyly Carte Charitable Trust
Boshier Hinton Foundation	The February Foundation
Charles Littlewood Hill Trust	The Lawson Trust
Cumber Family Charitable Trust	The Lee Smith Foundation
Forrester Family Trust	The Meikle Foundation
Grace Trust	The N Smith Charitable Settlement
James T Howat Charitable Trust	The Pamela Barlow Charitable Trust
James Wise Charitable Trust	The Pilkington Charities Fund
John James Bristol Foundation	The Rodger & Douglas Turner Charitable Trust
Marsh Charitable Trust	The Rothley Trust
Mazars Charitable Trust	The Simon Gibson Charitable Trust
National Lottery Community Fund	The Sir John Eastwood Foundation
Pears Foundation Grant	The Syder Foundation
Sackler Trust	The Sylvia and Colin Shepherd Charitable Trust
Sandra Charitable Trust	The Underwood Trust
Sir John & Lady Heathcoat Amory Charitable Trust	Westfield Charitable Trust
Sydney & Phyllis Goldberg Memorial Charitable Trust	William Openshaw Street Charitable Foundation
Tay Charitable Trust	

# FUNDRAISING

Get your glorious fluorescent green running vest when you raise £s for STAMMA!

## MANCHESTER MARATHON, APRIL

On 3<sup>rd</sup> April, Chris Martin and Ben Potts tackled the Manchester Marathon. Cheered on by friends and family, together they raised a brilliant £1,533 for STAMMA.

## BRIGHTON MARATHON, APRIL

Ross Brocklehurst took on a hefty 16 miles a day to train for the Brighton Marathon, and raised £870 from friends and family.

## BELFAST MARATHON, MAY

Scott was the first of our birthday fundraisers and raised £696, helping to kick off our celebration of 44 years championing the stammering community.

## RIDE LONDON, MAY

Dinesh Ramdin cycled 100 miles through Essex and London to end our birthday month with a gift of £270.

## NIGHTRIDER LONDON, JUNE

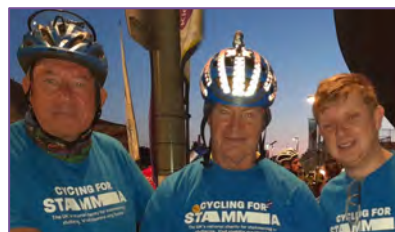
John Mosse and Mark Jarman, experienced cyclists who've tackled challenges all over the world, were joined by long-time STAMMA member, Rory Sheridan for a 100k overnight cycle across London, raising £1,308. Nice t-shirts guys!

## ROBIN HOOD HALF MARATHON, SEPTEMBER

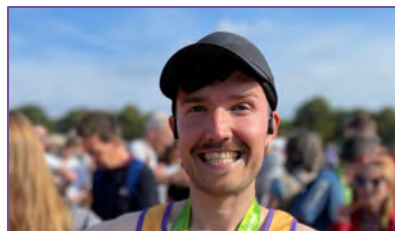
Incredibly, when Falcore Hodgson was unwell and had to cancel, they rescheduled it to another half-marathon the following week! This is the second year in a row Falcore has aced it at the Robin Hood Half Marathon to support our work, raising £385.



Ben Potts with Andrea Griffiths



John Mosse, Mark Jarman & Rory Sheridan



Falcore Hodgson

## MANCHESTER HALF MARATHON, OCTOBER

Jennifer Roche took on the half marathon to mark International Stammering Awareness Day raising £710.

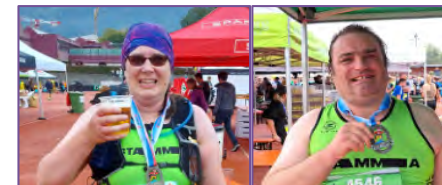
Jennifer Roche



## THREE COUNTRIES MARATHON, OCTOBER

Jane and Andrew Williams' fundraising took them through Germany, Austria and Switzerland, in a single marathon raising £673.

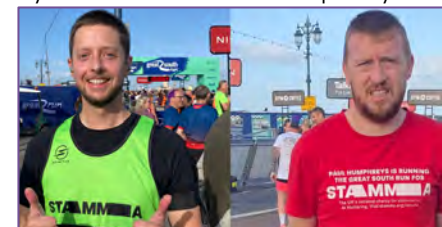
Jane & Andrew Williams



Ryan David & Paul Humphreys

## GREAT SOUTH RUN, OCTOBER

After taking on the Queen Elizabeth Olympic Park half marathon last year, Paul Humphreys was joined by Ryan Davis, and together raised a brilliant £470.



Nicola Maddy & Jake Cutts

## TATTON PARK 10k, DECEMBER

Made considerably harder with heavy snow, Nicola Maddy and Jake Cutts took on a 10k around the picturesque Tatton Park, raising £1,330.



Sarah Percy & mum, Jean Fletcher

## 3 MILES A DAY CHALLENGE, DEC

3 miles a day is challenging enough. But in December? Well done to Sarah Percy who raised £435 doing just that!



Below: Jane Powell, Vee Meyners & Kirsten Howells

## SELFIES & GAMING, DECEMBER

Khushi Shah raised £311 from a sponsored video gaming marathon while taking selfies.

## SANTA IN THE CITY, DECEMBER

Staff members Kirsten Howells, Vee Meyners & Jane Powell ran the Santa 5K in London raising £680.



# TRUSTEES REPORT FOR THE YEAR ENDED 31 DECEMBER 2022

The trustees' annual report and reviewed financial statements of STAMMA, the British Stammering Association, cover the twelve months ending 31 December 2022. The trustees have adopted the provisions of the 2015 Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' in preparing this annual report and financial statements.

## Structure

STAMMA is a charitable company limited by guarantee. It is governed by the Memorandum and Articles of Association which were adopted in 2001 and amended in 2006, 2007, 2008, 2016 and again in 2020.

## Governance

The charity is a membership organisation. There are no membership fees, but members need to provide a UK address and be aged over 16. By the end of 2022 we had gained over 400 members which now stands at 3,638 members.

Two places on the Board fall vacant each year and are filled by self-nomination and by a ballot of the members. The Board of Trustees consisted of 11 elected and appointed trustees in 2022. Trustees may appoint additional trustee to fill skills gaps. A simple majority of trustees must be people who stammer. Trustees are appointed on a three-year term and are eligible for re-election or reappointment for a second term.

The trustees meet quarterly, with additional meetings as required. The trustees use video conferencing, email and Microsoft Teams for discussion and decision making.

The Board of Trustees is led by Joanna Gaukroger, elected by the Board at the October AGM in 2020. The Finance Sub Committee, led by the Treasurer is tasked with oversight of STAMMA's finances. The Committee reviews quarterly management accounts and report to the Board. Operational management of STAMMA is delegated to the Chief Executive.

## AGM

The AGM took place at STAMMAFest in Liverpool on 27th August 2022. The presentation and Minutes can be downloaded from our website, <https://stamma.org/news-features/agm-2022-papers>.



## TRUSTEE ELECTIONS

Every member gets a chance to stand and vote in our annual elections for the Board each year. Members of the Board - trustees - set the strategic direction of the charity and monitor and support the organisations' development.

Any member can stand to be a trustee. The minimum term is 3 years - and it takes up a lot of time. At least four meetings a year plus subcommittee meetings plus being a permanent sounding board. Trustees are also expected to bring skills to the post - whether that's fundraising, HR, marketing, legal skills or design.

There were 11 candidates who vied for a place on the Board.

Well done and thank you to all who stood. The results were: -

- **Mandy Taylor:** 127 votes (26%). Elected. Pictured top left.
- **Alexander Harrison:** 120 (24%). Elected. Pictured top right.
- Ahmad Bismillah: 115 (23%)
- Shraddha Sinha: 92 (19%)
- Prasan Modasia: 86 (17%)
- Colin Mitchell: 79 (16%)
- Jonathan Hunter: 65 (13%)
- Bob Paton: 63 (13%)
- David Murray: 63 (13%)
- Adrian Botham: 52 (11%)
- Bob Budge: 30 (6%)

If you are thinking of standing, it's a good idea to let the members get to know you. This could mean being active in your local group or network, being more vocal on social media or getting involved in volunteering.

# FINANCIAL REVIEW

Our principle activities are the provision of information about stammering and tackling the stigma and ignorance that surrounds it; support for those who stammer and those who support them; and to support and empower our members and our stammering community.

Over the last 4 years we've followed a 5 year strategic plan to: - increase membership and build our community; to increase support for those who stammer; to educate the public; and finally to modernise and rebuild our infrastructure.

Between 2019-2022 we've re-branded, rebuilt our infrastructure, updated our technology, moved over to the cloud, expanded our existing helpline service, added webchat, and quietly added an Employment Service, an Advocacy Service, and support and workshops for parents.

We were helped by generous legacies left by our members, in particular from Owen Simons, and by grants. In 2020 we secured a generous grant from the National Lottery Community Fund to rebuild our capacity. Our promise to the Lottery was to match fund their grant. So, with Lottery money and legacies, we've rebuilt our infrastructure and support for members. We've brought in new staff, and begun public focused campaigns aimed at changing attitudes around stammering. As a result, we've grown our membership and groups, volunteering and engagement has increased and we've modernised our IT and infrastructure.

The challenge is fundraising, and in particular raising funds from our members and supporters. We still haven't reached the goal of being sustainable without the brilliant legacies from members.

Our ambition in 2020 was to build a culture of fundraising within our membership. An ambition given short shrift by Covid. Even over 2021 people struggled, and while donations and fundraising rose 17% last year, we still aren't matching expenditure. So, using our legacies, we established a designated Capacity Building Fund in 2021. This is designed to allow us to fund ongoing deficits as we build the charity to a level where there are sustainable long term and build our income generating capacity.

2022 expenses were £554,000 (2021: £390,000). This included the cost of the National Conference, where we broke even, along with increased staff costs. These rose 32% to £378,000 as we expanded some staff part-time hours, brought in overdue pay rises and appointed new staff to support families as support demands started to become unsustainable.

STAMMA's surplus for 2022 was £158,000. A huge improvement over the £97,000 deficit in 2021. This was mainly due to the generous £305,000 legacy from the late and much-loved member, Roy Tranckle. Without the legacies from members, our ongoing costs are in excess of income.

This year we have ringfenced £50,000 of Roy's legacy for future conferences which brought Roy so much joy. We have also added £300,000 to the Capacity Building Fund. In line with our plans to invest in fundraising and communications, mid 2023 we recruited a full-time Fundraiser Manager and a part-time Social Media & Communications Manager.

## THE FUTURE

Looking forward, we will take inspiration from wheelchair users in the 1980s, whose messaging wasn't just "this doorway isn't big enough", it was also "make all doorways bigger". This is where we are going.

Our plan is to push for space to be made for people who stammer - in education, at work, at home, in leisure. We want to see accommodations made, ensure that training is there for employers and service providers - so that thinking about stammering sits alongside thinking about wheelchair access. If we want 'space to be made' for people who stammer, we need to describe what that means, how that happens, and push for it and provide and describe the training, the processes and policies which can be adapted to ensure that people who stammer are treated with respect and can take part in society on a level playing field.

For that we need our members, who will always lie at the heart of our work. To support them, hear and learn from them and take their experiences, good and bad, as the basis for our learnings. And support this brilliant community, whether on an individual level or as a group or network.

We need to demonstrate that being a member of STAMMA is worth it; it brings support and rewards which people otherwise would struggle to find. We'll explore how we can support and engage members in ways which suit them, provide more formal training and guidance to group leaders, and work with our members to transform our society so that those who stammer are met with understanding, respect and accommodation.

We've already begun. We've started to put the bones into place so that we can provide guidance for individuals who stammer, and give them the tools to take up a complaint and seek resolution. We'll be providing more structured training and materials for companies wishing to provide stammer-friendly workplaces, who want to consider staff support and training, and think about the needs of customers who stammer. If we are to transform society, we need not just words but deeds. More time made available in oral exams, customer journeys and communication channels which work for our community, and space and accommodation at work for people to thrive.

## RESERVES POLICY

We have a general reserves policy of maintaining at least 6 months' operating costs within appropriate liquid funds. During the year, we were able to reduce this from 12 months' operating costs as the economy stabilised following the pandemic.

## DESIGNATED RESERVES

Designated funds are those which have been set aside out of unrestricted funds by the trustees for specific purposes. They can be created with the approval of the Board, and the Board can also cancel, dissolve or change any restrictions for the funds at any time. Transfers to and from designated funds are at the Board's discretion and are considered at least annually.

During 2021, two funds were established following generous legacies received from our members, a Young People Fund and a Capacity Building Fund. These funds continued to operate over 2022. Movements in these funds and their closing values are shown in Note 16 to the financial statements.

- An £80,000 Young People Fund, in memory of Owen Simon, from which we distribute £5,000 each year on projects dedicated to young people who stammer.
- From Roy Tranckle's legacy we have set aside £50,000 to be spent on our biennial conferences over the next 10 years.
- We have set aside a further £300,000 for the Capacity Building Fund from 2022 legacies to support our growth over the next five years.

## INVESTMENT MANAGEMENT

Investment management is overseen by the Finance Sub-Committee, and is reviewed regularly throughout the year. The general objectives of the Banking & Investment Management Policy are to protect our investments from significant levels of risk, particularly credit risk (for example risk of default by a bank) and market risks (essentially the risks of losses from under-performing investments or investment markets).

For that reason we have we have decided not to invest in equity markets because they carry significant risks of losses when considered against the relatively short investment time horizon that we are able to consider.

We have chosen to spread our investments across a range of high quality bank deposits, all of which are with UK registered banks covered by the UK Government Financial Services Compensation Scheme (FSCS) which guarantees up to £85,000 per banking licence. Banks' credit ratings are also reviewed.

We invest in bank deposits ranging from instant access to five year terms. The deposit terms are chosen to be a good fit against expected liquidity needs based on plans, budgets and forecasts together with daily treasury management. This ensures that funds are available at staged intervals and when required.

From a practical perspective, the majority of our bank deposits are managed within a platform provided by the Charities Aid Foundation which gives access to a wide range of banks and other financial institutions. This provides us with a single digital point of entry, allows us to have direct sight of our investments and keeps our costs to a minimum.

# STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees, who are also directors for the purposes of Company Law, are responsible for preparing the trustees' report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.
- The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act (2006). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware;
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Members of STAMMA guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of

winding up. The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity

## Auditors

Royce Peeling Green were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report, which includes the strategic report, has been approved by the Trustees on 12 Aug 2023 and signed on their behalf by:



**Joanna Gaukroger, Chair of Trustees**  
12/08/2023

# INDEPENDENT AUDITOR'S REPORT TO THE BRITISH STAMMERING ASSOCIATION

## Opinion

We have audited the financial statements of the British Stammering Association for the year ended 31st December 2022 which comprise the statement of financial activities, the balance sheet the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December and its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

## Responsibilities of trustees

As explained more fully in the statement of trustees responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, the Charities Statement of Recommended Practice, pensions legislation, employment regulation and health and safety regulation, anti bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, In particular in relation to use of restricted funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and

- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

Our audit procedures in relation to fraud included but were not limited to:

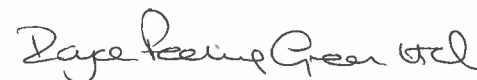
- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



### **Carolyn Dutton (Senior Statutory Auditor)**

for and on behalf of Royce Peeling Green Limited on 16/08/2023

Chartered Accountants  
Statutory Auditor  
The Copper Room, Deva City Office Pk, Trinity Way, Manchester M37BG

Royce Peeling Green Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# STATEMENT OF FINANCIAL ACTIVITIES

(incorporating an Income & Expenditure account)  
Year ended 31 December 2022

	Notes	Unrestricted funds	Restricted funds	Total 2022	Total 2021 (restated <sup>1</sup> )
		£	£	£	£
<b>Income from:</b>					
Grants, donations and legacies	2	472,795	161,700	634,495	281,586
Charitable activities	3	67,809	-	67,809	4,394
Investments - bank interest receivable		10,418	-	10,418	7,124
<b>Total income</b>		<b>551,022</b>	<b>161,700</b>	<b>712,722</b>	<b>293,104</b>
<b>Expenditure on:</b>					
Fundraising	4,6	43,209	11,280	54,489	61,753
Charitable activities <sup>1</sup> :	4,6				
Support Services		53,073	69,282	122,355	112,044
Membership		175,096	56,500	231,596	109,890
Education		106,066	39,669	145,735	106,296
<b>Total expenditure</b>	4, 6	<b>377,444</b>	<b>176,731</b>	<b>554,175</b>	<b>389,983</b>
<b>Net income / (expenditure)</b>		<b>173,578</b>	<b>(15,031)</b>	<b>158,547</b>	<b>(96,879)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		874,958	26,808	901,766	998,645
<b>Total funds carried forward</b>		<b>1,048,536</b>	<b>11,777</b>	<b>1,060,313</b>	<b>901,766</b>

<sup>1</sup>See note 4b for details of the reclassification of comparative amounts. All amounts relate to the continuing activities of the charity.

The notes on pages 50 to 60 form part of these financial statements.

# BALANCE SHEET AT 31 DECEMBER 2022

	Notes	2022 £	2021 £
<b>Fixed Assets</b>			
Property, plant and equipment	7	4,996	3,706
Investment maturing in more than one year	8	85,000	85,000
		<b>89,996</b>	<b>88,706</b>
<b>Current Assets</b>			
Debtors	9	328,303	18,478
Stocks	10	2,811	1,586
Cash at bank and in hand		439,284	563,204
Investments maturing within one year	8	235,000	255,000
		<b>1,005,398</b>	<b>838,268</b>
<b>Total assets</b>		<b>1,095,394</b>	<b>926,974</b>
Creditors: amounts falling due within one year	11	(35,081)	(25,208)
<b>Net assets</b>	12	<b>1,060,313</b>	<b>901,766</b>
<b>Represented by:</b>			
Unrestricted funds:			
- Designated	19	770,000	595,000
- General unrestricted		278,536	279,958
<b>Total unrestricted funds</b>		<b>1,048,536</b>	<b>874,958</b>
Restricted funds	18	11,777	26,808
<b>Total funds</b>	12	<b>1,060,313</b>	<b>901,766</b>

The notes on pages 50 to 60 form part of these financial statements.

# STATEMENT OF CASH FLOWS

## Balance Sheet as at 31 December 2022, cont.

- The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 December 2022, although an audit has been carried out under section 144 of the Charities Act 2011.
- The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.
- The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006 for the year in question in accordance with section 476.
- These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the trustees and authorised for issue on 12/08/2023 and signed on their behalf by:



**Joanna Gaukroger**  
Chair of Trustees

Year ended 31 December 2022

	Notes	2022 £	2021 £
<b>Cash flows from operating activities:</b>			
Net cash (used in) operating activities	17	(141,072)	(96,839)
<b>Cash flows from investing activities:</b>			
Withdrawal of investments		21,614	164,822
Purchase of fixed assets		(2,848)	(3,996)
Management fees - investments		(1,614)	(1,822)
Net cash provided by investing activities		<u>17,152</u>	<u>159,004</u>
<b>Change in cash and cash equivalents in the year</b>		<b>(123,920)</b>	<b>62,165</b>
Cash and cash equivalents at the beginning of the year		563,204	501,039
<b>Cash and cash equivalents at the end of the year</b>		<b><u>439,284</u></b>	<b><u>563,204</u></b>
<b>Analysis of cash and cash equivalents:</b>			
Cash and bank balances available on demand		56,937	190,445
Notice deposits (up to 3 months)		382,347	372,759
		<b><u>439,284</u></b>	<b><u>563,204</u></b>

The notes on pages 50 to 60 form part of these financial statements.

The notes on pages 50 to 60 form part of these financial statements.

# NOTES TO THE FINANCIAL STATEMENTS FOR YEAR ENDED 31 DECEMBER 2022

## Notes to the Financial Statements for year ended 31 December 2022

### 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### (a) Basis of preparation and assessment of going concern

The charity is a company limited by guarantee (company number 04297778) and a registered charity (charity number 1089967/SC038866), incorporated and registered in England and Wales.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The British Stammering Association ("the charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements have been prepared on a going concern basis. The trustees have assessed the charity's ability to continue as a going concern and in doing so have considered the charity's current financial position (including its latest management information), the annual plan and budget for the current year and the 3 year plan. The trustees have also considered key risks during its planning process, including inflation and the cost of living crisis together with the potential impacts of further Covid variants that could impact the charity. The trustees consider that, whilst the external environment and inflationary outlook have made the charity's environment more difficult, the charity has sufficient financial resources in all reasonable scenarios to maintain its operations for at least 12 months from the date of approval of its financial statements.

These financial statements are presented in pounds sterling, which is the currency of the primary economic environment in which the charity operates.

#### (b) Critical accounting judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, trustees are required to make judgements, estimates and assumptions in respect of the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and assumptions are

based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. There are no significant estimates or assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities in the next financial year.

#### (c) Company status

The charity is a company limited by guarantee. The members and trustees have limited liability. The liability of each member is £1 on winding up.

#### (d) Fund accounting

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds are those available for use at the discretion of the trustees in furtherance of the general objects of the charity and which have not been designated for other purposes.

Designated funds are amounts within unrestricted funds that have been put aside at the discretion of the board of trustees. The aim and use of each designated fund is set out in the notes to the financial statements.

#### (e) Income recognition

All income is included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Subscriptions are included in full in the year to which they relate. Grants are included in the year they are receivable or, if specified by the donor, in the year to which they are intended to apply. Income from legacies is taken into the statement of financial activities when received or when receipt is probable and the value can be measured with sufficient reliability.

#### (f) Expenditure recognition

All expenditure is accounted for on an accruals basis and is stated inclusive of VAT as the charity is not registered for VAT. Expenditure has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular heading, they have been allocated to activities on a basis consistent with the use of resources.

## Notes to the Financial Statements for year ended 31 December 2022

### 1. Accounting policies, cont.

Support costs and overhead expenses are allocated to expenditure headings on the basis of staff time.

Governance costs comprise costs of statutory compliance and include audit fees and costs of trustees' meetings. Also included is an allocation of staff time and overheads where attributable to strategic matters.

#### (g) Employment benefits

##### Pensions

The charity operates a defined contribution pension scheme for its staff. Pension contributions are charged to the Statement of Financial Activities in the period in which they are due. The assets of the pension plans are held separately from those of the charity and are independently administered.

##### Termination benefits

Termination payments are payable when employment is terminated by the charity before the normal retirement date or end of employment contract. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### (h) Property, plant and equipment

Property, plant and equipment is recorded at cost. Depreciation is provided for on the straight-line basis over the estimated useful lives of the related assets. The expected useful lives are as follows:

Office equipment: 4 years

#### (i) Operating leases

Rental charges in respect of operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

#### (j) Donated services

The value of donated services, with the exception of volunteers, is recognised in the Statement of Financial Activities within income and matching expenditure to the extent that they would otherwise have been purchased.

## Notes to the Financial Statements for year ended 31 December 2022

### 1. Accounting policies, cont.

#### (k) Financial instruments

The charity has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

### 2. Grants, donations and legacies

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Grants	44,000	161,700	205,700	202,350
Donations	62,229	-	62,229	53,236
Legacies	366,566	-	366,566	26,000
	<b>472,795</b>	<b>161,700</b>	<b>634,495</b>	<b>281,586</b>

In the previous year, £129,622 of grants, donations and legacy income related to unrestricted funds and £151,964 related to restricted funds. The value of donated services is shown within note 16.

### 3. Income from charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
National Conference income	61,894	-	61,894	-
Services provided	1,600	-	1,600	-
Workshops and other events	1,388	-	1,388	1,095
Sales and other fees	834	-	834	1,029
Gift Aid	2,093	-	2,093	2,270
	<b>67,809</b>	<b>-</b>	<b>67,809</b>	<b>4,394</b>

In the previous year, all income from charitable activities related to unrestricted funds.

## Notes to the Financial Statements for year ended 31 December 2022

### 4. Total expenditure

#### (4a) Analysis of Expenditure

	Staff costs (note 5) £	Other direct costs £	Support costs £	Governance costs £	Total 2022 £	Total 2021 (restated) (note 4b) £
Fundraising costs	38,872	8,535	6,108	974	54,489	61,753
<i>Charitable activities</i>						
Support Services	105,780	4,828	9,504	2,243	122,355	112,044
Membership	139,004	77,542	12,176	2,874	231,596	109,890
Education	94,776	40,311	8,614	2,034	145,735	106,296
	<b>378,432</b>	<b>131,216</b>	<b>36,402</b>	<b>8,125</b>	<b>554,175</b>	<b>389,983</b>

Membership costs in 2022 include the costs of the National Conference. Related income is disclosed in note 2.

In the previous year, £155,976 related to restricted funds and £234,007 related to unrestricted funds.

The value of donated services is shown within note 16.

#### (4b) Reclassification of prior period expense categories

Expense categories, together with the related cost allocation methodology, have been revised in the current year to better reflect the operations of the charity and the time spent by staff on their respective activities within these cost categories. Expenses in the prior period, though unchanged in aggregate, have been restated to conform with the new basis of cost allocations applied in the current year.

Amounts as previously reported were:	2021 £
Fundraising costs:	46,655
<i>Charitable activities</i>	
Advice & Support	95,345
Membership	85,128
Information & Support Service	162,855
	<b>389,983</b>

## Notes to the Financial Statements for year ended 31 December 2022

### 5. Staff costs

	2022 £	2021 £
Salaries	330,009	251,331
Social security costs	28,827	19,821
Pension contributions	19,596	14,733
	<b>378,432</b>	<b>285,885</b>

	2022 Number	2021 Number
The average number of employees during the year was:	11	10
The average number of full time equivalent employees during the year was:	8.7	7.7

The average number of employees during the year was:

The average number of full time equivalent employees during the year was:

#### Higher paid employees

The number of employees whose emoluments (excluding employer pension contributions) for the year fell within the following bands were:

£60,000 - £70,000	1	1
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The only higher paid employee in both years was the Chief Executive Officer.

#### Key management personnel

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The trustees neither received nor waived any emoluments during the year (2021: nil). Travelling expenses during the year, including payments made directly to third parties, were £582 for 6 trustees (2021: £210 for 2 trustees).

#### Volunteers

An average of 31 volunteers (2021: 44) worked 2232 volunteer hours (2021: 2,394) for the charity during the year.

Numbers for both years are averages and indicate the numbers of volunteers working in any given month. They do not represent the actual number of volunteers who have worked over the year.

## Notes to the Financial Statements for year ended 31 December 2022

### 6. Net expenditure for the year

	2022	2021
	£	£
Net expenditure for the year is stated after charging:		
Depreciation	1,558	626
Auditor fees	6,000	5,760
Rentals payable under operating leases:		
- land & buildings	17,638	10,066
- office equipment	286	5,616

### 7. Property, plant & equipment

	Office Equipment	Total 2022	Office Equipment	Total 2021
Cost:	£	£	£	£
At the beginning of the year	4,440	4,440	444	444
Additions	2,848	2,848	3,996	3,996
At the end of the year	<u>7,288</u>	<u>7,288</u>	<u>4,440</u>	<u>4,440</u>
<b>Accumulated depreciation:</b>				
At the beginning of the year	(734)	(734)	(108)	(108)
Depreciation charge	(1,558)	(1,558)	(626)	(626)
At the end of the year	<u>(2,292)</u>	<u>(2,292)</u>	<u>(734)</u>	<u>(734)</u>
Net book value at the beginning of the year	3,706	3,706	336	336
<b>Net book value at the end of the year</b>	<u>4,996</u>	<u>4,996</u>	<u>3,706</u>	<u>3,706</u>

### 8. Investments

	2022	2021
	£	£
Term deposits maturing within one year	235,000	255,000
Term deposits maturing in more than one year	85,000	85,000
	<u>320,000</u>	<u>340,000</u>

## Notes to the Financial Statements for year ended 31 December 2022

### 9. Debtors

	2022	2021
	£	£
Other debtors	4,608	1,466
Prepayments & accrued income	323,695	17,012
	<u>328,303</u>	<u>18,478</u>

### 10. Stock

	2022	2021
	£	£
Merchandise	2,811	1,586
	<u>2,811</u>	<u>1,586</u>

### 11. Creditors

	2022	2021
	£	£
Trade creditors	8,039	1,402
Taxation and social security	8,570	6,664
Amounts owed in respect of employees' pension contributions	3,276	2,656
Other creditors	7,625	5,364
Accruals and deferred Income	7,571	9,122
	<u>35,081</u>	<u>25,208</u>

### 12. Analysis of net assets between funds

	Invest- ments £	Property, plant & equipment £	Debtors £	Stock £	Cash at bank and in hand £	Creditors £	Net Assets £
<b>2022</b>							
Restricted	-	-	-	-	11,777	-	11,777
Unrestricted	320,000	4,996	328,303	2,811	427,507	(35,081)	1,048,536
	<u>320,000</u>	<u>4,996</u>	<u>328,303</u>	<u>2,811</u>	<u>439,284</u>	<u>(35,081)</u>	<u>1,060,313</u>
<b>2021</b>							
Restricted	-	-	-	-	26,808	-	26,808
Unrestricted	340,000	3,706	18,478	1,586	536,396	(25,208)	874,958
	<u>340,000</u>	<u>3,706</u>	<u>18,478</u>	<u>1,586</u>	<u>563,204</u>	<u>(25,208)</u>	<u>901,766</u>

## Notes to the Financial Statements for year ended 31 December 2022

### 13. Operating leases

The charity had no commitments under non-cancellable operating leases at the end of both the current and prior year.

### 14. Pensions

The charity operates a defined contribution pension scheme whose assets are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to £19,596 (2021: £14,733). Contributions from both employer and employees totalling £3,276 (2021: £2,656) were payable to the fund at the balance sheet date and are included within creditors.

### 15. Related party transactions

During the year the charity received donations from the trustees and connected parties amounting to £1,103 (2021: £1,061).

### 16. Donated services

Donated services with a fair value of £328,770 were received during the year (2021: £nil) in respect of billboard and cinema advertising. These services were used to further stammering awareness.

These services would not otherwise have been purchased by the charity so their value has not been shown within the Statement of Financial Activities.

### 17. Reconciliation of net income / expenditure to net cash flow from operating activities:

	2022	2021
	£	£
Net income / (expenditure) for the year	158,547	(96,879)
Adjustments for:		
Depreciation	1,558	626
(Increase) in debtors	(309,825)	(3,305)
(Increase) / decrease in stock	(1,225)	89
Increase in creditors	9,873	2,630
<b>Net cash (used in) operating activities</b>	<b><u>(141,072)</u></b>	<b><u>(96,839)</u></b>

## Notes to the Financial Statements for year ended 31 December 2022

18. Statement of restricted funds	Balance at 1 Jan 2022	Incoming resources	Resources expended	Balance at 31 Dec 2022
	£	£	£	£
29th May 1961 Charitable Trust	-	3,000	(3,000)	-
Alpkit Foundation	400	-	(198)	202
Anson Charitable Trust	-	2,000	(2,000)	-
Arnold Clark Community fund	-	2,000	(2,000)	-
Boshier - Hinton Foundation	-	1,000	(1,000)	-
Chapman Charitable Trust	1,000	-	(1,000)	-
Charles Littlewood Hill Trust	-	500	(500)	-
Forrester Family Trust	-	5,000	(5,000)	-
Grace Trust	-	1,250	(1,250)	-
Independent Age	4,000	-	(4,000)	-
James T Howat Charitable Trust	-	500	(500)	-
James Wise Charitable Trust	-	350	(350)	-
John James Bristol Foundation	-	2,000	(2,000)	-
National Lottery Community Fund	3,820	85,000	(88,820)	-
Pears Foundation	5,401	8,500	(5,401)	8,500
Sackler Trust	-	5,000	(5,000)	-
Sandra Charitable Trust	3,898	4,000	(7,898)	-
Sir John & Lady Heathcoat Amory CT	-	200	(200)	-
N Smith Charitable Settlement	-	500	(500)	-
Tay Charitable Trust	-	2,000	(2,000)	-
The Ammco Charitable Trust	-	500	(500)	-
The Charles & Elsie Sykes Trust	-	7,000	(7,000)	-
The David Brooke Charity	2,725	-	(650)	2,075
The Doyly Carte Charitable Trust	-	4,000	(4,000)	-
The February Foundation	-	3,000	(3,000)	-
The Lawson Trust	-	3,000	(3,000)	-
The Lee Smith Foundation	300	-	(300)	-
The Meikle Foundation	-	1,000	(1,000)	-
The Pamela Barlow Charitable Trust	-	1,000	(1,000)	-
The Pilkington Charities Fund	-	4,000	(4,000)	-
The Progress Foundation	4,000	-	(4,000)	-
The Rothley Trust	-	900	(900)	-
The Simon Gibson Charitable Trust	-	2,000	(2,000)	-
The Sir John Eastwood Foundation	-	2,500	(2,500)	-
The Syder Foundation	-	2,000	(2,000)	-
The Sylvia & Colin Shepherd CT	-	500	(500)	-
W O Street Charitable Trust	-	2,000	(2,000)	-
Westfield Charitable Trust	-	4,000	(3,000)	1,000
Anonymous	-	1,500	(1,500)	-
CAF donations	1,264	-	(1,264)	-
	<b><u>26,808</u></b>	<b><u>161,700</u></b>	<b><u>(176,731)</u></b>	<b><u>11,777</u></b>

## Notes to the Financial Statements for year ended 31 December 2022

### 18. Statement of restricted funds (cont.)

Restricted funds are grants provided by the funder towards specific areas of activity.

National Lottery Community Fund (1) supported attendance at STAMMA national conference. National Lottery Community Fund (2) was the final part of a 3 year grant supporting capacity building, including posts to support membership and local groups & networks.

### 19. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

2022	At 1 Jan 2022 £	Incoming resources £	Resources expended £	Transfers in £	At 31 Dec 2022 £
<b>Designated fund:</b>					
Capacity Building	515,000	-	(170,000)	300,000	645,000
Young People	80,000	-	(5,000)	-	75,000
National Conferences	-	-	-	50,000	50,000
	<b>595,000</b>	<b>-</b>	<b>(175,000)</b>	<b>350,000</b>	<b>770,000</b>
2021	At 1 Jan 2021 £	Incoming resources £	Resources expended £	Transfers in £	At 31 Dec 2021 £
<b>Designated fund:</b>					
Capacity Building	600,000	-	(85,000)	-	515,000
Young People	80,000	-	-	-	80,000
	<b>680,000</b>	<b>-</b>	<b>(85,000)</b>	<b>-</b>	<b>595,000</b>

Resources expended represent transfers from bank deposits to operational bank accounts to support expenditure associated with the related funds, together with costs allocated to those funds.

Transfers in represent funds transferred from general unrestricted reserves to designated funds during the year, at the discretion of the Board.

During the year, a new designated fund was established by the Board in respect of future national conferences. A £50,000 transfer was made into the fund from general unrestricted reserves.

## 2023 GOALS



Review strategic plan.



Campaign for improved access to goods & services.



Provide an advocacy & support service



Refresh the website.



Expand our Employment Support Service.



Increase our fundraising capacity.



Grow our membership.

# STAMMIA

Box 140, 43 Bedford St,  
London WC2E 9HA.  
Tel 020 8983 1003

Reg nos 1089967/SC038866

**STAMMA**

England & Wales - Charity number 1089967

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# Accounts

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# **THE BRITISH STAMMERING ASSOCIATION**

**Company Registration Number: 04297778**

**Charity Registration Numbers: 1089967/SC038866**

**THE BRITISH  
STAMMERING ASSOCIATION  
Trading as STAMMA  
A company limited by Guarantee**

**Financial statements  
31 December 2021**

# THE BRITISH STAMMERING ASSOCIATION

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# THE BRITISH STAMMERING ASSOCIATION

## Reference & Administrative Information

### Trustees

Chair:	Tim Fell Joanna Gaukroger	Reappointed 2017, term ended Oct 2021 Elected Oct 2020, elected Chair Oct 2021
Treasurer:	Gary Barth Natalie Mortimer Lynne Mackie Naheem Bashir Christine Simpson Betony Kelly Neil Morjaria Sibonelelo Phiri Max Gattie Gillian Rudd Chantal Anderson Rhiann Binns Paul Fix James Mawbrey Deborah Johnston	Appointed March 2020 Elected Nov 2019, resigned March 2022 Elected Nov 2019, died Dec 2021 Reappointed in 2021 for a period of 3 years *Appointed in 2019 for a period of 3 years *Appointed in 2019 for a period of 3 years Reappointed in 2019 for a period of 3 years *Appointed October 2020 for a period 1 year. Elected October 2020, resigned May 2021 Reappointed in 2021 for a period of 3 years Elected Oct 2021 Elected Oct 2021 Appointed Feb 2022 Appointed Feb 2022 Appointed Feb 2022

\*Filling Elected positions where the postholder resigned.

**Chief Executive:** Jane Powell

**Registered Office:** Box 140, 43 Bedford Street  
London WC2E 9HA  
Tel: 020 8983 1003

**Website:** [www.stamma.org](http://www.stamma.org)

**Auditor:** Royce Peeling Green Limited  
The Copper Room, Deva City Office Park  
Trinity Way  
Manchester M3 7BG

**Bankers:** HSBC plc  
465 Bethnal Green Road  
London  
E2 9QW

CafBank Ltd  
King's Hill  
West Malling  
Kent ME19 4TA

**Constitution:** Limited Company registered in England, Number 04297778  
Registered Charity Nos 1089967/SC038866

## Chair's Introduction

### WELCOME FROM THE CHAIR

2021 was packed. It started with greeting fellow-stammerer Joe Biden to his new role as President of the United States. Later, we got Apple to stop linking the woozy face emoji with stammering.

We picked up the Communications Campaign of the Year Award for 'Find the Right Words', and our October 'No Diversity Without Disfluency' campaign was well publicised, with its key message endorsed by Ofcom.

With funds from the National Lottery, we now have staff to support members, local groups and networks - and use of our resources and helpline and webchat services continued to develop, reaching more people than ever.

We are pleased and proud to present this report. As 2022 unfolds, we'll be pushing forward with ambitious plans, but also ensuring we can respond and adapt quickly as circumstances dictate.



Joanna Gaukroger  
Chair of the Board

## Report on 2021

### A Global Welcome

At the start of January, working with organisations from around the world, we press released a letter congratulating Joe Biden on his inauguration, which the National Stuttering Association of America later presented to the new US President. The letter read:

"President Biden, the stammering community across the globe celebrates your accomplishment. This achievement is an empowering message for people who stutter in every continent around the globe, and a powerful message to those who do not stutter. You stutter. We stutter. It's how we talk."

Later that month, Felicity Baker, STAMMA member and BBC Producer, produced a BBC TV television news item about Joe Biden, the first President with a stammer, leading to a surge in new members and interest in stammering. The report led to a bigger piece on stammering which followed in March - 'I can't Say My Name: Stammering in the Spotlight'.

Felicity swapped roles with news presenter Sophie Raworth, who featured in this primetime BBC documentary. The programme resonated with people who stammer across the UK, bringing a surge of enquiries into STAMMA. Shortly after this, Trustee Betony Kelly interviewed them both in an exclusive for STAMMA.

## STRATEGIC OBJECTIVES

At our AGM in 2018, we set out our 5-Year Plan with four strategic areas of work:-

### 1 Public Education

To educate the public about stammering so that they understand and react better when they hear someone stammer.

### 2 Support & Information

To reach more people who stammer and expand the support we provide.

### 3 Build our Community

To grow our membership, increase membership engagement, support our local groups and networks.

### 4 Manage the Charity Effectively & Efficiently

To create a good working environment, support our staff and volunteers, develop efficient protocols and track impact.

## 1. PUBLIC EDUCATION

### Advice for Judges

We worked with the Courts & Tribunals Judiciary over the year, advising on the inclusion of stammering in the Equal Treatment Bench Book. This resource, given to every judge in the UK, helps the judiciary understand the different circumstances and needs of people who stammer appearing in courts and tribunals.

The 2021 edition includes a chapter on what stammering is, how it may affect the way some people come across, and how behaviours may be misinterpreted, such as avoiding words, looking away and substituting words; everyday actions of those who stammer but which can be misconstrued as telling lies.

# THE BRITISH STAMMERING ASSOCIATION

There's practical guidance to help make the court experience easier for defendants and witnesses who stammer. We will continue to focus on stammering and the law over the months and years ahead.

## Apple

A member of our helpline team alerted us to the fact that a wozy face emoji was prompted when 'stammer'/'stammering' was typed on her phone. We worked with our community to see how widespread this was. We found it appeared only on Apple devices and came up in every language we tested it on.

We issued a press release challenging Apple. Coverage was global as there are thousands of sites dedicated to reporting on Apple products and stories. On Friday 23rd July, 4pm GMT, Apple issued an update which removed the auto suggestion of the wozy face emoji when typing in 'stammer'/'stammering' on their devices. No apology, but action was taken. No person nor company, however big, should feel able to mock people who stammer.

## No Diversity Without Disfluency

*"This is brilliant what you're doing here with these little videos. I love it. What a community. I'm actually beginning to feel a SPARK of PRIDE flickering for having a stammer. From Disgust to Pride - what a journey and all down to you @stammauk helping me see others like me."*

For International Stammering Awareness Day, 22nd October 2021, we focused our campaign on the lack of representation of people who stammer on our televisions. As part of this we conducted live interviews with our brilliant team of volunteers about:

- when they first heard someone stammer on TV,
- when they last heard someone stammer on TV,
- when they last heard someone on TV stammer not talking about stammering.

Nearly a dozen videos were produced, including 'Turn us On', created by comedian Nina G and actor/influencer Marc Winski. We used these videos to signpost people to our change.org petition which garnered over 20,000 signatures within weeks. The campaign was given wings by a video created by member and creative Daniel Liakh, 'Not Just One Day' and within weeks the petition hit 20,000 signatures.

ITV ran with our 'No Diversity Without Disfluency' campaign in ALL of their regions, interviewing STAMMA members and Patron Scroobius Pip, and showing a clip from our 'Not Just One Day' video. We finally went beyond just talking about 'overcoming' stammering, and moved the conversation in the media to how we want to be represented.

The quote from Ofcom, the UK's communications regulator, provided the icing on the cake, acknowledging the need for people who stammer to be seen and heard on our screens: "We applaud the work to raise awareness of stammering and encourage broadcasters to take notice."  
Ofcom 22nd Oct 2021

The feedback on the campaign was great. Our Oct 2021 stats compared well with Oct 2020. Reach was lower but engagement higher, with the third highest numbers of new members signing up that month ever.

# THE BRITISH STAMMERING ASSOCIATION

Social Media	Oct 2020	Oct 2021
Twitter Impressions	349.7K	398.9k
Twitter Followers	6,223	7,261
Retweets	915	772
Likes	2.1K	1.7k
Engagement rate	2.60%	6.39%
Engagement	13,813	9,275
Facebook reach	95,651	65,479
Insta likes	1,644	1,459
Insta followers	1,688	2,473
Website Page views	51,073	58,029
Users	29,719	26,168
Views of video	50,990	12,238
No of new subscribers	203	177
Calls, webchats & emails	90	83
Website downloads	4,400	2,464

## 2. SUPPORT & INFORMATION

*" I enjoyed speaking with you. You were so helpful and really admired your patience and good understanding of my situation"*

Over 2021, we expanded the number of helpline calls, emails, webchats, downloads, videos and information by 20%, providing 43,000 episodes of support. We developed extended support, advocating for people calling with complex queries, and built the foundations of our Employment Support Project. Our Support & Information Services run every weekday, 10am-noon, 6pm-8pm.

STAMMA.ORG continued to platform people's stories, sharing 66 'Your Voice' articles and launching our very first podcast 'Around the Block', a fresh and engaging series hosted by members Gemma & Matty.

Overall, we provided 43,000 episodes of support. This included people watching one of our videos, listening to 'Around the Block', downloading a leaflet or using our helpline services, whether by webchat, email or phone. This included a total of 9,420 minutes of incoming calls, 3,491 minutes of outgoing calls, 6,420 minutes of webchat, and as the Programme Manager technically put it, "Squillions of hours on emails."

# THE BRITISH STAMMERING ASSOCIATION

## Support Services

*"I can't thank you enough for this incredible response. I am absolutely blown away by how quickly you've got back to me and how much consideration you have given to our specific situation. I feel so lucky to now have a few options to consider and to have been able to discuss with my son."*

The helpline services are supported by a team of around 40 trained, supported and ace volunteers. A team which rather magnificently were shortlisted for 'Volunteer Team of the Year' at the Third Sector Excellence Awards in 2021.

## About Our Callers

Unless a caller has agreed we can share their information, calls are anonymous. We do, however, keep a note of the nature of calls, chats and emails we receive so we can measure who we are/aren't reaching. 61% of contacts are from women, reflecting the high volume of parents contacting us, most often mothers. Some calls to the helpline need ongoing support - a series of conversations to explore issues in more detail, bring other family members into the conversation, or to build the caller's confidence in speaking on the telephone. We've begun categorising these calls as 'extended support'.

Gender of Caller, where known					
	Helpline	Webchat	Email	Extended follow-up	Totals
Female	61.21%	59.61%	60.33%	61.80%	60.75%
Male	38.34%	36.54%	39.44%	38.20%	38.59%
Other	0.45%	3.85%	0.23%	0.00%	0.66%

## Helpline Service Calls

	Helpline	Webchat	Email	Extended support	All
2021	578	299	494	92	1,463
2020	736	235*	392	n/a	1,363
Traffic	40%	20%	34%	6%	100%

\*Webchat was launched in May 2020, when call numbers were inflated by testing and aren't a full year. Extended follow-ups were logged from April 2021

## Caller Profiles

Parents of children who stammer made up 58% of contacts, with 65% preferring the helpline. Of callers who stammered, 39% preferred webchat, followed by email and then the helpline. A vindication of our decision to run this service as well as emails.

	Helpline	Webchat	Email	Totals
Person who stammers	22.73%	38.75%	29.81%	28.66%
Parent	64.77%	53.75%	53.84%	57.98%
Employer	1.14%	0.00%	0.00%	0.43%
SLT	0.00%	2.50%	4.33%	2.37%
Teacher	0.00%	1.25%	2.40%	1.29%
Other	11.36%	3.75%	9.62%	9.27%

# THE BRITISH STAMMERING ASSOCIATION

61% of those who contact our services are aged 25-44, with 34% being 25-34. Among 18-24 year olds, email is most popular, followed by webchat. Users of webchat gave it a rating of 4.4 out of 5 over the year.

	Helpline	Webchat	Email	Extended follow-up	Totals
<18	2%	7%	13%	4%	6%
18-24	8%	14%	19%	29%	14%
25-34	38%	34%	28%	29%	34%
35-44	34%	30%	18%	13%	27%
45-54	10%	10%	14%	8%	11%
55-64	4%	2%	5%	4%	4%
65+	4%	3%	3%	13%	4%

## Advocacy Service

The helpline service advocated on behalf of 11 individuals over the year and worked with two corporates.

- We successfully lobbied to prevent Sheffield's adult NHS stammering service from closure.
- We worked with a theatre to alter a production that included a negative, inappropriate use of stammering, and amend the video of a performance before it was streamed via the National Theatre.
- A pupil was refused language A-levels because of their stammer. A specialist helpline volunteer liaised with the school, family and exam board to show how reasonable adjustments could be applied.
- An adult seeking Universal Credit felt they were discriminated against in a face-to-face assessment because of their stammer and asked for a paper-based exam. We liaised with the Department for Work & Pensions by phone, email and letter, and the request was finally granted.
- An adult who does not possess a mobile phone was unable to park legally in a university car park as the only payment option was to pay by phone. We liaised with the university, the car park company, and Citizens Advice Bureau on behalf of the individual to raise issues around discrimination.

## Around The Block Podcasts

*"A friend brought this podcast to my attention. It's been an absolute revelation. Hearing stammerers talking about lockdown challenges and linking them to stammering, in a way which totally resonated for me, has been really powerful and cathartic."*

After months of discussion and planning, STAMMA's 'Around the Block' podcast launched on 30th March with Gemma and Matty doing the talking and Steven Halliday and Naheem Bashir on the planning and production.

Over the year they recorded episodes around stammering and mental health; lockdown & zoom calls; job hunting; Bridgerton; school; friends, family and socialising; Freshers Week; and a 2-part interview with STAMMA Patron Scroobius Pip (it was so good). The responses from members to this fresh, funny and relaxed series was brilliant, with over 3,800 downloads to date.

## Employment Support Service

We supported medical professionals with reasonable adjustments for scenario-based exams.

# THE BRITISH STAMMERING ASSOCIATION

We worked with restaurant chain Iberica to ensure that the HR and recruitment processes and restaurants were stammer friendly.

We supported Sussex Police in establishing a stammering network and exploring options for training all staff on communication differences.

We secured a grant to support people needing 'proof' of their stammer in getting an assessment so they could access reasonable adjustments. Thanks to the David Brooke Charity.

*" Thank you! I have just offered a job to someone who stammers. I found your resources very helpful. I will share them with the rest of the team. I was hugely impressed by his interview! It did take him a little longer to say his words but he was incredibly succinct and I think we can all learn from that."*

## Website

This year we made it to the top position on Google when searching for 'stammering', 'stammering support' and 'stammering in adults'. There were 19,050 downloads of leaflets and guidance from the site, down from 2020, but matched by 25,666 views of our videos, dramatically up from 6,903 in 2020.

Traffic to the site increased. Page views rose by 18.3%, users by 29.7%. There were 66 fresh articles on our ever popular Your Voice section. Traffic to the site grew over the year, with increases to the following pages:

- 48% Become a member
- 74% Donate page
- 7% Volunteer page
- 75.5% Helpline/webchat

Articles ranged from 'Joe Biden & "overcoming" stuttering', 'Bridgerton's missed opportunity', 'Why stammering makes me a better leader', 'Supporting myself as the parent of a child who stammers', 'Job hunting tips & pitfalls', 'What helps my covert stammer at school', as well as a series of articles marking Black History Month.

# THE BRITISH STAMMERING ASSOCIATION

## 3. BUILD OUR COMMUNITY

	2020	2021	2022
<b>Target</b>	3,168	4,813	6,251
<b>All subscribers</b>	3,181	4,865	
<b>Members</b>	2,301	3,335	
<b>Supporters</b>	880	1,530	

Membership grew by 1,034, and a further 650 signed up as supporters, totalling 4,865 members & supporters. Our presence on social media expanded, as did our volunteering; an astonishing 212 people signed up to volunteer, and the helpline volunteer team provided 2,277 hours across our services. Professional networks expanded and the STAMMA Striders walking group strapped their boots back on.

### Membership

STAMMA is a membership organisation, which means we are owned by our members and governed by a Board of Trustees elected by our members. To be a member you need to be aged over 16 and be resident in the UK.

Membership is free, but members are encouraged to support their charity through fundraising or an annual or monthly donation. Membership enables you to vote in Board elections and gives you prioritised access to conference and STAMMA events and activities. You don't have to stammer to be a member.

Supporters may be based elsewhere in the world and may include people who wish to be kept informed of our activities. Last year total subscribers, members and supporters grew by 53%. Our ambition is to reach 10,000 supporters by 2026.

### Stamma on Social

We continued to grow our presence on social media. Our biggest social platform is our Facebook group, there for people to talk and share their experiences of stammering. Our dedicated small team of moderators work hard to keep the page friendly, advert-free and on point.

Social Media	2018	2019	2020	2021
Facebook group members	9,021	9,663	10,340	10,916
Twitter followers	4,489	5,345	6,361	7,429
Twitter engagements	n/a	20,912	44,120	56,660
Instagram followers		797	1,793	2,549
Instagram likes		n/a	7,544	12,066
YouTube subscribers			167	405

### Embracing the Arts

In February, Trustee Betony Kelly interviewed Jonty Claypole for a Zoom webinar about his book, as well as stammering and creativity. Jonty, the outgoing Director of BBC Arts and past chair of Manchester's HOME arts centre, generously agreed to be a Patron. His book 'Words Fail Us: In Defence of Disfluency' is a cultural history of speech disorders, an exploration of the growing 'stammering pride' movement, and a passionate argument for diversity in speech and communication.

# THE BRITISH STAMMERING ASSOCIATION

## A Celebration of Stammering & the Arts

In March, STAMMA worked with Robert Coe, Coordinator of the Cambridge Stammering Self Help group on a brilliant online session celebrating Stammering and the arts. The three-hour online event included distinguished artists, comedians, cartoonists, movie producers, documentary makers and more, and attracted participants from four continents to listen to keynote speakers, round table discussions and workshops. The celebration featured poet and composer JJJJJerome Ellis, Jonty Claypole and a great panel discussion with the BBC's Felicity Baker and Sophie Raworth, author Helen Rutter, artist Paul Aston, socially engaged arts producer Rory Sheridan, cartoonist Daniele Rossi and film producer Gina Rose.

## Stammering & Writing

As part of our One-to-One series of daisy-chain interviews, Jonty Claypole interviewed fellow Patron and poet Owen Sheers. Owen's facility with words is a joy, and it was a treat to listen to him talk about writing and stammering and hear him recite his poems. Owen then interviewed the poet Zaffar Kunial, in an engrossing discussion which covered stammering, time and space. Zaffar insisted upon interviewing someone he always admired, STAMMA Patron David Mitchell - a lovely interview proving people who stammer can be brilliant communicators.

These interviews are a challenge to fluent speakers, writers, biographers and lovers of literature, to take a fresh view of stammering and how it impacts the lives of those who stammer.

## Online & Social

Over the year as lockdowns continued, we tried to make our online offerings as informative and entertaining as possible, with STAMMA Music and STAMMA Movement workshops, and hundreds taking part in our regular quizzes consistently led by Bex - and the Walkers & Talkers won every darn time.

Tash continued her fantastic vlogs with a piece about the difficulties of video meetings. We interviewed Helen Rutter about her book 'The Boy Who Made Everyone Laugh', a corker about a young boy who wants to be a comic.

## Volunteering

*"Many thanks for your help and I really enjoyed our training session today. The training program has been excellent for the Stamma helpdesk, you have done a great job."*  
Helpline volunteer

Volunteers provided 2,277 hours on the helpline service in 2021. Our volunteers cover our helpline services and receive regular training and support sessions. There are around 40 volunteers working on services at any given month. The team were shortlisted in the Volunteer Team of the Year category at the Third Sector Awards.

Volunteers from this pool often get involved in other aspects of STAMMA, from admin to working on our campaigns. The team include people who stammer, parents of children who stammer and speech and language therapists. They totally rock.

The team is constantly refreshed as our services expand. We tend to recruit in waves, so that we can plan training most effectively. Do enquire if you are interested.

# THE BRITISH STAMMERING ASSOCIATION

## Professional Networks

One of the first STAMMA networks set up was STAMMA Defence, and the Civil Service Stammering Network followed. Over 2021, the number of networks grew, with 4 listed below, and another 4-6 in development.

- STAMMA Legal
- Met Police Stammering Network
- NHS Stammering Network
- BBC Stammering Support Network

## Local & Online Groups

With lockdowns continuing and many groups going online, the number of physical group meetings drifted down over the year. But there were some great highs: the Scottish Walk n' Talk returned; the Cambridge Group organised an outstanding Stammering & the Arts online conference; and these new online groups were set up:

- Adults New to Stammering
- Parent2Parent Support Group
- STAMMA at Work, Facebook Group

A full list of all the local groups and professional networks can be found on our website.

If you'd like to set up a local group or network - within your own organisation (like the BBC) or across a profession (like STAMMA Legal), get in touch and we'll do all she can to support you.

## 4. MANAGE THE CHARITY

We continued hybrid-working over the year, grew the staff team, and spent time planning how we manage our reserves and make the best use of legacies. We were joined by two new members of the team, courtesy of the Big Lottery Community Fund, George Somers and Charlotte Smith. Sadly Charlotte was with us for only a few months before she felt the call of music and education and left in December, with Verena Meyners taking on the role in 2022. We also took over managing our website in-house, and dug more into Microsoft Teams.

### STAMMA Staff

The diagram above shows how the work overlaps across each of the key areas of support, membership and education (and campaigns) and fundraising.

The workload coming into the services team over 2021 showed the need to refine and expand our services more, so we split the work and were delighted to be joined at the start of 2022 by Catherine Woolley, a speech & language therapist who will focus on working with families and young people within our 'services' team. Catherine brought the total staff complement to 5 full-time and 6 part-time staff.

While we are still working hybrid, we meet up regularly. Some staff come into the office during part of the week, others continue to work from home.

# THE BRITISH STAMMERING ASSOCIATION

We raised £53,236 in donations and member fundraising this year. Highlights include the Santa in the City Run, with John Russell, Tayo Adesgun and Marlon Sampedro. Jatin Patel did the Three Peaks challenge, Sgt Adam Booth did 500 miles in 6 months (During which time he got a placement in the army. It didn't stop him.) Bradley Severn did a 12-hour gaming marathon live on Twitch. We also received donations In Memory of Ann Danks and Mark Knowlton.

Do join us on the cheer lines - it is always lovely to catch up with people.

## Awards & Thank You

We were delighted to win the Communications Campaign of the Year Award with our Find the Right Words campaign (Third Sector Excellence Awards). We were also shortlisted in the Volunteer Team of the Year and CEO of the Year (under £5m) categories. Just being nominated for these awards is a massive accolade and our volunteer team have been amazing this past year.

We'd like to pay tribute to our stalwart team of awesome volunteers, our Facebook group moderators, our Trustees and Patrons, Daniel Liakh and all at VMLY&R, and Scroobius Pip. And a huge thank you to Tim Fell who served his final stint as Chair of the Board of Trustees at October's AGM, after 8 years of outstanding service. The good news is that he's staying involved in STAMMA on the STAMMAFest Global Committee.

Finally, thank you to the trusts and foundations, who've provided the bedrock of support to our helpline and support services.

## Grants

We'd like to thank the following for their support this year:

Alpkit Foundation	Lee Smith Foundation
Annie Tranmer Charitable Trust	Lillie Johnson Charitable Trust
Anson Charitable Trust	National Lottery Community Foundation
Baron Davenport	Marsh Christian Trust
Bartlett Taylor Charitable Trust	Michael & Anna Wix Charitable Trust
Bernard Piggott Charitable Trust	Norman Family Charitable Trust
Blakemore Foundation	Pears Foundation
Chalk Cliff Trust	Pilkington Charities Fund
Chapman Charitable Trust	Progress Foundation
Charles & Elsie Sykes Trust	Roger & Douglas Turner Charitable Trust
Charles Littlewood Hill Trust	Sandra Charitable Trust
Charles S French Charitable Trust	Sidney & Phyliss Goldberg Memorial Charitable Trust
Community of the Presentation Trust	Sir James Knott Trust
Coward Endowment	Sir James Reckitt Charity
David Brooke Charity	Sir John & Lady Heathcoat Amory's Charitable Trust
Eleanor Rathbone Charitable Trust	Sovereign Health Care Charitable Trust
Eveson Charitable Trust	Syder Foundation
Florence Turner Trust	Ten Percent Foundation
Fredrick & Phyllis Cann Trust	Underwood Trust
Friarsgate Trust	W E Dunn Trust
HDH Wills 1965 Charitable Trust	
John Coates Charitable Trust	
John James Bristol Foundation	

# THE BRITISH STAMMERING ASSOCIATION

## Public Awareness

If we are to reach everyone in the UK who stammers we need to ensure our voice is being heard. One way of testing this is by using an outside agency. We asked YouGov to ask people what they thought 'STAMMA' was.

Fieldwork was undertaken between 19th-23rd November 2021. The survey was carried out online. The figures have been weighted and are representative of all GB adults (aged 18+).

10% correctly identified STAMMA from one of the 8 options given, while 5,425 skipped the question. 10% is far higher than the 2% recognition rate we measured in 2018. While we've still a way to go, our campaigns are cutting through; we're reaching more people, gathering more members and getting our messages out there.

## In Memory

Over the year we lost three much-loved members. Ex-Chair and President of the BSA **Brian Dodsworth** passed away on the 10th April, generously leaving STAMMA a legacy of £25K.

**Roy Tranckle** died in November, a hugely popular member who loved conferences. Roy and Brian were both members from the early days of the Association For Stammers.

Many followed **Lynne Mackie** via her @StammerOn YouTube channel. Lynne was a member and Trustee of STAMMA, as well as being the Scottish Stammering Network and Stamily. Her battle with cancer was not secret, but it was a bitter, bitter blow when she passed away on 5th December 2021.

All three played a huge part in our history. They will be remembered and sorely missed.

# THE BRITISH STAMMERING ASSOCIATION

## Trustees Report for The Year Ended 31 December 2021

The trustees' annual report and reviewed financial statements of STAMMA, the British Stammering Association, covering the twelve months ending 31 December 2021. The trustees have adopted the provisions of the 2015 Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' in preparing their annual report and financial statements.

### Structure

STAMMA is a charitable company limited by guarantee. It is governed by the Memorandum and Articles of Association which were adopted in 2001 and amended in 2006, 2007, 2008, 2016 and again in 2020.

### Governance

The charity is a membership organisation. There are no membership fees, but members need to provide a UK address and be aged over 16. Two places on the Board fall vacant each year and are filled by self-nomination and by a ballot of the members. The Board of Trustees consisted of twelve elected and appointed trustees in 2020. Trustees may appoint additional trustee to fill skills gaps. A simple majority of trustees must be people who stammer.

Trustees are appointed on a three-year term and are eligible for re-election or reappointment for a second term.

The trustees meet quarterly, with additional meetings as required. The trustees use video conferencing, email and Microsoft Teams for discussion and decision making. The Finance Sub Committee, led by the Treasurer is tasked with oversight of STAMMA's finances. The Committee reviews quarterly management accounts and report to the Board. Operational management of STAMMA is delegated to the Chief Executive.

We usually have a biennial conference, organised by members, which was due to take place in Sheffield in August 2020, STAMMAFest. This was postponed under the pandemic. This will now take place in Liverpool on 24th-28th August 2022 in partnership with the International Stuttering Association.

### Trustees

The Board of Trustees is led by Joanna Gaukroger, who was elected by the Board at the October AGM, replacing Tim Fell, who stepped down following his term of office. Sibon Phiri also completed her one year term. The Board invited Naheem Bashir and Gill Rudd to serve a further 3-year term each, which they agreed to. In May 2021, Max Gattie stepped down. To the shock and dismay of all, Lynne Mackie passed away in December 2021.

### Elections

Voting for the Board was online, as it had been in the previous years. The percentage voting in the Trustee Elections remained at 23%, while the overall numbers of voters grew as membership itself grew over the year. Chantal Anderson and Rhian Binns beat off some superb candidates and were subsequently elected.

# THE BRITISH STAMMERING ASSOCIATION

Name	Votes
Chantal Anderson	270
Rhian Binns	253
Deborah Johnston	199
James Mawrey	135
Paul Fix	102
Christopher Mercer	74
David Rose	59
Ranjit Dussaruth	57
Craig Pryde	50
Colin Marsh	48

Year	Members	Voted	% vote	Candidates
2017	1,778	273	15%	6
2018	2,484	416	17%	18
2019	1,618	343	21%	9
2020	2,090	479	23%	6
2021	3,067	706	23%	10

## AGM

The AGM took place physically in London on 30th October. The slides and Minutes from this event can be downloaded from the website.

## FINANCIAL REVIEW

Our principle activities are the provision of information and support to those who stammer and the support of our members, our stammering community.

In 2019 we'd focussed on building up our infrastructure. We'd refurbished the office, moved over to the cloud, launched the new website, brought in new staff and relaunched the helpline on a new virtual platform – with big plans for fundraising in 2020. However, fundraising was hit hard by Covid and the charity pivoted to an online presence over that year. With lockdowns continuing over 2021 fundraising was still a struggle but improved slightly. 2021 was year two of a three-year grant from the National Lottery Community Fund, which has funded the capacity building of the organisation, and we benefitted from two legacies. Nevertheless, membership has grown, operations have expanded, and volunteering and engagement have increased. There is no intention to change our strategic goals but clearly how we implement these is under review.

## Plans for the Future

On a granular level, with heavy demand on support services, we split this work between adults and families and children at the start of 2022, and recruited an additional children's Speech & Language Therapist, Catherine Woolley. This will help us provide greater support for adults who stammer at work and launch our Employment Project. In August 2022, we have our biennial conference, which

# THE BRITISH STAMMERING ASSOCIATION

will combine with the International Stuttering Association's World Congress. We will build our fundraising capability from members.

Longer term, we will continue to push for membership and supporter growth so that we can be sustainable at a higher level. We'll continue our campaign for representation over 2022, and then move our focus across to the ability for people to access goods and services over the subsequent year.

## Reserves Policy

We have a general reserves policy of 12 months' operating costs. As the pandemic stabilises, we may reduce general reserves to 6 months' of expected operating costs. We have been fortunate that members have left us generous legacies. Over 2021, the Board deliberated on how we want to manage this valuable resource.

A £600,000 Capacity Building fund from which we will draw down annual funds to support our operations, while we build our membership and increase public fundraising.

An £80,000 Young People fund, in memory of Owen Simon, from which we will distribute £5,000 each year for the next 16 years on projects dedicated to young people who stammer.

Designated funds can be created with the approval of the Board. The Board can cancel the fund at any time or change the restrictions for the fund with full Board approval. The Board can also dissolve the fund.

## Investment Management

The Finance Sub Committee's investment approach is set out below. The Committee will continue to review this in the light of changing circumstances. At the moment no avenue is closed, but while the financial climate is in flux we believe the most prudent course of action is to protect this investment until we have a clear course of action.

We have chosen to spread our investment across a range of accounts, to try to ensure that no more than £85K sits in any one account, and all are covered by the Financial Services Compensation Scheme. We have opened a range of accounts from shorter-term 30-day accounts to accounts running from one to five years, with the majority maturing in three years, ensuring that, should we need lump sums of cash, they will be available at staged intervals.

We have chosen a platform provided by the Charities Aid Foundation. The facility provides access to 20 banks and building societies, and 80 accounts. This provides us a single digital point of entry, allows us to have direct sight of our investment and keeps our costs to a minimum.

Given the uncertain economic environment we believe that now is not the time to invest in the money market. We cannot expect, in the current climate, to see much return on this sum, and there is the potential to lose large amounts of money in the short term.

We have staggered our investment over the next five years, so that should we decide to invest elsewhere, we have the liquidity to do so. We aimed for a balance of higher/long term investment with shorter term investments releasing funds over the next 3 years.

We have not ruled out investing into the charity's own infrastructure and our membership. Long term, our most consistent channel of income will be our members, whether through occasional or regular donations, fundraising or legacy income. Wisely spent, an increase in membership levels

## THE BRITISH STAMMERING ASSOCIATION

and a membership engaged and willing to fundraise may well out-perform even high levels of interest rates.

We will therefore continue to explore investing in STAMMA itself to expand the support we provide to members and local groups, and to develop an aggressive membership recruitment campaign so that we reach and support more people in the UK who stammer. We must ensure that we are capable of being sustainable at a higher level of operation. Any such proposals will be taken to the board and progress monitored to ensure any promotional campaign is cautious and controlled, and that we can withdraw from any exercise not giving a return on our investment.

# THE BRITISH STAMMERING ASSOCIATION

## Statement of Trustees' Responsibilities

The Trustees who are also directors for the purpose of Company Law, are responsible for preparing the Trustees' annual report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.
- The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act (2006). They are also responsible for safeguarding the assets of the charitable company and group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Members of STAMMA guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

## Auditors

Royce Peeling Green were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The Trustees' annual report, which includes the strategic report, has been approved by the Trustees on 18<sup>th</sup> June 2022 and signed on their behalf by



Joanna Gaukroger, Chair  
20/06/2022

## Auditor's Report to The Trustees

### Opinion

We have audited the financial statements of the British Stammering Association for the year ended 31st December 2021 which comprise the statement of financial activities, the balance sheet the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December and its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

# THE BRITISH STAMMERING ASSOCIATION

We have nothing to report in this regard.

## **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees report; or ,
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

## **Responsibilities of trustees**

As explained more fully in the statement of trustees responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, the Charities Statement of Recommended Practice, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting

# THE BRITISH STAMMERING ASSOCIATION

estimates, in particular in relation to use of restricted funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

Our audit procedures in relation to fraud included but were not limited to:

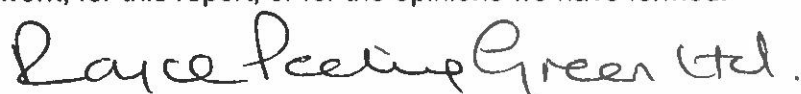
- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



**Carolyn Dutton (Senior Statutory Auditor)**  
**for and on behalf of Royce Peeling Green Limited**  
**Chartered Accountants**

The Copper Room

Deva City Office Park, Trinity Way

Manchester M3 7BG

20 June 2022

Royce Peeling Green Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# THE BRITISH STAMMERING ASSOCIATION

## Statement of Financial Activities (Incorporating an Income & Expenditure Account) For The Year Ended 31 December 2021

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
<b>Income from:</b>					
Donations and legacies	2	129,622	151,964	281,586	1,047,875
Charitable activities	3	4,394	-	4,394	4,312
Other income – furlough claims		-	-	-	8,380
Investments – bank interest receivable		7,124	-	7,124	4,495
<b>Total income</b>		<u>141,140</u>	<u>151,964</u>	<u>293,104</u>	<u>1,065,062</u>
<b>Expenditure on:</b>					
Fundraising		46,655	-	46,655	22,810
Charitable activities:					
<i>Advice and Support</i>		95,345	-	95,345	76,933
<i>Membership Support</i>		85,128	-	85,128	64,948
<i>Information &amp; Support Service</i>		6,879	155,976	162,855	134,219
<b>Total expenditure</b>	4	<u>234,007</u>	<u>155,976</u>	<u>389,983</u>	<u>298,910</u>
<b>Net movement (expenditure) / income</b>		(92,867)	(4,012)	(96,879)	766,152
Transfer of Funds		-	-	-	-
<b>Reconciliation of funds</b>					
Total funds brought forward		967,825	30,820	998,645	232,493
<b>Total funds carried forward</b>		<u>874,958</u>	<u>26,808</u>	<u>901,766</u>	<u>998,645</u>

All amounts relate to the continuing activities of the Association.

The notes on pages 27 to 34 form part of these financial statements.

# THE BRITISH STAMMERING ASSOCIATION

## Balance Sheet as at 31 December 2021

	Notes	2021 £	2020 £
<b>Fixed assets</b>			
Property, plant and equipment	10	3,706	336
Investments maturing in more than one year	9	<u>85,000</u>	<u>170,000</u>
		<b>88,706</b>	<b>170,336</b>
<b>Current assets</b>			
Debtors	7	18,478	15,173
Stock	8	1,586	1,675
Cash at bank and in hand		563,204	501,039
Investments maturing within one year	9	<u>255,000</u>	<u>333,000</u>
		<b>838,268</b>	<b>850,887</b>
<b>Total assets</b>		<u><b>926,974</b></u>	<u><b>1,021,223</b></u>
<b>Creditors: amounts falling due within one year</b>	11	<u><b>(25,208)</b></u>	<u><b>(22,578)</b></u>
<b>Net assets</b>		<u><b>901,766</b></u>	<u><b>998,645</b></u>
<b>Represented by:</b>			
Unrestricted funds:			
- Designated funds	18	595,000	680,000
- General unrestricted funds		<u>279,958</u>	<u>287,825</u>
<b>Total Unrestricted funds</b>	12	<b>874,958</b>	967,825
Restricted funds	12	<u>26,808</u>	<u>30,820</u>
<b>Total funds</b>	12	<u><b>901,766</b></u>	<u><b>998,645</b></u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022, although an audit has been carried out under section 144 of the Charities Act 2011.

The members have not required the charitable company to obtain an audit of its financial statements under the requirements of the Companies Act 2006 for the year in question, in accordance with section 476.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with the requirements of the Companies Act 2006; and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus and deficit for each financial year in accordance with the requirements of Sections 394 and 395 and otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements were prepared in accordance with special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved by the trustees and authorised for issue on **20 June 2022** and signed on their behalf by:



Joanna Gaukroger  
Chair

Company Number: 04297778

The notes on pages 27 to 34 form part of these financial statements.

# THE BRITISH STAMMERING ASSOCIATION

## Statement of Cash Flows For the year ended 31 December 2021

	Notes	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Net cash (used by) / provided by operating activities	16	<u>(96,839)</u>	<u>767,233</u>
<b>Cash flows from investing activities:</b>			
Purchase of investments		-	(502,276)
Withdrawal of investments		164,822	-
Purchase of property, plant and equipment		(3,996)	(444)
Management fees		(1,822)	(724)
Net cash from / (used in) investing activities		<u>159,004</u>	<u>(503,444)</u>
<b>Cash flows from financing activities:</b>			
Net cash used in financing activities		-	-
<b>Change in cash and cash equivalents during the year</b>		<u><b>62,165</b></u>	<u><b>263,789</b></u>
Cash and cash equivalents at the beginning of the year		<u>501,039</u>	<u>237,250</u>
<b>Cash and cash equivalents at the end of the year</b>		<u><b>563,204</b></u>	<u><b>501,039</b></u>
<b>Analysis of cash and cash equivalents:</b>			
Cash in hand		190,445	224,763
Notice deposits (less than 3 months)		372,759	276,276
<b>Total cash and cash equivalents</b>		<u><b>563,204</b></u>	<u><b>501,039</b></u>

The notes on pages 27 to 34 form part of these financial statements.

# THE BRITISH STAMMERING ASSOCIATION

## Notes to the Financial Statements for year ended 31 December 2021

### 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(a) **Basis of preparation and assessment of going concern**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard.

The British Stammering Association meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The cash flow forecasts prepared by senior management show that the charity will have positive cash flows for at least 12 months from the date these financial statements are approved. The Trustees therefore consider that the company has sufficient funds to meet its obligations as it falls due and deems it appropriate that the financial statements are produced on a going concern basis.

(b) **Status**

The Association is an incorporated charity and during the year of these accounts the trustees have limited liability. There were 3,335 members at 31 December 2021 (2020: 2,301). The liability of each member liability is £1 on winding up.

(c) **Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objects of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Bank interest is allocated to the appropriate funds in proportion to the balances of those funds.

(d) **Income recognition**

All income is included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Subscriptions are included in full in the year they relate. Grants are included in the year they are receivable or, if specified by the donor, in the year to which they are intended to apply. Income from legacies is taken into the statement of financial activities when received or when receipt is probable, and the value can be measured with sufficient reliability.

(e) **Expenditure recognition**

All expenditure is accounted for on an accruals basis and includes VAT as the Association is not registered for VAT. Expenditure has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular heading they have been allocated to activities on a basis consistent with the use of resources.

Support costs and overhead expenses are allocated to expenditure headings on the basis of staff time.

Governance costs comprise costs of statutory compliance and include the independent examiner's fee and costs of trustees' meetings. Also included is an allocation of staff time and overheads where attributable to strategic matters.

Due to the low level of expenditure on assets, all such expenditure is written off as it is incurred.

# THE BRITISH STAMMERING ASSOCIATION

## 1. Accounting policies (continued)

### (f) Pensions

The Association has agreed to match employees' pension contributions to personal pension schemes up to 8% of the gross salary. In addition, the Association has nominated Marks and Spencer Life Assurance Ltd. as its nominated stakeholder pension provider and has notified all staff of this appointment. Pension contributions are charged to the Statement of Financial Activities in the period in which they are due.

### (g) Property, plant and equipment

Property, plant and equipment is recorded at cost. Depreciation is provided for by the straight-line basis over the estimated useful lives of the related assets.

The expected useful lives are as follows:

Office Equipment                      4 years

### (h) Operating leases

Rental charges in respect of operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

### (i) Financial instruments

The Association only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

## 2. Donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Grants	51,650	150,700	202,350	168,670
Donations	51,972	1,264	53,236	48,270
Legacy	26,000	-	26,000	830,935
	<u>129,622</u>	<u>151,964</u>	<u>281,586</u>	<u>1,047,875</u>

In the previous year, £133,170 of donation and legacy income related to restricted funds and £914,705 related to unrestricted funds.

## 3. Income from Charitable activities

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Workshops & events	1,095	-	1,095	200
Sales and fees	1,029	-	1,029	1,235
Gift Aid	2,270	-	2,270	2,877
	<u>4,394</u>	<u>-</u>	<u>4,394</u>	<u>4,312</u>

In the previous year, all income from charitable activities related to unrestricted funds.

# THE BRITISH STAMMERING ASSOCIATION

4. Total expenditure	Staff costs (note 5) £	Conference costs £	Other direct costs £	Support costs £	Governance costs £	Total 2021 £	Total 2020 £
Fundraising	32,437	-	7,804	5,542	872	46,655	22,810
Charitable activities:							
Advice & Support	62,112	-	25,250	6,314	1,669	95,345	76,933
Membership Support	63,852	-	13,069	6,491	1,716	85,128	64,948
Information & Support Service	127,484	-	18,986	12,959	3,426	162,855	134,219
	<u>285,885</u>	<u>-</u>	<u>65,109</u>	<u>31,306</u>	<u>7,683</u>	<u>389,983</u>	<u>298,910</u>

In the previous year, £102,350 was incurred in connection with restricted funds and £196,560 in connection with unrestricted funds.

5. Staff costs	2021 £	2020 £
Salaries	251,331	208,652
Social security costs	19,821	15,317
Pension costs	14,733	12,552
	<u>285,885</u>	<u>236,521</u>

Charities SORP (FRS102) regulation 9.30 requires all charities to disclose those staff who earn total employee benefits (excluding pension contributions) in excess of £60,000. This disclosure is not representative of the actual salary levels employed by the Association.

One member of staff (2020: one) earned total employee benefits (excluding pension contributions) in excess of £60,000 during the year ended 31 December 2021. There were 10 members of staff (full-time equivalent 7.73), (2020: 9 members of staff, full-time equivalent 5.26).

The key management personnel of the Association comprise the Trustees and the Chief Executive Officer. The trustees neither received nor waived any emoluments during the year (2020: nil). Travelling expenses, including payments made directly to third parties, were £210 for 2 trustees (2020: £127 for 3 trustees). The remuneration of the Chief Executive Officer has been disclosed in the above paragraph.

A total of 44 volunteers (2020: 53) worked with the Association during 2021, comprising a total of 2,394 volunteer hours (2020: 1,737).

6. Net income/(expenditure) for the year	2021	2020
This is stated after charging/(crediting):		
Depreciation	626	108
Auditors' Fees	5,760	6,160
Rentals payable under operating leases:		
- land and buildings	10,066	8,942
- office equipment	<u>5,616</u>	<u>6,526</u>

# THE BRITISH STAMMERING ASSOCIATION

7.	<b>Debtors</b>	2021 £	2020 £		
	Other debtors	1,466	1,466		
	Prepayments and accrued income	17,012	13,707		
		<u>18,478</u>	<u>15,173</u>		
8.	<b>Stock</b>	2021 £	2020 £		
	Merchandise	1,586	1,675		
		<u>1,586</u>	<u>1,675</u>		
9.	<b>Investments</b>	2021 £	2020 £		
	Term deposits maturing within one year	255,000	333,000		
	Term deposits maturing in more than one year	85,000	170,000		
		<u>340,000</u>	<u>503,000</u>		
10.	<b>Property, Plant and Equipment</b>				
		2021 Office Equipment £	2021 Total £	2020 Office Equipment £	2020 Total £
	<b>Cost:</b>				
	At beginning of the year	444	444	-	-
	Additions	3,996	3,996	444	444
	At end of the year	<u>4,440</u>	<u>4,440</u>	<u>444</u>	<u>444</u>
	<b>Depreciation:</b>				
	At beginning of the year	(108)	(108)	-	-
	Depreciation charge	(626)	(626)	(108)	(108)
	At end of the year	<u>(734)</u>	<u>(734)</u>	<u>(108)</u>	<u>(108)</u>
	Net book value at the beginning of the year	336	336	-	-
	<b>Net book value at the end of the year</b>	<u>3,706</u>	<u>3,706</u>	<u>336</u>	<u>336</u>
11.	<b>Creditors: amounts falling due within one year</b>	2021 £	2020 £		
	Trade creditors	1,402	4,981		
	Other taxation and social security	6,664	5,102		
	Amounts owed in respect of employee's pension	2,656	1,582		
	Other creditors	5,364	45		
	Accruals and deferred income	9,122	10,868		
		<u>25,208</u>	<u>22,578</u>		

# THE BRITISH STAMMERING ASSOCIATION

## 12. Analysis of net assets between funds

	Investments	Property, Plant and Equipment	Debtors	Stock	Cash at bank and in hand	Creditors	Net Assets 2021
	£	£	£	£	£	£	£
Restricted funds total	-	-	-	-	26,808	-	26,808
Unrestricted funds total	340,000	3,706	18,478	1,586	536,396	(25,208)	874,958
<b>Total</b>	<b>340,000</b>	<b>3,706</b>	<b>18,478</b>	<b>1,586</b>	<b>563,204</b>	<b>(25,208)</b>	<b>901,766</b>

## 13. Operating lease commitments

At 31 December 2021, the charity had total commitments under non-cancellable operating leases as follows:

	2021 £	2020 £
<i>Amounts due:</i>		
Within one year	-	7,633
Between one and five years	-	-
	<u>-</u>	<u>7,633</u>

## 14. Pensions

The charity operates a defined contribution pension scheme whose assets are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to £14,733 (2020: £12,404). Contributions totalling £2,656 (2020: £1,582) were payable to the fund at the balance sheet date and are included within creditors.

## 15. Related party transactions

During the year the Charity received donations from the Trustees and connected parties amounting to £1,061.

## 16. Reconciliation of net income / (expenditure) to net cash flow from operating activities:

	2021 £	2020 £
Net (expenditure) / income for the year	(96,879)	766,152
Adjustments for:		
Depreciation	626	108
Increase in debtors	(3,305)	(4,113)
Decrease / (increase) in stock	89	(1,675)
Increase in creditors	2,630	6,761
	<u>-</u>	<u>-</u>
<b>Net cash (used by) / provided by operating activities</b>	<b><u>(96,839)</u></b>	<b><u>767,233</u></b>

# THE BRITISH STAMMERING ASSOCIATION

## 17. Statement of Restricted Funds

Restricted Funds:	1 January 2021	Support & Information Services					Projects					Resources Expended	Transfers Between Funds	31 Decemr 2021	
		General Support	Helpline & Webchat	Regional Support	Ages & Regions	Webchat	Capacity Building	Employ ment	Social Media	STAMMA- Fest	Older People				
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	
<b>Grantor:</b>															
National Lottery Community Fund	3,820	-	-	-	-	85,000	-	-	-	(85,000)	-	-	-	-	3,8
Pears Foundation	15,000	10,000	-	-	-	-	-	-	-	(19,599)	-	-	-	-	5,4
Independent Age Grants	5,000	-	-	-	-	-	-	-	-	(1,000)	-	-	-	-	4,0
Joe Coates Charitable Trust	-	5,000	-	-	-	-	-	-	-	(5,000)	-	-	-	-	-
The Progress Foundation	-	-	-	-	-	-	-	-	-	-	4,000	-	-	-	4,0
The Sandra Charitable Trust	-	-	-	-	-	-	-	-	-	-	4,000	-	-	-	3,8
David Brooke Charity	-	-	-	-	-	-	-	-	-	-	3,000	-	-	-	2,7
Eve & Philip Morrison Family Trust	3,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The February Foundation	3,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pikington Charities Fund	-	-	3,000	-	-	-	-	-	-	-	-	-	-	-	-
The Chalk Cliff Trust	-	-	3,000	-	-	-	-	-	-	-	-	-	-	-	-
The Eveson Charitable Trust	-	-	3,000	-	-	-	-	-	-	-	-	-	-	-	-
Charles & Elsie Sykes Trust	-	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-
Anson Charitable Trust	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-	-
Charles S French Charitable Trust	-	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-
The Frederick & Phyllis Cann Trust	-	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-
The Syder Foundation	-	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-
The Roger & Douglas Turner CT	-	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-
John James Bristol Foundation	-	-	1,500	-	-	-	-	-	-	-	-	-	-	-	-
Eleanor Rathbone Charitable Trust	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-
Community of the Presentation Trust	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Anonymous Grant	-	1,500	-	-	-	-	-	-	-	-	-	-	-	-	-
The Sir James Reckitt Charity	-	-	1,500	-	-	-	-	-	-	-	-	-	-	-	-
The Friarsgate Trust	-	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-
The Norman Family Charitable Trust	-	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-
Annie Tranmer Charitable Trust	-	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-
The W E Dunn Trust	-	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-
The Anmco Charitable Trust	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-
The Paul Bassham Charitable Trust	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Baron Davenport's Charity	-	-	-	1,000	-	-	-	-	-	-	-	-	-	-	1,0
Chapman Charitable Trust	-	-	-	-	-	-	-	-	-	-	1,000	-	-	-	-
Sir James Knot Trust	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Grants	-	1,200	3,200	-	-	-	-	-	-	-	300	-	-	-	7
Donations	-	-	-	-	-	-	-	-	-	-	1,264	-	-	-	1,2
<b>Balances carried forward at 31 December 2021</b>	<b>30,820</b>	<b>11,200</b>	<b>13,000</b>	<b>1,000</b>	<b>1,000</b>	<b>85,000</b>	<b>13,564</b>	<b>-</b>	<b>-</b>	<b>(156,976)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>26,8</b>

Restricted funds are specified by the funder for a particular use; such restricted funds include:

- Helpline and webchat services support within the regions:** The Charles & Elsie Sykes Trust provided £2000 to support in Yorkshire. Pilkington Charities gave £3000 to support in Merseyside. The Chalk Cliff Trust provided £3000 to support in East Sussex. The Paul Bassham Charitable Trust provided £1000 for work in Norfolk. The Eveson Charitable Trust gave £3000 for work in Herefordshire, Worcestershire & West Midlands. John James Bristol Foundation gave £1500 to support in Bristol. The Friarsgate Trust gave £1000 for work in West Sussex. Charles S French Charitable Trust gave £2000 for work in North East London & Essex. The Fredrick & Phyllis Cann Trust gave £2000 for work with children in Northamptonshire. The Syder Foundation gave £2000 for work in Berkshire, Wiltshire & Hampshire. The Norman Family Charitable Trust gave £1000 for work in Devon & Cornwall. The Roger and Douglas Turner Charitable Trust gave £2000 for work in Birmingham, Dudley, Wolverhampton & Worcestershire. Annie Tranmer Charitable Trust gave £1000 for work in Suffolk. The W E Dunn Trust gave £1000 to support West Midlands. Baron Davenport gave £1000 within 60 miles of Birmingham. The Sir James Reckitt Charity gave £1500 for work in Hull & East Yorkshire. Bernard Piggott Charitable trust - £750 for work in Birmingham. Florence Turner Trust - £250 for work in Leicester & Rutland. Bartlett Taylor Charitable Trust - £500 for West Oxfordshire. The Little Johnson Charitable Trust - £500 for work in West Midlands. Sir John & Lady Heathcoat Amory Charitable Trust - £200 for work in Devon & Somerset. Sovereign Health Care Charitable Trust - £500 for York, Leeds & west Yorkshire. Charles Littlewood Hill Trust - £500 for work in Nottingham and Norfolk.
- Helpline, Webchat & Information services** – The February Foundation - £3000, Sir James Knot Trust - £1000, Eleanor Rathbone Charitable Trust (including women only groups) - £1000, Anonymous Trust - £1500, The John Coates Charitable trust - £5000, The Blakemore Foundation - £100, The Michael and Anna Wix Charitable Trust - £100, The Anson Charitable Trust - £2000, HDH Wills 1965 Charitable Trust - £2000 and Ten Percent Foundation - £500.
- Employment Project:** The Progress Foundation - £4000, The Lee Smith Foundation - £300, Chapman Charitable Trust - £1000, The Sandra Charitable Trust - £4000
- Capacity Building:** The National Lottery Community Fund grant of £85,000, to be matched by the charity, to support the expansion of membership and local groups and networks, with two new dedicated members of staff.
- SLT assessments** – The David Brooke Charity gave £3000 for SLT assessments.
- Workshops** – Pears Foundation gave £10,000 for workshops for parents and children.

# THE BRITISH STAMMERING ASSOCIATION

## 18. Designated Funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in Funds				Balance at 31 December 2021
	Balance at 1 January 2021	Incoming Resources	Resources Expended	Transfers	
	£	£	£	£	£
Young people	80,000	-	-	-	80,000
Capacity building	600,000	-	(85,000)	-	515,000
<b>Total</b>	<b>680,000</b>	<b>-</b>	<b>(85,000)</b>	<b>-</b>	<b>595,000</b>

The transfers to designated funds relate to a commitment to spend at least £5,000 per year on activities aimed at and for young people, and to funds to be used for building capacity and infrastructure of the charity.

**STAMMA**

England & Wales - Charity number 1089967

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# Accounts

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**ANNUAL  
REPORT  
2020**

# STAMINA

Trustees' report &  
accounts for the  
year ended 31st  
December 2020

# ABOUT US

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# W

e are the national charity for people who stammer. We are a membership organisation with a proud history stretching back to 1978, then called the Association for Stammerers. In 1995 the name was changed to the British Stammering Association, and in 2019 we began trading as STAMMA.

Our members are people who stammer, family, friends, allies and speech & language therapists. People of all ages, ethnicities, genders, religions and backgrounds.

Whether you want to use a technique to work on your fluency, whether you're open about stammering, you'd rather keep it quiet or whether you're proud to stammer or you're not, we've got you.

Our helpline and webchat service is here if you need to talk, email or chat online to someone, every weekday from 10am to noon and 6pm to 8pm. We provide balanced information for yourself or your child. We run workshops, make videos and podcasts.

We can support you at school, college or university. We'll show you how the Equality Act can help you at work or with job hunting. Or how it can help you support people you employ or teach.

We run campaigns to change the world, like 'Find the Right Words', where we took out all the negative, damaging words around stammering on Wikipedia.

We celebrate the contribution people who stammer bring to society: writers, actors, poets, bosses, even world leaders.

Come and join us, and help us create a better world. [Become a member](#), it's free.

## 2020 THE YEAR IN VIEW

1	About Us
3	Volunteer of the Year
4	Introduction
5	Our Strategic Objectives
6	1. Public Education
7	Find the Right Words Campaign
8	Editorial Guidelines
10	International Stammering Awareness Day
11	Impact
12	2. Support & Information
13	Our Services
14	Calls
15	Information
16	3. Build Our Community
17	Covid-19
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39-45	Notes to the Financial Statements

### Nicholas Parsons CBE

We were sad to say goodbye to Nicholas, who died January 2020. A Patron of STAMMA for 26 years, he was always happy to share his experiences of stammering. Read more [here](#).





# JOHN RUSSELL

John Russell walked away with the award for Volunteer of the Year in the 2020 Third Sector Excellence Awards, following his indefatigable support of STAMMA over the years.

ThirdSector  
Awards 

**WINNER  
2020**

ThirdSector Awards

# INTRODUCTION



In 2018 the STAMMA brand manifesto stated “We are here to create a movement.” That felt like a remote thought at the time. Now it feels like we are on the edge of attitudinal change.

**Jane Powell, CEO**

2020 started well. We were proud of our newly refurbished office. A 3-year grant was agreed by the National Lottery Community Fund to support our expansion plans and new posts to support members and local groups. And we were looking forward to our national conference, StammaFest, in the autumn.

The pandemic hit as interviews were due to start. The budget was revised. We furloughed two staff members, froze the new posts, postponed the conference and cut the budget as we saw the prospects of income dwindle.

Like the rest of the UK, staff worked remotely. The pandemic dominated the year. With lockdown local groups were either suspended or had to go online. Demand on the helpline from parents of children who stammer, spiked. We no longer had access to the office, so sending out resources became an issue. Uncertainty and enforced isolation left many members, and staff, feeling adrift.

**The year got better.** While the pandemic put a real dent in our plans, it wasn't all bad. With an intense focus on Zoom events

(workshops, the Trustee election, the AGM), International Stammering Awareness Day events, and a strong campaign from the agency VMLY&R, the desire for real change and the confidence to call for change, has never been stronger.

The 2019 investment paid off; the move across to the virtual call centre meant the helpline kept going, and we added webchat, on schedule. The digital investment meant we transitioned to work from home seamlessly.

Midway through the year, the rest of Owen Simon's legacy came through, we unfroze the new staff posts and staff came off furlough. We picked up not just one but three awards in the Third Sector Excellence Awards. More of that later.

The 'Find The Right Words' campaign was our biggest yet, we were all over Zoom with the elections and a popular quiz, and our supporter numbers grew.

The strapline '**It's How We Talk**' came naturally out of an insistence for public acceptance that stammering is simply how some people talk.

# STRATEGIC OBJECTIVES



At our AGM in 2018 we set out our 5-Year Plan for 2019-23, with four strategic objectives. We've continued to pursue these objectives, refining our understanding of the challenges within each area.



## 1. Public Education.

Educate the public about stammering so that they understand and react better when they hear someone stammer



## 2. Support & Information.

Reach more people who stammer and expand the support we provide.



## 3. Build our Community.

Grow our membership, increase membership engagement, support our local groups and networks.



## 4. Manage the charity effectively and efficiently.

Create a good working environment, support our staff and volunteers, develop efficient protocols, track impact

# 1. PUBLIC EDUCATION

We said "We will run public campaigns so that the public understand that stammering is just how some people talk, and help them understand what it is like to stammer and how to respond better to someone who stammers"



## FIND THE RIGHT WORDS

Our best campaign yet. We joined forces with Australia, Ireland, the USA and Canada. There were over 50,000 views of the campaign video.



## THE MEDIA

International Stammering Awareness Day provided the annual hook for news stories on Oct 22nd and we supplied interviews for all the major news outlets.



## EDITORIAL GUIDELINES

Our Editorial Guidelines for the media, endorsed by the RCSLT, released with the **Find The Right Words** campaign, were downloaded 820 times in 2020.



## BILLBOARDS

2020 began with a blast of outdoor ads, 160 displays of the 'I Stammer' visuals with a potential footfall of 373,666.



## VALENTINES

We created downloadable Valentine cards for people to download and put on their dating apps to disclose their stammer.



## YOU GOV

Year two of our YouGov polling showed that 3% of those polled said that they had a stammer. Read our article here.

# #FIND THE RIGHT WORDS

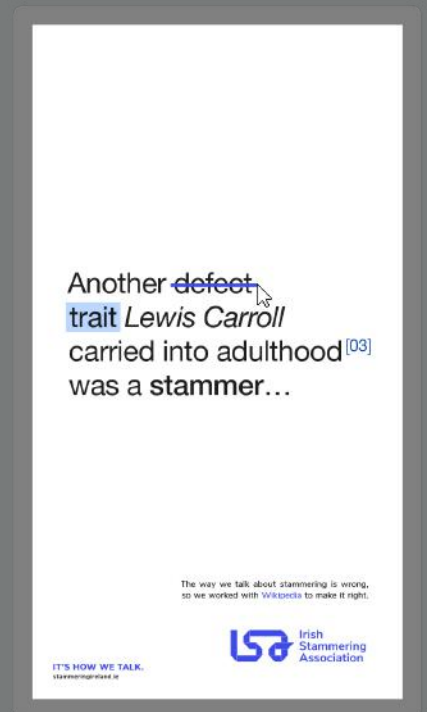
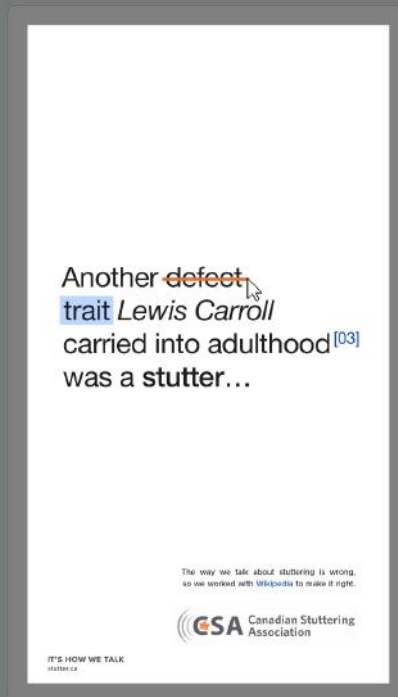
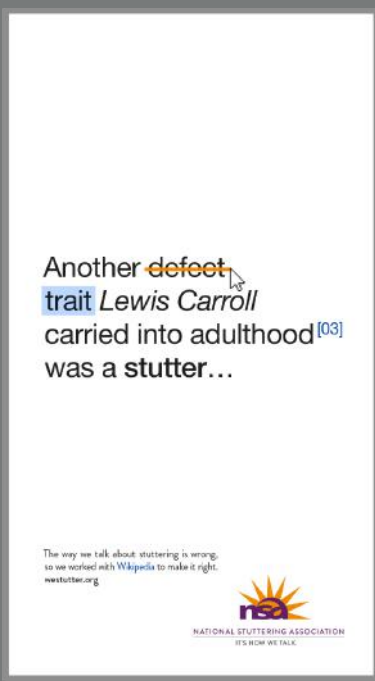
## 13th -22nd Oct 2020

We edited 183 incidences of negative language about stammering on Wikipedia.

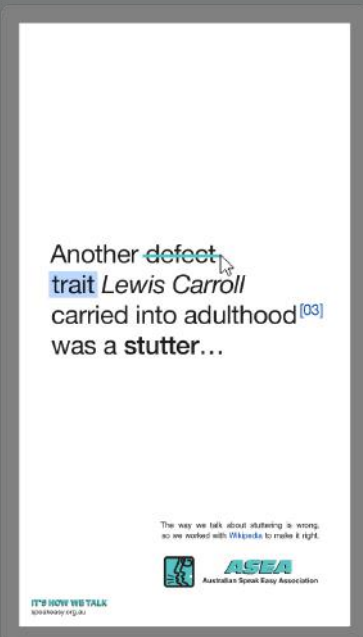
Entries included Lewis Carroll, Ed Sheeran and Emily Blunt.

The campaign was supported by JCDecaux UK and Ocean, with over 1500 outdoor advertisements across the UK.

We accompanied the campaign with editorial guidelines on stammering, supported by the Royal College of Speech & Language Therapists (RCSLT).



Campaign assets were shared with our counterparts in Australia, Ireland, Canada and the United States of America.





## EDITORIAL GUIDELINES AROUND STAMMERING

Stammering or stuttering is a way of talking, a physical condition which makes it difficult to talk.

The use of stammering in culture for comic purposes, or to indicate a character flaw or physical inadequacy, has resulted in negative and inappropriate responses to people who stammer.

Research shows that when people stumble in their speech, they are dismissed as 'weaker' and 'less able' than fluent individuals. This seeps into the treatment, portrayal and coverage of people who stammer, creating a demeaning and patronising environment.

Few people who stammer are visible in our culture and the narrative surrounding the condition is mainly about how people 'overcame' a stammer, were 'defeated' by it, or how they 'cured' it. Words shape how we see ourselves, how others see us, and the world that we live in.

**Let's change the conversation about stammering.  
Let's find the right words to create a world where people who stammer can live with dignity and respect.**

### Don't use negative words.

- People do not 'suffer from' and are not 'afflicted by' stammering. They stammer and live with it.
- A stammer is not a 'weakness' or 'a defect'. It is simply a stammer.
- A stammer is not 'terrible' or 'debilitating'. Moments of stammering might last longer for some.
- People don't 'defeat' or 'overcome' their stammer. They 'manage' it.

Don't use 'stammering' as a pejorative description. It reinforces the idea that it is bad, and something people shouldn't do. There are other words to describe a failing politician, project or football match.

### Unhelpful Assumptions

- That people who stammer want to sound fluent. Some don't, some do.
- That they should learn to breathe properly. Breathing techniques may help some people manage a stammer; they don't remove the condition.
- That there is no longer a struggle to speak if the stammer isn't obvious or occurs less often.
- That they can't communicate properly. Many who stammer are adept wordsmiths. Some of our best speakers, actors, writers and poets stammer; with an appreciation of words shaped by their stammer.
- That stammering is a negative trait. It isn't, it's how some people talk.
- That it is surprising they excel in their work. Stammering isn't a reflection of competence or intelligence.
- That people 'grow out of their stammer'. Some people continue to stammer throughout their lives, others don't.

### Unhelpful Responses

- Don't make a joke when someone stammers.
- Don't assume that they're nervous or need to take a breath.
- Don't pity someone who stammers. This may or may not capture how they feel about their stammer.
- Don't describe someone's stammer as "really bad today". It suggests that they're failing in some way when all they're doing is talking.
- Don't congratulate someone who stammers on their fluency. It reinforces the idea that they should strive not to stammer, and that stammering is bad. It isn't, it is how some people talk.

**The best thing to do for someone who stammers is to not mind that they stammer.**

*These guidelines were written by Stamma, the British Stammering Association (a registered charity numbers 1089967/SC038866) and informed by over 40 years of representing those who stammer. They are a living guide and will be updated as time and need dictate. The guidelines have been endorsed by the Royal College of Speech & Language Therapists. Last edited 09/10/20. Please email any queries to [mail@stamma.org](mailto:mail@stamma.org) or phone 0208 983 1003, find us at [stamma.org](http://stamma.org).*

## #FIND THE RIGHT WORDS

In the months leading up to International Stammering Awareness Day, (ISAD) 22nd October, our Web Editor Steven Halliday, along with volunteers and staff at the agency VMLY&R worked with Wikipedia to trawl through the entries of famous and notable people who stammer, looking at the way their stammering was described.

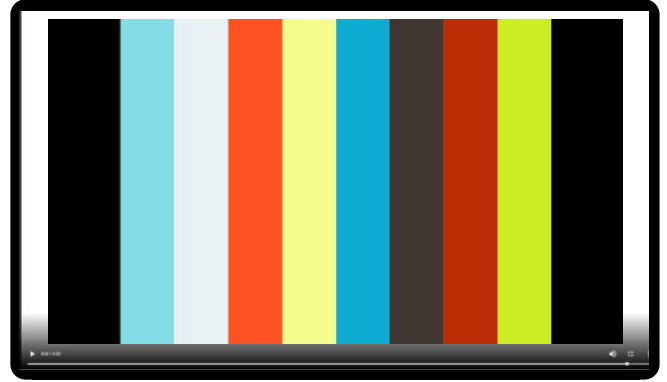
They changed all the negative descriptions they found to neutral ones, editing 183 entries including those of Ed Sheeran, Emily Blunt, Lewis Carroll, Samuel L. Jackson and Charles Darwin.

A short video was created to show what we did, with a voiceover from our Patron [Scroobius Pip](#). The agency VMLY&R, the brainchild behind the campaign, designed and created advertisements showing how the words were changed.

We invited the Irish Stammering Association, the Canadian Stuttering Association, the National Stuttering Association in America, and the Australian Speak Easy Association, to share the campaign. We replaced 'stammer' with 'stutter' to reflect national terminology, and swapped our logo with theirs, so that each campaign remained local to the country.

*"Finding the right words here in South London. Congrats @stammer on a great campaign."*

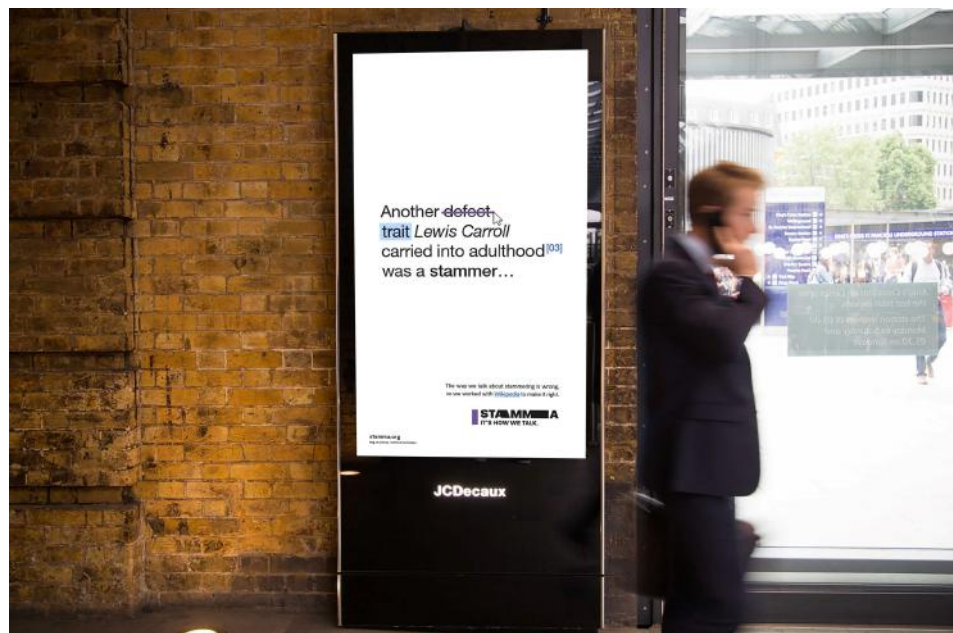
Conor, Twitter



Campaign video

We launched on the 13th October, with over 1500 outdoor digital advertisements displayed in shopping centres, bus stops and train stations across the UK in the period up to 22nd October, matched by online advertisements on social plus the video.

Our press release went to all the main news channels with our new [Editorial Guidelines](#). These guidelines, endorsed by the Royal College of Speech & Language Therapists, set out how we want to see the language around stammering change, in the media and for anyone covering the subject. We used the strapline 'It's how we talk' to encourage the media to accept that stammering is how some people talk. It isn't 'bad' nor something that people need to 'overcome'.

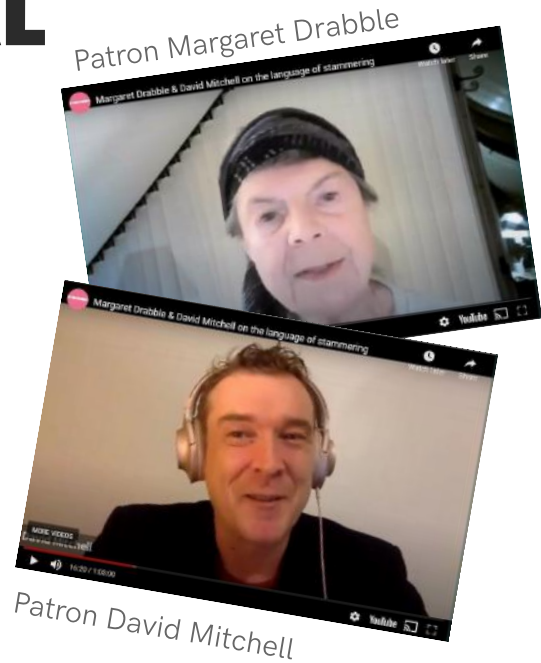


Find The Right Words digital ad: Lewis Carroll

# INTERNATIONAL STAMMERING AWARENESS DAY

On the 22nd October we put on a day of Zoom-based workshops and seminars for speech & language therapists, parents, and anyone working with, teaching, or employing people who stammer.

We rounded off a jam-packed day with the barnstorming 'The Big Event', with a stellar line-up of panellists including former Scotland rugby captain - and new STAMMA Patron- **Kelly Brown, Musharaf Asghar** from Educating Yorkshire, **Claire Norman, Patrick Campbell** and **Lynne Mackie**, looking at how to change society's view of stammering. The event was admirably hosted by **Naheem Bashir** and **Abed Ahmed**.



*"This intelligent three-way conversation was a wonderful insight into the @stammer campaign, how modern culture has influenced perception of the condition and a heartening boost for anyone impacted, particularly aspiring writers like myself."*

Jonathan, Twitter

## In Conversation

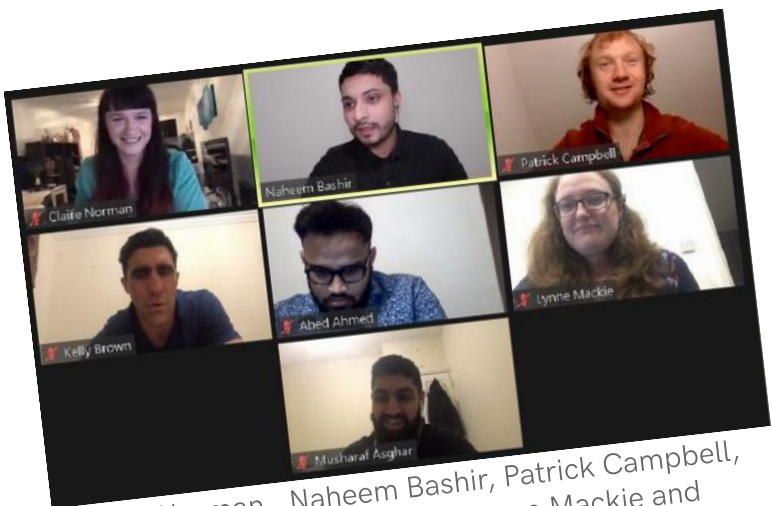
On the eve of ISAD, we organised an online discussion. Chaired by **Tim Fell**, it featured the bestselling authors - and STAMMA Patrons **Margaret Drabble** and **David Mitchell**, discussing the language around stammering and the way it has been depicted and used in our culture. Worth a watch.

## Workshops

The workshops organised that day for speech & language therapists, parents, and anyone working with, teaching, or employing people who stammer went down a storm.

*"Re ISAD employment and education seminar: This was an amazing seminar!... I feel very passionately about education/recruitment/and employers having more understanding so this was great."*

Kayley



Claire Norman, Naheem Bashir, Patrick Campbell, Kelly Brown, Ahmad Ahmad, Lynne Mackie and Musharaf Asghar

*"Amazing virtual event from @stammer this evening. Thank you to all the panellists for sharing your experiences and most importantly your passion."*

#stammeringawareness  
#FindTheRightWords #ISAD2020

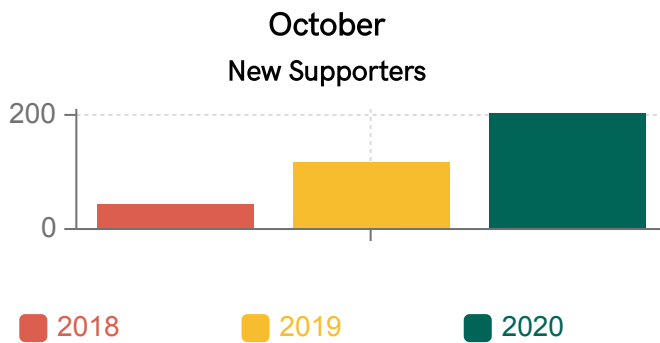
Vanessa, Twitter

# IMPACT



*Wikipedia's wording around stammering was not neutral before, and reinforced negative perceptions about stammering, so what STAMMA have done should positively affect how people understand it."*

Lucy Crompton-Reid, CEO, Wikimedia UK



Hundreds of people signed up to our events, with as many people still clicking and watching them back.

There was a flurry of media interest from national and local TV and radio, with STAMMA Patron Jon Smith waking up early to speak to Sky News' Kaye Burley. There was also coverage of the campaign in Canada and Australia, with the video broadcast on ABC news in Australia, we've even been sent a clipping about the campaign from Ghana.

*"No one should feel like they are worth less as a person because of something they cannot change. The project really speaks to the nature of Wikipedia, not just as a learning tool, but as an ever-evolving platform that needs to accurately reflect the world we live in."*

Jimmy Wales, Co-Founder, Wikipedia

There were 50,990 views of the video online, and figures spiked all across our social media. Compared to ISAD 2019, we had 130% more retweets and 217% more engagement on Twitter. Facebook reach grew by 39%, and website users went up by 20%.

# 50,990

Over 200 people signed up as members and supporters throughout October- the highest figure we've seen in any month. Feedback has been lovely, with people responding to the feel-good, positive messaging we've adopted.

## Thank you

Thank you to everyone who took part, from all those who organised the events and activities, to our volunteers who looked after the helpline and webchat, and helped out with local media interviews.

Thank you to our Patrons, especially to new recruit Kelly Brown, David Mitchell, Margaret Drabble, Jon Smith, Lady Janet Whitaker, and a particularly raucous shout out to Scroobius Pip. Thank you too, to JCDeaux UK and Ocean Outdoors and to Jimmy Wales and the community at Wikipedia.

# 2. SUPPORT & INFORMATION



We said, "We will reach and help more people who stammer, and provide information, support and signposting. We will make sure our information is easily available, relevant and shareable. We will help connect them up with local and national networks and groups."



## WEBCCHAT

Launched in May 2020, webchat is mainly used by people who stammer, particularly those aged under 35 (phone is the preferred channel for parents).



## HELPLINE

In 2020 our helpline team responded to **1,189** chats, emails and phone calls. Read our [full report](#) on the helpline services for 2020.



## INFORMATION

There were **19,850** downloads of our leaflets and information. The new online events calendar created to help people find their online group meetings was used over 3,000 times.



## EMAIL

Our fab volunteer team responded to **392** emails. Email and webchat are preferred channels for those who stammer.



## PROJECTS & ADVOCACY

We provided follow up and ongoing support to **12%** of callers needing further support, often about work or education. We set up an outreach service at the start of the pandemic.



## PARENTS

Kirsten Howells created a great series of videos for parents of children who stammer, viewed **6,252** times.



## OUR SERVICES

**We have managed a sustained level of capacity over the year, which jumped in May 2020 with the launch of webchat.**

Our support service is headed up by our Programme Lead, Kirsten Howells, a qualified speech & language therapist with a specialism in stammering. Kirsten is supported by Lee Millam, Helpline Manager, who has a background in supporting helpline staff, and by Beth Wright who provides admin support. All three work part time.

The staff coordinate a team of 50+ volunteers who work on the helpline, the webchat service, and on projects related to the helpline work streams, these include leaflets and downloads as well as projects around employment, supporting older people, supporting parents, and supporting young people.

### WEBCHAT

In May 2020 the helpline service was expanded to include webchat, so we now provide a helpline, webchat or email service every weekday.

The service is staffed by volunteers who stammer themselves, who are parents of someone who stammers, or who are a speech and language therapist (or training to be so). Calls and chats take place via a virtual call centre platform, which means that calls can be taken by someone working from home, and who is supported online by our staff.

Over the next 18 months we will be applying for Accreditation for our services so that those using it can be assured of high quality, reliable support and information.

Our helpline service is free for anyone who stammers in the UK, or those who support them- parents, teachers, employers, colleagues or HR professionals. We provide confidential, anonymous support, information, advice and signposting.

### ADVOCACY & PROJECT WORK

Some who contact us have complex issues, so where we can, and when it is appropriate Kirsten will lead the team on trying to find solutions for the individual.

This might be talking to an employer or a teacher, consulting with a speech & language therapist, or reaching out for specialist advice. This work can take time, so we are looking at ways to formalise such support and find ways of underpinning it, so that we have specialist advisors in place.

### STAMMA OUTREACH SUPPORT

When the pandemic broke we were concerned that some of our older members may have felt isolated under lockdown, especially members who wanted to be kept in contact by post only.

We wrote to all those on the postal contact list, sending return envelopes, asking members if they'd like to be contacted for a chat. We also emailed online members offering the same service.

We then set up rotas, and worked with volunteers, to call call members at pre-arranged dates and times for 20-minute chat sessions.

# CALLS

Help provided	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
calls	44	32	36	59	67	65	60	61	51	62	62	29
emails	33	23	35	35	43	44	49	27	24	22	31	26
webchats					14	23	21	21	20	28	28	14
downloads	1,665	2,010	1,807	1,817	2,020	2,403	2,195	3,137	2,796	4,400	1,981	1,222

Calls from parents worried about their children stammering, particularly pre-school and school age, spiked when lockdown began. We stepped up support on the helpline, reviewed our resources on the website and created a series of short videos for parents.

People are more likely to contact us on their own behalf via webchat and email, which isn't surprising, for many people who stammer, using the phone can be really tough. Those calling on behalf of someone else - especially their child - will ring the helpline. Most of those contacting us were female; of parents calling the helpline 68% were mothers.

62% of calls to the helpline are from parents. As stammering is often hereditary, many parents who contact us about their child will have experienced stammering themselves, and fear that their child will face the same lack of understanding that they endured.

Of the parents calling, most are worried about very young children, 341 of calls from parents were about pre-schoolers.

*"I would like to express my upmost thanks for these informative, sensitive and clear videos. We found them reassuring and inspiring as parents of a pre-school child who has recently begun speech therapy for her stammer."*

Osman B

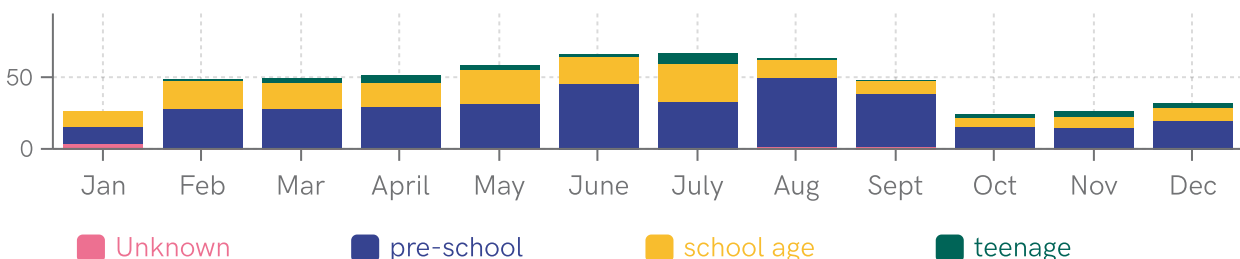
Response to videos for parents of pre-school children who stammer

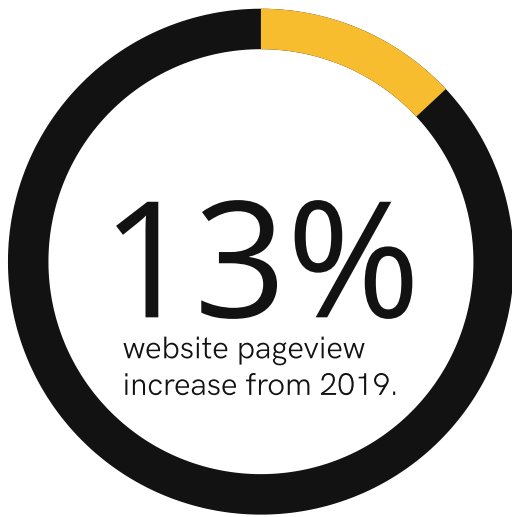
The videos for parents of pre-school children provide tailored information and suggestions. This was particularly important over the lockdowns, as speech & language therapists were pulled across to support hospitals and provide Covid related support. There were 6,252 views of her video over 2020.

Callers & Chatters	Webchat	Helpline
Have a stammer	50%	27%
Parents of children who stammer	40%	62%
Aged 18 or under	7%	6%
Aged 19-24	33%	6%
Aged 25-34	36%	41%
Aged 35+	24%	48%

Download our full report [here](#)

Contacts from Parents of Children Who Stammer





## STAMMA.ORG

We cover the causes, variations, prevalence of stammering and therapies. We cover the issue of stammering at work, the challenges facing children who stammer and the challenges facing pupils and students in education. We examine the issues which may arise around discrimination, disability and the law.

Whether you stammer, or if you are an employer, someone who works in HR, a teacher, a colleague, a parent or a friend of someone who stammers, then we have resources for you.

### INFORMATION

There is an ongoing process of reviewing and updating our information on the website, our downloads and our leaflets.

We post up to 10 leaflets free to anyone that asks, above that we ask for donations towards the cost of printing, giving them information about the costs of printing and postage.

Some of our website document downloads	#
Parents pre-school leaflet	6,083
School-age leaflet	5,246
Young people leaflet	2,414
Adults leaflet	2,338
Teachers leaflet	1,851
Palin Parent Child Interaction Therapy	3,284
Stammering Discrimination and the Law	2,208
Education reasonable adjustments	1,150

## WORKSHOPS

By International Stammering Awareness Day, given the volume of helpline calls we received from parents, we were keen to look at how else we could support them. We also wanted to talk to speech & language therapists about approaches around stammering and how the words used in therapy impacts upon those who stammer.

Kirsten and the team set up a series of free workshops on 22nd October, ISAD, which were attended by 35 parents and over 60 speech and language therapists.

## HELPLINE VOLUNTEERS

By the end of 2020 we had 50 + helpline advisors trained up and fully supported, taking our helpline and webchat calls.

They also support the staff on a variety of other projects. The selection and training process of volunteers is thorough and delivered in modules, via conference calls and phone.

Our volunteers are able to identify with many of the issues highlighted - they know what it is to stammer, or to be the parent of a child who stammers, or to work with people who stammer.

Along with their training, the volunteers bring personal experience to these conversations and offer emotional support alongside signposting to reliable information, resources and contacts.

*"Many thanks for consistently coming through for me. I remain indebted to you for all your support and warm reception. It is really nice to know I can tap into this level of support when needed."*

Anon

# BUILD OUR COMMUNITY

We said, "We recognise the importance of building communities and the empowerment that brings. We will ensure what we've learned around work are brought to the new website. We'll use the new site to platform stories, showcase setting up local and online groups."



## COMMUNITY

Technology brought us closer together as members waved at each and chatted on Zoom, whether in online group meetings, the quizzes, the AGM or ISAD activities.



## MEMBERSHIP

Membership increased, we've over 2000 members, and the rate of new supporter rose from 63 per month to 102 over the same period.



## AGM & ELECTIONS

Engagement in trustee elections has risen year on year, with 21% of members voting in 2019 growing to 23% in 2020. Meantime our online AGM had over 100 registrations.



## STORIES

Readership of our [Your Voice](#) boomed, with a series of covid-related articles. [James Hayden's article](#) was read 5,156 views.



## VOLUNTEERING

Under lockdown volunteering blossomed with 186 new volunteers and a staggering 1,737 volunteer hours of remote support provided in 2020.



## NETWORKS & GROUPS

Followers on social media grew, particularly on Twitter and Instagram, by around 1,000.

# COVID -19



## HOW WE RESPONDED

The pandemic left local groups unable to meet physically. Some simply closed, others moved over to Zoom with varying degrees of success.

Staff worked hard to figure out how best to support members.



Kirsten Howells providing tips for parents of children who stammer

Kirsten Howells, Programme Lead, and the helpline team provided outreach to those wanting contact, 'Stamma Outreach Support'. She followed up with video tips for parents of children who stammer.

Our members told us about difficulties with talking and wearing masks, so in response we produced cards for people to use to let others know they stammer, and face masks for children and adults with 'I stammer' on, to try and prevent the inevitable interruptions or confusion that people can respond with.



[Click here to see our face masks](#)



Online events calendar

*"I have noticed that if my children wear a mask and are stammering, it is very difficult for the other person to see that they are trying to speak, and they then interrupt."*

Web editor Steven Halliday set about providing as much information and support on the website as possible. Including resilience tips for adults and children, legal information around Covid, mask wearing and job interviews.

He produced an [online events calendar](#) on the website to help people easily scan through all online events for those who stammer.

And like the rest of the world, we went on Zoom - with quiz nights, the hustings for Trustee election, workshops, discussions and events for International Stammering Awareness Day.

### I stammer.

I'm not nervous or stupid and I haven't forgotten my name. I sometimes find it difficult to speak.

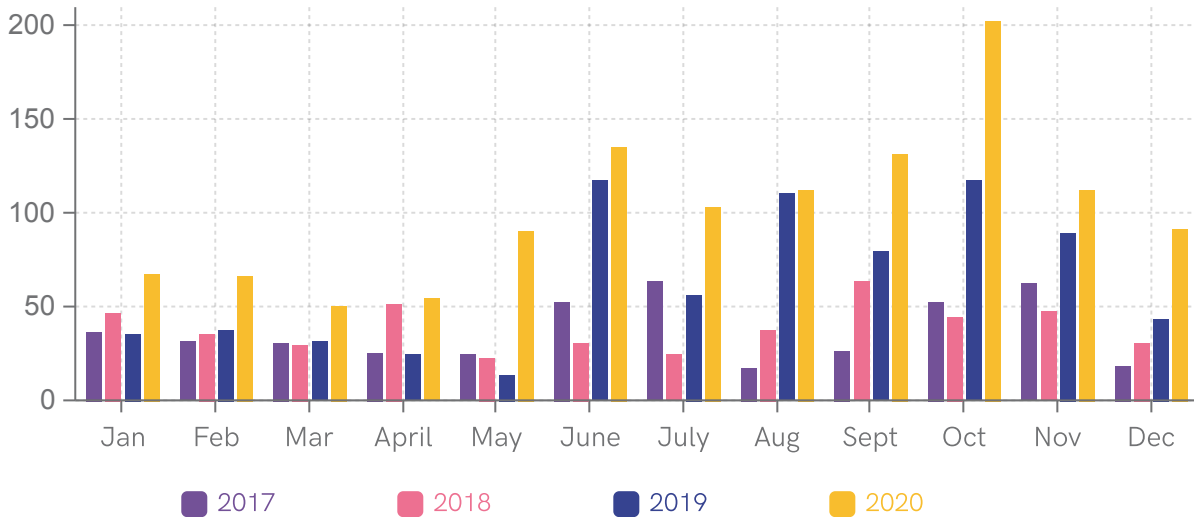
People's reactions to my stammer can be very frustrating. You can help by being patient and giving me the time I need to talk.

8% of kids will stammer at some point and up to 3% of adults. Find out more at [stamma.org](http://stamma.org)

# MEMBERSHIP

We have maintained a sustained level of growth over the year, which jumped in May 2020 with the launch of webchat.

Monthly New Supporters

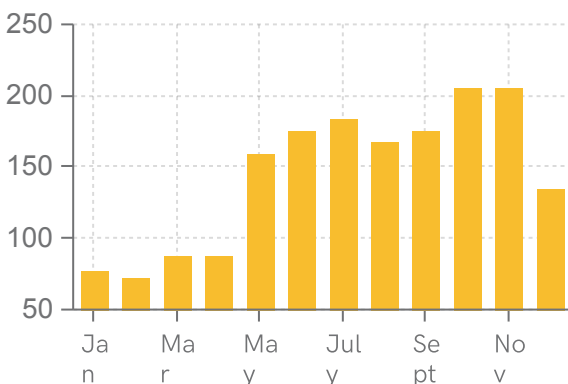


## Our Members

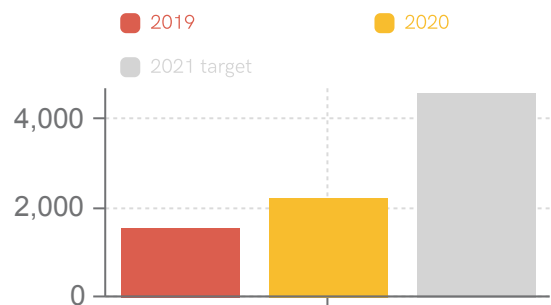
Alongside a growing membership, we saw a year on year increase in engagement in Trustee Elections, and attendance at the AGM.

This level of enthusiastic support for STAMMA is reflected in our volunteering. Not simply in the huge numbers of hours volunteers give, but the sustained level of members signing up each month to get involved.

Volunteer Hours Per Month



## Membership



Membership has continued to rise, month on month, year on year - and we've an ambitious target for 2021, 4,620 supporters

## Volunteering

We didn't start keeping records of volunteering until midway through 2019, but the numbers volunteering have gone from single digits to double digits each month, and the number of volunteer hours rose from an average of 76 hours per month in 2019 to 145 hours in 2020.

## THE QUIZ



*"I found the quiz very enjoyable. It was really organised and constructed well. Great mix of rounds, I enjoyed how interactive it was. Makes a change from the usual list of questions. Can't wait for the next one Thank you"*

**John A.**

We held our first ever Zoom quiz night on 29th April. It was a blast. With the uncertainty raised the pandemic, it was lovely to see familiar faces and hear shouts of hello across the internet as we all started to get on top of Zoom, work out where to find the chat function and google docs.

The Walkers & Talkers have smashed every quiz night except one, where the Patrons, led by Ed Balls, walked it with the support of Kelly Brown, Janet Whitaker, Owen Sheers and Jon Smith.

The Quiz is now a firm favourite hosted by the superb Quiz Master Bex who sets utterly brilliant and fiendish rounds.



The Incomparable Quiz Master 'Bex'



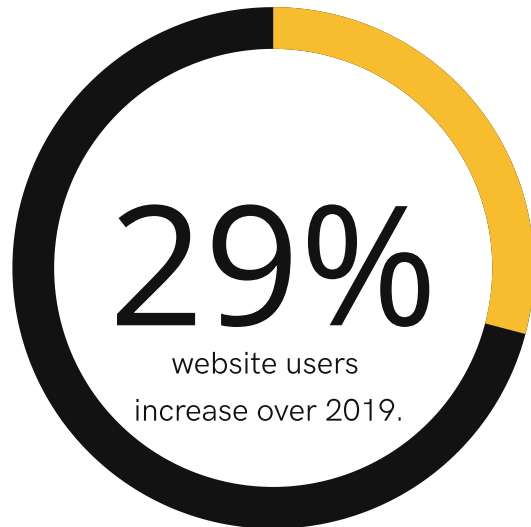
Taking part is easy, once you've signed up you can join an existing team or be allocated one on the night. After each round is announced and the questions asked, participants enter their Zoom team room and collaborate. Answers are all written down on a sheet for Bex to mark at the end.



Quiz nights are advertised on the website and in mailings to members.

# YOUR VOICE

There were 424,175 page views of the website over 2020, with nearly 10,000 video views, 200 downloads of writer guidelines, and 104 new Your Voice articles over the year, telling the stories and experiences of people who stammer.



**YOUR VOICE**

**MY SPEECH DURING THE COVID-19 PANDEMIC**

**JOIN US**  
If you, your child or someone you know stammers, then join us and create a better world for people who stammer. It's free. [Become a member.](#)

**USEFUL LINKS**  
[Stammering Covid-19 Support](#) →  
Help and support with your speech during the Covid-19 pandemic.  
[Get Support](#) →  
Looking for help with your stammer? Has your child started stammering? Get support for you or someone you know.  
[Online Events Calendar](#) →  
Find out which stammering groups are hosting video meetings with our online calendar.

**YOUR VOICE**

**James Hayden** | My Story | Work & Job Hunting

9th July 2021

Looking for help? See our [Stammering Covid-19 Support](#) page.

Writing from the USA, James Hayden shares his current state of mind in the midst of the coronavirus pandemic, explaining how all the uncertainty, zoom calls and facemask-wearing is taking its toll on his speech and mental health.

**YOUR VOICE**

**POEM: TOXIC RELATIONSHIP**

**JOIN US**  
If you, your child or someone you know stammers, then join us and create a better world for people who stammer. It's free. [Become a member.](#)

**USEFUL LINKS**  
[Life with a Stammer](#) →  
Having a stammer can have a significant impact on a person's mental and emotional well-being, as well as their self-worth.  
[Talk to Us](#) →  
Get the support you need. Call our helpline, email or use webchat. We know what it's like to stammer.  
[Everyday Tips](#) →  
Ideas for getting through everyday speaking situations.

**TOXIC RELATIONSHIP**

By Djeonisa Fofana

He knows too well how to push my buttons. He's been there. All stammers.

*"Oh my god! The response. I've spent all morning getting back to working professionals who stammer, mother's of kids who stammer, teenagers who get uncontrollable anxiety from stammering. Can't believe the article has resonated as much as it has ..."*

James Hayden

**YOUR VOICE**

**I CAN BE THERE FOR MY PATIENTS REGARDLESS OF MY BLOCKS**

**JOIN US**  
If you, your child or someone you know stammers, then join us and create a better world for people who stammer. It's free. [Become a member.](#)

**USEFUL LINKS**  
[At Work](#) →  
Do you feel your stammer holds you back from the job or career you wish? Check how to get on in the workplace.  
[Your Mind](#) →  
If you, your child, someone you know or your stammer, then be something to cheer for during times that seem tough.  
[Share Your Story](#) →  
Sharing stories or experiences. What have you learned? Or have you got something to tell? Tell us here.

**YOUR VOICE**

**Stephanie Williams** | My Story | Work & Job Hunting

12th April 2021

Receiving a mental health diagnosis seemed an inevitable step to Stephanie Williams. Here she tells us about wanting to go for it and step aside her stammer, and how her speech gives her an advantage with patients.

I have been diagnosed with a BPD (Borderline Personality Disorder) and I am currently on medication. I am a mental health nurse and I have been working in the field for 10 years. I have been diagnosed with a BPD (Borderline Personality Disorder) and I am currently on medication. I am a mental health nurse and I have been working in the field for 10 years. I have been diagnosed with a BPD (Borderline Personality Disorder) and I am currently on medication. I am a mental health nurse and I have been working in the field for 10 years.

**YOUR VOICE**

**TOWARD INCLUSIVE HIRING**

**JOIN US**  
If you, your child or someone you know stammers, then join us and create a better world for people who stammer. It's free. [Become a member.](#)

**USEFUL LINKS**  
[Job Hunting & Interview](#) →  
Looking for work or looking about changing jobs and wanting to know what questions to expect? Get on top of your stammer get in the way.  
[At Work](#) →  
Don't let your stammer hold you back from the job. At work you will need to get on in the workplace.

**YOUR VOICE**

**Nigdy Dinkovska** | My Story | Work & Job Hunting

10th November 2020

Nigdy Dinkovska calls out the recruitment practices that disadvantage people who stammer, and offers some alternatives.

Hiring a job can be tough. For people who stammer, it can often become the recruitment process is designed to filter us out and make it hard, impossible to get the job and to have... companies also appreciate that it's a great indicator of an 'ideal' candidate which drives many of the existing recruitment strategies that exclude those with disabilities and neurodivergent characteristics.

In this article, I'll be highlighting some of these redemptive practices, many of which I've personally experienced as a business owner and stammerer, and also suggesting alternative methods to make things more inclusive.

**THE JOB ADVERT**

The first step towards finding a job is to browse job adverts where it's guaranteed that you will see some recruitment for 'inclusive' communication roles. However, employers insist that the 'ideal' candidate requires a fluent speaker and communication that creates a better future for people who stammer.

**YOUR VOICE**

**FINDING MY FREEDOM**

**JOIN US**  
If you, your child or someone you know stammers, then join us and create a better world for people who stammer. It's free. [Become a member.](#)

**USEFUL LINKS**  
[At Work](#) →  
Do you feel your stammer holds you back from the job or career you wish? Check how to get on in the workplace.  
[Everyday Tips](#) →  
Ideas for getting through everyday speaking situations.  
[Current Online](#) →  
Check out all with the stammering community across all our links for more news, articles & inspiration.

**YOUR VOICE**

**Alle Mack** | My Story | Work & Job Hunting

10th December 2020

When she was bullied as a child, Alle Mack found solace in the natural music scene. Now traveling the world as a professional singer, she urges us not to let stammering hold us back.

Hi, my name is Alle and I'm from the UK. I'd like to share my experiences of coping with my stammer and how I found and created a career as an international singer.

As a child, I noticed my speech was so much different and it scared me a lot. It took years of stress and anxiety to get to the point where I could sing. I had a lot of help from my family and friends, and the love and support of my friends and family made me feel like I was something you could count on. It was a relief.

But there's something else...

## ELECTIONS & THE AGM



Enjoyed our AGM and ability to ask questions. Graphics were informative and easy to follow. Thank you to all concerned for making it happen and taking part. Looking forward to our new campaign. Looks like it will be another better.

**Paul Blythe**

YEAR	ONLINE VOTES	POSTAL VOTES	ALL VOTES
2017	14%	21%	15%
2018	17%	15%	17%
2019	21%	43%	21%
2020	23%	39%	23%

Each year two Trustees are elected to the Board to serve a three year term. This year we held hustings online via Zoom, beautifully handled by Trustee and Vice Chair in 2020, Betony Kelly.

Members elected **Joanna Gaukroger and Max Gattie** to the Board. As we had another vacancy with Abed Ahmed stepping down over the summer, we asked **Sibon Phiri** - with the third most votes - to fill Abed's seat. This post will be for one year only. A list of all the candidates who stood is on the right.

People may nominate themselves and invitations for nominees are sent out around June every year. Voting is online unless members ask otherwise, and the election results are announced at the AGM in the autumn. All members are eligible to vote and to attend the AGM. To be a member you need to be aged 16+ and provide a UK address.

Like the hustings, the **Annual General Meeting** took place on Zoom - one of our biggest AGMs! The annual accounts were posted, the next campaign presented and questions were taken by staff and Trustees.



Joanna Gaukroger



Max Gattie



Sibon Phiri



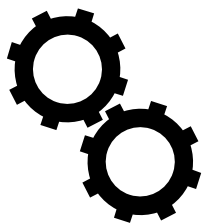
Paul Fix



Abi Rice



Andrew Seow



# 4. OPERATIONS

We said, "We will invest in our people, our fundraising, our communications and our systems to create a sustainable organisation. We will ensure financial sustainability by investing in our capacity to raise funds and meet our reserves policy. Initially we will use our reserves to invest in the major change set out in this strategy."



## MICROSOFT TEAMS

We've made the move to Teams so we can work seamlessly with volunteers, local groups and networks. Watch this space.



## GOVERNANCE

The Board continued to meet, remotely, with extra sessions first to review the impact of the pandemic, and later to review Owen Simon's legacy.



## HOME-WORKING

The move across to the cloud and a virtual call centre meant that all the staff and volunteers have been able to work remotely.



## DATA

Information about sales, members, donations, volunteering etc, is automated so we can track impact and activity and work smarter.



## STAFF

This year Kate Dickson, Communications Director, left and Kirsten Howells arrived as Programme Lead.



## PERFORMANCE

We collect monthly Key Performance Indicators for review and scrutiny at quarterly Trustee Meetings.



## THE OFFICE

'Turbulent' sums up the year in the office. We'd just fixed it so we could have Zoom meetings with Kirsten in the office, which was looking lovely. But while the year started with news of the Lottery grant, we were still facing the need to slim down. With great regret Kate Dickson was made redundant in the spring, and with the uncertainty of Covid, two staff went on furlough.

We tried different ways of keeping in contact via Zoom, and finally settled down to a daily noon catch up with all the staff. This has worked out well, and as a result the staff feel more informed and connected than before.

When we can, we want to be able to physically work together, but with some element of working from home.

### Volunteering

Volunteering rocketed as webchat was added so we needed to increase capacity. We didn't start keeping records of volunteering until midway through 2019, but **the numbers volunteering have gone from single digits to double digits each month**, and the number of volunteer hours rose from an average of 76 hours per month in 2019 to 145 hours per month in 2020.

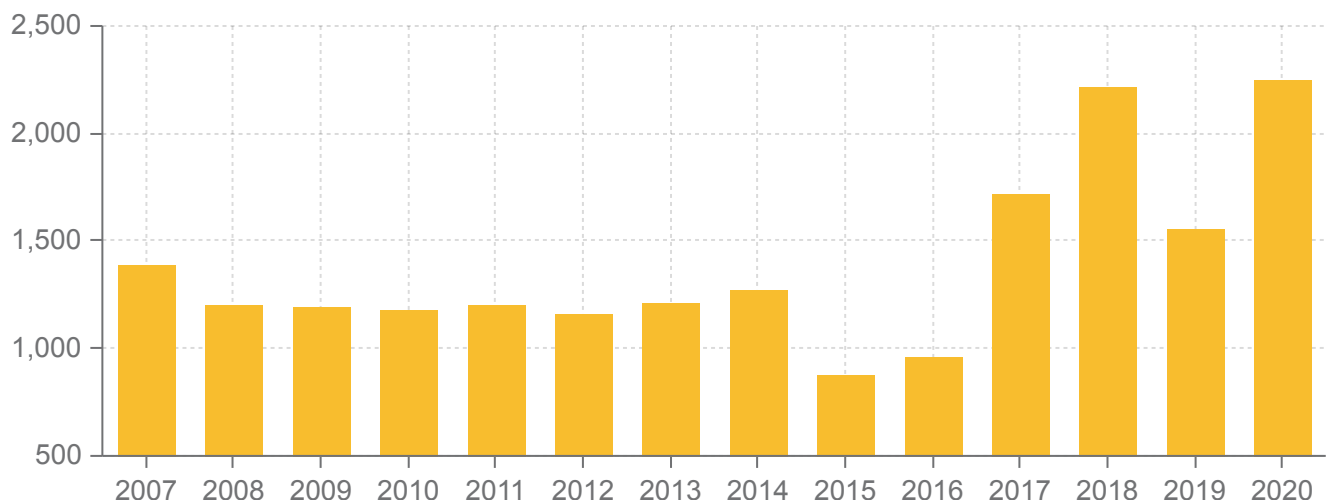
Salesforce has been a boon, allowing us all to see member activity and contacts remotely. In 2019 as part of the GDPR process we took off anyone who didn't opt in, which led to a drop in membership. Lots of members also have two email addresses. So we've gone back and revised figures downwards. But still, we can see membership increasing. There are some members who didn't re-subscribe in 2019 but who are still donating. If you are out there, let us know :-).

We picked up THREE Third Sector Excellence Awards; Volunteer of the Year, (the awesome John Russell), Chair of the Year (Tim Fell) and Rebrand of the Year for STAMMA. Thank you BBH and Zag.

Over the year we trialled out Teams and decided to move our operations over to the Microsoft 365 environment, with the free licences available to charities. We're still settling into this.

It seemed unlikely that the remainder of Owen Simon's legacy would come through, but suddenly it did over the summer. The Finance Committee spent a series of meetings reviewing our reserves policy and developing an investment policy for agreement by the Board.

### Membership 2017-2020



## FUNDRAISING & DONATIONS

**Our fundraisers and donors are the beating heart of the organisation. Without your local support we wouldn't exist.**

The membership fee was abolished in 2017 in favour of encouraging members to fundraise and donate when they can. So, we hope that members, when thinking of running an event for charity, think of us.

Without your support we wouldn't be able to provide the helpline and webchat service, the website, the materials and the campaigns. So a huge thank you for your support.

Lockdown all but put the brakes on fundraising. But it didn't stop everyone.

Philip Warren raised £1,123 as part of the virtual Virgin Money London Marathon, running 26 miles. He writes **"In October, I've been given a place in 2021 London Marathon and am honored to be fundraising for STAMMA"**

### 2.6 Challenge

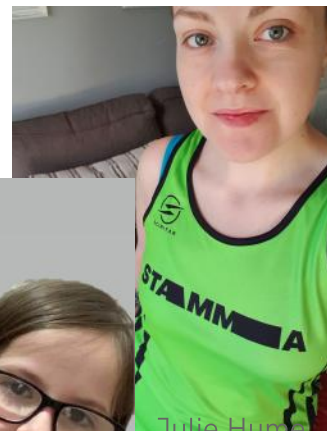
Tim Fell took spent over 26 hours ringing and talking to members.

Antoinette Okonkwo walked 26 miles over ten days. She wrote *"I have been a stammerer for about 13 years and have suffered from anxiety and depression. I never really sought help, but just recently I took the first step and signed up to speech therapy. I love that I am fundraising for STAMMA to support other stammerers"*

John Russell walked round his garden for 26 minutes, followed by 26 press ups, every day for a week.

Callum Schofield streamed a special edition of his podcast for 2.6 hours.

Jack Dempsey played 26 minutes of guitar and 26 minutes of bass.



Julie Hume in STAMMA vest, above, and left with Emily.

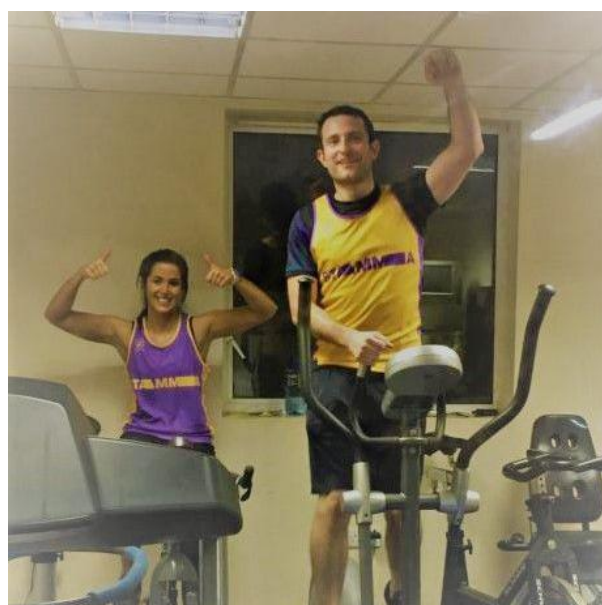


When the Great Manchester Run was cancelled, **Julie Hume** not only ran the 10k, but more than doubled her fundraising target.

The Great Birmingham Run (10k) raised £2,064 and was run in their own time by Abed Ahmed, Gillian Rudd, Kate Wright, Rebekah Foulkes and Robert James.

Over in Northern Ireland Peter Bradley, and friends did a 10K a day challenge, raising over £4K.

**Thank you to all those who donated or fundraised for STAMMA in 2020, you are awesome.**



Kirstie Breen and Peter Bradley

# BRIAN DODSWORTH



It all began with one of those small personal adverts in The Times: 'Association for Stammerers AGM to be held in Blackfriars Church Hall on June 14th 1986'. There I met Graham Parkhouse, who was on steward duty. We chatted and I agreed to go along to a meeting in the office at Farringdon. In next to no time, I had agreed to become Treasurer and so became involved in the Association's development.

Brian Dodsworth

**Our President, Brian Dodsworth, died on 10th April 2021, aged 87. He had been involved in the charity for over 30 years, seeing it through some of its most turbulent times.**

He wrote, above, how he first came to be involved with the Association for Stammerers, continuing:-

*"We decided to have our own office and came to Blackfriars Road. That lasted a few years until Ron Turrell and I interviewed and employed our first Director, Peter Cartwright. From then onwards there was a great surge in activity and we needed larger premises. Peter found St. Margaret's House and, thanks to his professional expertise, the AFS graduated to the British Stammering Association (BSA) and became the highly professional organisation that it is today.*

*David Preece and I became Joint Chairmen and, later, I took it on by myself, a position I occupied for 8 ½ years. I am very proud to have been associated with AFS/BSA for all those years and expect it will go on to even greater achievements."*

Former Chair and Trustee Rachel Everard, wrote about how instrumental Brian was in her involvement with the charity in the 80s: *"He was a pleasure to work with — unfailingly kind and generous, astute and perceptive and a lot of fun... Brian did a huge amount for the BSA and one of his proudest moments was meeting Prince Charles. I asked if he would help me make a short film about people living with different types of communication disability. He gave up many, many hours to do this and the resulting film became key to training delivered at City Lit, to help organisations become aware of what they could do to support people with communication difficulties."*



Brian, right, meeting Prince Charles. Ron Turrell centre.



Brian at 10 Downing Street chatting to Sarah Brown

# GRANTS

A heartfelt thanks to the following grantmakers for their support:-

Anson Charitable Trust  
Baron Davenport's Charity  
David Brooke Charity  
Eve & Philip Morrison Family Trust  
Frank Lichfield General Charitable Trust  
H A Holliday Charitable Settlement  
Independent Age Grants  
James T Howat charitable Trust  
Lawson Charitable Trust  
Lee Smith Foundation  
M V Hillhouse  
National Lottery Community Fund  
Pears Foundation  
Sydney & Phyllis Goldberg Memorial Charitable Trust  
Sylvia & Colin Shepherd Charitable Trust  
Tay Charitable Trust  
Anmco Charitable Trust  
February Foundation  
Hospital Saturday Fund Trust  
Hudson Charitable Trust  
Michael & Anna Wix Charitable Trust  
Paul Bassham Charitable Trust  
Ten Percent Foundation  
Underwood Trust

# PEOPLE

# REFERENCE INFORMATION

## PATRONS

Arwel Richards	Jonty Claypole
Ed Balls	Jon Smith OBE
David Mitchell	Kelly Brown
Baroness Janet Whitaker	Margaret Drabble DBE
John McAllion	Scroobius Pip

## TRUSTEES

Office	Who	Elected or Appointed	Start of term	End of term
Chair	Tim Fell	Appointed	2014	2021
Treasurer	Gary Barth	Appointed	2020	2023
Vice Chair	Joanna Gaukroger	Elected	2020	2023
	Betony Kelly*	Appointed	2019	2022
	Christine Simpson*	Appointed	2019	2022
	Gill Rudd	Appointed	2018	2021
	Lynne Mackie	Elected	2019	2022
	Max Gattie	Elected	2020	resigned 1/5/2021
	Naheem Bashir	Elected	2018	2021
	Natalie Mortimer	Elected	2019	2022
	Neil Morjaria	Appointed	2019	2022
	Sibon Phiri*	Appointed	2020	2021

\*Appointed to fill gaps left by Trustees stepping down

## STAFF

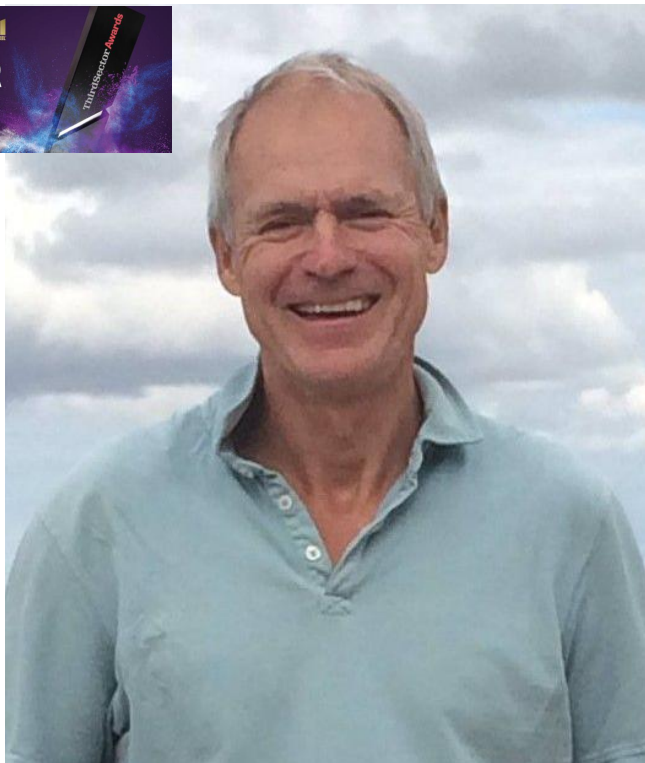
Chief Executive	Jane Powell	Office Manager	Jacqueline Fitzsimmons
Programme Lead	Kirsten Howells	Finance Officer	Manisha Vora
Web Editor	Steven Halliday	Helpline Manager	Lee Millam
Salesforce Admin	Ahmad al Hasani	Helpline Admin	Elisabeth Wright

## REFERENCE

### The British Stammering Association, trading as STAMMA

Registered Office Bankers 15 Old Ford Road, London E2 9PJ  
 HSBC, 465 Bethnal Green Rd, London E2 9QW  
 CAF Bank Ltd, King's Hill, West Malling, Kent ME19 4TA  
 Independent Auditor Royce Peeling Green  
 Constitution Limited Company registered in England, Number 04297778  
 Registered Charity Nos 1089967/SC038866  
 Website stamma.org. For the media room click [here](#)

# TRUSTEE REPORT



## TIM FELL 2020 CHAIR OF THE YEAR

The Trustees meet quarterly, with additional meetings as required. They use videoconferencing, email and Microsoft Teams for discussion and decision making. The Finance sub committee, led by the Treasurer, is tasked with oversight of STAMMA's finances. The Committee reviews quarterly management accounts and reports to the Board. Operational management of STAMMA is delegated to the Chief Executive.

We usually have a biennial conference, organised by members, which was due to take place in Sheffield in August 2020, StammaFest. This was postponed under the pandemic. **We hope to run the conference in Liverpool on 24-28 August 2022 in partnership with the International Stuttering Association.**

## Trustees

The Board of Trustees is led by Tim Fell, who will finish his final term in Autumn 2021. Voting in the election for the Board was online. We had 6 nominees, and 23% of members voted, up from 21% in 2019. Joanna Gaukroger and Max Gattie were voted in. Mandy Taylor and Rob Grieve stepped down after their three years. James Smith stepped down as Treasurer in January 2020 and Gary Barth was appointed in his place.

With the vacancies left by Abed Ahmed in 2020, Sibon Phiri, third in the Ballot, was invited onto the Board for the remainder of Abed's term, finishing Autumn 2021.

## Annual General Meeting (AGM)

The AGM took place on Zoom during lockdown, with more members than ever registering to attend, over 100. **Members received a presentation on the impact and the outcomes of the STAMMA campaign,** followed by a presentation from Gary on the Charity's finances.

The meeting voted to support the amendments to the Charity's Articles. These amendments mean that our governing articles now sit in just one document; are written in plain English with items grouped together; future proof the Charity, allowing voting by proxy and electronically; and add Charity Law Association standard legal provisions which were missing from our previous Articles. The AGM then received a presentation on the imminent 'Find The Right Words' campaign.

## OUR OBJECTS

(a) the relief and support of all whose lives are affected by stammering; and

(b) to advance the education and training of the public in all matters relating to stammering.

Our principal activities are the provision of information and support to those who stammer and the support of our members, our stammering community. In 2019 we'd focussed on building up our infrastructure. We'd refurbished the office, moved to the Cloud, launched the new website, brought in new staff and relaunched the helpline on a new virtual platform.

2020 began with a three-year grant agreed by the National Lottery Community fund to support the expansion of operations and two new posts. This will be matched from our reserves. The plan for 2020 was to build on this and work on fundraising. We bought places in 10K runs in London, Birmingham and Manchester and invested in fluorescent green running vests. Covid then hit, which required a rapid re-assessment of what we would be able to achieve.

The budget was revised and cost cutting measures were put in place with rent deferrals for the office, and the furlough of two staff members. We froze the new posts.

In Summer 2020, the remainder of Owen Simon's legacy came through, £790K. This was invested into several accounts on the Flagstone platform. Staff came off furlough after 3 months. After we'd got through a blizzard of activity created by the International Stammering Awareness Day campaign - and the AGM - we re-started the recruitment of the new posts.

Meantime, membership has grown, operations have expanded and volunteering and engagement have increased. There is no intention to change our strategic goals but clearly how we implement these is under review .

The effect of the pandemic and the uncertain economic environment is likely to have a negative effect on future projected income, so we have prudently revised our income projections for 2021/22 downwards. However, demand for our services will continue.

## RESERVES POLICY

In the UK between 1-3% of adults stammer (upwards of 550K people) and around one million children will stammer at some point.

Stigma and discrimination are widespread and people who need help struggle to get the therapy and support they need'. This is a national issue that needs a national response. STAMMA is the preeminent national organisation representing those who stammer, although not yet big or influential enough to push for the change that's needed.

In 2019, STAMMA set out a five-year plan to expand our activities and operate at a higher level to reach and represent more people, and to have a louder, more influential voice.

This means investing in our infrastructure and capacity so that we can build our membership base and develop a culture where our members support and fundraise for STAMMA.

While the pandemic has impacted our fundraising ability, our ambition remains. In 2018, we had 1,000 members and supporters. We have just passed 4,000 and aim for 10,000 by 2026.

## RESERVES

We have a general reserves policy of 12 months operating costs for the foreseeable future. As the situation with the pandemic stabilises, we may reduce general reserves to 6 months of expected operating costs.

## DESIGNATED FUNDS POLICY

We want to do more than just survive as a small 'niche' charity; we want to build our support and influence to change the daily lives of more people who stammer. To do that, and thanks to two generous legacies, we have £680,000 set aside in two designated funds.

A £600,000 Capacity Building fund from which we will drawdown annual funds to support our operations, while we build our membership and increase public fundraising.

An £80,000 Young People fund, in memory of Owen Simon, from which we will distribute £5,000 each year for the next 16 years on projects dedicated to young people who stammer.

Designated funds can be created with the approval of the Board. The Board can cancel the fund at any time or change the restrictions for the fund with full Board approval. The Board can also dissolve the fund.

## INVESTMENT MANAGEMENT

The Finance sub committee's investment approach is set out below. The Committee will continue to review this in the light of changing circumstances.

1 We have chosen to spread our investment across a range of accounts, to try to ensure that no more than £85K sits in any one account, and all are covered by the Financial Services Compensation Scheme.

We have opened a range of accounts from shorter-term 30-day accounts to accounts running from one to five years, with the majority maturing in three years, ensuring that, should we need lump sums of cash, they will be available at staged intervals.

We have chosen a platform provided by the Charities Aid Foundation. The facility provides access to 20 banks and building societies, and 80 accounts. This provides us with a single digital point of entry, allows us to have direct sight of our investment and keeps our costs to a minimum.

2. Given the uncertain economic environment we believe that now is not the time to invest in the money market. We cannot expect, in the current climate, to see much return on this sum, and there is the potential to lose large amounts of money in the short term.

3. We have staggered our investment over the next five years, so that should we decide to invest elsewhere, we have the liquidity to do so. We aimed for a balance of higher/long term investment with shorter term investments releasing funds over the next 3 years.

4. We have not ruled out investing into the charity's own infrastructure and our membership.

Long term our most consistent channel of income will be our members, whether through occasional or regular donations, fundraising or legacy income. Wisely spent, investing to increase membership levels and creating an engaged membership willing to fundraise, may out-perform even high levels of interest rates.

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' annual report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company or group for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation. The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act (2006). They are also responsible for safeguarding the assets of the charitable company and group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Members of STAMMA guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The Trustees are members of the charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

### Auditors

Royce Peeling Green were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity. The Trustees' annual report, which includes the strategic report, has been approved by the Trustees on 24th Sept and signed on their behalf by

  
Tim Fell, Chair

## INDEPENDENT AUDITOR'S REPORT

To the Trustees of STAMMA, the British Stammering Association

### Opinion

We have audited the financial statements of STAMMA, the British Stammering Association (the 'charity') for the year ended 31 December 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2020 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) 2006 (as amended).

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

## INDEPENDENT AUDITOR'S REPORT

Continued:-

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006, the Charities Act 2011 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

the information given in the financial statements is inconsistent in any material respect with the trustees report; or

- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees**

As explained more fully in the statement of trustees responsibilities set out on page 37, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

## INDEPENDENT AUDITOR'S REPORT

Continued:-

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, the Charities Statement of Recommended Practice, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to use of restricted funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

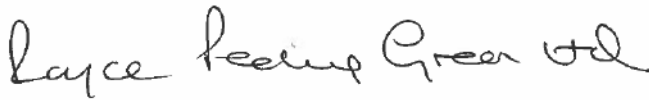
A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## INDEPENDENT AUDITOR'S REPORT

Continued:-

### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, Charities Act 2011, Part 4 of the Charities (Accounts and Reports) Regulations 2008 and section 44 (1) (c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Carolyn Dutton  
(Senior Statutory Auditor)  
Royce Peeling Green  
Limited

### Chartered Accountants Statutory Auditor

The Copper Room  
Deva City Office Park  
Trinity Way  
Manchester M3 7BG

Royce Peeling Green Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

## STATEMENT OF FINANCIAL ACTIVITIES

Incorporating an Income & Expenditure Account for the year ended 31 December 2020

	Notes	Unrestricted Funds	Restricted Funds	Total 2020	Total 2019
		£	£	£	£
<b>Income from:</b>					
Donations and legacies	2	914,705	133,170	1,047,875	217,267
Charitable activities	3	4,312	-	4,312	11,744
Other Income - furlough claims		8,380	-	8,380	-
Investments - bank interest receivable		4,495	-	4,495	1,486
<b>Total income</b>		<b>931,892</b>	<b>133,170</b>	<b>1,065,062</b>	<b>230,497</b>
<b>Expenditure on:</b>					
Fundraising		22,810	-	22,810	22,945
Charitable activities:					
<i>Advice and Support</i>		76,933	-	76,933	87,470
<i>Membership Support</i>		64,948	-	64,948	60,702
<i>Information &amp; Support Service</i>		31,869	102,350	134,219	167,300
<b>Total Expenditure</b>	4	<b>196,560</b>	<b>102,350</b>	<b>298,910</b>	<b>338,417</b>
<b>Net movement income / (expenditure)</b>		735,332	30,820	766,152	(107,920)
Transfer of Funds		-	-	-	-
<b>Reconciliation of funds</b>					
Total funds brought forward		232,493	-	232,493	340,413
<b>Total funds carried forward</b>		<b>967,825</b>	<b>30,820</b>	<b>998,645</b>	<b>232,493</b>

All amounts relate to the continuing activities of the Association.  
The notes on pages 39-45 form part of these financial statements.

**BALANCE SHEET AS AT 31 DECEMBER 2020**

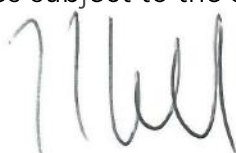
	Notes	2020	2019
<b>Fixed assets</b>		£	£
Property, plant and equipment	10	336	-
Investments maturing in more than one year	9	170,000	-
		170,336	-
<b>Current assets</b>			
Debtors	7	15,173	11,061
Stock	8	1,675	-
Cash at bank and in hand		501,039	237,250
Investments maturing within one year	9	333,000	-
		850,887	248,311
<b>Total assets</b>		1,021,223	248,311
Creditors: amounts falling due within one year	11	(22,578)	(15,818)
		<b>998,645</b>	232,493
<b>Represented by:</b>			
Unrestricted funds			
Designated funds	18	680,000	-
General unrestricted funds		287,825	232,943
<b>Total unrestricted funds</b>	12	967,825	232,943
Restricted funds	12	30,820	-
<b>Total funds</b>		998,645	232,493

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 December 2020, although an audit has been carried out under section 144 of the Charities Act 2011

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476. These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

**Tim Fell**, Chair  
Company Number: 04297778



The notes on pages 39-45 form part of these financial statements.

## STATEMENT OF CASH FLOWS

For the year ended 31 December 2020

	Notes	2020	2019
		£	£
<b>Cash flows from operating activities</b>			
Net cash provided by / (used in) operating activities	16	767,233	(115,599)
<b>Cash flows from investing activities:</b>			
Purchase of investments		(502,276)	-
Purchase of property, plant and equipment		(444)	-
Management fees		(724)	-
Net cash used in investing activities		(503,444)	-
<b>Cash flows from financing activities:</b>			
Net cash used in financing activities		-	-
<b>Change in cash and cash equivalents during the year</b>		<b>263,789</b>	<b>(115,599)</b>
Cash and cash equivalents at the beginning of the year		237,250	352,849
<b>Cash and cash equivalents at the end of the year</b>		<b>501,039</b>	<b>237,250</b>
<b>Analysis of cash and cash equivalents:</b>			
Cash in hand		224,763	237,250
Notice deposits (less than 3 months)		276,276	-
<b>Total cash and cash equivalents</b>		<b>501,039</b>	<b>237,250</b>

The notes on pages 39-45 form part of these financial statements.

# NOTES TO THE FINANCIAL STATEMENTS

for year ended 31 December 2020

## 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

### (a) Basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102)), the Financial Reporting Standard.

The British Stammering Association meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The cash flow forecasts prepared by senior management show that the charity will have positive cash flows for at least 12 months from **the date these financial statements are approved**. The Trustees therefore consider that the company has sufficient funds to meet its obligations as it falls due and deems it appropriate that the financial statements are produced on a going concern basis.

### (b) Status

The Association is an incorporated charity and during the year of these accounts the trustees have limited liability. There were 2,301 members at 31 December 2020. We've revised figures for 2018 to 2361, and for 2019 to 1608 (the drop followed the GDPR process. The liability of each member liability is £1 on winding up.

### (c) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objects of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

Bank interest is **allocated to the appropriate funds** in proportion to the balances of **those funds**.

### (d) Income recognition

**All income is** included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Subscriptions are included in full in the year they relate. Grants are included in the year they are receivable or, if specified by the donor, in the year to which they are intended to apply. Income from legacies is taken into the statement of financial activities when received or when receipt is probable and the value can be measured with sufficient reliability.

### (e) Expenditure recognition

All expenditure is accounted for on an accruals basis and includes VAT as the Association is not registered for VAT. Expenditure has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular heading they have been allocated to activities on a basis consistent with the use of resources. Support costs and overhead expenses are allocated to expenditure headings on the basis of staff time.

## Accounting policies (continued)

Support costs and overhead expenses are allocated to expenditure headings on the basis of staff time.

Governance costs comprise costs of statutory compliance and include the independent examiner's fee and costs of trustees meetings. Also included is an allocation of staff time and overheads where attributable to strategic matters.

Due to the low level of expenditure on assets, all such expenditure is written off as it is incurred.

(f) Pensions

The Association has agreed to match employees' pension contributions to personal pension schemes up to 8% of the gross salary. In addition, the Association has nominated Marks and Spencer Life Assurance Ltd. as its nominated stakeholder pension provider and has notified all staff of this appointment. Pension contributions are charged to the Statement of Financial Activities in the period in which they are due.

(g) Property, plant and equipment

Property, plant and equipment is recorded at cost. Depreciation is provided for by the straight-line basis over the estimated useful lives of the related assets. The expected useful lives are as follows:

Office equipment      4 years.

(h) Operating leases

Rental charges in respect of operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

(i) Financial instruments

The Association only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

(j) Statement of cash flows

The charity has taken the available exemption under the Charities SORP (FRS 102) Update Bulletin 1, as a smaller charity, to not prepare a Statement of Cash Flows.

## 2. Donations & Legacies

	Unrestricted funds	Restricted funds	Total 2020	Total 2019
	£	£	£	£
Grants	35,500	133,170	<b>168,670</b>	87,600
Donations	48,270	-	<b>48,270</b>	66,107
Legacy	830,935	-	<b>830,935</b>	63,560
	914,705	133,170	<b>1,047,875</b>	217,267

In the previous year, £52,100 of donation and legacy income related to restricted funds and £165,167 related to unrestricted funds.

### 3. Income from Charitable activities

	Unrestricted funds	Restricted funds	Total 2020	Total 2019
	£	£	£	£
Conference and open days	200	-	200	2,325
Sales and fees	1,235	-	1,235	2,889
Gift Aid	2,877	-	2,877	6,530
	<b>4,312</b>	<b>-</b>	<b>4,312</b>	<b>11,744</b>

In the previous year, £2,325 of income from charitable activities related to restricted funds and £9,419 related to unrestricted funds.

### 4. Total expenditure

	Staff costs (note 5)	Conf. costs	Other direct costs	Support costs	Gov. costs	Total 2020	Total 2019
	£	£	£	£	£	£	£
Fundraising	18,998	-	647	2,578	587	22,810	22,945
Charitable activities:							
Advice & Support	55,878	-	13,701	5,630	1,724	76,933	87,470
Membership Support	49,615	-	2,024	10,189	3,120	64,948	60,702
Information & Support Service	112,030	-	14,224	6,098	1,867	134,219	167,300
	<b>236,521</b>	<b>-</b>	<b>30,596</b>	<b>24,495</b>	<b>7,298</b>	<b>298,910</b>	<b>338,417</b>

In the previous year, £54,425 was incurred in connection with restricted funds and £283,992 in connection with unrestricted funds.

### 5. Staff costs

	Total 2020	Total 2019
	£	£
Salaries	208,652	200,890
Social security costs	15,317	15,487
Pension costs	12,552	10,447
	<b>236,521</b>	<b>226,824</b>

Charities SORP (FRS102) regulation 9.30 requires all charities to disclose those staff who earn total employee benefits (excluding pension contributions) in excess of £60,000. This disclosure is not representative of the actual salary levels employed by the Association.

## 5. Staff costs (continued)

One employee received emoluments amounting to more than £60,000 (2019: £0). £60,000 - £70,000 - 1 employee.. There were 9 members of staff (full-time equivalent 5.26), (2019: 7 members of staff, full-time equivalent 3).

The key management personnel of the Association comprise the Trustees and the Chief Executive Officer. The trustees neither received nor waived any emoluments during the year (2019: nil). Travelling expenses, including payments made directly to third parties, were £127 for 3 trustees (2019: £351 for 4 trustees). The remuneration of the Chief Executive Officer has been disclosed in the above paragraph.

A total of 53 volunteers (2019: 16) worked with the Association during 2020, comprising a total of 1,737 volunteer hours (2019:566)

6.	Net income/(expenditure) for the year	2020	2019		
		£	£		
	This is stated after charging/(crediting):				
	Depreciation	108	-		
	Independent auditor's / examiner's fees	6,160	2,000		
	Rentals payable under operating leases:				
	- land and buildings	8,942	9,396		
	- office equipment	6,526	7,419		
<b>7.</b>	<b>Debtors</b>				
	Other debtors	1,466	3,273		
	Prepayments and accrued income	13,707	7,788		
		15,173	11,061		
<b>8.</b>	<b>Stock</b>				
	Branded running vests	1,675	-		
		1,675	-		
<b>9.</b>	<b>Investments</b>				
	Term deposits maturing within one year	333,000	-		
	Term deposits maturing in more than one year	170,000	-		
		503,000	-		
<b>10.</b>	<b>Property, Plant &amp; Equipment</b>	2020	2020	2019	2019
		Office Equip't	Total	Office Equip't	Total
		£	£	£	£
	Cost				
	At beginning of the year	-	-	-	-
	Additions	444	444	-	-
	At end of the year	444	444		
	Depreciation				
	At beginning of the year	-	-	-	-
	Depreciation charge	(108)	(108)	-	-
	At the beginning of the year	-	-	-	-
	At end of the year	(108)	(108)	-	-
	<b>Net book value at beginning of the year</b>	<b>336</b>	<b>336</b>	<b>-</b>	<b>-</b>

		2020	2019				
		£	£				
<b>11. Creditors: amounts falling due within one year</b>							
Trade creditors		4,981	5,175				
Other taxation and social security		5,102	4,429				
Amounts owed in respect of employee's pension		1,582	1,206				
Other creditors		45	258				
Accruals and deferred income		10,868	4,750				
		<b>22,578</b>	<b>15,818</b>				
<b>12. Analysis of net assets between funds</b>							
	invest- ments	Property, pland & Equip't	Debtors	Stock	Cash at bank & in hand	Creditor s	Net Assets 2020
	£	£	£	£	£	£	£
Restricted funds total	-	-	-	-	30,820		30,820
Unrestricted funds total	503,000	336	15,173	1,675	470,219	(22,578)	967,825
<b>Total</b>	<b>503,000</b>	<b>336</b>	<b>15,173</b>	<b>1,675</b>	<b>501,039</b>	<b>(22,578)</b>	<b>998,645</b>
<b>13. Operating lease commitments</b>		<b>2020</b>	<b>2019</b>				
At 31 December 2020, the charity had total commitments under non-cancellable operating leases as follows:		£	£				
<i>Amounts due:</i>							
Within one year		7,633	11,397				
Between one and five years		-	4,381				
		<b>7,633</b>	<b>15,778</b>				
<b>14. Pensions</b>							
The charity operates a defined contribution pension scheme whose assets are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to £12,404 (2019: £10,447). Contributions totalling £1,582 (2019: £1,206) were payable to the fund at the balance sheet date and are included within creditors.							
<b>15. Related party transactions</b>							
During the year the Charity received donations from the Trustees and connected parties amounting to £996.							
		<b>2020</b>	<b>2019</b>				
		£	£				
<b>16. Reconciliation of net income/(expenditure) to net cash flow from operating activities</b>							
<b>Net income / (expenditure) for the year</b>		<b>766,152</b>	<b>(107,920)</b>				
Adjustments for:							
Depreciation		108	-				
Increase in debtors		(4,113)	(3,986)				
Increase in stock		(1,675)	-				
Increase / (decrease) in creditors		6,761	(3,693)				
<b>Net cash provided by / (used in) operating activities</b>		<b>767,233</b>	<b>(115,599)</b>				

17. Statement of Restricted Funds	1-Jan-20	Support & Information Services						Project Work						Transfers Between Funds	31 Dec 2020			
		General Support	Helpline & Webchat	Region Specific	Region & age specific	Webchat	Capacity Building	Workshops	Social Media	STAMMA-Fest	Older People	Resources Expended	£			£	£	
<b>Grantor:</b>	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£		
National Lottery Community Fund	-	-	-	-	-	-	85,000	-	-	-	-	-	3,820	-	-	(85,000)	-	3,820
Pears Foundation	-	-	-	-	-	-	-	15,000	-	-	-	-	-	-	-	-	-	15,000
Independent Age Grants	-	-	-	-	-	-	-	-	-	-	-	-	-	5,000	-	-	-	5,000
David Brooke Charity	-	-	-	-	-	-	-	3,000	-	-	-	-	-	-	-	(3,000)	-	-
Eve & Philip Morrison Family Trust	-	-	-	-	-	-	-	-	-	-	-	3,000	-	-	-	-	-	3,000
The February Foundation	-	3,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,000
Lawson Charitable Trust	-	-	2,500	-	-	-	-	-	-	-	-	-	-	-	-	(2,500)	-	-
Anson Charitable Trust	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-	-	(2,000)	-	-
The Hospital Saturday Fund Trust	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-	-	(2,000)	-	-
Frank Lichfield General Charitable Trust	-	-	-	1,250	-	-	-	-	-	-	-	-	-	-	-	(1,250)	-	-
Tay Charitable Trust	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	(1,000)	-	-
The Anmco Charitable Trust	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	(1,000)	-	-
The Paul Bassham Charitable Trust	-	-	-	1,000	-	-	-	-	-	-	-	-	-	-	-	-	-	1,000
Other Grants	-	2,500	850	500	750	-	-	-	-	-	-	-	-	-	-	(4,600)	-	-
<b>Balances carried forward at 31 Dec 2020</b>		<b>11,500</b>	<b>3,350</b>	<b>2,750</b>	<b>750</b>	<b>3,000</b>	<b>85,000</b>	<b>15,000</b>	<b>3,000</b>	<b>3,820</b>	<b>5,000</b>	<b>3,000</b>	<b>(102,350)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>30,820</b>

## 17. Cont.

**Restricted funds are specified by the funder for a particular use; such restricted funds include:**

- Helpline services support within the regions: Frank Lichfield General Charitable Trust provided £1,250 to cover support in Cambridgeshire and Essex; Paul Bassham Charitable Trust provided £1,000 to cover support in Norfolk; and MV Hillhouse provided £500 to cover the support we provided in Scotland.
- Age and Region Dependent: Baron Davenport's Charity provided £750 for helpline services support children and young adults under the age of 25 in the City of Birmingham and West Midlands Counties
- Capacity Building: The National Lottery Community Fund grant of £85,000, to be matched by the charity, to support the expansion of membership and local groups and networks, with two new dedicated members of staff.
- Older People: Independent Age Grant of £5,000 is for work with older people who stammer.

## 18. Designated Funds

	Movement in Funds				
	Balance at 1 January 2020	Incoming Resources	Resources Expended	Transfers	Balance at 31 December 2020
	£	£	£	£	£
Young people	-	-	-	80,000	80,000
Capacity building	-	-	-	600,000	600,000
<b>Total</b>	-	-	-	680,000	680,000

The transfers to designated funds relate to a commitment to spend at least £5,000 per year on activities aimed at and for young people, and to funds to be used for capacity building and infrastructure of the charity.

# THIRD SECTOR EXCELLENCE AWARDS

We scooped three awards in 2020 for:

Chair of the Year: Tim Fell

Volunteer of the Year: John Russell

Brand Development: STAMMA

In the 2021 awards we were shortlisted in the following categories:

Volunteer Team: STAMMA Helpline

CEO, under £5M: Jane Powell

and won the award for

Communications Campaign: Find the Right Words



STAMMA, the British Stammering Association  
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[stamma.org](http://stamma.org)