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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.
Chief Executive	Jane Powell.

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CONSTITUTION

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CONSIDER LEAVING STAMMA A LEGACY IN YOUR WILL

Email 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) - 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

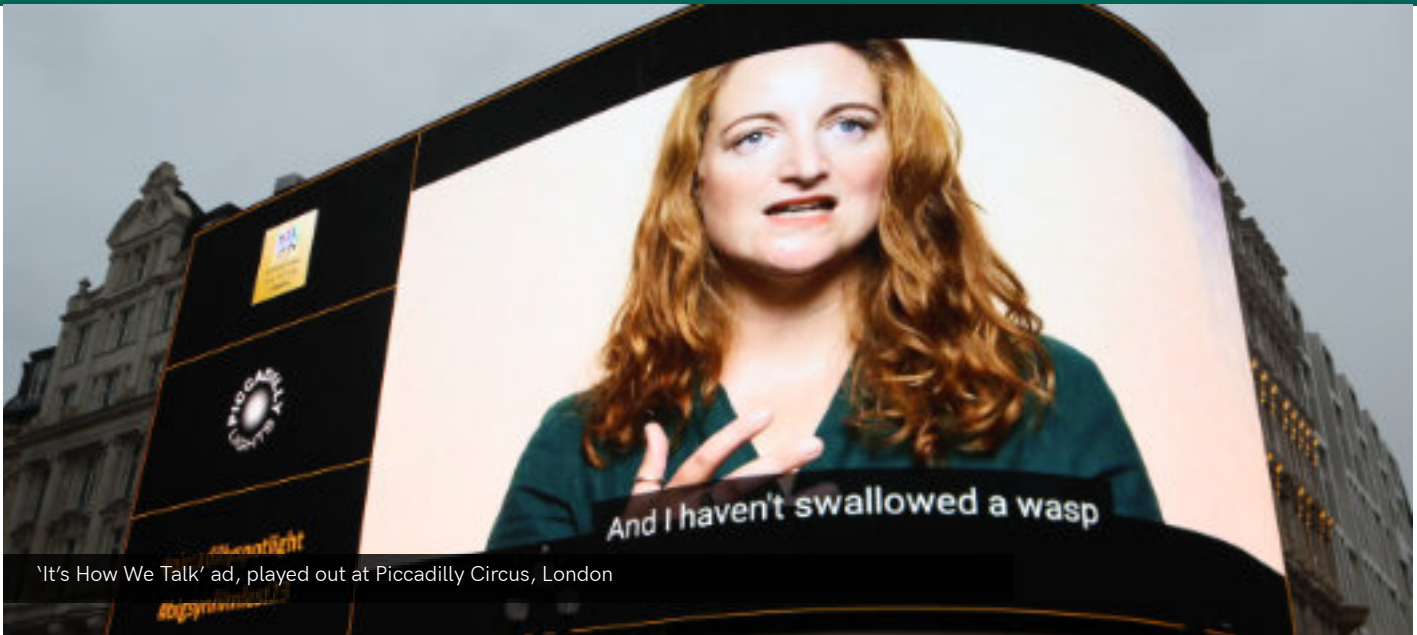
This brings us on to our new three-year strategy, **Space to Stammer**. Given that some people stammer, the question is how can businesses, colleges, schools, our services, meet their needs?

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



'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
SUPPORT & SERVICES	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.
WEBSITE	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.
COMMUNITY	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.
MEMBERSHIP	Membership grew from 3,638 in Dec 2022 to 3,979 by the end of 2023, with a further 2,405 subscribers.
CAMPAIGNS	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.
VOLUNTEERING	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 ST PLEASE
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Don't let your stammer
define you. Join the
stammering community
today. stammering.org.uk

STAMMERING

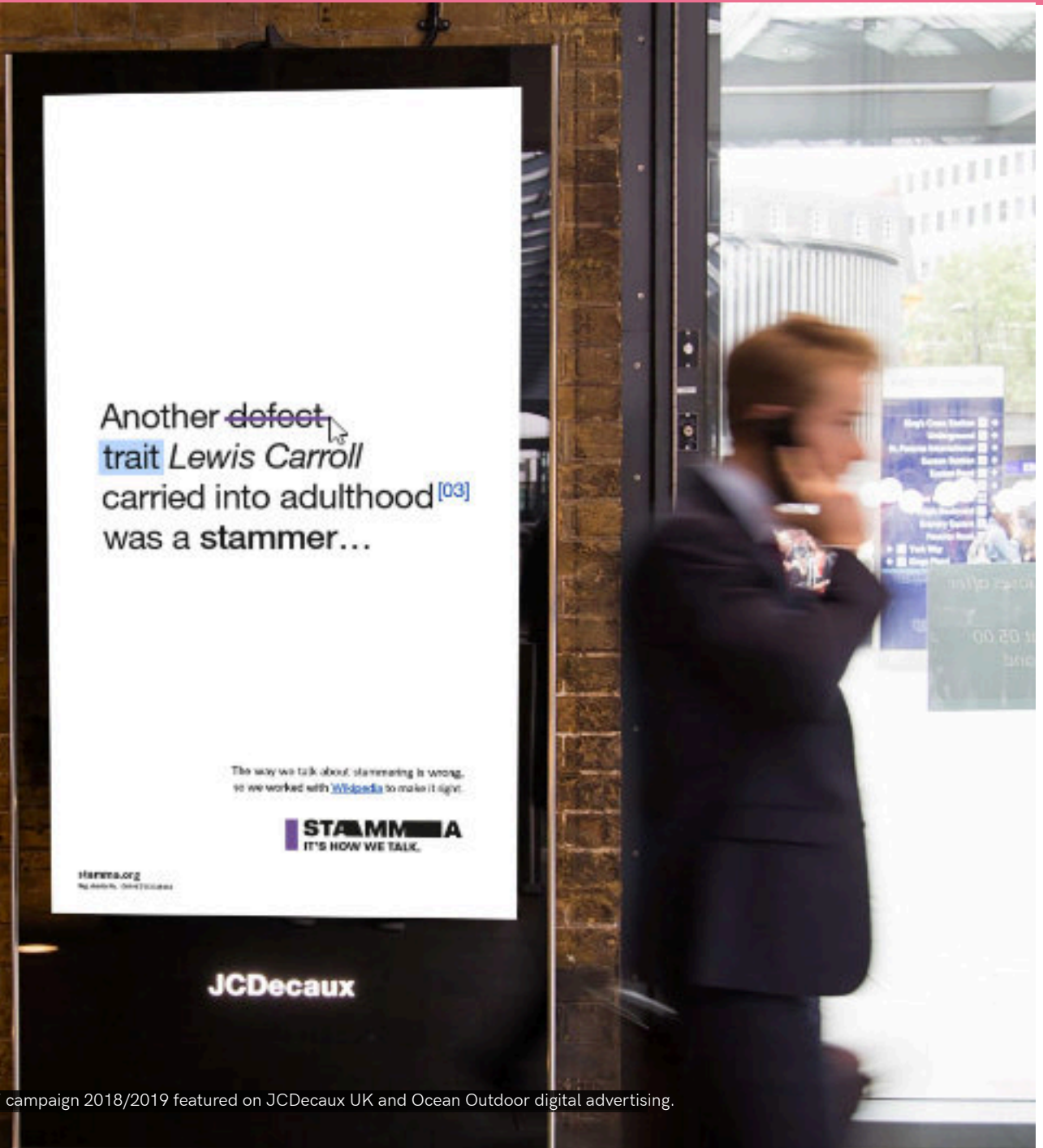
JCDecaux

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

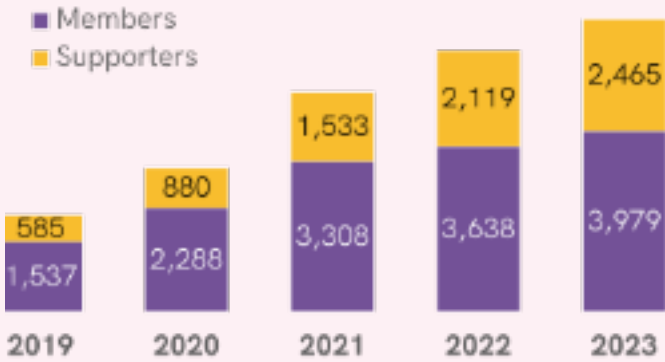
We sent a love letter to the media calling for representation, launched a new Employment Service, held 'The Stammies' awards celebrating people who stammer in film. And finally held our conference, STAMMAFest Global.

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



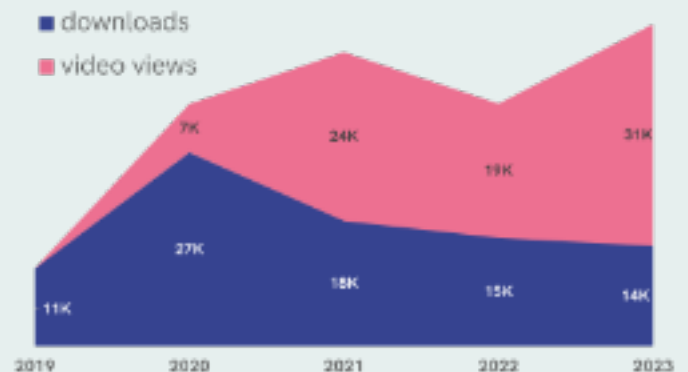
new logo



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
SUPPORT MORE PEOPLE WHO STAMMER	We expanded our Helpline Service , growing our volunteer team from 2 to 50+ volunteers and added webchat for those who don't like using the phone. We created the Employment Service to support people at work, and an Advocacy Service for those who've been discriminated against. We expanded Family Support with workshops and groups and a Minecraft Club for children.
BUILD OUR COMMUNITY & GROW OUR SUPPORTER BASE	Supporter numbers have more than tripled 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.
EDUCATE THE PUBLIC ABOUT STAMMERING	Our award-winning campaigns 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.
REBUILD OUR INFRASTRUCTURE	Our modernisation programme 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
	HELPLINE SERVICES 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.
	FAMILIES & CHILDREN Support for families, young people and children.	Parent 2 Parent support groups, Family Workshops and now a Minecraft Club for kids.
	EMPLOYMENT SERVICE 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.
	TRAINING SERVICE We help organisations ensure their working practices are suitable for people who stammer.	Tailored support to help organisations remove barriers facing people who stammer.
	ADVOCACY SERVICE 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.

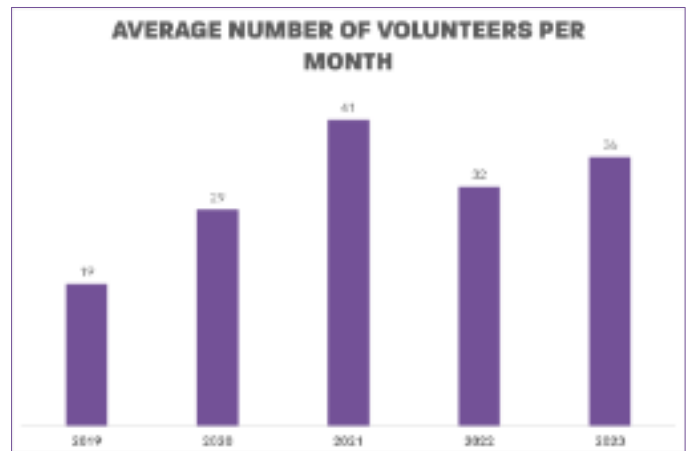
VOLUNTEER TEAM MEETINGS

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, start a webchat at 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.

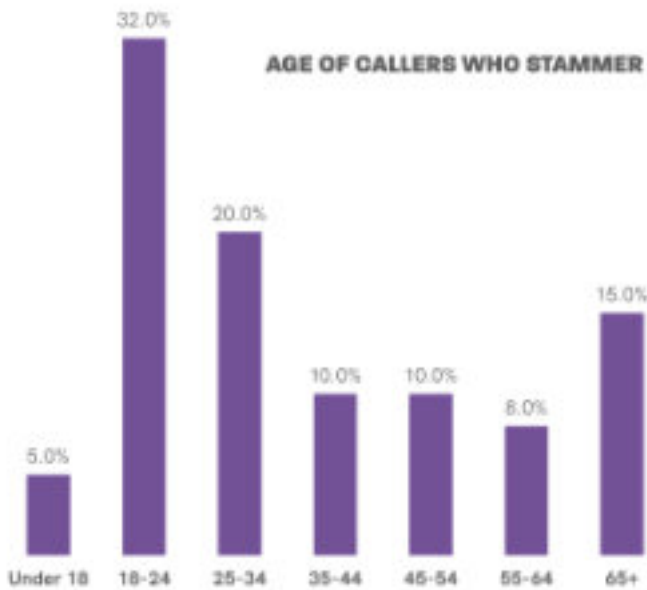
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THANK YOU SO MUCH FOR YOUR HELP. I FEEL LESS ANXIOUS ABOUT MY SON AND CONFIDENT IN THE DIRECTION WE'RE HEADING IN.

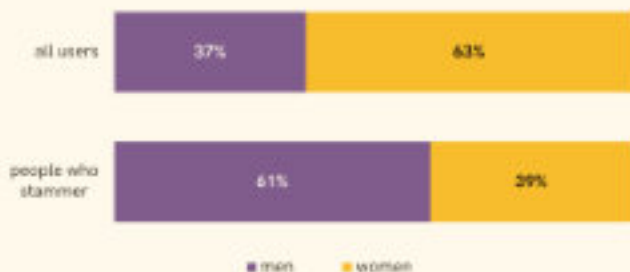
- Service user



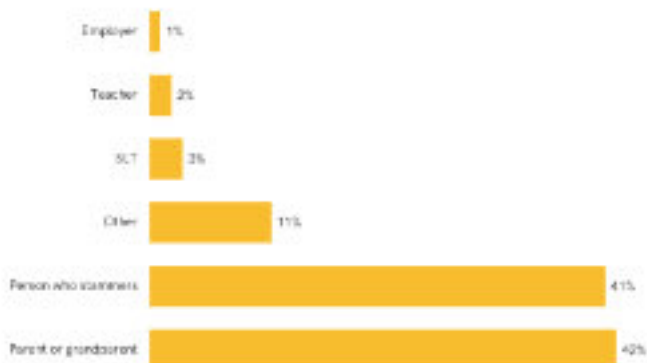
HELPLINE SERVICES



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

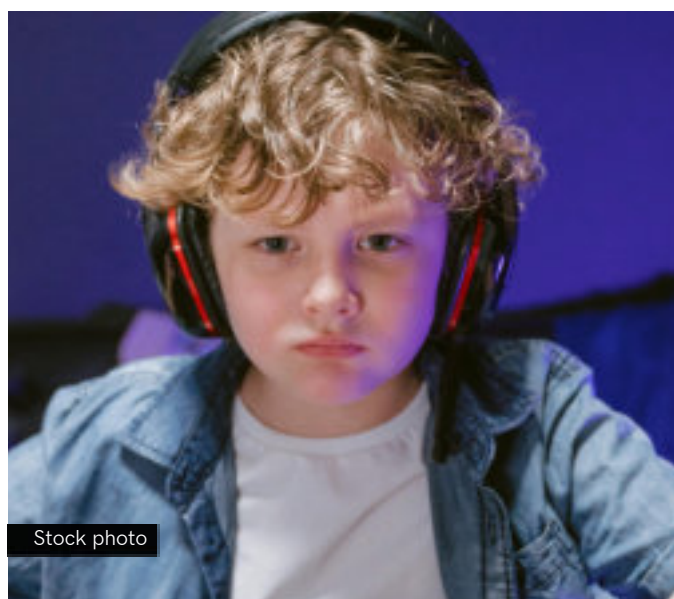
MINECRAFT CLUB

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.



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 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 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."

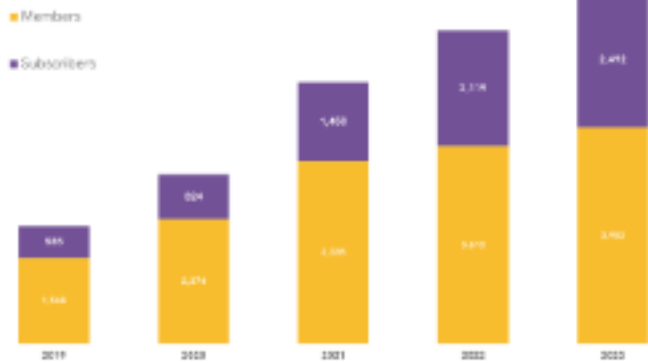


2023 COMMUNITY REPORT



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".

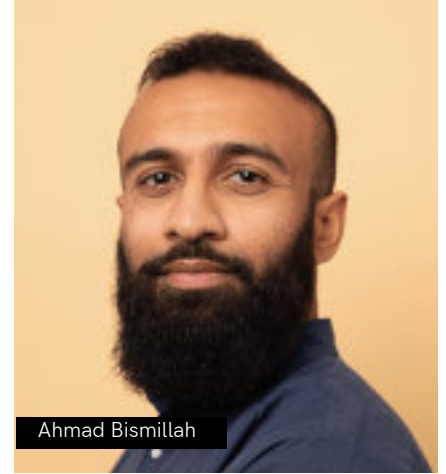
TRUSTEE ELECTIONS



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.

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.

STAMMA LISTINGS

✕
<
19/02/24
>
Pinboard ▾

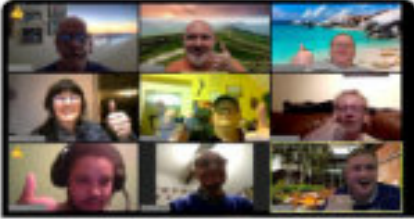
Events from Feb 19th



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.

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:

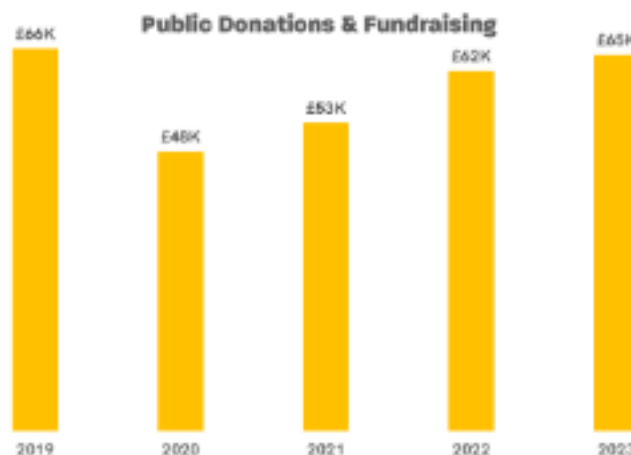
- [What's a stammering community?](#)
- [Local groups list](#)
- [Facebook forums](#)
- [Online groups](#)
- [Groups for families & children](#)
- [Workplace & professional networks](#)
- [International organisations](#)
- [Networks for speech & language therapists](#)
- [Tell us about/start a community](#)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



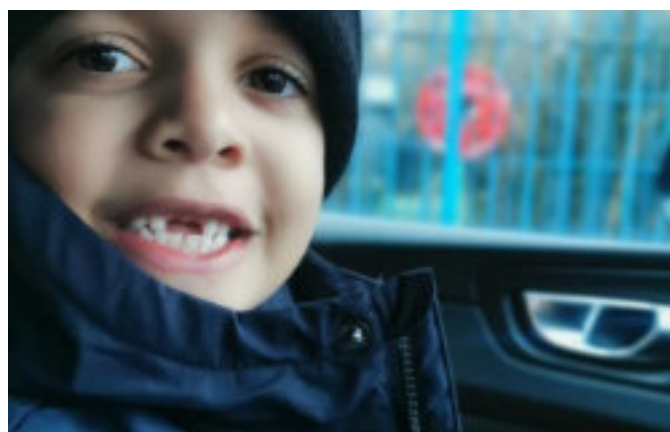
Friends and family of Mario McDonnell have been raising funds in memory of this 11-year-old little boy who was cruelly taken far, far too soon. They have raised over £2,000 in Mario's memory.



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

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

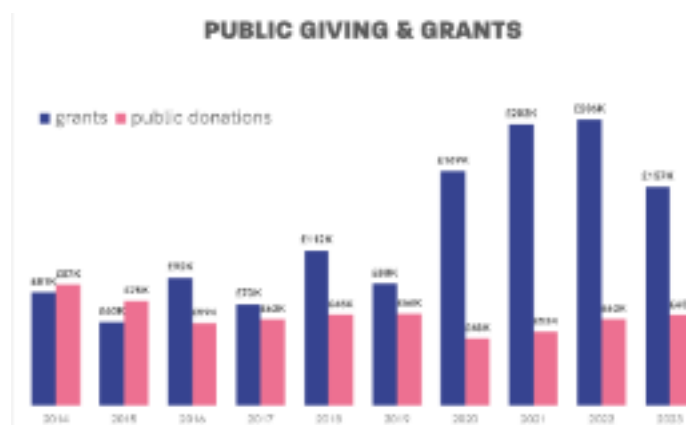
In 2021, we were unsuccessful in our attempts to secure multi-year grants from charitable foundations who saw increased demand from other charities they considered to be in greater need during the pandemic. However, we matched the Lottery grant and continued to build our infrastructure.

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 15th-18th 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. 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.

ACCOUNTS FOR YEAR ENDED 31 DECEMBER 2023**STATEMENT OF FINANCIAL ACTIVITIES**

(incorporating an Income & Expenditure account)

Year ended 31 December 2023

	Notes	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Income from:					
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
Total income		177,611	109,323	286,934	712,722
Expenditure on:					
Fundraising	4,6	90,321	2,688	93,009	54,489
Charitable activities¹:					
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
Total expenditure	4, 6	511,663	88,163	599,826	554,175
Net income / (expenditure)		(334,052)	21,160	(312,892)	158,547
Reconciliation of funds:					
Total funds brought forward		1,048,536	11,777	1,060,313	901,766
Total funds carried forward		714,484	32,937	747,421	1,060,313

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 £
Fixed Assets			
Property, plant and equipment	7	4,859	4,996
Investment maturing in more than one year	8	85,000	85,000
		89,859	89,996
Current Assets			
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
		690,881	1,005,398
Total assets		780,740	1,095,394
Creditors: amounts falling due within one year	11	(33,319)	(35,081)
Net assets	12	747,421	1,060,313
Represented by:			
Unrestricted funds:			
- Designated	19	609,114	770,000
- General unrestricted		105,370	278,536
Total unrestricted funds		714,484	1,048,536
Restricted funds	18	32,937	11,777
Total funds	12	747,421	1,060,313

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 £
Cash flows from operating activities:			
Net cash (used in) operating activities	17	(15,636)	(141,072)
Cash flows from investing activities:			
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>
Change in cash and cash equivalents in the year		(7,658)	(123,920)
Cash and cash equivalents at the beginning of the year		439,284	563,204
Cash and cash equivalents at the end of the year		<u>431,626</u>	<u>439,284</u>
Analysis of cash and cash equivalents:			
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
Charitable activities						
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
	<u>428,709</u>	<u>378,432</u>

	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>
Accumulated depreciation:		
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
Net book value at the end of the year	<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
Total	<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
Total	<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
Net cash (used in) operating activities	(15,636)	(141,072)

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)	-
	11,777	109,323	(88,163)	32,937

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:

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

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

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IT'S HOW WE TALK