

STAMMIA

2025 AGM

AGENDA

From	To	Details	Lead
14:00	14:05	Welcome & apologies	Roger Pim
14:05	14:10	Minutes of the last meeting	
14:10	14:25	2025 Impact	Jane Powell & Kirsten Howells
14:25	14:40	Accounts & appointment of auditors	Nick Pearce
14:40	14:55	Trustee Elections	Paul Fix
14:55	15:10	Resolutions to the changes of Articles	Roger Pim
15:10	15:20	AOB	

MINUTES OF THE LAST MEETING

1/4

Attending in person*:

Trustees: Paul Fix (Interim Chair), Pete Bryan (Treasurer), Deborah Johnston (Interim Vice Chair), Alex Harrison, Ahmad Bismallah, Gill Rudd, Dean Ridge, Allison Burrow, Gill Rudd.

Staff: Jane Powell, Kirsten Howells, Verena Meyners, Steven Halliday, Pritie Billimoria, Neha Shaji, Manisha Vora, Catherine Woolley, Vidya Bijarnia.

Members included: Nic Maddy, John Russell, Christine Simpson, Allan Tyrer, Derek Maynard, Bhupinder Purewal, Yubo Lin, Brian Patton, John Evans, Neil Morjaria, Rory Sheridan.

*The paper circulated for members to sign was unfortunately lost, so this is an incomplete list. [Please email mail@stamma](mailto:mail@stamma) if you were in attendance so we can add you to the list.

1 Welcome and Apologies

Paul Fix welcomed members to the meeting and advised that he had received apologies from Stuart Bailey, Rita Hilliard, John Hall, John Carling, Colin Marsh.

Paul announced that he was acting chair as Joanna Gaukroger had to step down due to illness but updated that she is making good progress. The recruitment process for a new Chair of Trustee's was now complete, and Roger Pim will take up the post in October at our Board Meeting.

MINUTES OF THE LAST MEETING

2/4

2 Minutes of the Previous Meeting

Motion: That the Minutes of the previous meeting be accepted as a true record **Proposed** by Neil Morjaria, Seconded by Deborah Johnson.

There were no matters arising from the Minutes.

3 Finance Report and Accounts

Pete Bryan, STAMMA Treasurer introduced the Statutory Accounts 2023. Pete noted the following:

We spent more than we made in 2023 (a deficit of £313k on 2023, versus a surplus of £159k in 2022).

- The difference between the two years was legacy income, with a legacy of £305k in 2022 v £25k in 2023, which was the the first year without the National Lottery Grant.
- We used our legacy income and the National lottery to increase services, which is a continuation of our plan, to fund this difference from our reserves.
- Our aim is to become sustainable financially over the next 2-3 years.
- We expect to reduce the deficit to £250k in 2024, and to increase income.
- Income generation will be a major focus area for 2025. We have employed a new fundraising manager recently, complemented by new trustees with specialised fundraising expertise.

MINUTES OF THE LAST MEETING

3/4

Motion: That the AGM receive and consider the annual report of the Board of Trustees, including the annual statement of accounts.

Proposed by Pete Bryan, seconded by Rory Sheridan

The full audited accounts have been approved by the Board and lodged with the Charity Commission. They are available on the STAMMA website at <https://stamma.org/about-us/constitution-finances>

4 Appointment of Independent Auditors

Pete stated that the Board were keen to continue with an external professional audit to give Trustees and Members firm assurance about the integrity and accuracy of the Charity's financial reporting.

Motion: That the AGM agrees to the appointment of Royce Peeling Green Ltd as the Charity's auditors for 2024/2025.

Proposed by Allison Burrow, seconded by Gillian Rudd

MINUTES OF THE LAST MEETING

4/4

5 Appointment of new trustees following the 2023 Election

The Chair announced that **Lucy Weldon and Oliver Wills**, who had come first and second in the 2023 Trustee Elections and would now join the Board of Trustees. Paul thanked Gill Rudd who would be stepping down this year for all her tremendous work on the Board over the last six years, and that he had presented her with a token of our thanks outside the AGM.

6. Five-Year Plan

Jane Powell, CEO, introduced the new strategic direction of STAMMA. Over the next 5 years we will focus on illustrating the barriers that people who stammer can face and support organisations to take these barriers down. We started with demonstrating how hard it is for people who stammer to make a simple GP appointment and have now moved on to ordering a coffee. We'll then tackle contact centres.

The formal business of the meeting concluded at 12.45 pm and was followed by an interactive session.

2025 IMPACT



STAMMA Visualises Fear of Phone Calls with Powerful Stammer Awareness Campaign

BBC Sign in Home News Sport Weather iPlayer

NEWS

Home InDepth Israel-Gaza war War in Ukraine Climate UK World Business Politics Culture

Wales Wales Politics Wales Business North West North East Mid South West South East Cymru

KFC 'sorry' for video mocking TikTok influencer's stammer

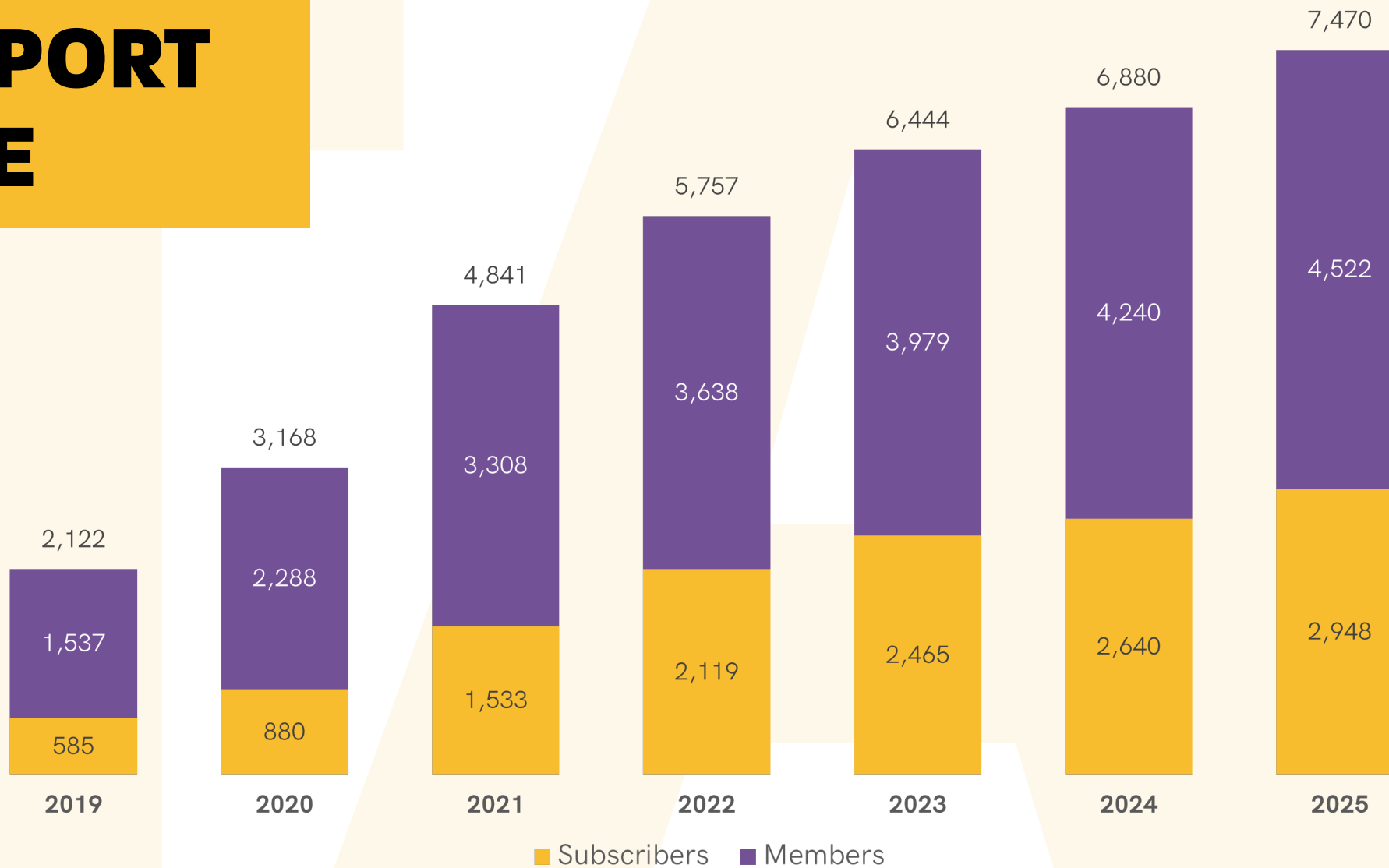
"Every person who walks through our doors should feel welcome, valued and safe to be themselves.

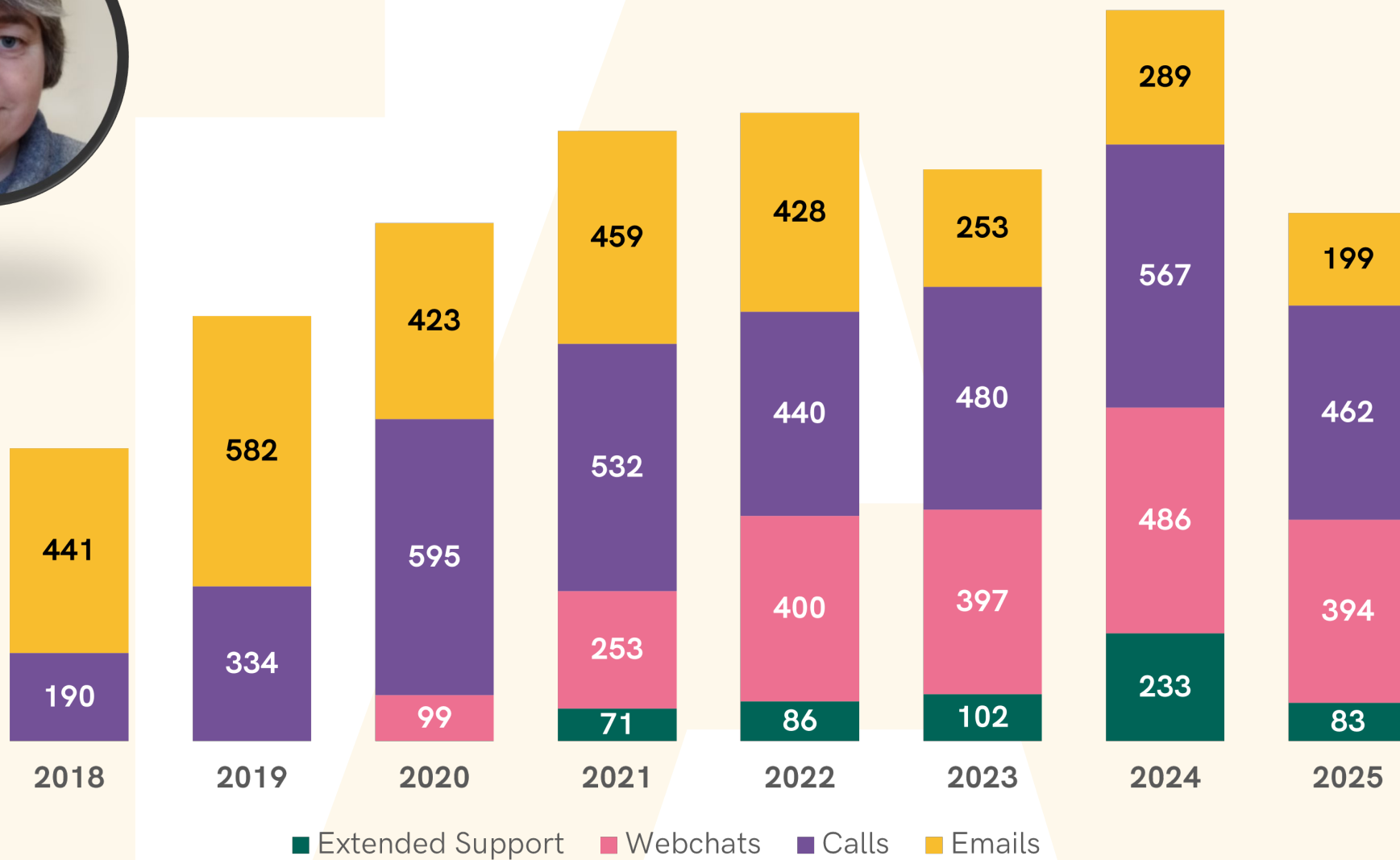
The spokesperson said KFC would contact Stamma, a UK charity for people who stammer, to see how it can work with them "to make sure every voice is heard and appreciated at KFC".

"Our franchise partner in KFC North Macedonia will also contact [Jessie] to apologise and is reviewing how training can be implemented locally," they added.



SUPPORT BASE





TRAINING

Lucifer cast and crew
NE Lincoln Practice Managers
Nettleham Medical Practice
Network Rail
NHS Grampian
NHS Stammering Network
NICSSA (NI)
NE Community Pharmacy Group
NE Lincoln (GP) Practice Managers Forum
Norwich Trades Council
NW Stammering CEN
PCS
Peckham DWP Job Centre Plus
Peckham Job Centre
RMT
ScotRail & RMT & ASLEF
Scottish Stammering Network
Simply Health
Solace Women's Aid
South West Stammering CEN
St Mary's University
Thryve
Trade Unions in the Community Edinburgh
Ulster University
United Utilities Vulnerability Summit
Warrington support group
Workers of the World
Yorkshire and Humber Stammering CEN (SLTs)

Over 2025 we'll have delivered

45 workshops

38 hours of training

691 individuals

4.8 / 5 star rating

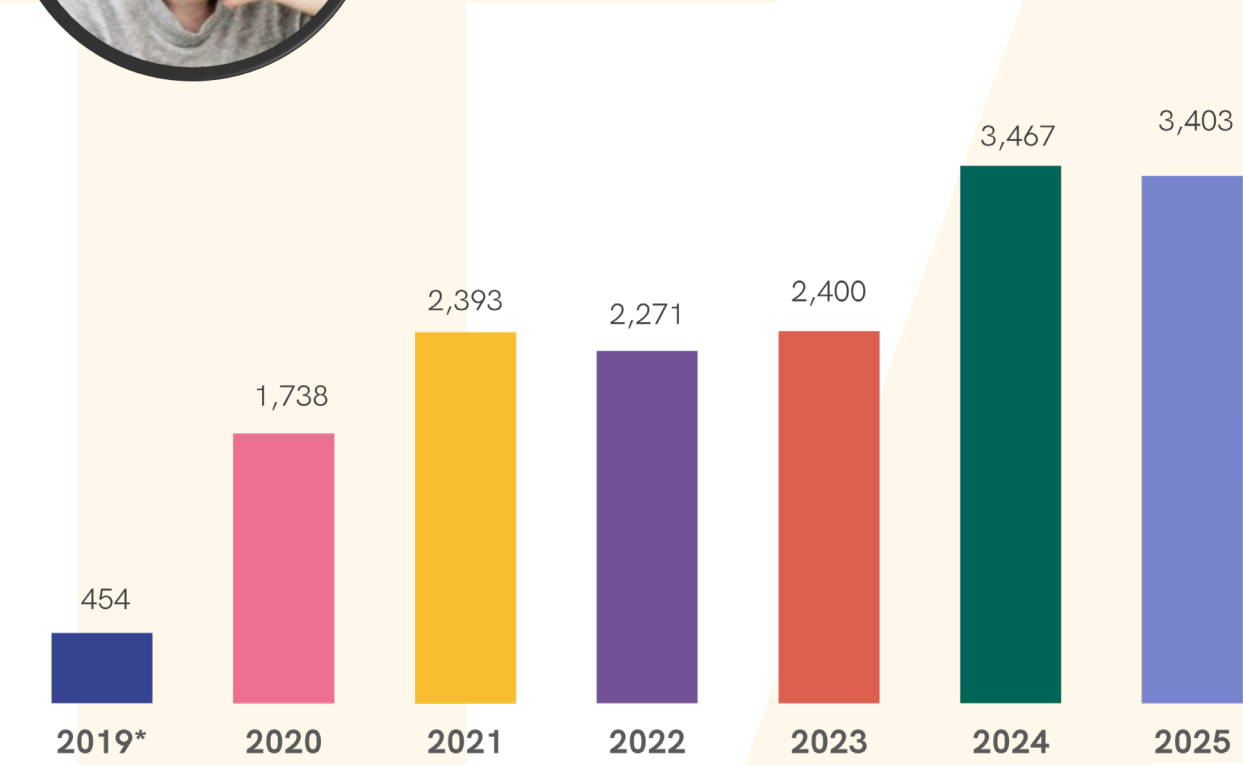
"We just wanted to pop a message to say thank you so much for the webinar this week- we have had such wonderful feedback as our colleagues found this truly eye opening, engaging and informative. We also loved the panel concept as this is the first time we have had a panel within the vulnerable customer spotlight which landed really well with attendees."

Simply Health

Workshop: Working on the phone
with customers who stammer



Marylyn Molisso
Volunteering Lead



Volunteer hours per year

Service Area	active	in training	on hold	totals
Advocacy & Training	8	3	1	12
Helpline	26	4		30
Employment	16			16
Website	17		3	20
Family Support	9		1	10
Research Arena	4			4
Total individuals	79	7	5	91

Volunteer roles across our services

STARBUCKS



Starbucks have now embedded training on working with customers who stammer into their barista training.

Their training programme is an online set of modules, where a number of customer scenarios are randomly selected from a larger set and presented so the staff member has to work through them.

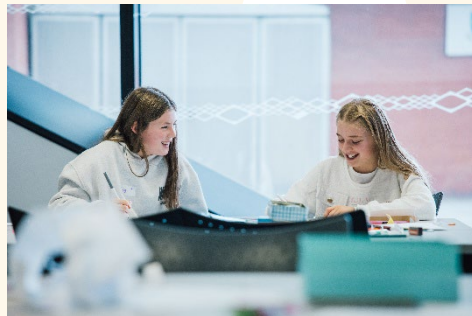
Two of the scenarios now involve customers who stammer.

THE JUSTICE SYSTEM



- A guide to jury service for people who stammer.
- A guide for lawyers working with witnesses and defendants who stammer will be published shortly by The Advocates Gateway.
- A study was carried out investigating the best ways to question witnesses who stammer, how witnesses who stammer are perceived by juries and how they experience that process.

FAMILY DAY



TAKING THE DAILY MAIL TO TASK

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Quentin Letts

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QUENTIN LETTS: The poohbahs were like aristocratic ladies confronted by the pong of fish

Professor Forster had a marked stammer. We're not talking an occasional Ed Balls-style hesitation on some words. It was a full Fish Called Wanda job. Naturally one doffs one's cap to a chap who battles on through such an impediment but it quite unbalanced the meeting as an exercise in democratic scrutiny. Prof Forster was jolly difficult to understand.



12A



STAMMA

GIVE
SHOP

ABOUT STAMMERING
GET HELP
GET INVOLVED
ABOUT US

ABOUT US > CAMPAIGNS

END THE PHONE CALL NIGHTMARES

Every year, millions of phone calls made by people who stammer are mishandled.

Callers are misunderstood, laughed at or hung up on. Voice recognition systems don't recognise their speech.

This can leave them being locked out of bank accounts, or unable to book GP

Don't Hang Up. Hang On | STAMMA

Watch Later
Share

Q Home Newsletters

AdAge

Stamma

Iris London launched “Don’t Hang Up. Hang On,” a moving campaign urging patience and understanding for people who stammer—especially during phone calls, one of the most challenging daily interactions they face. A centerpiece directed by Joseph Mann at Blinkink, uses a gremlin-like hand to personify the anxiety and past trauma that can call with a stammer—until a moment of empathy makes it disappear. Featuring an actor who stammers in the campaign highlights how simple patience can transform a conversation. Rolling out across cinema, online and outdoor, the work calls on U.K. businesses to make phone interactions more accessible and compassionate for the 550,000 adults who stammer.

Stamma - Don't Hang Up. Hang On - 60s

(Stamma)

Charlotte Rawlings | Added 3 minutes ago

How long? | 2-3 minutes

Stamma urges nation to ‘hang on’ in stammer awareness campaign

campaign

LATEST > CREATIVE WORK > TOP BRANDS & AGENCIES > EXPERIENCES > THE K

TRENDING: FEATURES & ANALYSIS SCHOOL REPORTS FACES TO WATCH MARKET RE

Stamma urges nation to ‘hang on’ in awareness campaign

Iris created the work.

'Don't Hang Up. Hang On' Is The Message Of STAMMA's Powerful Campaign

Created by Iris, launching on International Stammering Awareness Day, it dramatises the reality of how inaccessible phone calls can be for people who stammer

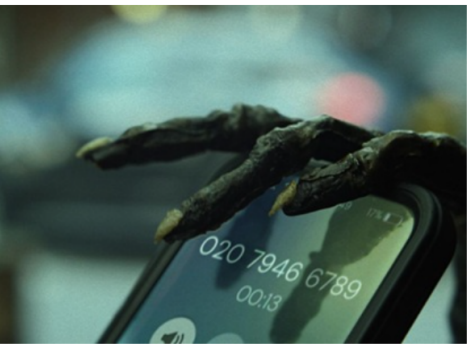
BY CREATIVE SALON
22 OCTOBER 2025

STAMMA, the UK's leading charity representing people who stammer, has partnered with Iris London to launch *Don't Hang Up. Hang On* – a powerful new campaign encouraging patience and understanding when speaking to people who stammer.

STAMMA Visualises Fear of Phone Calls with Powerful Stammer Awareness Campaign

Stamma ‘Don’t Hang Up. Hang On’ ad calls for change

OCTOBER 22, 2025 4:10 PM



Stamma, the UK charity representing people who stammer, is launching a new ad campaign encouraging patience and understanding when speaking to people who affected by the condition.

“Don’t Hang Up. Hang On” has been devised in partnership with Iris London and shines a light on an everyday situation that can feel anything but easy for the one in 100 people in the UK who stammer: answering or making phone calls.

2024 ACCOUNTS

Our Annual Reports are available to download online at stamma.org

Search for 'Annual Report'.

STAMMA 2024 ANNUAL REPORT



STATEMENT OF FINANCIAL ACTIVITIES

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

2024 FINANCIAL STATEMENTS SUMMARY

	2024 £000	2023 £000	Change £000	%
Income & expenditure				
Income (excluding legacies)	392	262	130	50%
Legacies	92	25	67	268%
Total income	484	287	197	69%
Total expenditure	(678)	(600)	(78)	-13%
Net surplus / (deficit)	(194)	(313)	119	38%
Total assets	588	781	(193)	-25%
Total liabilities	(35)	(34)	(1)	3%
Net assets	553	747	(194)	-26%
Represented by:				
Designated funds	414	609	(195)	-32%
General unrestricted funds	107	105	2	2%
	521	714	(193)	-27%
Restricted funds	32	33	(1)	-3%
Total funds	553	747	(194)	-26%

2024 FINANCIAL REVIEW

- Income was 78k (23%) favourable than planned across most income streams, £484k (2023: £287k)
- Legacy income was £92k (2023: £25k)
- Expenditure continued to exceed income, leading to a deficit of £194k (2023: deficit £313k)
- Expenditure of £678k is higher than 2023 (600k) mainly because of STAMMAFest conference.
- As in 2023 we used our prior year legacy income to expand services.

BALANCE SHEET

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

BALANCE SHEET

At the end of 2024:

- Cash reserves continue to fund increases in services.
- Net assets are £553k (2023: £747k).
- Net assets (as in 2023) are almost all in the form of cash at bank and bank deposits, all secure and backed by UK Government guarantee.
- The reduction in cash and net assets in the year reflects the deficit in the year.

FINANCIAL REVIEW 2025

	Forecast 2025	Actuals 2024
Income & Expenditure		
Income (excluding legacies)	£349,150	£392,374
Legacies	£57,576	£92,030
Total Income	£406,726	£484,404
Total Expenditure	£624,987	£678,243
Net Surplus/(deficit)	-£218,261	-£193,839
Balance sheet/ Funds Position		
As of end of year		
Designated Funds	£200,000	£413,964
General Unrestricted	£107,137	£107,137
Restricted Funds (Approx)	28,184	32,481
Total Funds at the end of the year	335,321	553,582

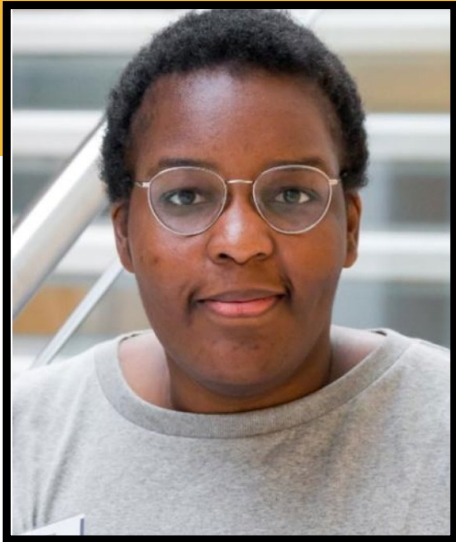
FINANCIAL REVIEW 2025

- In 2025 lot of work was put in to secure high value donors; with the hope to see the fruits in 2026; improving income and reducing the deficit.
- Increased deficit mainly due to a big drop in income from all sources.
- Late recruitment of HOF, untimely leaving of HOF and failure to achieve the set targets.
- Income is expected to drop by 24% than plan. Expenditure to plan is expected to be favourable by 10%
- Expenditure is lower than planned, mainly due to the late start of 3 new positions.
- Our aim continues to be to ensure we are sustainable financially by 2028
- Income generation will be a major focus area for 2026 alongside delivering on the Lottery work.

APPOINTMENT OF AUDITORS

- The audit of the financial statements for the year ended 31 December 2024 was performed by Royce Peeling Green Limited ('RPG')
- As in previous recent years, it was agreed by the trustees that RPG would perform a full audit, rather than just an independent review of the nature performed up to year ended 31 December 2019. This gives significant additional comfort over the financial statements to both trustees and members
- It is proposed that RPG be re-appointed to perform the audit for the year ended 31 December 2025.

TRUSTEE ELECTIONS



Olga Oryema



Chris Thebe

Candidate	% votes cast
Olga Oryema	17%
Chris Thebe	14%
Ethan George	11%
Harry Glossop	11%
Brian Mister	10%
John Russell	9%
Nick Pearce	8%
Marios Alexandrou	6%
Miles Garner	6%
Liam Brockhus	5%
Lukasz Orpel	3%

AMENDMENTS TO THE ARTICLES

RATIONAL FOR AMENDMENTS TO THE ARTICLES

#	Issue
1	Trustee elections to be held every second year to allow focus on biennial conference (STAMMAFest) in between election years and time for campaigns around International Stammering Awareness Day (22nd Oct).
2	Alignment of the trustee term length of the Appointed Trustees (four years) and the Elected Trustees (three years).
3	Confirming that an Elected Trustee who remains on the board for a second term remains classified as an 'Elected Trustee'.
4	Appointing specific Members as Elected Trustees for their skillset or experience where the Member has been through the election process but has not been elected under article 4.17.
5	Clarity on designating a replacement for a stepped down Elected Trustee as an Elected Trustee.
6	Ancillary amendments to definitions of "Company", "Trustee" and the Schedule and adopt name of STAMMA

PROPOSED AMENDMENTS TO THE ARTICLES

#	Amended Article reference
1	Amended Article 4.16 (a) – The amendment, “every alternate AGM, starting at the 2027 AGM, the required number of Elected Trustees...” provides that elections for Elected Trustees are reduced from annual elections to ‘every other year’.
2	Amended Article 4.13 – The amendment “Elected Trustees retire at their fourth AGM”, means all Trustees have a term of four years (see article 4.14 which sets out that Appointed Trustees retire at their fourth AGM, this has not changed).
3	Amended definition of Elected Trustee – definition amended to state that a term is four years. Amended Article 4.17 – article amended to clarify it applies to a first term and/or second term appointment.
4	New Article 4.19 (c) – this new provision allows the Trustees to appoint a Member based on what skillset and experience they can bring (provided that this individual has previously stood in an election but was not elected as a Trustee) as an Elected Trustee. The Trustees may turn to a committee set up to input what criteria should be met to find someone with the skillset and/or experience required.
5	Amended Article 4.19 – article amended to remove word “may” to give clarity to designation being an Elected Trustee when 4.19 (b) is relied upon.
6	Amended to reflect the change of name to STAMMA and tidy up provisions to provide more clarity.

SPECIAL RESOLUTIONS

SPECIAL RESOLUTION

THAT the articles of association sent to all Charity members in advance of the Annual General Meeting, produced to the meeting and initialled by the chair of the meeting for the purpose of identification be adopted as the articles of association of the Charity in substitution for, and to the exclusion of, the existing articles of association of the Charity.

SPECIAL RESOLUTION

THAT the registered name of the Charity be changed from The British Stammering Association to STAMMA.



AOB

SAVE THE DATE : TICKETS ON SALE FROM DECEMBER



STAMMAS
▶▶▶ FEST '26
NORTHAMPTON 20-23 AUGUST

**BUILDING
TOMORROW**