

ANNUAL GENERAL MEETING

AGM held in person and on Zoom, on 22nd November 2025, St Annes Church, Community Hall, 55 Dean Street, London W1D 6AF.

MINUTES

Attending in person. Trustees: Roger Pim (Chair), Paul Fix (Vice Chair), Dean Ridge, Allison Burrow, Lucy Weldon, Mandy Taylor, Deborah Johnston, Nick Pearce, Ahmad Bismillah. **Members:** Allan Tyer, Joanna Gaukroger, Helen Allen, Christine Simpson, John Russell, Derek Maynard, Olga Maynard, Rachel Albert, Olga Oryema. **Staff:** Jane Powell, Kirsten Howells, Lee Millam.

Attending online. Members: Mark Anthony Bastiani, Chris Thebe, John Thompson, Jon Smith, Evelyn Jacobs, Joseph Macharia, Leon Jackson, Babajide Richard Omotoso. **Trustees:** Chris Thebe. **Staff:** Clara Burn, Jacqueline Fitzsimmons.

Apologies. Trustees: Cate Birch, Alex Harrison, Oliver Wills, Fiona Stewart, Penny East, Chris Thebe. **Members:** Colin Marsh, Eddie Lynch.

1. Minutes of the Last Meeting.

These were approved as a correct record of the last meeting. Proposed: John Russell. Seconded Ahmad Bismillah and carried unanimously.

2. 2025 Impact Report

Jane Powell talked through progress over the last year:

Membership continues to rise. Demand for our services fell; in part because we spent some months recruiting followed by Kirsten's absence following her accident. This shows that when we aren't positively campaigning publicly, demand drops. A key element of our new strategy, 'Space to Stammer', is training, and slide 10 shows that we're going full out on training to organisations, thanks in part to Underwood Trust and the Lottery. Slide 11 shows just how an important a role members play in volunteering for the charity – they form the bedrock of our services. A huge thank you to all of them.

At the AGM we pulled out 4 pieces of work which we wanted to highlight:

- **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 several 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. None of this would have been possible without the combined efforts of STAMMA members Naheem Bashir, Patrick Calmpbell and Laura Lascau

stepped in, driving forward a day of action, and then of Graeme Pickering who got involved, after having a negative experience whilst ordering in Starbucks. He contacted Starbucks through multiple channels, was not satisfied with their apologies and asked them to do more.

- **The Justice system.** We've long had concerns about the risks to people who stammer being misunderstood or misperceived within the justice system. So in 2025, we started doing something with those concerns.

A guide to jury service for people who stammer was developed. A guide for lawyers working with witnesses and defendants who stammer was created and will be published in the spring by an organisation called The Advocates Gateway. A research study was carried out investigating the best ways to question witnesses who stammer, the way witnesses who stammer are perceived by juries and how witnesses who stammer experience that process. That research has now been published.

- **Family Day.** For the first time we ran a Family Day for parents of children who stammer, and for children, outside of conference. This took place last month in Sheffield, and was well attended.
- **IPSO complaint.** Earlier in the year the Daily Mail ran a Diary piece on evidence given to the House of Commons on climate change. It included commentary on evidence given by renowned Climate scientist Professor Piers Forster. We complained first to the Daily Mail, and then to IPSO about the piece which we found offensive, discriminatory and bullying. After much correspondence, we are due to hear their conclusion on 2nd December. Whichever way the ruling lands, we believe it's important to make public our position. So that organisations understand that mocking people who stammer will not be tolerated by us.

Finally, Jane talked through the new campaign 'End Phonecall Nightmares'. She suggested that this is our most important and far-reaching campaign yet. If we institute systemic changes in the way businesses take calls from people who stammer (and following attendance at an Expo of call centres the previous week, this seems entirely possible as there is appetite for this) then this will carry through across businesses and change cultural attitudes around stammering and the stigma attached to stammering.

For this change to happen Jane encouraged all members to get involved. And persuade business that members have contact with to take the free training offered by STAMMA, easily found on our website; and download our report on the experiences of people who stammer.

We also need members to let us know about calls that don't go well because of someone's stammer. We need to be able to turn around to businesses and talk about how *their* particular business failed customers who stammer. In the Q&A at the end of the session members asked how people can do this. Jane explained

that in the cases where it has gone badly wrong, members should use our Advocacy Service, and the form on our website where they can give details. Or let our helpline know about the calls. Or simply write a brief summary and send it to hello@stamma.org.

3. Finance Report

Nick Pearce talked through our accounts for 2024. Over the year the planned deficit for the year outcome of £194k was smaller than anticipated and lower than the 2023 deficit of £313k. The 2024 financial outcome being a result of a favourable increase in donations and fundraising across all income streams over the year, and a reduction in planned expenditure; with the planned use of cash reserves to continue to fund services and activities.

Prior to the AGM STAMMA member Eddie Lynch posted some quite involved questions for the AGM about trustees' responsibilities and our long-term strategy around finances. The Chair gave a high-level summary of the question in the meeting; the Board have made some difficult decisions around expenditure for next year.

Nick talked through our expected financial position for 2025. This is less favourable, with a larger deficit than expected. As a result, the Trustees have agreed a reduced budget for 2026, which will entail a reduction in expenditure and a smaller budget deficit; with a view to breaking even by 2027.

Joanna Gaukroger then proposed the approval of the accounts, which was seconded by Christine Simpson.

The Appointment of Royce Peeling Green as Auditors was proposed by Derek Maynard, seconded by Deborah Johnston, and carried unanimously.

4. Trustee Elections

Paul Fix formally announced the results of the 2025 Trustee Elections, in which Olga Oryema and Chris Thebe topped the voting.

Nick Pearce was introduced, who was appointed by the Board as the new Chair of the Finance Committee and Trustee, filling the vacancy we had for this role.

Finally, Paul thanked retiring Trustees Alex Harrison and Mandy Taylor. Paul said that Alex would be thanked offline as was unable to attend the AGM.

Paul pointed out that this was Mandy's third term as a Trustee. Over the years Mandy has been involved in introducing new financial systems to STAMMA, helped guide in our branding, been Vice Chair and supported our first Family Day events. Paul summarized Mandy in three words: dedicated, passionate and good fun. He then handed Mandy a small gift as a thank you for all her years of support.

5. Resolutions to changes of Articles

Roger talked though the Board recommend changes in our Articles. Four year terms would allow for elections in between STAMMAFest and cut down on workload and bring Trustee terms in line with the industry. Moving to STAMMA would align our communications, banking and constitutional information.

Prior to the voting:

Helen Allan asked if the changes to the resolutions allowing the board to appoint unlimited numbers of trustees to the Board was deliberate. Roger Pim confirmed that this was the case and that the Board wanted the ability to bring in new members of the Board to fill skill gaps.

Olga Oryema asked what the position was if an elected trustee stood down. Would their replacement finish at the end of that person's term, or would their term be the full 4 years. Roger and Paul responded that they would continue to serve, as an elected trustee for the duration of the 4 years.

Resolutions	For	Against	Abstention
1. Amended definition of Elected Trustee – definition amended to state that a term is four years.	29	1	0
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).	30	0	0
3. 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’.	30	0	0
4. Amended Article 4.17 – article amended to clarify it applies to a first term and/or second term appointment.	30	0	0
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.	30	0	0
6. 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.	30	0	0
7. Amendment to Name – to reflect the change of name to STAMMA and tidy up provisions to provide more clarity.	29	0	1
8. General grammar amendments – changes made to tidy up historical language and improve the use of grammar in the Articles.	29	1	0

9. AOB

STAMMAFest Tickets will be on sale from 5th December via stammafest.org. The theme is Building Tomorrow. This is about both looking at the future – what does AI bring – and we want to look at where we've come, and hold an exhibition at the event about the charity and its members over the years. STAMMA will be encouraging members to send in pictures, stories and memories.