

A man in a red sweater and blue jeans sits on a metal bench inside a bus stop shelter. He has a pained or distressed expression on his face. The background shows a residential street with trees and buildings. The text is overlaid in large, bold, white capital letters.

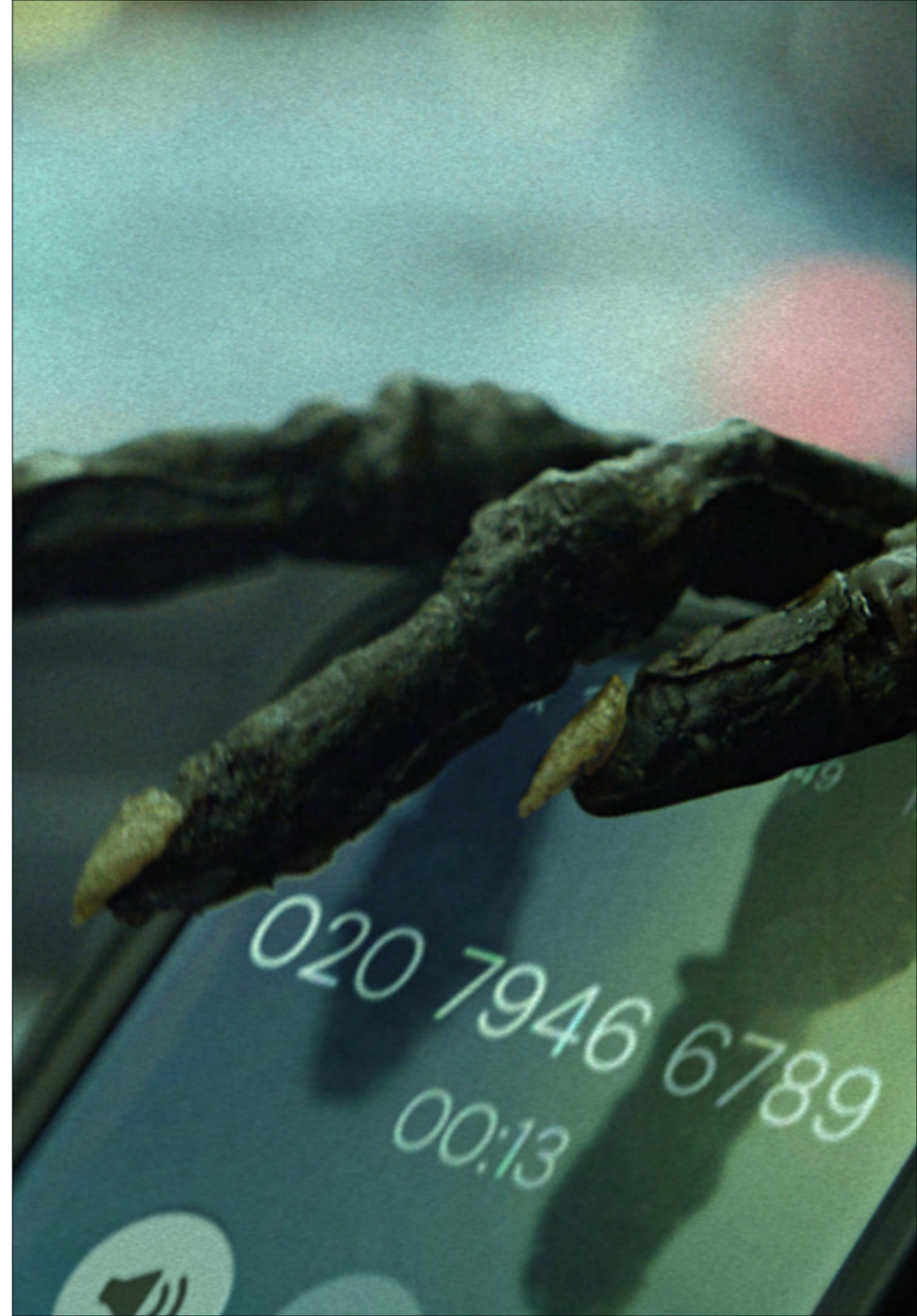
**PHONE CALLS CAN BE A NIGHTMARE
FOR PEOPLE WHO STAMMER.**

2025 IMPACT REPORT

STAMMAA

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2025 IMPACT

Our services continued to operate at full throttle over 2025, supported by an amazing team of volunteers, who experience, wisdom and dedication

continues to amaze and buoy the staff team.

In 2025 we launched 'Don't hang up. Hang on.', as part of our Space to Stammer strategy on International Stammering Awareness Day, 22 October, with a focus on the barriers people face when making phone calls.

With support from The National Lottery and the Underwood Foundation we delivered a programme of research, training, outreach and campaigning to drive practical change.

Our membership base grew, hitting almost 7,500 members and subscribers. At the AGM in November, members voted to adopt STAMMA as the charities name, alongside a decision to move to biennial trustee elections.

Awareness of STAMMA and our work has increased every year since 2019 and now stands at 21%, reflecting sustained progress in challenging stigma and normalising stammering.

REPRESENTATION

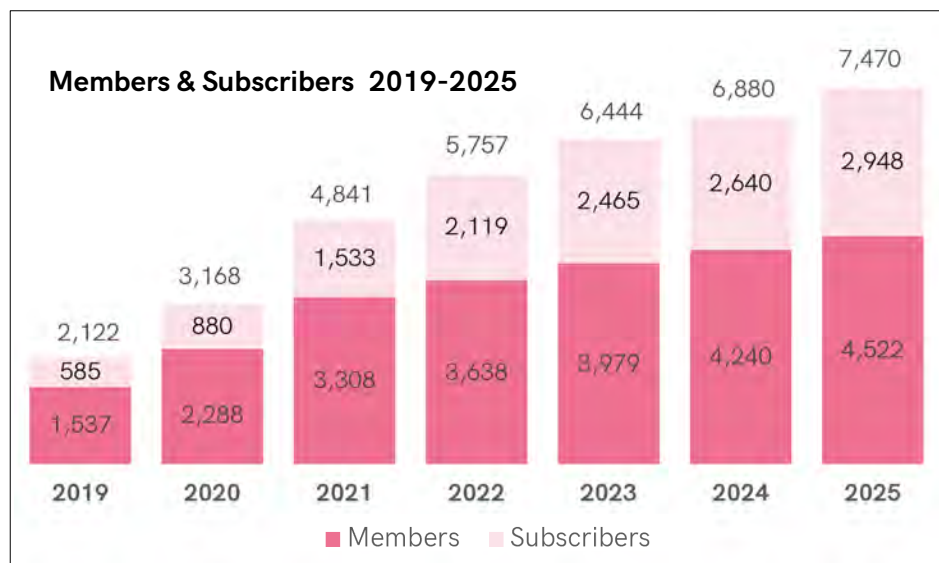
Our 2021 No Diversity Without Disfluency campaign for representatin in the media paid off, and media organisations now regularly proactively approach us. Over 2025/26, people who stammered appeared on major UK shows; I Kissed a Boy, Call the Bailiffs, Bake Off and The Traitors.

Our social channels continued to grow, with a 14% increase on Instagram, 1% on Facebook, and a strong shift towards LinkedIn, where we reached 3,737 followers by the end of 2025 - an 8% rise in six months. The Don't Hang Up, Hang On campaign reached over 147,000 views across platforms, supported by creator partnerships and interview content featuring people who stammer discussing their experiences of making calls.



Nataliia Richardson from the Great British Bake Off

OUR MEMBERS



As awareness has grown around STAMMA, we've seen a steady growth in membership, alongside a growth in 'subscribers', often people living overseas. Membership of STAMMA is free, but you need to provide a UK mailing address and be aged 16 or over.

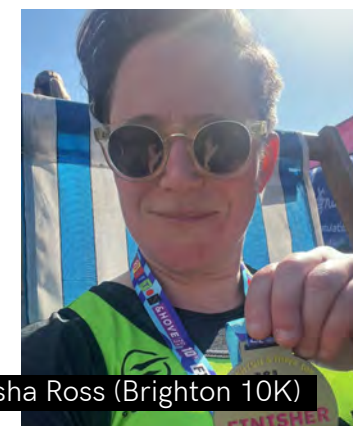
Fantastic Fundraisers

Our brilliant fundraisers supported STAMMA in 2025 with a range of events, from marathons and golf challenges to wedding fundraisers and creative events, bringing in £14,019 plus Gift Aid.

A massive, heartfelt thank you to: Ava Jordanova, Becca Jones, Caxton House LSBU, Daniella Latimer, Dean Ridge, Eddie Phillips, Gary Clark, Gerard Thomas, James Lawrence Clark, Jamie Pritchard, John Russell, Jon Blair, Lucy Dyson & Sipho Eric Dube, Mark Maclean, Marylyn Molisso, Matthew & Emma Simpkin, Natasha Ross, Neil Morjaria, Nic Maddy, Nick Price, Paul Duffy, Ruby Russell, Steph Burgess, Toby Newsome and Vic Bowden.

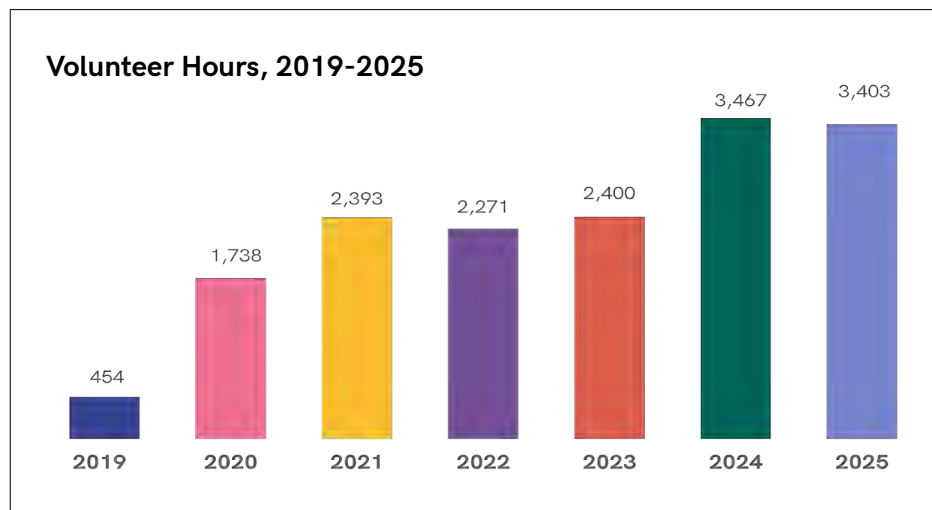
Will Power

Over 2025 we received the remainder of a legacy from Arnold Marks and a legacy from Avril Kennard. Legacies have been a mainstay of our income over the last few years and have made our campaigns and expansion possible. If you'd like to use our free will-writing service, contact us at hello@stamma.org.



From left to right: Nic Maddy (Barnstable 10K & It's How We) Nick Price (Reading & Brighton Half Marathon) and Natasha Ross (Brighton 10K)

OUR VOLUNTEERS



Our volunteers provide the life-blood of our services. Coming from all walks of life, of all ages, and from around the UK, their experience - of stammering, of having a child who stammers, as speech & language therapists - is essential to ensuring that our services are led by people who know what it means to stammer.

The team has grown year on year - so training, safeguarding and support are significant elements of our work. Consequently, we've been building online modules to provide essential training to volunteers, so that they have the information and knowledge to manage our systems.

Over 2025 we worked with over 90 volunteers, who provided a magnificent 3,403 hours of front service support.



SERVICE AREA	ACTIVE VOLUNTEERS	IN TRAINING VOLUNTEERS	ON HOLD VOLUNTEERS	TOTAL VOLUNTEERS
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

Affiliates

Our brilliant volunteer Gary Clark developed our affiliate programme with trade unions. These are a relevant audience for STAMMA, in terms of reaching out to their employing organisations to ensure they are working in ways that are accessible for their staff, customers and service users who stammer and supporting their members who stammer. Over 2025 we provided a rolling programme of information and training to: 45 unions and union branches, 4 water companies, 1 IT company and the Welsh Rugby Union.

CHANGING LIVES

Supporting people who stammer

SUPPORT PROVIDED	SUPPORTED	DETAILS
Helpline Service	1,214	Calls, chats and emails taken.
Employment Service	41	Supporting people who stammer around work.
Advocacy Service	33	Supporting those who've been discriminated against.
Parent 2 Parent groups	41	Peer group meetings for parents and guardians.
Family Day	76	Parents, guardians & children.
Minecraft Club	42	For children.
Family Workshops	35	For parents & speech and language therapists.
STAMMA Communities	49	Local & specialist groups, online & in-person.
Leaflets and information	15,657	Downloaded from our website.
Support videos	22,442	Online views.

HELPLINE SERVICES

Activity across all helpline channels remained strong, with the majority of contacts via webchat and the phone. The year saw fewer missed calls and shorter waiting times. Webchat remained a consistently high-quality service, maintaining excellent user ratings and accessible, real-time support.

FEEDBACK

"I received a great service. I was given contact details I was looking for and the call handler was also going to begin a dialogue on my behalf; to begin finding an answer to the question I need answering." [Female, age 55-64]

"Very helpful to get quick guidance and relevant link for help. Thank you". [Female, age 25-34]

"Was really useful, even for a quick query." Female, age 18-24

"Brilliant advice and help from the person who helped. Really nice and understanding." [Male, age 18-24]

"Helpful advice given. Great to have a webchat feature with a real person at the other end!" [Female, age 45-54]

CASES	ACTIONS
Parent of pre-school child wanting support.	Signposted NHS service, Super Penguin app, and STAMMA parent pages.
Parent of pre-school age child concerned they are showing signs of stammering.	Signposted to STAMMA Parent Support Group, STAMMA parent pages, mentioned Family Day and strategies, and STAMMA page on tics and stammering.
University student who stammers.	Signposted to Advocacy Service and. Shared document on stammering, and the website and email address for STAMMA Legal.
After using employment service to sort out more support around fluency in conversations and interviews.	Long chat about their feelings re stammering. Signposted to the Stammering Empowerment Programme, Toastmasters, stammering groups, disclosure & voluntary stammering.
Anxious about job interview next week – how to disclose and present as someone who stammers?	Talked about disclosure and how to present a stammer in a positive way. Signposted to Employment Service.
Caller asked if there is any way to avoid using the phone at work. Mentioned that his stammer started later in life.	Advised to see GP about late-onset stammer (and sent GP letter download). Informed about reasonable adjustments at work, sent details of relevant web pages. Spoke about how to disclose stammering to employer or when on the phone.
Employer looking for support for team member who has a returning stammer and become withdrawn.	Enquired further. Provided general information about stammering, employer guidance support and Employment Service contact details.

COMMUNITIES



STAMMA communities include local groups and online and specialist groups. Over the year, regular bi-monthly meetings between STAMMA and group leaders resumed, with leaders telling us their key concern is reaching new members.

To support our groups we developed new downloadable resources and made them available from our website: *Funding Your Community Events*, *Planning an Open Day* and *Mental Health Support*. We also introduced an Open Day Funding Policy allowing group leaders to access small grants.

STAMMA now supports 49 communities across the UK, with an average combined reach of 1,119 people.



Group leaders and organisers at the Youth Exchange in Utrecht

Youth Panel

STAMMA relaunched its Youth Panel in September 2025. This provides structured opportunities for young adults to share the issues they face, advise on our services, and contribute to the development of future support for young people. The Panel meets six times a year, combining project work, skills development and social connection.

Sessions have included content creation, discussions on youth priorities, and a leadership workshop delivered by the Chair of Trustees. In the longer term, STAMMA aims to build an alumni network of former panellists to create a wider, sustained community of young people engaged in our work. The current Panel comprises seven members and is supported by three trustees, including one former panellist.

Youth Exchange

In 2025, STAMMA took part in the second year of Stamily's Youth Exchange programme, funded by Erasmus+ and the Owen Simon legacy. In July, four young adults from the UK joined their peers from seven countries in the Netherlands. The 2025 theme, *The Natural Voice*, focused on developing confidence, strengthening peer networks, and supporting participants to become advocates for people who stammer.

Among the seven UK participants across 2024-2025, individuals have gone on to take leadership roles within Stamily, join STAMMA as trustees or volunteers, contribute to our Research Committee, support STAMMAFest, and join our Youth Panel.

In 2025, STAMMA supported Stamily in securing Erasmus+ accreditation, enabling the expansion of the Youth Exchange to up to four projects annually. Preparations are underway for the 2026 Youth Exchange, including training two new UK group leaders as we look ahead to the UK's return to Erasmus+ in 2027.

FAMILY SUPPORT



Images taken from Family Day 2025

"At his previous school my son was told off for stammering by a teacher who felt he could just 'stop' repeating words. I wanted to normalise stammering for him, show him that other kids stammer and it needn't be a thing to feel self-conscious about."

Parent, 2025

FAMILY DAY

On 25th October 2025, we held our first stand-alone Family Day, working with the University of Sheffield and Sheffield Children's Hospital, and supported by the Steel Charitable Trust and the Jack Petchey Foundation.

Families of children who stammer often report feeling isolated, and struggle to find accessible guidance and a supportive community. Our Family Day events aim to fill this gap. It is a space where young people meet others who stammer, feel understood, and gain confidence, while parents receive expert advice and connect with other families navigating similar challenges. While we have been running in-person family events at our STAMMAFest conference for several years, this was our first time designing and running a stand-alone Family Day.

OUTCOMES

- **A15% increase** in attendance compared with Family Day 2024.
- **Higher ongoing engagement** from families with STAMMA, with increased attendance at follow-up events and workshops, e.g. STAMMA's Minecraft Club.
- **Parents felt empowered** in supporting their child's communication.
- **Increase in self-esteem and confidence in the children.** Children felt less anxious about stammering and more resilient to cope with challenging talking situations.



FEEDBACK

All 12 families who completed our questionnaire gave the day a 5-star rating and said they'd be 'very likely' to recommend the event. 91% rated the activities as either 'Good' or 'Great'.

Attendees valued being around other families with children who stammer. 83% said that sharing their views, exploring other people's experiences and 'knowing they were not alone', was a highlight of the event. Importantly, families told us that the day helped them start conversations with their child who stammers and their siblings.

The return of some families from the 2024 Family Day gives us the confidence to believe that these events have a significant impact for the whole family.

FAMILY REFLECTIONS

MATTHEW, DAD TO SPENCER, 6

"Definitely come to Family Day next year. You don't just get help with information, your kids can meet other kids who stammer and you can speak to other parents who are going through similar things as you. It takes a lot of weight off. It's nice to be able to talk to people that don't judge."

ROB, DAD TO ELLA, 8

"I've barely had the chance to speak to her today! She's been off playing with the other kids all day, she's been having such a good time she hasn't needed her dad at all! As a parent it's both heart-wrenching and fulfilling when you realise your child doesn't need you because they're safe!"

MAISIE, 13, SPENCER'S SISTER

"It's been really good to listen to other people who stammer, not just my brother Spencer. From today, I have learned that people's stammers are different, not everyone is the same, and that I can stand up for Spencer in the future."

NATALIE, MUM TO CHARLOTTE, 11

"She used to be very sad about it, but she doesn't feel like that now, and that change came after the first Family Day on the way home she sat in the back and she went, 'I am actually really proud that I've got a stammer. I can say now that it's part of me and I'm not ashamed that it's part of me. It's just who I am'. And it was just amazing. It was so lovely to hear her say that."

EMMA, MUM TO MARCY, 8

"It made her know she's not alone, and it was so interesting to hear other people's stories. I mean, my dad stammers so I heard stories from him which were quite miserable, whereas at the event we heard some very different stories from other people who stammer. It was nice to hear different perspectives, and, for my daughter, just knowing there are other children in the same position."



MINECRAFT CLUB

STAMMA's Minecraft Club is a high-impact, online social space for children aged 7-14. By combining the collaborative gameplay of Minecraft with a supportive Zoom environment, we provide a 'pressure-free' realm where stammering is the norm. We're not trying to 'fix' a child's speech, but build their confidence, so they feel able to talk freely and take part fully in learning and playing, at home and at school.

The club is oversubscribed. In 2025, while 62 new parents signed up, only 23 were able to book their children onto one of our sessions.

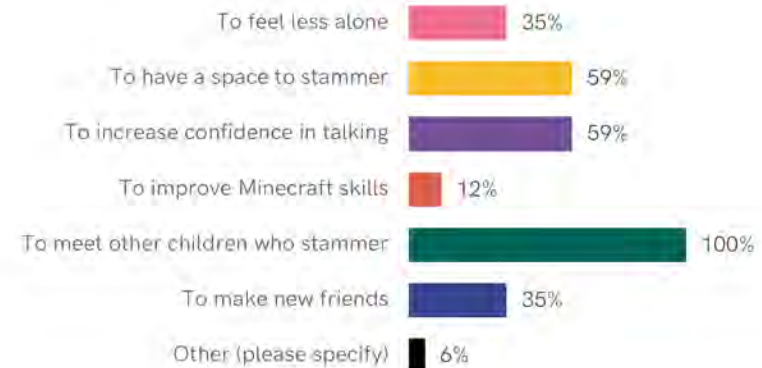
On average, sessions released for Minecraft Club are fully booked within 24 hours, and every month we have parents emailing to check for cancellations to try and secure their child a slot. Consequently, we don't promote the Club on social media as it's already oversubscribed.

In a recent survey, 57% of parents said they wanted more frequent sessions. It can be hard for parents to book a session before it fills up. Three sessions a month aren't enough.

"It is so great to have a safe and fun space to stammer, and hearing and normalising other kids the same age who stammer. Also, it's good that it's in an environment that's not all focused on stammering - there's no expectation to talk about stammering which can sometimes feel hard, it's just a fun club where everyone just happens to have a stammer."

Parent, 2025

What are your child's main reasons for coming to Minecraft Club?



IMPACT

We interviewed 17 families who attended sessions in 2025:

- Sessions were rated 4.8/5 on average.
- Parents said their children felt less alone, which boosted their confidence.
- Parents felt less worried about their child's mental health.
- Children enjoyed playing together and the sense of belonging.



ADVOCACY SERVICE

The Advocacy Service exists to support people who believe they've been discriminated against because of their stammer and work with the parties involved to find solutions and offer training.

Over 2025 we supported 33 people in the Advocacy Service. Cases ranged from those who have been refused a job or access to a course, those who have been refused reasonable adjustments in the workplace or in exams, to those who feel they've been discriminated against within redundancy procedures or harassed and bullied at work. Simply because they stammer.

Over 2025 we successfully helped people overturn rejections of employment within the armed services and education, helped people find and implement reasonable adjustments in all kinds of situations, and supported companies with information and training.

FEEDBACK

"STAMMA's Advocacy Service listened to me. They validated my concerns without judgement and acted quickly. The legal advice I received was clear, empowering, and arrived far faster than I expected. But more than that, the personal support went above and beyond. Services like STAMMA's Advocacy Service are essential. In a world where stammering is still widely misunderstood and often dismissed, STAMMA provides the expertise, empathy, and urgency that people who stammer deserve."

"I am very fortunate that STAMMA set up this service ...I couldn't be more grateful for everything you have done for me, and made sure I was listened to. I hope you don't get many people contact you with problems like this - but you really can't believe how much better it has made an exceptionally tough experience."

It's been good to see people making use of some of the resources that have come out of previous Advocacy Service cases, such as the work around UCAS applications, completed in 2024.

"She has had reasonable adjustment plans from both universities for her panel interviews, so it was worth putting these in place beforehand. In fact, we might not have arranged this if I hadn't seen the UCAS article on the STAMMA website from a student who said he wished he had put a plan in place, even though, to him, a stammer doesn't seem like a disability, but it greatly affected his performance on interview day. These are really important experiences for people to know about!"

The Advocacy Service drives our campaigns, highlights injustice, and gives us the authority to work with organisations to develop inclusive policies. We help organisations understand that stammering meets the legal definition of a disability under the Equality Act and Disability Discrimination Act (NI), meaning they are legally required not to discriminate in employment or service delivery.

CHANGING SYSTEMS

Space to Stammer



PHONE CALL NIGHTMARES

In 2024 we put forward a plan to the National Lottery to move sector by sector, focusing on different aspects of stammering, and *show how barriers, assumptions and misunderstandings* impact the lives of those who stammer. Then seek to remove those barriers by working with businesses to provide training and recommended procedural changes.

To deliver training and support to organisations at volume, we said we'd recruit volunteers, who would themselves be trained via online modules. We said we'd start with call centres, health care and move into HR at the turn of the year.

AMBITION & IMPACT

Despite setbacks, we've achieved what we set out to do in our first year of this grant. We brought in thousands in pro-bono creative and marketing. We've put in the infrastructure to support new volunteers to deliver training, and provided training for hundreds. We've demonstrated the barriers people who stammer face.

As a result, we've begun to change infrastructure impacting the lives of many thousands of people who stammer; in phone calls, exams, ordering a coffee and going to court.



PHONE CALL NIGHTMARES CAMPAIGN

'Don't Hang Up. Hang on', was launched on International Stammering Awareness Day, 22 Oct 2025.

THE CAMPAIGN

We created a [campaign page](#) on our website, with links and resources for businesses and individuals. Working with Iris Global, we produced a 30-second cinema advert which ran on 3,400 screens over 22 and 23rd October, with outdoor adverts on 79 digital screens in shopping malls and railway stations. The campaign secured a 10-minute slot on [BBC Breakfast](#), with Kirsten Howells and influencer Sam Bagshaw (1M+ followers).

At its core was our [report](#) on the experiences people who stammer face when making phone calls. People who stammer must be able to make calls and be catered for within those calls. The ability to make a call is essential; to organise money, for health care and education, travel, retail and services.

"I was put through to a voice activated automated menu immediately, so no opportunity to say I stammered. This resulted in me repeating a 14-digit tracking number literally about 10 times as the automated service could not understand it due to my stammer. The more times I had to repeat, the more frustrated and anxious I became. I ended up in tears with the frustration I felt."

PEOPLE'S EXPERIENCES OF THEIR MOST RECENT CALL

Our Report revealed that 96% of people find making phone calls hard. Key stats were: 31% were talked over, 24% got stuck in voice recognition systems, 14% were hung up on, 6% were laughed at. Most calls made were either in relation to health or money.

Contact Babel, the leading analyst firm for the contact centre industry, estimate that around 43 million business calls are made or taken each year by people who stammer.

One of the thorniest issues is caller identification and verification as people who stammer find saying their name on demand particularly hard (94%). This, and allowing people to indicate they stammer at the top of the call, are critical to making calls accessible.

THE CONTACT CENTRE INDUSTRY

In November we attended the huge Contact Centre Expo at the Excel Centre to understand what solutions are on offer for people who have a speech disability - and learned, after visiting every stand, that there is nothing. We tested out some of their new AI systems, which, while they coped fairly well, ultimately failed.

Since then we've been on a mission to work with companies and provide training about where and how things go wrong - and how, with training and low-cost changes to procedures and systems, calls can be made easier. We've found businesses to be open and alert to the need for change, which has been extremely encouraging. We've worked with companies, as opportunities come up - and cases come up in our Advocacy Service, to recommend other system changes.

CASE STUDIES

Changing Systems

Principality Stadium & the Welsh Rugby Union

In November 2025 we provided training to all the teams at the Principality Stadium in Cardiff around working with customers and staff who stammer or have a speech disability. Principality is the second-largest stadium in the UK. Following our training the call handling team introduced an option which allows callers to flag that they need more time and lets agents know to give them that time. Read more [here](#).



Cisco

We met Cisco at the Contact Centre Expo in November. They provide contact centre platforms for government departments, utilities, banks and services. Recognising they've nothing in place for customers with speech disabilities, they worked with us to devise solutions, or a path for customers who stammer. They'd developed this 'flow' by March 2026, and in May, presented the solution to customers. Cisco have 1,266 customers in the UK with a collective customer and connection base in England of around 52.4 million.



Starbucks

Starbucks sat down with us in May 2025 to discuss the training needs of their baristas. This followed complaints and pressure from members about the daily difficulties of ordering in cafés and restaurants – and being laughed at in a Starbucks. Since then, with the support of Graeme Pickering (a member who had been laughed at in one of their stores) we've worked with Starbucks to set up new additions to their staff training. Mandatory training around stammering is now in place for all baristas. By May 2026, 10,873 Starbucks baristas have undergone this mandatory training.

School Exams

Following discussions with STAMMA, the Joint Council for Qualifications (JCQ) published new guidance in September 2025 confirming that extra time should be considered for candidates who stammer. The JCQ covers the majority of the GCSE and A-level boards. Its previous guidance left candidates who stammer often denied extra time, despite evidence that some needed double or even triple the time of their fluent peers under exam conditions. 259,000 pupils take a GCSE language exam each year in England.



Vulnerability Registration Service

The Vulnerability Registration Service (VRS) notifies organisations such as banks, utility providers and councils about customers' communication needs and vulnerabilities, based on information individuals choose to register. Once someone opts in, their details are shared across participating organisations so their needs are flagged automatically when they call.

Following discussions, VRS added a new flag in August 2025 for *speech, language and communication differences*, ensuring needs are automatically recognised across participating organisations. Since its introduction in August 2025, 4% of those registering have ticked this flag. The VRS has around 1 million registered customers.

Parliamentary Modernisation Committee

Alongside the Royal College of Speech and Language Therapists, STAMMA are lead partners in a coalition of 30 charities, advocating for more inclusive procedures in the House of Commons and within parliamentary debates. The coalition submitted its initial evidence to the Parliamentary Committee at the end of 2024, gave oral evidence in June 2025 and submitted further written evidence in September 2025, including video footage comparing the space given to speakers who stammer in the Portuguese parliament with the UK parliament.



SPEAKING IN COURT

This workstream began in 2024 and has continued during 2025.

Advocates Gateway Stammering Toolkit

We worked with The **Advocates Gateway** on a guide for solicitors working with clients who stammer as witnesses or defendants. This was published in 2026. These toolkits are considered essential guidance for communicating with vulnerable witnesses and defendants. They are referenced in case law and used in Ground Rules Hearings, which are now expected in every case involving a vulnerable witness.

Research

We worked with **Katie Maras** at Bath University, who found that people who stammer provide better evidence under a questioning style known as 'prompted recall' than under 'free recall'. This work was published in the *British Journal of Psychology* in July 2025: [Eyewitness testimony by individuals who stammer: Evidence, experience and perceived credibility \(Maras et al., 2025\)](#) and presented at the Oxford Stuttering & Cluttering Conference in September 2025.



TRAINING

Just under 700 people (691) from a wide range of businesses attended in our phone call training in 2025. In this training, they get to hear and see people who stammer. Empowering companies with insight and understanding is an essential element in adapting systems for people who stammer. Our front-line training has an average rating of 4.8 out of 5 from attendees. Our recommendations around taking calls are:

1. Allow people to identify they stammer at the start of the call.
2. Expect and plan for silences, repetitions and hesitations.
3. Extend Interactive Voice Recognition timings or allow people to bypass it altogether.
4. Suspend fraud flagging. Hesitating on key details or name is NOT an indication of fraud in someone who stammers.

We've directly presented our findings to NHS 111, Ofcom, the Financial Conduct Authority, the CBI, the Chartered Insurance Institute and the British Insurers Brokers' Association.

ACKNOWLEDGEMENTS

None of the achievements in this report would have been possible without a fantastic staff team. While this report doesn't touch on our website, it is the backbone which supports all our information, stories and activities and provides a constant source of inspiration. Thank you too, to Iris Global, Osborne-Clarke, JCDecaux and Pearl & Dean - we are indebted!

Thank you to Lara & Nick for making possible our Advocacy Service - and a huge thank you to the trusts and foundations who have brilliantly supported us this year:

Baron Davenport's Charity
Bartlett Taylor Charitable Trust
Chapman Charitable Trust
Charles S French Charitable Trust
Edward Cadbury Charitable Trust
Fowler Smith & Jones Trust
Friarsgate Trust
Garfield Weston Foundation
Help for Health
Jack Petchey Foundation
John James Bristol Foundation
Marsh Charitable Trust
Sandra Charitable Trust

Sir John Eastwood Foundation
Sydney & Phyllis Goldberg Memorial CT.
The Ammco Trust
The Annett Trust
The Anson Charitable Trust
The Carrington Charitable Trust
The CB & HH Taylor 1984 Trust
The Charles & Elsie Sykes Trust
The Charles Littlewood Trust
The EH Smith Trust
The Florence Turner Trust
The Hospital Saturday Fund
The J Reginald Corah Foundation

The Lee Smith Foundation
The Mary Robertson Trust
The National Lottery
The Paul Bassham Charitable Trust
The R S Macdonald Charitable Trust
The Roger & Douglas Turner Charitable Trust
The Sovereign Healthcare Charitable Trust
The Squire Patton Boggs Charitable Trust
The Stanton Ballard Charitable Trust
The Steel Charitable Trust
The Underwood Trust
The WO Street Charitable Trust

STAMMA

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