MULTIPLE SCLEROSIS-UK LIMITED

England & Wales · Charity number 1033731

Details

Other names	THE MULTIPLE SCLEROSIS RESOURCE CENTRE LIMITED, MS-UK, MSRC, NEW PATHWAYS
Status	Registered
Legal form	Charitable company
Company number	02842023
Registered	1994-02-24
Register	View on the Charity Commission register

Contact

Address	Multiple Sclerosis-UK D3 Knowledge Gateway Nesfield Road Colchester CO4 3ZL
Phone	01206226500
Email	info@ms-uk.org
Website	www.ms-uk.org

Activities

Objects: 1)The relief of people affected by multiple sclerosis and other similar conditions. 2) To promote and protect the physical and mental health of those affected by multiple sclerosis through the provision of information, support, engagement and awareness, including the provision of recreational activities. 3) The advancement of education of those affected by multiple sclerosis in any treatment, therapy or subject relating to multiple sclerosis, including the promotion of research.

Activities: MS-UK provides information and support to people affected by Multiple Sclerosis. We host a wide range of online activities including exercise for all abilities, yoga, mindfulness, information sessions and peer support groups. We also run a national helpline, produce online and printed information booklets on all aspects of life with MS, and publish our magazine, New Pathways.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£1,204,393	£1,023,378	£883,595	19
2023-12-31	£706,640	£940,950	£702,580	21
2022-12-31	£757,635	£1,015,810	£936,890	25
2021-12-31	£936,640	£869,294	£1,195,065	22
2020-12-31	£790,969	£826,903	£1,108,084	22

Trustees

Name	Role	Appointed
Charles John Morley Stebbings		2019-08-23
Jack Edward Darnes		2025-08-21
Laura Marie Shukla		2019-08-23
Laura Marsden		2022-06-17
MICHAEL HERINGTON		
Matthew Peter Swan		2016-08-24
Rebecca Marjorie Armstrong		2022-06-17
Suzanne Rafla		2022-06-17

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MULTIPLE SCLEROSIS-UK LIMITED

England & Wales - Charity number 1033731

Accounts

MS-UK

Supporting your MS journey

Multiple Sclerosis-UK Limited

(A company limited by guarantee)

Trustees' report and financial statements

For the Year Ended 31 December 2024

Registered number: 02842023
Charity number: 1033731

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Reference and Administrative Details of the Charity, its Trustees and Advisers For the Year Ended 31 December 2024

Trustees	Matthew Swan, Chair Michael Herington Claire Rowles (resigned 17 November 2024) Laura Shukla Philip Startin (resigned 29 August 2024) Charles Stebbings Rebecca Armstrong Laura Marsden Suzanne Rafla
Company registered number	02842023
Charity registered number	1033731
Registered office	D3 Knowledge Gateway Nesfield Road Colchester Essex CO4 3ZL
Chief executive officer	Amy Woolf
Independent examiner	Griffin Chapman Chartered Accountants 4 & 5 The Cedars, Apex 12 Old Ipswich Road Colchester Essex CO7 7QR

Trustees' report

The board of trustees, who are also directors for the purposes of the Companies Act, present their annual report and financial statements of Multiple Sclerosis-UK Limited for the year ended 31 December 2024. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" and have followed UK generally accepted accounting principles in preparing the annual report and financial statements. The trustees' report is also a directors' report as required by s417 of the Companies Act 2006.

Legal and administrative information

The information given on page one forms part of this report. As noted on page two, the charity also operates under the name MS-UK.

The trustees during the year under review were as follows

Rebecca Armstrong
Michael Herington
Laura Marsden
Suzanne Rafla
Claire Rowles (resigned 17 November 2024)
Laura Shukla
Philip Startin (resigned 29 August 2024)
Charles Stebbings
Matthew Swan (Chair)

Retirement of trustees
The following trustees are to retire in accordance with the Articles of Association and, being eligible, offered themselves for re-appointment
Rebecca Armstrong
Suzanne Rafla

Senior management personnel

The senior management personnel throughout the year were the following;

Chief Executive, Amy Woolf
Communications Manager, Sarah-Jane Elliott
Fundraising Manager, Jill Purcell
General Manager, Sarah Wright
Head of Services, Diana Crowe

Structure, governance, and management

Multiple Sclerosis-UK Limited is a charity registered with the Charity Commission, charity number 1033731, and a limited company, registered at Companies House, company number 02842023, trading as MS-UK.

The board of trustees is responsible for the strategic direction of MS-UK. 2024 was the first year of our current three-year strategy, which can be found on our website at www.ms-uk.org/aboutus.

Our board now consists of seven members, and each are committed to ensuring thatthe charities' governance arrangements are effective. The board meet quarterly to fulfil its duties and hold an additional strategy day for the board and management team each year.

The board of trustees continue to ensure both the good governance and proper administration of MS-UK in keeping with its Articles of Association. Day-to-day responsibility for the running of the organisation is delegated to the Chief Executive, Amy Woolf, and her team.

All policies and procedures are reviewed in keeping with our review schedule, and new policies and procedures are adopted as required.

At the time of our AGM, the board reviewed the charities' governing document and was satisfied that it continued to be fit for purpose.

Trustees maintain overall supervision of both the financial and operational performance of the charity and receive accurate and timely updates from the Chief Executive and her team.

The charity's investment policy is to balance maximising the return on its reserves with ensuring they are both readily accessible and invested in low-risk instruments. The current policy of the charity is to invest in cash in deposit and savings accounts as opposed to higher risk instruments which may increase the risk on these funds, or significantly reduce liquidity. This enables us to respond to the possibility of needing more of the reserves in the short term to deal with income and expenditure risks. Any funds not needed immediately are placed on deposit (subject to limits agreed with the Board). There are no specific restrictions on investment powers contained within the charity's governing document.

The remuneration of all staff, including the senior management team, is consistentwith our pay policy. At appointment, salaries are set in keeping with the market value, individual experience and expertise and benchmarked annually against salaries for our sector. Pay reviews are conducted annually considering the charity's budget, performance to strategy, individual performance, and market analysis. MS-UK is an accredited Living Wage employer.

Fundraising

MS-UK is registered with the Fundraising Regulator and all our work is compliant with the Code of Fundraising Practice. We employ an in-house team of fundraisers with different areas of specialism to drive income across a wide range of fundraising activities including events (delivered by us and third parties), community fundraising, donations (including regular donations), corporate fundraising and partnerships, and trust and foundation fundraising. We plan and deliver our fundraising activities ensuring excellent stewardship and maximum return.

We partner with make a smile lottery to run our lottery and have relationships with a small number of commercial participators. Other than these, we do not work with any third parties to fundraise on our behalf. Make a smile lottery facilitates our lottery but is not involved in any marketing or recruitment. We have individual arrangements for managing their contracts and ensuring the quality of their services.

We have systems in place to record and report on complaints we receive. During 2024 we received two complaints, both of which were dealt with informally and have been fully resolved.

Our safeguarding policy and procedures are designed to protect vulnerable individuals and the wider public from unacceptable behaviour. All staff receive safeguarding training upon appointment, with annual refresher sessions to ensure continued awareness and compliance.

Objects and activities

MS-UK is a national charity formed in 1993. We are dedicated to improving the understanding of MS and providing support where it is needed most.

MS is an incurable condition that affects the central nervous system – your brain and spinal cord. The symptoms people experience varies greatly from person to person and over time. Such symptoms may include fatigue, pain, sensory problems such as with vision, cognition difficulties and issues with bodily functions such as speech and swallowing and bladder and bowel.

Just as there is no cure, there is also no definitive understanding of the cause of MS. This means that there is no consensus on how to treat or manage MS, especially as the condition progresses, doubling the uncertainty in people's lives and those around them.

This is why MS-UK has always been at the forefront of promoting choice, of providing people with all the information and support they need to live life as they wish to with MS. We will always respect people's rights to make informed decisions for themselves.

Working alongside the MS community, we aim to provide the support and services people need to actively manage their condition and improve their health and wellbeing.

Trustees' Report (continued)
For the Year Ended 31 December 2024

Ultimately, we are here to support people affected by MS to live healthier and happier lives.

Our objects

- The relief of people affected by multiple sclerosis and other similar conditions
- To promote and protect the physical and mental health of those affected by multiple sclerosis through the provision of information, support, engagement, and awareness including the provision of recreational activities
- The advancement of education of those affected by multiple sclerosis in any treatment, therapy or subject relating to multiple sclerosis including the promotion of research

The trustees confirm they have due regard to the Charity Commission's guidance on public benefit and that the charity's core activities are in keeping with our objects.

Our activities

Online activities

We provide a wide range of online classes and courses, and information sessions all online and therefore accessible to anyone in the UK. Our exercise and chair yoga classes are specially designed to help people affected by MS stay active at home and manage their wellbeing. These classes offer accessible exercise for all abilities.

We also provide regular mindfulness courses which are available as a four or eightweek course. Attendees are then able to support one another to continue the practice in their daily lives after they have completed a course.

Our information sessions have included a wide range of subjects such as mental health and exercise, bladder and bowel, and diet and supplements. We regularly ask our community to let us know what subjects they would like us to include and either deliver these sessions ourselves, or where particularly specialist, we seek to partner with an external expert.

We also facilitate online social groups, known as peer pods. These are volunteer-led online social gatherings over Zoom bringing people together to create friendships and peer support. People come together in various groups including newly diagnosed, parents with MS, and caregivers.

MS-UK Helpline

Our trained helpline staff provide information and emotional support to people with MS, their carers, and families about anything related to life with MS, from drug therapies to complementary therapies and accessing benefits to home aids and adaptations.

This can be over the phone, by email, live web chat or WhatsApp. There are no restrictions on what we will discuss, we have no time limits, and we support people as often as they need us to. The team also publish our information booklets on a wide range of subjects available on our website and in print.

New Pathways

Our bi-monthly magazine is a go-to resource for people affected by MS. The magazine has been a lifeline for people by providing the latest news, research and thinking about how to live well with the condition. Our editor understands the importance of ensuring there are no taboo subjects and that all practical options for managing life with MS are researched and presented in a balanced way. Subjects covered vary from the latest research news and letters pages to complementary therapies and peoples' stories providing support and inspiration to others as well as what's worked well for them.

eLearning and training

We have developed two online courses – Understanding MS, and Counselling people with MS. These interactive digital courses include both MS-related information and the lived experiences of people affected by MS. The courses are primarily aimed at professionals looking to increase their knowledge of MS and better support their clients.

We also run regular webinars for professionals looking to learn more about MS and its impact. Some of our webinars are tailored specifically to specific groups of professionals such as social prescribers or care providers. Others are more general sessions open to any profession or members of the public. All sessions are run by a member of our helpline team and a person living with MS to ensure they include lived experience.

Achievements and performance indicators

2024 marks the first year of our new strategy. Our focus for this period is on proving holistic self-support activities, unrivalled MS information and compassionate emotional support. Year one has proved to be a very successful year. Our services have reached many more people than ever before, our income continues to grow and our investment in marketing is delivering greater reach. Our performance against the plans we outlined in last year's accounts are outlined here.

Services

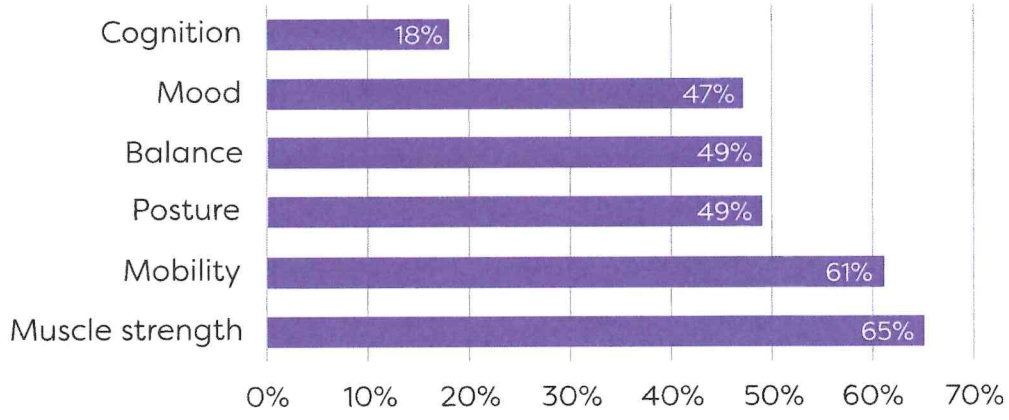
Our online activities supported 1,217 individuals living with MS. This is an increase of 151 (14%) compared with 2023. This demonstrates that we are both listening to the MS community and providing what they need from us, and also that our marketing is enabling us to reach

Trustees' Report (continued)
For the Year Ended 31 December 2024

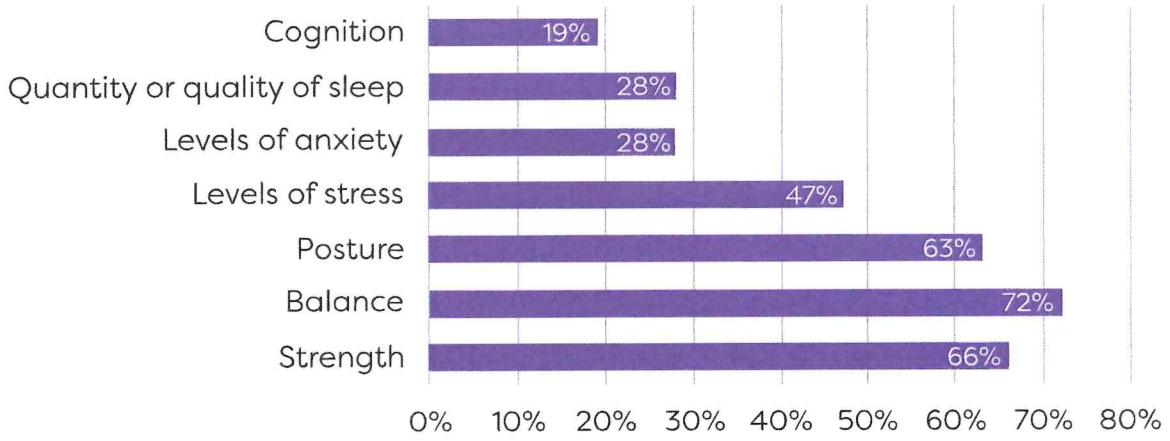
new people. Those 1,217 people accessed 8,972 sessions between them (7,962 in 2023). These sessions included:

Twice weekly exercises classes tailored to people with different abilities, weekly Chair yoga and Qigong classes and meditation and mindfulness courses.

Exercise
There were 94 unique clients to these classes and 856 views of our recordings. Our clients reported on maintaining or improving the following symptoms



Chair yoga
There were 94 unique clients to these classes and 195 views of our recordings. Our clients reported on maintaining or improving the following symptoms

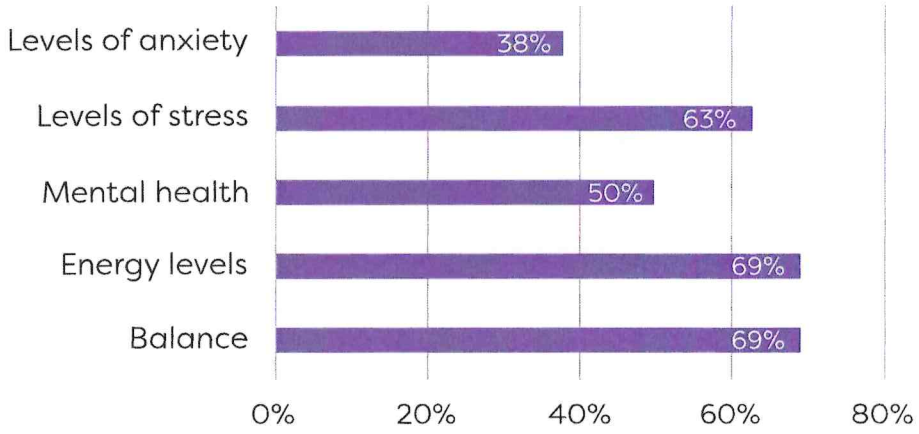


Trustees' Report (continued)
For the Year Ended 31 December 2024

"I have made some wonderful friends by attending the classes so it isn't just physical health but it's also mental health, too. I feel I am part of a warm, loving community, and we always have a little chat but not about MS which is healthy."

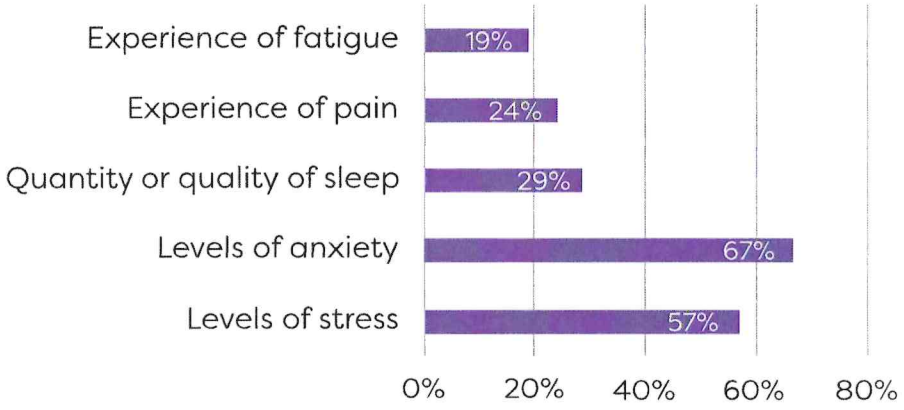
Qigong

There were 74 unique clients to these classes and 197 views of our recordings. Our clients reported on maintaining or improving the following symptoms:



Guided meditation classes

There were 49 unique clients to these classes and 137 views of our recordings. Our clients reported on maintaining or improving the following symptoms:

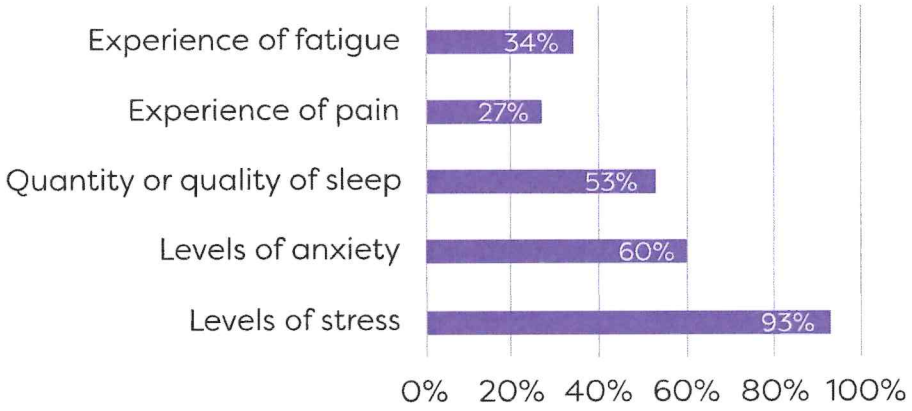


"This service is extremely important to me because I am unable to get out on my own and would not be able to participate in activities had they not been online. It does so much for my mental health as well as my physical health and I am very grateful."

Trustees' Report (continued)
For the Year Ended 31 December 2024

Mindfulness courses – four and eight-weeks

There were 30 unique clients. Our clients reported on maintaining or improving the following symptoms



Information sessions

We ran 49 online information sessions, compared with 32 last year. These included topics such as neuroplasticity and brain changes, knowing your rights at work, diet and nutrition, complementary therapies, accessing welfare benefits and sessions on managing many of the symptoms caused by multiple sclerosis.

We also launched a pilot three-week course for people new to MS and a course on Acceptance and Commitment Therapy, both of which have received great feedback, and we look to run multiple courses next year.

"It's great to join people who have similar issues to you and have an instructor who knows what MS is like."

For many, these services have become a lifeline, particularly for those who are unable to leave their home or struggle with mobility, enabling individuals to stay active, connected, and engaged. Participants appreciate the flexibility of choosing different levels of participation, which makes it easier to remain involved and motivated.

A sense of community has been highlighted as a key benefit. Participants feel less isolated, and more supported, and understood by others who share similar experiences. The opportunity to connect with peers, led by instructors who are knowledgeable about MS, provides a sense of belonging and acceptance. This community connection has been described as a source of comfort, reducing feelings of loneliness, and offering an invaluable space to share experiences and learn coping strategies.

Additionally, many participants value the mental and physical benefits of the services. The activities help to improve physical health, boost mental wellbeing, and give structure to daily life. For some, joining these classes has been a turning point, offering a structured routine, improving confidence, and allowing for social interaction. The service's emphasis on inclusivity and understanding has made participants feel capable, appreciated, and more connected to others, transforming their experiences of living with MS.

Peer pods

Now in its fourth year, the service continues to grow, and positive survey responses and feedback received throughout the year indicate that it has now evolved into a valuable source of support, making a significant difference to many individuals' daily lives.

We ran a total of 15 Peer Pods, with a total of 521 sessions held across the year. We had 156 unique attendees with 79 of these using our service for the first time and 77 being repeat users. Our pods are;

Mindfulness
Women's x 2 (Thursday evening and Friday morning)
Parents with MS
General drop in x 5
New to MS
Women's Pod
Book Club
Caregivers'
Creative Writing

Unfortunately, our Men's peer pod came to an end due to low take up, and despite high enquiries, so we will revisit this at some point in the future.

We currently have 14 volunteers who are supported with monthly group supervisions, and regular check-ins with the Peer Support Coordinator. We were also able to offer them some one-to-one coaching sessions over a 16-week period due to a collaboration with Coaching to Contribute, who offered pro bono support.

In addition to the Peer Pods, many of these volunteers have also created WhatsApp groups to run alongside their pod. This has proven to be a great way for members to keep in touch and find mutual support and encouragement between sessions and is especially valuable to those that are not always able to attend a pod but are still in need of support.

We asked our attendees about the difference the service made for them and they told us

That of those who had felt socially isolated, 90 per cent said that joining a peer pod reduced that isolation.

Of those that were lonely, 90 per cent said that joining a peer pod reduced their loneliness

90 per cent said the peer pod gave them a sense of belonging to a community
81 per cent said they gained emotional support
81 per cent said they gained practical support
68 per cent said they had formed long-lasting friendships

"It's incredibly valuable to be able to share experiences and gain insights from others who understand what you're going through. Engaging with like-minded people provides a sense of support and community that can be hard to find elsewhere. The conversations feel natural, like chatting with friends over a cup of tea, and what's great is that not everything revolves around MS. Sometimes it's just about enjoying each other's company, talking about life, and sharing afew laughs."

Helpline

Our helpline supported 1,383 contacts, an increase of 15 per cent on 2023. The top five reasons people contacted us were for emotional support, to discuss symptoms, benefits, care needs and diagnosis.

99 per cent of people surveyed said they would recommend our helpline to others. Many reported learning about what support was available in their local area, feeling better equiped to make choices and decisions, an understanding of treatments available, what benefits to apply for or what to say to a health professional.

"It was great to be able to speak to someone who "gets it". Finished the call feeling more positive about a future with MS and what help is available"

The team also reviewed eight of our Choices information booklets, which are completed on rotation each year to ensure we include the most up-to-date information and experiences of our community. We posted 3,348 booklets this year and they were viewed online 68,188 times, which far exceeded our target of 50,000.

New Pathways

Whilst our magazine enjoys strong brand loyalty, with more than half our readers subscribing for over 10 years, we were pleased to see a 6 per cent increase in subscribers. This increase is predominantly due to a new subscription gift of a free official RADAR key and a branded MS-UK Just Can't Wait card.

Trustees' Report (continued)
For the Year Ended 31 December 2024

The magazine content continues to balance news features with stories and columns written by people living with MS, and practical features such as recipes and exercises people can do from home.

During the second half of the year, we took the decision to bring the advertising inhouse, and are pleased with how this is now performing, as well as the opportunity to work more closely with our advertisers.

In our most recent reader survey,

93 per cent of respondents say New Pathways has helped them improve their wellbeing

96 per cent said it improves their understanding of MS

78 per cent said it has helped them feel more positive about their condition

"It's by far the best information globally on MS... and it's not hijacked with too much medical detail and terminology. It allows us mere mortals to understand our predicament and understand in a human way that we can live with MS well. And it was the advice that I got from MS-UK in my first couple of weeks after diagnosis that led me to the best therapy centre in the county, BMSTC... I have used it every week since 2001."

Training for professionals
This year we delivered 14 MS awareness training sessions to 1,409 professionals, 300 more than the previous year. We delivered five generic sessions that were onehour long webinars, and three 90-minute webinars to care providers, social prescribers and DWP/employment support workers each. Each webinar is delivered by a member of our helpline team and a volunteer with lived experience. We are hugely grateful to our volunteers that share their personal experiences in this manner to support the education of health and social care workers.

We asked attendees to complete a survey.

95 per cent agreed or strongly agreed that they had a better idea of the kind if support someone with MS may need.

97 per cent agreed to strongly agreed that their knowledge of MS had increased

99 per cent agreed or strongly agreed that hearing about the lived experience of someone with MS was useful

"The presentation was excellent - really informative, providing a lot of relevant information about the condition, and succinct, and presented in a very easy-to-listen-to manner. The contribution from the speaker on her lived experience provided good personal insight."

We also provide two eLearning courses, MS Awareness and Counselling People with MS. We had 47 enrolments to these courses throughout the year.

Thank you to all that partner with us to deliver our services and those that have offered their support pro bono.

Thank you to our Virtual Insights Panel members who have helped shaped our services this year.

Fundraising

2024 was a successful year for the fundraising team who raised 11 per cent more than their target for the year. They worked closely with the communications team to inspire supporters to sign up for fundraising activities resulting in 10 per cent more fundraisers than in 2023. Through great stewardship, the team were able to support our fundraisers to raise even more funds than in previous years and have developed strong relationships that mean people keep coming back to us. In line with sector trends, we saw a marked increase in the appetite for in-person events over virtual events.

Our London Marathon team reached record-breaking income for our charity and our two national skydiving days performed particularly well. The Tower Walk at The Gherkin raised an incredible 71 per cent more income than last year.

"A huge thank you to MS-UK for allowing me to be a part of this magical event. I signed up in October to run for my Mom who has MS. We had plans for her to meet me at the finish line and live it up in London after. Sadly, one month later she passed away. This marathon was incredibly poignant and emotional for me. I'm heartbroken she wasn't at the finish, but honoured to be able to run it for her anyway. Thank you for giving me the opportunity."

Our partnership with Cheshire half marathon did not produce the returns we had hoped for and due to the loss of a staff member we were not able to grow corporate income to the levels we had hoped. However, we are now back at a full quota of staff and have developed plans to bring in more corporate income in 2025, as part of our plans for diversifying our income streams.

Our income from donations and our Big Give campaign exceeded income targets for the year, and regular donor income remained fairly static.

We launch a legacy giving campaign and partnered with a Will writing organisation that offer free Wills to our community and are pleased with the progress so far.

2024 was a tough climate for Trusts and Foundations fundraising with increased competition and funders narrowing their focus under the pressure. However, we were awarded an incredible £235,000 from The Edward Gostling Foundation as part of their legacy programme providing us with additional financial security whilst we build our capacity. This sum is restricted for five years.

Marketing

2024 was the first full year of implementing our new marketing strategy and has produced significant improvement across all our channels resulting in more services users, more fundraisers and more donations to the charity.

Year-on-year growth of the numbers of people using our website was 140 per cent, whilst our Facebook reach grew 625 per cent and Instagram 195 per cent.

Email marketing also played a role in attracting new fundraisers and service users to the website, with an increase in website users from this channel of 104 per cent compared to the previous year.

We also saw a growth of 33 per cent in press coverage, predominantly printed press and radio.

We continued our collaboration with other national MS charities during MS Awareness Week. Our joint campaign was #MSUnfiltered, a social media campaign encouraging people to be brave and discuss the symptoms they feel embarrassed about with the aim of reducing stigma and encouraging people to reach out for support. Together we also achieved over 250 pieces of press coverage, helping spread awareness of multiple sclerosis.

Core business

As planned, we invested in a new CRM for the charity to help us improve our automations and integrations, reducing repetitive tasks and duplication of efforts, freeing us up to spend more time on the actions and relationships which will enable our growth.

People

Central to our success is our team. We continue to provide a wide range of wellbeing initiatives, invest in staff training and development and hold team days and celebrations to safeguard the supportive culture we have built and which is a key driver for our performance.

We would like to sincerely thank everyone who has made our work possible – our partners, fundraisers, volunteers, funders, the companies that have supported us and our staff team for their dedication and incredible achievements.

Financial Review

Overview

This year our income, compared with 2023, increased by £498k, (70%). We increased our expenditure by £82k, (9%). For 2024 we are reporting a surplus of £181K for the year.

The largest contributor to our increase income is the funding from The Edward Gostling Foundation. Had we not received this income, we would be reporting a deficit of £54K for the year, which whilst in keeping with our forecast regarding operating at a deficit whilst we invest in our growth, this still delivers a c.£80K improvement on our budget at the beginning of the year. This is outlined in the fundraising section above where several income streams over-performed.

During the year, the board took the decision to move the funds held in the designated property fund to our general fund, reflecting a change in how to utilise resources most effectively.

Going Concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence

for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Reserves Policy

Our reserves policy is to maintain free cash reserves at a minimum of six months operating costs, after fixed assets and restricted funds. This is to ensure the charity can continue current activities and commitments in the event of any significant drops in funding. Free cash reserves reported in these accounts are £634,608, which equates to approximately 7.5 months' operating costs.

Principal Risks and uncertainties

The trustees monitor the risks faced by MS-UK at each board meeting and conduct a robust and thorough review of the risk register at least once annually. The board are therefore fully aware of the risks the charity faces and can ensure controls and mitigations are in place to deal with any issues effectively should they arise.

The main risks faced by MS-UK remain unchanged from last year. The first two items on our risk register relate to our reliance on public fundraising to support our services. We are pleased that income from fundraising events and community fundraising continued to fare well this year. However, we will budget carefully for the year ahead and are focused on ensuring we expand upon our fundraising opportunities with our community.

The third highest risk we are facing is associated with losing key staff. As a small team any role can be vital, and we are aware that recruitment and on-boarding of skilled staff can have significant cost and cause delays in our work plans. We therefore ensure that we treat our colleagues well, offer them fair renumeration and are flexible wherever possible so we can retain our talented and committed team.

Plans for 2025

Services

- Support up to 2,000 people through our online activities
- Grow our peer pods to support 80 people each month
- Provide information and emotional support to 1,320 people through our helpline

- Publish online and print our information booklets reaching more than 27,000 people
- Publish six issues of our New Pathways magazine and continue gift
- Provide MS training to at least 1,200 professionals

Fundraising

- Increase our income from events and community fundraising
- Source new partnerships for cycling events
- Grow corporate relationships and income
- Explore new approach to trust and foundation fundraising

Marketing

- Continue with our current strategy and look to attract more service users and fundraisers, and raise awareness of MS and MS-UK
- Deliver another joint MS Awareness Week campaign

People

- Continue to invest in PDPs, training, and the wellbeing of our staff
- Continue team-building initiatives - team days, development sessions and celebrating successes

Members' liability

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 December 2024 was seven. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Trustees' indemnity

Throughout the year an indemnity insurance policy was in place covering the trustees.

Trustees' responsibilities statement

The trustees (who are also the directors of Multiple Sclerosis-UK Limited for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Trustees' Report (continued)
For the Year Ended 31 December 2024

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period.

In preparing these financial statements, the trustees are required to

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP (FRS 102)
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements, and
- 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 adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

In so far as the trustees are aware

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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 auditor is aware of that information.

Trustees' Report (continued)
For the Year Ended 31 December 2024

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other juridictions.

Auditors

The auditors, Griffin Chapman, have indicated their willingness to continue in office. The deisignated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by order of the members of the board of Trustees on 30 June 2025 and signed on their behalf by

M Swan
Chair

Independent auditor's report to the members of Multiple Sclerosis-UK Limited

Opinion

We have audited the financial statements of Multiple Sclerosis-UK Limited (the 'charity') for the year ended 31 December 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of 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 2024 and of its incoming resources and application of resources, including its income and expenditure 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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.

Independent auditor's report to the members of Multiple Sclerosis-UK Limited (continued)

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, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Independent auditor's report to the members of Multiple Sclerosis-UK Limited (continued)

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes 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 charitable company'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

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 these financial statements.

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

We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, UK financial reporting standards as issued by the Financial Reporting Council and UK taxation legislation.

We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.

We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it may occur, by holding discussions with management and those charged with governance. We assessed the managements

Independent auditor's report to the members of Multiple Sclerosis-UK Limited (continued)

own identification processes and assesment of risks, to ensure internal procedures would help identify such issues.

We enquire of management and those charged with governance as to any known instances of non compliance or suspected non compliance with laws and regulations. We reviewed legal correspondence and board meeting minutes to identify matters of fraud or non compliance.

Based on this understanding, we designed specific appropriate audit procedures to identify instances of non compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

Based on the inherent limitations of an audit, there is a risk that we will not detect irregularities, including those leading to a material misstatement in the financial stateents or non compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non compliance.

The risk is also greater regarding irregularities occuring due to fraud rather than error, as fraud involves intentional concealement, forgery, collusion, omission or misrepresentation.

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.

Independent auditor's report to the members of Multiple Sclerosis-UK Limited (continued)

Other matters
The financial statements for the year ending 31st December 2023 were not audited.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's 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 charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Thomas Maddocks FCA FMAAT (Senior statutory auditor)
for and on behalf of
Griffin Chapman
Chartered Accountants
Statutory Auditor
4 & 5 The Cedars, Apex 12
Old Ipswich Road
Colchester
Essex
CO7 7QR

Date: 30 June 2025.

Statement of financial activities (incorporating income and expenditure account) for the year ended 31 December 2024

	Note	Endowment funds 2024 £	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Income and endowments from:						
Donations and legacies	4	**235,000**	**5,000**	**223,791**	**463,791**	*129,720*
Charitable activities	5	**-**	**10,000**	**68,642**	**78,642**	*89,246*
Other trading activities	6	**-**	**-**	**636,958**	**636,958**	*471,616*
Investments	7	**1,802**	**-**	**23,200**	**25,002**	*16,058*
Total income and endowments		**236,802**	**15,000**	**952,591**	**1,204,393**	*706,640*
Expenditure on:						
Raising funds	8	**-**	**-**	**410,714**	**410,714**	*341,476*
Charitable activities		**-**	**22,819**	**589,845**	**612,664**	*599,474*
Total expenditure		**-**	**22,819**	**1,000,559**	**1,023,378**	*940,950*
Net movement in funds		**236,802**	**(7,819)**	**(47,968)**	**181,015**	*(234,310)*
Reconciliation of funds:						
Total funds brought forward		**-**	**7,819**	**694,761**	**702,580**	*936,890*
Net movement in funds		**236,802**	**(7,819)**	**(47,968)**	**181,015**	*(234,310)*
Total funds carried forward		**236,802**	**-**	**646,793**	**883,595**	*702,580*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 28 to 47 form part of these financial statements.

Balance sheet as at 31 December 2024

	Note		2024 £		2023 £
Fixed assets					
Tangible assets	15		**12,185**		*16,056*
			12,185		*16,056*
Current assets					
Debtors	16	**119,241**		*82,363*	
Investments	17	**408,032**		*173,439*	
Cash at bank and in hand		**423,683**		*490,142*	
		950,956		*745,944*	
Creditors: amounts falling due within one year	18	**(79,546)**		*(59,420)*	
Net current assets			**871,410**		*686,524*
Total assets less current liabilities			**883,595**		*702,580*
Net assets excluding pension asset			**883,595**		*702,580*
Total net assets			**883,595**		*702,580*
Charity funds					
Endowment funds	20		**236,802**		-
Restricted funds	20		**-**		*7,819*
Unrestricted funds	20		**646,793**		*694,761*
Total funds			**883,595**		*702,580*

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.
The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.
The financial statements were approved and authorised for issue by the Trustees on

30 June 2025 and signed on their behalf by:

Matthew Swan, Trustee

The notes on pages 28 to 47 form part of these financial statements.

Statement of cash flows
For the year ended 31 December 2024

	2024 £	2023 £
Cash flows from operating activities		
Net cash used in operating activities	**143,302**	*(247,197)*
Cash flows from investing activities		
Interest received	**25,002**	*16,058*
Purchase of tangible fixed assets	**(170)**	*(5,104)*
Net cash provided by investing activities	**24,832**	**10,954**
Cash flows from financing activities		
Net cash provided by financing activities	**-**	**-**
Change in cash and cash equivalents in the year	**168,134**	**(236,243)**
Cash and cash equivalents at the beginning of the year	**663,581**	*899,824*
Cash and cash equivalents at the end of the year	**831,715**	*663,581*

The notes on pages 28 to 47 form part of these financial statements

Notes to the Financial Statements
For the Year Ended 31 December 2024

1. General information

Multiple Sclerosis-UK Limited is a company limited by guarantee, registered in England and Wales, registration number 02842023. The address of the registered office is D3, Knowledge Gateway, Nesfield Road, Colchester, Essex, CO4 3ZL. It is also a registered charity, registration number 1033731. Further details are included in the Trustees' Report.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Multiple Sclerosis-UK Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The financial statements have been prepared on a going concern basis as the trustees are of the view that the charity will have sufficient reserves to continue in operational existence for at least a period of 12-months from the date of approving these financial statements.

In forming their view, they have considered and revised the plans and budgets to respond to and address the impact of the challenging economic climate and reduced grant funding. The charity has responded positively to these challenges, identifying and growing opportunities to raise funds whilst meeting service user needs in an effective manner.

They have considered the closing position of the charity at 31 December 2024 showing strong positive levels of cash, net current assets, unrestricted funds and carefully considered budgets and plans for future periods.

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in accordance with the Statement of Recommended Practice. Due to the practical difficulties involved in valuing a large number of low value items, goods donated for resale through the charity's online shop are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

Notes to the Financial Statements
For the Year Ended 31 December 2024

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Notes to the Financial Statements
For the Year Ended 31 December 2024

2. Accounting policies (continued)

2.7 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis

Freehold property	-	2% straight line
Improvements to property	-	2% straight line
Fixtures and fittings	-	25% reducing balance
Office equipment	-	25% reducing balance

No depreciation is provided on land.

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/ (Losses) on investments' in the Statement of financial activities.

2.9 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Notes to the Financial Statements
For the Year Ended 31 December 2024

2. Accounting policies (continued)

2.11 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.12 Financial instruments

The charity only has financial assets and financial 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.13 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Notes to the Financial Statements
For the Year Ended 31 December 2024

2. Accounting policies (continued)

2.14 Fund accounting (continued)

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 costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that are considered to have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

4. Income from donations and legacies

	Endowment funds 2024 £	Restricted funds 2024 £	Unrestricted funds 2024 £	**Total funds 2024 £**	*Total funds 2023 £*
Donations and Gift aid	235,000	-	213,256	**448,256**	*123,101*
Legacies	-	5,000	10,535	**15,535**	*6,619*
	235,000	5,000	223,791	**463,791**	*129,720*
Total 2023	-	*21,454*	*108,266*	*129,720*	

Notes to the Financial Statements
For the Year Ended 31 December 2024

5. Income from charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	**Total funds 2024 £**	*Total funds 2023 £*
Grants	10,000	10,300	**20,300**	*32,000*
Other income	-	6,785	**6,785**	*6,600*
New pathways subscriptions	-	28,931	**28,931**	*29,261*
Support sessions	-	22,626	**22,626**	*21,385*
	10,000	68,642	**78,642**	*89,246*
Total 2023	*32,000*	*57,246*	*89,246*	

6. Income from fundraising activities

Income from fundraising events

	Unrestricted funds 2024 £	**Total funds 2024 £**	*Total funds 2023 £*
Fundraising	620,101	**620,101**	*459,355*
Advertising and other	16,857	**16,857**	*12,261*
	636,958	**636,958**	*471,616*
Total 2023	*471,616*	*471,616*	

Notes to the Financial Statements
For the Year Ended 31 December 2024

7. Investment income

	Endowment funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Interest received	1,802	23,200	**25,002**	*16,058*
Total 2023	-	*16,058*	*16,058*	

8. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Direct fundraising costs	351,537	**351,537**	*282,044*
Support costs	59,177	**59,177**	*59,432*
	410,714	**410,714**	*341,476*
Total 2023	*341,476*	*341,476*	

9. Expenditure on charitable activities

	Charitable activities 2024 £	Support costs 2024 £	Total funds 2024 £	*Total funds 2023 £*
Information and support services	475,772	136,892	**612,664**	*599,474*
Total 2023	*461,225*	*138,249*	*599,474*	

Notes to the Financial Statements
For the Year Ended 31 December 2024

10. Further analysis of expenditure on charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Direct costs	22,819	452,953	**475,772**	*460,286*
Support costs (note 11)	-	131,717	**131,717**	*135,426*
Governance costs: Audit/Independent examination fees	-	5,175	**5,175**	*2,625*
	22,819	589,845	**612,664**	*598,337*
Total 2023	*86,686*	*511,651*	*598,337*	

11. Support costs

	Raising funds 2024 £	Charitable activities 2024 £	Total funds 2024 £	*Total funds 2023 £*
Printing, postage, stationery and telephone	17,347	38,611	**55,958**	*52,671*
IT and equipment	14,519	32,318	**46,837**	*50,025*
Personnel, professional fees and training	3,264	7,264	**10,528**	*11,492*
Travel and subsistence	3,316	7,382	**10,698**	*12,758*
Repairs and maintenance	2,625	5,842	**8,467**	*8,813*
General office costs, including utilities	18,106	40,300	**58,406**	*59,098*
	59,177	131,717	**190,894**	*194,857*
Total 2023	*59,432*	*135,425*	*194,857*	

The support costs have been apportioned on the basis of staff costs.

Notes to the Financial Statements
For the Year Ended 31 December 2024

12. Auditor's remuneration

	2024 £	2023 £
Fees payable to the charity's auditor for the audit of the charity's annual accounts	**5,175**	-
Fees payable to the charity's independent examiner for the independent examination of the charity's annual accounts	**-**	*2,625*
Fees payable to the charity's auditor in respect of:		
All non-audit services not included above	**2,161**	*1,789*

13. Staff costs

	2024 £	2023 £
Wages and salaries	**552,899**	*550,038*
Social security costs	**47,664**	*47,274*
Contribution to defined contribution pension schemes	**12,313**	*10,692*
	612,876	*608,004*

Included within the above staff costs are redundancy payments totalling between £5k - £10k.

The average number of persons employed by the charity during the year was as follows:

	2024 No.	2023 No.
Charitable activities	**10**	*11*
Cost of generating funds	**5**	*5*
Management and administration of the charity	**4**	*5*
	19	*21*

Notes to the Financial Statements
For the Year Ended 31 December 2024

13. Staff costs (continued)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was

	2024 No.	2023 No.
In the band £60,001 - £70,000	1	1

The senior management team received remuneration totalling £245,894 (2023 : £245,403).

14. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 December 2024, no Trustee expenses have been incurred (2023 - £NIL).

15. Tangible fixed assets

	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation			
At 1 January 2024	16,756	35,182	51,938
Additions	-	170	170
At 31 December 2024	16,756	35,352	52,108
Depreciation			
At 1 January 2024	13,220	22,662	35,882
Charge for the year	871	3,170	4,041
At 31 December 2024	14,091	25,832	39,923
Net book value			
At 31 December 2024	2,665	9,520	12,185
At 31 December 2023	*3,536*	*12,520*	*16,056*

Notes to the Financial Statements
For the Year Ended 31 December 2024

16. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	**3,007**	*3,757*
Other debtors	**98**	*50*
Prepayments and accrued income	**114,211**	*77,856*
Tax recoverable	**1,925**	*700*
	119,241	*82,363*

17. Current asset investments

	2024 £	2023 £
Balances held on deposit	**408,032**	*173,439*

18. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	**70,687**	*56,087*
Other creditors	**1,863**	*294*
Accruals and deferred income	**6,996**	*3,039*
	79,546	*59,420*

Notes to the Financial Statements
For the Year Ended 31 December 2024

19. Financial instruments

	2024 £	2023 £
Financial assets		
Financial assets measured at transaction price	**5,030**	*4,507*

	2024 £	2023 £
Financial liabilities		
Financial liabilities measured at transaction price	**72,550**	*56,381*

Financial assets measured at fair value through income and expenditure comprise debtors and sundry debtors.

Financial liabilities measured at fair value through income and expenditure comprise trade creditors, others creditors and bank loans.

Notes to the Financial Statements
For the Year Ended 31 December 2024

20. Statement of funds

Statement of funds - current year

	Balance at 1 January 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2024 £
General funds					
Designated funds					
Designated Funds - all funds	**400,000**	**-**	**-**	**(400,000)**	**-**
General funds					
General Funds - all funds	**294,761**	**952,591**	**(1,000,559)**	**400,000**	**646,793**
Total Unrestricted funds	**694,761**	**952,591**	**(1,000,559)**	**-**	**646,793**
Endowment funds					
The Edward Gostling Fund	**-**	**236,802**	**-**	**-**	**236,802**
Restricted funds					
The Big Give Helpline	**2,819**	**-**	**(2,819)**	**-**	**-**
The Light Fund	**5,000**	**-**	**(5,000)**	**-**	**-**
Other Restricted Funds	**-**	**15,000**	**(15,000)**	**-**	**-**
	7,819	**15,000**	**(22,819)**	**-**	**-**
Total of funds	**702,580**	**1,204,393**	**(1,023,378)**	**-**	**883,595**

The Edward Gostling Fund is to support core services and activities and can be utilised to maintain general reserves at the desired level of six months operating costs as is necessary per the charitable company reserves policy.

Other restricted funds were all to support helpline and online activities and were used to support the running of these key services.

Notes to the Financial Statements
For the Year Ended 31 December 2024

20. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 January 2023 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Balance at 31 December 2023 £*
Unrestricted designated funds					
Designated Funds - premises	*400,000*	-	-	-	*400,000*
General funds					
General Funds - all funds	*503,373*	*653,185*	*(854,263)*	*(7,534)*	*294,761*
Total Unrestricted funds	*903,373*	*653,185*	*(854,263)*	*(7,534)*	*694,761*
Restricted funds					
CAF main grant and resilience support grant	*28,517*	-	*(36,051)*	*7,534*	-
The Edward Gostling Fund	-	*25,000*	*(25,000)*	-	-
Ladbrokes Coral Trust	-	*1,000*	*(1,000)*	-	-
The Big Give - Peer Support	-	*10,590*	*(10,590)*	-	-
The Big Give Helpline	-	*10,864*	*(8,045)*	-	*2,819*
The Grace Trust	-	*1,000*	*(1,000)*	-	-
The Light Fund	*5,000*	*5,000*	*(5,000)*	-	*5,000*
	33,517	*53,454*	*(86,686)*	*7,534*	*7,819*
Total of funds	*936,890*	*706,639*	*(940,949)*	-	*702,580*

Notes to the Financial Statements
For the Year Ended 31 December 2024

21. Summary of funds

Summary of funds - current year

	Balance at 1 January 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2024 £
Designated funds	400,000	-	-	(400,000)	-
General funds	294,761	952,591	(1,000,559)	400,000	646,793
Endowment funds	-	236,802	-	-	236,802
Restricted funds	7,819	15,000	(22,819)	-	-
	702,580	1,204,393	(1,023,378)	-	883,595

Summary of funds - prior year

	Balance at 1 January 2023 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Balance at 31 December 2023 £*
Designated funds	*400,000*	-	-	-	*400,000*
General funds	*503,373*	*653,185*	*(854,263)*	*(7,534)*	*294,761*
Restricted funds	*33,517*	*53,454*	*(86,686)*	*7,534*	*7,819*
	936,890	*706,639*	*(940,949)*	-	*702,580*

Notes to the Financial Statements
For the Year Ended 31 December 2024

22. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Endowment funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	-	12,185	**12,185**
Current assets	236,802	714,154	**950,956**
Creditors due within one year	-	(79,546)	**(79,546)**
Total	236,802	646,793	**883,595**

Analysis of net assets between funds - prior period

	Restricted funds 2023 £	*Unrestricted funds 2023 £*	*Total funds 2023 £*
Tangible fixed assets	-	*16,056*	*16,056*
Current assets	*7,819*	*738,125*	*745,944*
Creditors due within one year	-	*(59,420)*	*(59,420)*
Total	*7,819*	*694,761*	*702,580*

Notes to the Financial Statements
For the Year Ended 31 December 2024

23. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income/expenditure for the period (as per Statement of Financial Activities)	**181,015**	*(234,310)*
Adjustments for:		
Depreciation charges	**4,041**	*4,392*
Interest received	**(25,002)**	*(16,058)*
(Profit)/ Loss on disposal of fixed assets	**-**	*936*
(Increase)/Decrease in debtors	**(36,878)**	*(15,876)*
Increase/(Decrease) in creditors	**20,126**	*13,719*
Net cash provided by/(used in) operating activities	**143,302**	*(247,197)*

24. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	**423,683**	*490,142*
Notice deposits (less than 3 months)	**408,032**	*173,439*
Total cash and cash equivalents	**831,715**	*663,581*

25. Analysis of changes in net debt

	At 1 January 2024 £	Cash flows £	At 31 December 2024 £
Cash at bank and in hand	**490,142**	**(66,459)**	**423,683**
Liquid investments	**173,439**	**234,593**	**408,032**
	663,581	**168,134**	**831,715**

Notes to the Financial Statements
For the Year Ended 31 December 2024

26. Pension commitments

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund during the year and amounted to £12,314 (2023 - £10,692). At the year-end date £2,595 (2023 - £2,609) were due to the fund and are included within creditors.

27. Operating lease commitments

At 31 December 2024 the charity had commitments to make future minimum lease payments under noncancellable operating leases as follows

	2024 £	2023 £
Not later than 1 year	**34,565**	*21,669*
Later than 1 year and not later than 5 years	**88,995**	*12,477*
	123,560	*34,146*

28. Company limited by guarantee

The company is limited by guarantee without share capital. The liability of the members is limited. Every member of the charitable company undertakes to contribute to the assets of the charitable company in the event of the charitable company being wound up while they are a member, or within one year after they cease to be a member, for payment of the debts and liabilities of the charitable company contracted before they cease to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributories among themselves, such as may be required not exceeding £1.

If upon the winding-up or dissolution of the charitable company there remains, after the satisfaction of all debts and liabilities, any property whatsoever, the sum shall not be paid to or distributed among the members of the charitable company, but shall be given or transferred to some other charitable institution or institutions having objects similar to the objects of the charitable company and which shall prohibit the distribution of its or their income and property to any extent at least as great as is imposed on the company under or by virtue the Memorandum and Articles of Association.

Notes to the Financial Statements
For the Year Ended 31 December 2024

29. Related party transactions

During the year the charitable company reimbursed Philip Startin, a trustee who provided online courses free of charge, his expenses totalling £870 (2023 £1,305). At the year-end date £435 was outstanding and is shown within trade creditors (2023 : £nil).

MULTIPLE SCLEROSIS-UK LIMITED

England & Wales - Charity number 1033731

Accounts

MS-UK
Supporting your MS journey

Multiple Sclerosis-UK Limited

(A company limited by guarantee)
Unaudited

Trustees' report and financial statements

For the Year Ended 31 December 2023

Registered number: 02842023
Charity number: 1033731

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Reference and Administrative Details of the Charity, its Trustees and Advisers For the Year Ended 31 December 2023

Trustees	Matthew Swan, Chair Michael Herington Claire Rowles Fiona Corrigan (resigned 10 August 2023) Laura Shukla Philip Startin Charles Stebbings Rebecca Armstrong Laura Marsden Suzanne Rafla
Company registered number	02842023
Charity registered number	1033731
Registered office	D3 Knowledge Gateway Nesfield Road Colchester Essex CO4 3ZL
Chief executive officer	Amy Woolf
Independent examiner	Griffin Chapman Chartered Accountants 4 & 5 The Cedars, Apex 12 Old Ipswich Road Colchester Essex CO7 7QR

Trustees' report

The board of trustees, who are also directors for the purposes of the Companies Act, present their annual report and financial statements of Multiple Sclerosis-UK Limited for the year ended 31 December 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" and have followed UK generally accepted accounting principles in preparing the annual report and financial statements. The trustees' report is also a directors' report as required by s417 of the Companies Act 2006.

Legal and administrative information

The information given on page 1 forms part of this report. As noted on page 3, the charity also operates under the name MS-UK.

The trustees during the year under review were as follows;

Rebecca Armstrong
Michael Herington
Claire Rowles (previously Offord)
Fiona Corrigan (previously Sakal, resigned 10 August 2023)
Laura Marsden
Suzanne Rafla
Laura Shukla
Philip Startin
Charles Stebbings
Matthew Swan (Chair)

Retirement of trustees

The following trustees are to retire in accordance with the Articles of Association and, being eligible, offered themselves for re-appointment
Michael Herington Matthew Swan
Laura Shukla

Resignation of trustees

Fiona Corrigan resigned on 10 August 2023 having served 16 years as a trustee. The board thank Fiona for her dedication and commitment of the charity.

Senior management personnel

The senior management personnel throughout the year were the following;

Chief Executive, Amy Woolf
Communications Manager, Sarah-Jane Elliott
Fundraising Manager, Jill Purcell
General Manager, Sarah Wright
Head of Services, Diana Crowe

Structure, governance, and management

Multiple Sclerosis-UK Limited is a charity registered with the Charity Commission, charity number 1033731, and a limited company, registered at Companies House, company number 02842023, trading as MS-UK.

The board of trustees is responsible for the strategic direction of MS-UK. This year we developed a new three-year strategy outlining the priorities for the charity based on what our community have told us they want from us. The strategy can be found on our website at www.ms-uk.org/aboutus.

Our board now consists of nine members, and each are committed to ensuring that the charities' governance arrangements are effective. The board meet quarterly to fulfil its duties and hold an additional strategy day for the board and management team.

The board of trustees continue to ensure both the good governance and proper administration of MS-UK in keeping with its Articles of Association. Day to day responsibility for the running of the organisation is delegated to the Chief Executive, Amy Woolf, and her team.

All policies and procedures are reviewed in keeping with our review schedule, and new policies and procedures are adopted as required.

At the time of our AGM, the board reviewed the charities' governing document and was satisfied that it continued to be fit for purpose.

Trustees maintain overall supervision of both the financial and operational performance of the charity and receive accurate and timely updates from the Chief Executive and her team.

The remuneration of all staff, including the senior management team, is consistent with our pay policy. At appointment, salaries are set in keeping with the market value individual experience and expertise and benchmarked against salaries for our sector.
Pay reviews are conducted annually considering the charity's budget, performance to strategy, individual performance, and market analysis.

The trustees monitor the risks faced by MS-UK at each board meeting and conduct a robust and thorough review of the risk register at least once annually. The board are therefore able to be fully aware of the risks the charity faces and can ensure controls, policies and procedures are in place to deal with any issues effectively should they arise.

The main risk faced by MS-UK is our reliance on public fundraising to support our services. Income from fundraising events and community fundraising increased toward the second half of the year which was promising after two years of pandemic restrictions followed by the cost-of-living impacts. However, we continue to budget carefully and are focussing on ensuring we develop new fundraising opportunities with our community.

Two other key risks we are facing are those associated with losing key staff and the impact of our macroeconomic environment. As a small team any role can be vital, and we are aware that recruitment and on-boarding of skilled staff can have significant cost and cause delays in our work plans. We therefore ensure that we treat our colleagues well, offer them fair renumeration and are flexible wherever possible so we can retain our talented and committed team. Regarding the macroeconomics, we have opened new savings accounts to achieve better returns on our reserves. We also review all service and supplier contracts to ensure we are achieving the best value we can, particularly considering rising prices.

Objects and activities

MS-UK is a national charity formed in 1993. We are dedicated to improving the understanding of MS and providing support where it is needed most.

MS is an incurable condition that affects the central nervous system – your brain and spinal cord. The symptoms people experience varies greatly from person to person and over time. Such symptoms may include fatigue, pain, sensory problems such as with vision, cognition difficulties and issues with bodily functions such as speech and swallowing and bladder and bowel.

Just as there is no cure, there is also no definitive understanding of the cause of MS. This means that there is no consensus on how to treat or manage MS, especially asthe condition progresses, doubling the uncertainty in people's lives and those around them.

This is why MS-UK has always been at the forefront of promoting choice, of providing people with all the information and support they need to live life as they wish to with MS. We will always respect people's rights to make informed decisions for themselves. Working alongside the MS community, we aim to provide the support and services people need to actively manage their condition and improve their health and wellbeing.

Ultimately, we are here to support people affected by MS to live healthier and happier lives.

Our objects are

- The relief of people affected by multiple sclerosis and other similar conditions
- To promote and protect the physical and mental health of those affected by multiple sclerosis through the provision of information, support, engagement, and awareness including the provision of recreational activities
- The advancement of education of those affected by multiple sclerosis in any treatment, therapy or subject relating to multiple sclerosis including the promotion of research

The trustees confirm they have due regard to the Charity Commission's guidance on public benefit and that the charity's core activities are in keeping with our objects. Our activities and their performance this year are outlined here.

Online activities

We provide a wide range of online classes, courses, and information sessions all online and therefore accessible to anyone in the UK. Our exercise and chair yoga classes are specially designed to help people affected by MS stay active at home and manage their wellbeing. These classes offer accessible exercise for all abilities. We also provide regular mindfulness courses which are available as a four or eightweek course. Attendees are then able to support one another to continue the practice in their daily lives after they have completed a course.

Our information sessions have included a wide range of subjects such as mental health and exercise, bladder and bowel, and diet and supplements. We regularly ask our community to let us know what subjects they would like us to include and either deliver these sessions ourselves, or where particularly specialist, we seek to partner with an external expert.

We also facilitate online social groups, known as peer pods. These are volunteer led online social gatherings using Zoom bringing people together to create friendships and peer support. People come together in various groups including newly diagnosed, young people and carers.

MS-UK Helpline

Our trained helpline staff provide information and emotional support to people with MS, their carers, and families about anything related to life with MS, from drug therapies to complementary therapies and accessing benefits to home aids and adaptations. This can be over the phone, by email, live web chat or WhatsApp. There are no restrictions on what we will discuss, we have no time limits, and we support people as often as they need us to. The team also publish our information booklets on a wide range of subjects available on our website and in print.

New Pathways

Our bi-monthly magazine is a go-to resource for people affected by MS. The magazine has been a lifeline for people by providing the latest news, research and thinking about how to live well with the condition. Our editor understands the importance of ensuring there are no taboo subjects and that all practical options for managing life with MS are researched and presented in a balanced way. Subjects covered vary from the latest research news and letters pages to complementary therapies and peoples' stories providing support and inspiration to others as well as what's worked well for them.

eLearning and training

We have developed two online courses – Understanding MS, and Counselling people with MS. These interactive digital courses include both MS-related information and the lived experiences of people affected by MS. The courses are primarily aimed at professionals looking to increase their knowledge of MS and better support their clients.

We also run regular webinars for professionals looking to learn more about MS and its impact. Some of our webinars are tailored specifically to particular types of professionals such as Social Prescribers or care providers. Others are more general sessions open to any profession or members of the public. All sessions are run by a member of our helpline team and a person living with MS to ensure they include lived experience.

Achievements and performance indicators

Our 2022 annual accounts set out our plans for the year. Our performance against these plans as well as additional unplanned achievements is outlined here.

Strategic priority 1: Supporting people affected by multiple sclerosis to be healthier and happier

Online activities

In 2023 we were able to increase the offering of the online service for the MS community, reaching more people to help support them in managing their wellbeing and the impact of their MS. This included hosting more activities across the year including trialling four new weekly classes and increasing the number of monthly information sessions.

Exercise and chair yoga classes remained the core of our online weekly classes throughout the year. With capacity to offer more weekly classes we asked our service users what alternative classes they would like to see. Taking the top suggestions, we were able to establish two new weekly classes of qigong and meditation from October.

Our annual survey has demonstrated some impressive results in terms of the difference these activities have made for people living with MS. Our exercise classes attendees have reported being able to maintain or improve their experience of a number of symptoms, including muscle strength 96% (of people reported this), mobility 84%, posture 79%, balance 78% and mood 85%.

Similarly, for those attending chair yoga classes, we received the following reported outcomes. Strength 85%, balance 84%, posture 90%, levels of stress 94%, levels of anxiety 94% and quantity or quality of sleep 70%.

All attendees of Qigong reported maintaining or improving their energy levels, mental health and levels of stress and anxiety. 82% reported maintenance or improvements in balance.

The measures for those taking part in guided mediation were levels of stress and anxiety 88%, quantity or quality of sleep 60%, experience of pain 50% and experience of fatigue 73%.

We were able to launch our new portal area in March that has helped us to streamline the registration process for clients and to share recordings more easily providing an 'on demand' option to those unable to make it to the live classes.

'Participating in exercise classes designed specifically for individuals with MS has been a positive and transformative experience for me. These classes offer a holistic approach to health and wellness, and the benefits they provide are nothing short of remarkable.'

Dr Gretchen Hawley continued her regular monthly information sessions on twelve MS focused subjects, including revisiting topics of spasticity, fatigue management and neuroplasticity. We also introduced new topics including posture and core, pain and mental health and exercise.

In addition, we held twenty other information sessions and workshops on a range of topics. This included working in collaboration with our helpline team to deliver sessions on a wider range of subjects including cognition, newly diagnosed, mental health, bladder and bowel and PIP.

We held four mindfulness courses, with two eight-week and three four-week courses taking place. Thirty-two participants completed the courses and the feedback from the end of course surveys included improved self-compassion, reduction in stress, improvements in managing the impact of MS symptoms and improved outlook for themselves and their MS.

'Stress management was taught in such a gentle way and made a huge difference to my stress levels and inflammation overall. The tools provided and the learnings from the course are invaluable.'

The following percentages of people confirmed that the mindfulness courses have helped them maintain or improve their symptoms - levels of stress 92%, levels of anxiety 82%, quantity or quality of sleep 64%, experience of pain 47% and experience of fatigue 59%.

Our peer pods continued to grow and offer an invaluable network and community of support for those joining the pods. The service saw three new pods added to the timetable, with over 240 more pod attendances than the previous year, plus 59 new users to the service.

During the year we ran a survey of peer pod attendees and 94 per cent said the peer pod gave them a sense of belonging to a community. 88 per cent said they gained emotional support and 90 per cent said they gained practical support. Also, 68 per cent said they had formed long-lasting friendships.

Trustees' Report (continued)
For the Year Ended 31 December 2023

'I was very lonely and spent most of the day watching TV. Because of the pod I have now made friends. I do yoga, aerobics and boxing on zoom with a good friend who I met through the pod. I'm part of the book club pod and attend at least one of the pods every week. Peer pods have changed my life. I have left the house once since Christmas so without the support and friendship from the pods my life would be very sad'

MS-UK Helpline

In 2023, the MS-UK Helpline received a total of 1,194 contacts, more that half of these relate to providing emotional support to the caller and represent a 50% increase compared with the previous year. The most common subjects for information calls were around benefits, diagnosis and symptoms.

In August we launched the use of WhatsApp as an alternative way of engaging with the helpline. This was simple to set up and each member of the helpline has access to WhatsApp via a desktop platform. Since its launch we received 64 contacts, covering a variety of subjects. We have learnt that we need to adapt the way in which we respond with these clients. Shorter responses work better for greater engagement.

We run a year-long survey to help measure the difference the service makes to those we support.

96% said they got the information they needed from the MS-UK Helpline.

When broken down 43% said they now know what support is available in their local area and how to access it.

39% said they feel better equipped to make choices and decisions that are right for them

27% said they have a better understanding of treatments available

23% said they knew what they needed to say to their health professional

'Because it's a great 'one-stop shop' for information and support, and I can't imagine getting that level of service and that much subject knowledge anywhere else!'

73% said they contacted us for emotional support and felt they received the support they needed. A further, 50% said it helped to speak with someone who understands MS and 41% said it helped to share their worries and concerns.

This year we updated eight of our information booklets and published a new booklet 'MS and menopause' which has been warmly received. These were read online by 30,768 people and an additional 3,514 booklets were posted to individuals and organisations.

'Today, I received the Choices Booklet 'Newly Diagnosed with MS' and I just wanted to write and say it is absolutely awesome! When I was diagnosed in January, I knew nothing and left the Consultant empty handed and was alone. I lost half a body to numbness in November and this was a quick and surprising end result. I wish I'd known about you and this booklet. It would have helped me in the following 6/9 months of being shocked, newly disabled and completely without information. I'm glad to have it now. Well done.'

New Pathways magazine
Subscriptions to New Pathways have fallen again this year. We believe this is due to two factors, the first being a decline nationally in the appetite for printed magazines and secondly the impact of cost-of living pressures resulting in many people cutting back on non-essential purchases. However, New Pathways continues to be a vital service for many in our community, particularly those that do not access the internet and would otherwise be isolated and unable to keep up to date with latest MS information.

'I find the articles in it very informative and I can read about latest developments. Other people's stories are very interesting and help me cope with different situations.'

MS-UK Counselling
As planned, we wound down the counselling service at the end of March due to the unsustainable operating model and a lack of funding for mental health services for people with MS. We were pleased to be able to provide counselling to everyone who was on our waiting list, meaning that we did not let down any of our clients.
We have developed an online directory of qualified counsellors who have successfully undertaken our Counselling People with MS course, so that people in

our community have somewhere to turn and trust that the counsellor has knowledge of MS to better support them.

Strategic priority 2: Increasing understanding of multiple sclerosis

eLearning and training
We delivered a total of 12 MS awareness training sessions to 1,110 professionals. We delivered five generic sessions that were one hour long and, two care provider sessions, two DWP sessions, one housing and one social care session that were 90 minutes long which were tailored for the target audience.

'Excellent information, interesting webinar, very knowledgeable trainer. It was heartwarming and valuable to hear from Rosie about how her MS affects her and her family. It has given me more confidence on how I can support patients with MS and I'm now aware of local services. I'd recommend this to other Social Prescribing Link Workers.'

During 2023, there were 57 enrolments for our MS Awareness course and 35 for our Counselling people with MS course.

'I have just completed your MS training for counsellors. I'm really grateful for how the training has been put together and how beautifully client centred it felt.'

MS awareness week
This year we partnered with the MS Society, MS Trust, MS National Therapy Centres, Shift. MS and Overcoming MS to deliver a joint awareness raising campaign focusing on the mental health impacts of life with MS and recommendations for how different stakeholders could work together to improve mental health support for the community. The campaign was designed with valuable input from people with MS, which helped strengthen its success. We are pleased that all partners have committed to working together for MS Awareness Week 2024.

Podcast
We also piloted our podcast, Let's Talk MS, with three episodes published so far and two more set to be published in the new year. We've had 631 listeners to date.
Topics covered vary from Naturopathy and mindfulness to B12 and dry eyes.

Strategic priority 3: Managing our charity efficiently and effectively

This year marked MS-UK's 30th anniversary and we recognised this achievement throughout the year during our awareness campaigns and fundraising activities.

We developed our new strategy for the charity, following a robust process used successfully by us previous years, and ensuring that the MS community participated in developing our plans for the future.

We had two key marketing objectives for the year. The first was to increase the reach of our services, which is demonstrated above. The second was to make more people aware of our fundraising opportunities and we are pleased to report that new fundraisers grew by 84%. This was achieved through implementing our new marketing strategy and increasing the staff team by one additional member which has allowed us to restructure roles and recruit people with specific specialisms.

This investment has also resulted in an increase of 107% in organic website traffic, an 81% increase in page views, a 29% increase in blog readers and a 33% increase in people reading our online news. Similarly, we have experienced growth in our social media channels and email marketing conversion rates, boosting the reach of our services and fundraising.

Fundraising receipts came in at 99.8% of our budget for the year. Whilst the first half of the year was slower, and the impact of two marathons in six months of each other meant that fundraising was harder to achieve, the second half of the year was very strong for both event and community fundraising.

In 2023, we expanded our fundraising activities further to include several successful new activities including two Big Give campaigns, our new London-based challenge The Tower Walk and a knitting challenge. All activities also brought new fundraisers to the charity. We had a record year for Skydiving with the highest number of fundraisers taking on skydiving challenges in one year to date.

'MS-UK have communicated and encouraged me all the way and I'm so honoured I'm able to do this to raise money and awareness.'

Following two campaigns, we increased regular donors by 59% and used The Big Give Christmas Campaign to engage major donors. Income from corporate organisations was not as successful as we hoped, but still represented a growth of 53% on 2022.

We have completed a full review of our CRM, data and processes and have identified a new system we will implement in 2024. This will enable us to integrate many of our systems as well as automate some of our processes, meaning that our staff will be able to put more of their focus in to delivering our services and building and maintaining relationships with supporters.

We continue to be an excellent employer and this year won an award for the Best Employers Eastern Region 2023 in their non-profit category. MS-UK achieved real Living Wage accreditation demonstrating our commitment to paying our staff fairly. We also rolled out personal development plans for all our staff, facilitated two team days and three charity-wide development sessions to further increase individual's skills and enhance teamwork.

We also saw an increase in the amount of support we are incredibly grateful to have received from volunteers this year, with 201 people providing 3,279 hours of their time running peer pods, supporting fundraising activities and undertaking administrative tasks.

We would like to sincerely thank everyone who has made our work possible – our partners, fundraisers, volunteers, funders, the companies that have supported us and our staff team for their dedication and incredible achievements.

Financial review

This year our income, compared with 2022, decreased by £51k (7%). We decreased our expenditure by £75k (8%). For 2023 we are reporting a deficit of £234,310 for the year.

We have operated with planned deficit budgets for the last two years. This reflects our strategy of drawing down on the reserves achieved from selling our property for two main purposes. The first is to offset the impact of the pandemic and cost-of-living crisis on our income and keep our services running. The second is to invest in fundraising and marketing so we can build a strong future for the charity where we can realise our growth plans over the next three years.

To achieve these aims, we are forecasting two further years where expenditure will exceed income, though to a lesser level than in 2023, and are aiming to achieve a balanced operating budget by 2026. This will enable the charity to become more sustainable and ensure we are here for as long as the MS community needs us.

Our reserves policy is to maintain free cash reserves at a minimum of six months operating costs, after fixed assets and restricted funds. This is to ensure the charity can continue current activities and commitments in the event of any significant drops in funding. Free cash reserves reported in these accounts are £655,762.

After thorough research and discussion with our community and at board meetings, it was agreed that we will continue not to accept funding from pharmaceutical organisations to assure all in our community that we will always put their best interests first.

Plans for next year

Following the development of our new three-year strategy, we have identified the following areas of focus for 2024.

Services

- Support up to 1,500 people through our online activities including weekly exercise classes, four exercise master classes, regular mindfulness courses, and three information sessions each month
- Grow our peer pods to support 225 people
- Provide information and emotional support to 1,200 people through our helpline
- Publish online and print our information booklets reaching more than 30,000 people
- Publish our six issues of our New Pathways magazine
- Provide MS training to at least 1,000 professionals

Fundraising

- Increase our income from events and community fundraising
- Partner with Cheshire half marathon as Charity of the Year
- Grow corporate relationships and income, including two activities that workplaces can get involved with and support the charity
- Launch a legacy giving campaign and partner with an organisation that offer free Will to our community members

Marketing

- Continue with our investment in marketing to the same level as 2023
- Partner with other national MS charities to deliver a joined-up MS Awareness Week campaign

Core business

- Purchase and embed a new CRM to improve the automation and integration of our processes
- Continue to invest in PDPs, training, and the wellbeing of our staff

Trustees' responsibilities statement

The trustees (who are also the directors of Multiple Sclerosis-UK Limited for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the income and expenditure of the charity for that period.

In preparing these financial statements, the trustees are required to

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP 2019 (FRS102)
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and

- 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 adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees' indemnity

Throughout the year an indemnity insurance policy was in place covering the trustees.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by order of the members of the board of Trustees on 23 May 2024 and signed on their behalf by:

.....

M Swan
Chair

Independent examiner's report
For the Year Ended 31 December 2023

Independent examiner's report to the Trustees of Multiple Sclerosis-UK Limited ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 December 2023.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the

Independent examiner's report (continued)
For the Year Ended 31 December 2023

Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

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. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:

Dated: 24 May 2024

Thomas Maddocks FCA FMAAT

Griffin Chapman
Chartered Accountants
4 & 5 The Cedars, Apex 12 Old Ipswich Road
Colchester Essex CO7 7QR

Statement of financial activities (incorporating income and expenditure account)
For the Year Ended 31 December 2023

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Income from:					
Donations and legacies	3	**21,454**	**108,266**	**129,720**	*181,756*
Charitable activities	4	**32,000**	**57,246**	**89,246**	*169,095*
Other trading activities	5	**-**	**471,616**	**471,616**	*404,596*
Investments	6	**-**	**16,058**	**16,058**	*2,188*
Total income		**53,454**	**653,186**	**706,640**	*757,635*
Expenditure on:					
Raising funds	7	**-**	**341,476**	**341,476**	*240,427*
Charitable activities		**86,686**	**512,788**	**599,474**	*775,383*
Total expenditure		**86,686**	**854,264**	**940,950**	*1,015,810*
Net expenditure		**(33,232)**	**(201,078)**	**(234,310)**	*(258,175)*
Transfers between funds	19	**7,534**	**(7,534)**	**-**	-
Net movement in funds		**(25,698)**	**(208,612)**	**(234,310)**	*(258,175)*
Reconciliation of funds:					
Total funds brought forward		**33,517**	**903,373**	**936,890**	*1,195,065*
Net movement in funds		**(25,698)**	**(208,612)**	**(234,310)**	*(258,175)*
Total funds carried forward		**7,819**	**694,761**	**702,580**	*936,890*

The Statement of financial activities includes all gains and losses recognised in the year.
The notes on pages 22 to 38 form part of these financial statements

Balance sheet | As at 31 December 2023

	Note		2023 £		2022 £
Fixed assets					
Tangible assets	14		**16,056**		*16,279*
			16,056		*16,279*
Current assets					
Debtors	15	**82,363**		*66,487*	
Investments	16	**173,439**		*621,266*	
Cash at bank and in hand		**490,142**		*278,558*	
		745,944		*966,311*	
Creditors: amounts falling due within one year	17	**(59,420)**		*(45,700)*	
Net current assets			**686,524**		*920,611*
Total assets less current liabilities			**702,580**		*936,890*
Net assets excluding pension asset			**702,580**		*936,890*
Total net assets			**702,580**		*936,890*
Charity funds					
Restricted funds	19		**7,819**		*33,517*
Unrestricted funds	19		**694,761**		*903,373*
Total funds			**702,580**		*936,890*

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

Balance sheet (continued) As at 31 December 2023

The financial statements were approved and authorised for issue by the Trustees on 23 May 2024 and signed on their behalf by:

.....

Matthew Swan
Trustee

The notes on pages 23 to 42 form part of these financial statements.

Statement of cash flows
For the Year Ended 31 December 2023

	2023 £	*2022* *£*
Cash flows from operating activities		
Net cash used in operating activities	**(247,197)**	*(146,824)*
Cash flows from investing activities		
Interest received	**16,058**	*2,188*
Purchase of tangible fixed assets	**(5,104)**	*(3,620)*
Net cash provided by/(used in) investing activities	**10,954**	**(1,432)**
Cash flows from financing activities		
Net cash provided by financing activities	**-**	**-**
Change in cash and cash equivalents in the year	**(236,243)**	**(148,256)**
Cash and cash equivalents at the beginning of the year	**899,824**	*1,048,080*
Cash and cash equivalents at the end of the year	**663,581**	*899,824*

The notes on pages 23 to 42 form part of these financial statements

Notes to the financial statements
For the Year Ended 31 December 2023

1. General information

Multiple Sclerosis-UK Limited is a company limited by guarantee, registered in England and Wales, registration number 02842023. The address of the registered office is D3, Knowledge Gateway, Nesfield Road, Colchester, Essex, CO4 3ZL. It is also a registered charity, registration number 1033731. Further details are included in the Trustees' Report.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Multiple Sclerosis-UK Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The financial statements have been prepared on a going concern basis as the trustees are of the view that the charity will continue in operational existence for at least the next few years.

In forming their view, they have considered and revised the plans and budgets to respond to and address the impact of the challenging economic climate and reduced grant funding. The charity has responded positively to these challenges, identifying and growing opportunities to raise funds whilst meeting service user needs in an effective manner.

They have considered the closing position of the charity at 31 December 2023 showing strong positive levels of cash, net current assets, unrestricted funds and carefully considered budgets and plans for future periods.

Notes to the financial statements
For the Year Ended 31 December 2023

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in accordance with the Statement of Recommended Practice. Due to the practical difficulties involved in valuing a large number of low value items, goods donated for resale through the charity's online shop are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Notes to the financial statements For the Year Ended 31 December 2023

2. Accounting policies (continued)

2.6 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Freehold property	-	2% straight line
Improvements to property	-	2% straight line
Fixtures and fittings	-	25% reducing balance
Office equipment	-	25% reducing balance

No depreciation is provided on land.

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

Notes to the Financial Statements
For the Year Ended 31 December 2023

2. Accounting policies (continued)

2.10 Financial instruments

The charity only has financial assets and financial 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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 costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Notes to the Financial Statements
For the Year Ended 31 December 2023

3. Income from donations and legacies

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Donations and Gift aid	21,454	101,647	**123,101**	*101,530*
Legacies	-	6,619	**6,619**	*80,226*
	21,454	108,266	**129,720**	*181,756*
Total 2022	-	*181,756*	*181,756*	

4. Income from charitable activities

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Grants	32,000	-	**32,000**	*109,314*
Other income	-	6,600	**6,600**	*7,509*
New pathways subscriptions	-	29,261	**29,261**	*31,761*
Support sessions	-	21,385	**21,385**	*20,511*
	32,000	57,246	**89,246**	*169,095*
Total 2022	*109,314*	*59,781*	*169,095*	

Notes to the Financial Statements
For the Year Ended 31 December 2023

5. Income from fundraising activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Fundraising	459,355	**459,355**	*387,254*
Advertising and other	12,261	**12,261**	*17,342*
	471,616	**471,616**	*404,596*
Total 2022	*404,596*	*404,596*	

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Interest received	16,058	**16,058**	*2,188*
Total 2022	*2,188*	*2,188*	

Notes to the Financial Statements
For the Year Ended 31 December 2023

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Direct fundraising costs	282,044	**282,044**	*185,213*
Support costs	59,432	**59,432**	*55,214*
	341,476	**341,476**	*240,427*
Total 2022	*240,427*	*240,427*	

8. Expenditure on charitable activities

	Charitable activities 2023 £	Support costs 2023 £	Total funds 2023 £	*Total funds 2022 £*
Information and support services	461,225	138,249	**599,474**	*775,383*
Total 2022	*606,522*	*168,861*	*775,383*	

Notes to the Financial Statements
For the Year Ended 31 December 2023

9. Further analysis of expenditure on charitable activities

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Direct costs	81,092	379,194	**460,286**	*604,097*
Support costs (note 11)	5,594	129,832	**135,426**	*168,861*
Governance costs: Independent examination fees	-	2,625	**2,625**	*2,425*
	86,686	511,651	**598,337**	*775,383*
Total 2022	*336,545*	*438,838*	*775,383*	

10. Support costs

	Raising funds 2023 £	Charitable activities 2023 £	Total funds 2023 £	*Total funds 2022 £*
Printing, postage, stationery and telephone	16,065	36,606	**52,671**	*58,499*
IT and equipment	15,258	34,767	**50,025**	*63,522*
Personnel, professional fees and training	3,505	7,987	**11,492**	*20,563*
Travel and subsistence	3,891	8,867	**12,758**	*13,175*
Repairs and maintenance	2,688	6,125	**8,813**	*10,502*
General office costs, including utilities	18,025	41,073	**59,098**	*57,814*
	59,432	135,425	**194,857**	*224,075*
Total 2022	*55,214*	*168,861*	*224,075*	

The costs have been apportioned on the basis of staff costs.

Notes to the Financial Statements
For the Year Ended 31 December 2023

11. Independent examiner's remuneration

	2023 £	*2022* *£*
Fees payable to the charity's independent examiner for the independent examination of the charity's annual accounts	**2,625**	*2,425*
Fees payable to the charity's independent examiner in respect of:		
All other services not included above	**1,789**	*1,520*

12. Staff costs

	2023 £	*2022* *£*
Wages and salaries	**550,038**	*554,195*
Social security costs	**47,274**	*45,968*
Contribution to defined contribution pension schemes	**10,692**	*10,036*
	608,004	*610,199*

The average number of persons employed by the charity during the year was as follows:

	2023 No.	*2022* *No.*
Charitable activities	**11**	*13*
Cost of generating funds	**5**	*7*
Management and administration of the charity	**5**	*5*
	21	*25*

Notes to the Financial Statements
For the Year Ended 31 December 2023

12. Staff costs (continued)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2023 No.	*2022 No.*
In the band £60,001 - £70,000	**1**	*1*

The senior management team received remuneration totalling £245,403 (2022 : £228,123).

13. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2022 - £NIL)*.

During the year ended 31 December 2023, no Trustee expenses have been incurred *(2022 - £NIL)*.

Notes to the Financial Statements
For the Year Ended 31 December 2023

14. Tangible fixed assets

	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation			
At 1 January 2023	**16,756**	**40,216**	**56,972**
Additions	**-**	**5,104**	**5,104**
Disposals	**-**	**(10,139)**	**(10,139)**
At 31 December 2023	**16,756**	**35,181**	**51,937**
Depreciation			
At 1 January 2023	**12,058**	**28,635**	**40,693**
Charge for the year	**1,162**	**3,229**	**4,391**
On disposals	**-**	**(9,202)**	**(9,202)**
At 31 December 2023	**13,220**	**22,662**	**35,882**
Net book value			
At 31 December 2023	**3,536**	**12,519**	**16,055**
At 31 December 2022	*4,698*	*11,581*	*16,279*

15. Debtors

	2023 £	*2022 £*
Due within one year		
Trade debtors	**3,757**	*5,691*
Other debtors	**750**	*1,549*
Prepayments and accrued income	**77,856**	*59,247*
	82,363	*66,487*

Notes to the Financial Statements
For the Year Ended 31 December 2023

16. Current asset investments

	2023 £	2022 £
Balances held on deposit	**173,439**	*621,266*

17. Creditors: Amounts falling due within one year

	2023 £	2022 £
Trade creditors	**56,087**	*41,636*
Other creditors	**294**	*904*
Accruals and deferred income	**3,039**	*3,160*
	59,420	*45,700*

18. Financial instruments

	2023 £	2022 £
Financial assets		
Financial assets measured at transaction price	**4,507**	*7,240*

	2023 £	2022 £
Financial liabilities		
Financial liabilities measured at transaction price	**56,381**	*42,540*

Financial assets measured at fair value through income and expenditure comprise debtors and sundry debtors.

Financial liabilities measured at fair value through income and expenditure comprise trade creditors, others creditors and bank loans.

Notes to the Financial Statements
For the Year Ended 31 December 2023

19. Statement of funds

Statement of funds - current year

	Balance at 1 January 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2023 £
General funds					
Designated funds					
Designated Funds - premises	**400,000**	**-**	**-**	**-**	**400,000**
General funds					
General Funds - all funds	**503,373**	**653,185**	**(854,263)**	**(7,534)**	**294,761**
Total Unrestricted funds	**903,373**	**653,185**	**(854,263)**	**(7,534)**	**694,761**
Restricted funds					
CAF main grant and resilience support grant	**28,517**	**-**	**(36,051)**	**7,534**	**-**
Edward Gostling Foundation	**-**	**25,000**	**(25,000)**	**-**	**-**
Ladbrokes Coral Trust	**-**	**1,000**	**(1,000)**	**-**	**-**
The Big Give - Peer Support	**-**	**10,590**	**(10,590)**	**-**	**-**
The Big Give Helpline	**-**	**10,864**	**(8,045)**	**-**	**2,819**
The Grace Trust	**-**	**1,000**	**(1,000)**	**-**	**-**
The Light Fund	**5,000**	**5,000**	**(5,000)**	**-**	**5,000**
	33,517	**53,454**	**(86,686)**	**7,534**	**7,819**
Total of funds	**936,890**	**706,639**	**(940,949)**	**-**	**702,580**

The CAF main and resiliance grant are to support the delivery of core wellbeing support services. This grant relates to expenditure up to 31 March 2023.

The Edward Gostling Foundation fund to support core services and activities.

Notes to the Financial Statements
For the Year Ended 31 December 2023

19. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 January 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2022 £
Unrestricted designated funds					
Designated Funds - premises	*400,000*	-	-	-	*400,000*
General funds					
General Funds - all funds	*576,395*	*648,321*	*(679,265)*	*(42,078)*	*503,373*
Total Unrestricted funds	*976,395*	*648,321*	*(679,265)*	*(42,078)*	*903,373*
Restricted funds					
National Lottery Community Fund	*35,335*	*77,814*	*(155,227)*	*42,078*	-
CAF main grant and resilience support grant	*183,335*	-	*(154,818)*	-	*28,517*
February Foundation	-	*5,000*	*(5,000)*	-	-
Edward Gostling Foundation	-	*10,000*	*(10,000)*	-	-
Edith Murphy counselling grant	-	*5,000*	*(5,000)*	-	-
Jules T Foundation	-	*1,500*	*(1,500)*	-	-
Inman Grant	-	*3,000*	*(3,000)*	-	-
The Hospital Saturday Fund	-	*2,000*	*(2,000)*	-	-
The Light Fund	-	*5,000*	-	-	*5,000*
	218,670	*109,314*	*(336,545)*	*42,078*	*33,517*
Total of funds	*1,195,065*	*757,635*	*(1,015,810)*	-	*936,890*

Notes to the Financial Statements
For the Year Ended 31 December 2023

20. Summary of funds

Summary of funds - current year

	Balance at 1 January 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2023 £
Designated funds	**400,000**	**-**	**-**	**-**	**400,000**
General funds	**503,373**	**653,185**	**(854,263)**	**(7,534)**	**294,761**
Restricted funds	**33,517**	**53,454**	**(86,686)**	**7,534**	**7,819**
	936,890	**706,639**	**(940,949)**	**-**	**702,580**

Summary of funds - prior year

	Balance at 1 January 2022 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Balance at 31 December 2022 £*
Designated funds	*400,000*	-	-	-	*400,000*
General funds	*576,395*	*648,321*	*(679,265)*	*(42,078)*	*503,373*
Restricted funds	*218,670*	*109,314*	*(336,545)*	*42,078*	*33,517*
	1,195,065	*757,635*	*(1,015,810)*	-	*936,890*

21. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	-	16,056	**16,056**
Current assets	7,819	738,125	**745,944**
Creditors due within one year	-	(59,420)	**(59,420)**
Total	7,819	694,761	**702,580**

Notes to the Financial Statements
For the Year Ended 31 December 2023

21. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2022 £	*Unrestricted funds 2022* £	*Total funds 2022* £
Tangible fixed assets	-	*16,279*	*16,279*
Current assets	*33,517*	*932,794*	*966,311*
Creditors due within one year	-	*(45,700)*	*(45,700)*
Total	*33,517*	*903,373*	*936,890*

22. Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	*2022* £
Net expenditure for the year (as per Statement of Financial Activities)	**(234,310)**	*(258,175)*
Adjustments for:		
Depreciation charges	**4,392**	*4,667*
Interest received	**(16,058)**	*(2,188)*
(Profit)/ Loss on disposal of fixed assets	**936**	*232*
(Increase)/Decrease in debtors	**(15,876)**	*92,178*
Increase/(Decrease) in creditors	**13,719**	*16,462*
Net cash used in operating activities	**(247,197)**	*(146,824)*

Notes to the Financial Statements
For the Year Ended 31 December 2023

23. Analysis of cash and cash equivalents

	2023 £	*2022 £*
Cash in hand	**490,142**	*278,558*
Notice deposits (less than 3 months)	**173,439**	*621,266*
Total cash and cash equivalents	**663,581**	*899,824*

24. Analysis of changes in net debt

	At 1 January 2023 £	Cash flows £	At 31 December 2023 £
Cash at bank and in hand	**278,558**	**211,584**	**490,142**
Liquid investments	**621,266**	**(447,827)**	**173,439**
	899,824	**(236,243)**	**663,581**

25. Pension commitments

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund during the year and amounted to £10,692 (2022 - £10,036). At the year-end date £2,609 (2022 - £2,354) were due to the fund and are included within creditors.

26. Operating lease commitments

At 31 December 2023 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023 £	*2022* *£*
Not later than 1 year	**21,669**	*31,000*
Later than 1 year and not later than 5 years	**12,477**	*18,104*
	34,146	*49,104*

27. Company limited by guarantee

The company is limited by guarantee without share capital. The liability of the members is limited.

Every member of the charitable company undertakes to contribute to the assets of the charitable company in the event of the charitable company being wound up while they are a member, or within one year after they cease to be a member, for payment of the debts and liabilities of the charitable company contracted before they cease to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributories among themselves, such as may be required not exceeding £1.

If upon the winding-up or dissolution of the charitable company there remains, after the satisfaction of all debts and liabilities, any property whatsoever, the sum shall not be paid to or distributed among the members of the charitable company, but shall be given or transferred to some other charitable institution or institutions having objects similar to the objects of the charitable company and which shall prohibit the distribution of its or their income and property to any extent at least as great as is imposed on the company under or by virtue the Memorandum and Articles of Association.

Notes to the Financial Statements
For the Year Ended 31 December 2023

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28. Related party transactions

During the year the charitable company reimbursed expenses totalling £1,305 (2022 : £nil) to Philip Startin a trustee who provided online courses free of charge.

MULTIPLE SCLEROSIS-UK LIMITED

England & Wales - Charity number 1033731

Accounts

MS-UK

Supporting your MS journey

Multiple Sclerosis-UK Limited

(A company limited by guarantee)

Unaudited

Trustees' report and financial statements

For the Year Ended 31 December 2022

Registered number: 02842023
Charity number: 1033731

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Reference and Administrative Details of the Charity, its Trustees and Advisers For the Year Ended 31 December 2022

Trustees	Matthew Swan, Chair Michael Herington Claire Rowles Fiona Corrigan Laura Shukla Philip Startin Charles Stebbings Rebecca Armstrong Laura Marsden Suzanne Rafla
Company registered number	02842023
Charity registered number	1033731
Registered office	D3 Knowledge Gateway Nesfield Road Colchester Essex CO4 3ZL
Chief executive officer	Amy Woolf
Independent examiner	Griffin Chapman Chartered Accountants 4 & 5 The Cedars, Apex 12 Old Ipswich Road Colchester CO7 7QR

Trustees' report

The board of trustees, who are also directors for the purposes of the Companies Act, present their annual report and financial statements of Multiple Sclerosis-UK Limited for the year ended 31 December 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" and have followed UK generally accepted accounting principles in preparing the annual report and financial statements. The trustees' report is also a directors' report as required by s417 of the Companies Act 2006.

Legal and administrative information

The information given on page 1 forms part of this report. As noted on page 3, the charity also operates under the name MS-UK.

The trustees during the year under review were as follows

Rebecca Armstrong (appointed 17 June 2022)
Michael Herington
Claire Rowles (previously Offord)
Fiona Corrigan (previously Sakal)
Laura Marsden
Suzanne Rafla (appointed 17 June 2022)
Laura Shukla (appointed 17 June 2022)
Philip Startin
Charles Stebbings
Matthew Swan (Chair)

Retirement of trustees

The following trustees are to retire in accordance with the Articles of Association and, being eligible, offered themselves for re-appointment

Claire Rowles
Philip Startin
Charlie Stebbings

Senior management personnel

The senior management personnel throughout the year were the following

Diana Crowe
Sarah-Jane Elliott
Jill Purcell
Amy Woolf
Sarah Wright

The remuneration of all staff, including the senior management team, is consistent with our pay policy. At appointment, salaries are set in keeping with the market value, individual experience and expertise, and benchmarked against salaries for our sector. Pay reviews are conducted annually in light of the charity's budget, performance to strategy, individual performance and market analysis.

Structure, governance and management

Multiple Sclerosis-UK Limited is a charity registered with the Charity Commission, charity number 1033731, and a limited company, registered at Companies House, company number 02842023, trading as MS-UK.

The board of trustees is responsible for the governance and strategic direction of MS-UK. Our most recent strategic plan can be found on our website at www.ms-uk.org/aboutus.

The board of trustees continue to ensure both the good governance and proper administration of MS-UK in keeping with its Articles of Association. Day to day responsibility for the running of the organisation is delegated to the Chief Executive, Amy Woolf, and her team.

We recruited three new board members this year through an open recruitment process. We have provided a robust induction process enabling our newest members to fully fulfil their role.

Our board now consists of ten members and each are committed to ensuring that the charities' governance arrangements are effective. The board meets quarterly to fulfil its duties, and hold an additional strategy day for the board and management team.

At the time of our AGM, the board reviewed the charities' governing document and was satisfied that it continued to be fit for purpose.

Trustees maintain overall supervision of both the financial and operational performance of the charity and receive accurate and timely updates from the Chief Executive and her team.

The trustees monitor the risks faced by MS-UK at each board meeting, and strategy day, and are therefore in a position to ensure controls, policies and procedures are in place to deal with any issues effectively should they arise.

The main risk faced by MS-UK is the reliance on fundraising to support our services. Income from fundraising events and community fundraising continue to be impacted as our supporters face the current increased costs of living. We are continually looking to increase

our income from other sources, however we are mindful that this is true for most charities and therefore it may be difficult to stand out and gain support for MS-UK above others.

Another risk to the charity is potentially losing key staff members. As a small team any role can be vital and we are aware that recruitment and on-boarding of skilled staff can have significant cost. We therefore ensure that we treat our colleagues well, offer them fair renumeration and are flexible wherever possible so we can retain our talented and committed team.

Objects and activities

MS-UK is a national charity formed in 1993. We are here for people affected by multiple sclerosis (MS) – that's around 130,000 people in the UK and 2.3 million worldwide.

MS is a condition that affects the central nervous system – your brain and spinal cord. There is currently no cure. The symptoms people experience vary greatly from person to person and over time. Such symptoms may include fatigue, pain, sensory problems such as with vision, cognition difficulties and issues with bodily functions such as speech and swallowing and bladder and bowel control.

Just as there is no cure, there is also no definitive understanding of the cause of MS. This means that there is no consensus on how to treat or manage MS, especially as the condition progresses, doubling the uncertainty in people's lives and those around them.

This is why MS-UK has always been at the forefront of promoting choice, of providing people with all the information and support they need to live life as they wish to with MS. We will always respect people's rights to make informed decisions for themselves.

We are dedicated to improving the understanding of MS and providing support where it is needed most.

Ultimately, we are here to support people affected by MS to live healthier and happier lives.

Our objects are

- The relief of people affected by multiple sclerosis and other similar conditions
- To promote and protect the physical and mental health of those affected by multiple sclerosis through the provision of information, support, engagement and awareness including the provision of recreational activities
- The advancement of education of those affected by multiple sclerosis in any treatment, therapy or subject relating to multiple sclerosis including the promotion of research

Trustees' Report
For the Year Ended 31 December 2022

The trustees confirm they have had regard to the Charity Commission's guidance on public benefit and the charity's core activities, in keeping with our objects.

Our core services to fulfil our objects are

Online activities

This service continues to grow year on year. We provide a wide range of online classes, courses, workshops and information sessions. Our online exercise classes are specially designed to help people affected by MS stay active at home and manage their wellbeing. These classes offer accessible exercise for all abilities.

We provide regular online courses such as mindfulness, chair yoga and writing for wellbeing. Our information sessions have included subjects such as managing fatigue, improving cognition and healthy habits. We are continually working with the MS community to find out what more we could provide that would support them with their health and wellbeing further.

We also facilitate online social groups, known as peer pods. These are volunteer-led online social gatherings using Zoom bringing people together to create friendships and peer support. People come together in various groups including newly diagnosed, young people and carers.

MS-UK Helpline

Unlike other helplines, our trained helpline staff provide information and emotional support to people with MS, their carers and families about anything related to life with MS, from drug therapies to complementary therapies and accessing benefits to home aids and adaptations. This can be over the phone, by email, live web chat or letter. There are no restrictions on what we will discuss, we have no time limits and we support people as often as they need us to. The team also publish our information booklets, Choices, on a wide range of subjects available on our website and in print.

Training and eLearning

We have developed two online courses – Understanding MS, and Counselling people with MS. These interactive digital courses include both information and lived experiences of people affected by MS and are primarily aimed at professionals.

We also launched online training webinars this year. These can be bespoke sessions aimed at a specific audience such as Social Prescribers, or general sessions open to the public. All sessions are run by a member of our helpline team and a person living with MS to ensure they include lived experience.

New Pathways

Our bi-monthly magazine is a go-to resource for people affected by MS. The magazine has been a lifeline for people by providing the latest news, research and thinking about how to live well with the condition. Our editor understands the importance of ensuring there are no taboo subjects and that all possible options for managing life with MS are researched and presented in a balanced way. Subjects covered vary from the latest research news and letters pages to complementary therapies and peoples' stories providing support and inspiration to others.

MS-UK Counselling

This was the only service of its kind in the UK. We provided MS-specific counselling to support our clients' mental health and wellbeing. Our counsellors were BACP registered and received comprehensive training on life with multiple sclerosis (MS) at induction to ensure they provided the best possible support to people with MS. Our counsellors supported people with mental health issues such as anxiety, depression and difficulties with acceptance. Many of our clients who accessed our counselling service reported feeling more connected with others, are more able to cope when things go wrong, sleep better and feel more hopeful about their future.

Achievements and performance indicators

Strategic priority 1: Supporting people affected by multiple sclerosis to be healthier and happier

Online activities

In 2022, our online activities were delivered for a second full year to our online community. We were able to build on the initial success and learning from 2021 to significantly increase the reach and variety of activities we had to offer.

We continued with the core offering of the service which included our weekly classes of exercise and chair yoga, our four and eight-week mindfulness courses, and monthly information sessions. Using the feedback and suggestions we were able to trial new weekly classes of Pilates, diversify our poetry courses to trial a new 'writing for wellbeing' course, pilot a new course on 'healthy habits' plus offer and deliver a range of monthly topics in the form of workshops, where we discussed low dose naltrexone, pregnancy and haematopoietic stem cell transplantation, collaborating with researchers and other organisations.

94 per cent of our attendees report that our activities support them to maintain or improve their symptom management.

"I greatly appreciate all you do to provide interesting activities which stimulate people with MS and give them hope that MS is only part of their life and that each one can participate and realise life can be better if they strive to manage how they can be fitter mentally and physically."

Our Peer Pods are groups that are open to anyone living with MS or their caregivers. Sessions are hosted regularly on Zoom, in order to share experiences, provide support and encouragement, and to socialise in a safe space. These sessions are facilitated by a trained volunteer Peer Supporter who has been recruited from within the group. This year volunteers gave 520 hours of their time to our peer pods enabling us to create five new groups.

"I find the MS-UK peer pod for MS caregivers the best support group I have come across yet. Truly makes me feel like this charity is listening and cares about directly helping us. The peer pods have been a 'life saver' for me when I was full of woe and grief, feeling alone in my struggles to be a caring and understanding partner to my partner struggling with the way MS affects his life."

During 2022, we reached over 7,500 individual session attendances, this was 2,500 more than in 2021, we near doubled the number of unique users for the service with a total of 839 and delivered just short of a thousand live sessions across all online activities.

Feedback from our users is that they would benefit from a more streamlined process for signing up to our activities and the option to donate monthly. We have been working to develop a new section within our website that will allow both these functions and aim to launch this early next year.

MS-UK Helpline

This year our helpline supported 1,200 through calls, emails, and webchats. The most common reason people contacted us was for emotional support. This was followed by symptoms, diagnosis and medication. The majority of our contacts deal with complex enquiries often requiring research and detailed follow up information.

For more general MS information, our helpline team produce our Choices booklets. This year they created two new booklets, Pregnancy and MS and Haematopoietic stem cell transplantation (HSTC) and reviewed seven current booklets. They additionally created new online content on MS and Work, Benefits and MS and Care and Support. More than 27,000

people read our content online, and we dispatched over 3,000 printed booklets.

We routinely ask for feedback on our service. This year:

- 94 per cent said they found the staff to be professional, knowledgeable, and provided a high-quality service
- 80 per cent said contact made with the MS-UK Helpline improved their understanding of MS
- 84 per cent said they got the information and/or support they needed

"I have used the service three times now. Once when I suspected MS, once before choosing medication and considering how it fits into family planning, and recently about managing work and maternity. Each time has been fantastic."

"The team is my MS lifeline and a wonderful friendly resource to help navigate this journey."

New Pathways magazine

We continued to publish our magazine New Pathways. The magazine is our way of ensuring that people can access trusted information, the latest news and research and inspirational stories, particularly for those that do not use the internet. As with many magazines, our subscriber numbers fell this year as many people began to cancel non-essential costs. We finished the year with just under 1,800 subscribers.

"I have MS and look forward to hearing about any new treatments or apparatus or innovations that are coming along. I like to read about other people and how they overcome problems or obstacles. I like to hear about new ideas, and new understanding of the disease. It is always useful to know what benefits are available, also about problems others have had accessing them."

MS-UK Counselling

MS-UK Counselling saw unprecedented demand in 2022 receiving over 400 referrals. We expanded the team to help us meet the demand and adopted a case management system to make administration of the service more effective. However, despite investing further in the service, we were unable to keep up with demand and had to close our waiting list on two occasions.

This service was funded by a number of trusts and foundations, but as a major fund comes to

an end, we have had to make the difficult decision to close this service at the end of March 2023. We are disappointed that we have not be able to attract funding to keep this valuable service running, but are proud that we have supported nearly 1,000 people over the course of the service, 264 of which were during this year, the highest number of people in any year prior. Feedback from our clients has told us

> 94% were experiencing no more, or less anxiety
>
> 93% were more able to cope when things go wrong
>
> 76% felt more happy
>
> 69% felt less helpless and less despair
>
> 62% were able to sleep better

"I have benefitted already in so many ways. My level of mental clarity, ease and overall wellbeing has improved a great deal from the process. I feel more at ease with my diagnosis and talking to others about it, and I am more hopeful that I will be able to cope with whatever the future may bring."

"Thank you. My counsellor made such a difference to my life at a time when I was finding it hard to move past the shock and sadness of my diagnosis."

Strategic priority 2: Increasing understanding of multiple sclerosis

This year we aimed to increase support available to professionals through our eLearning courses and training sessions. Our eLearning was completed by 56 individuals from all different professional backgrounds. We also provided webinar based training to an additional 727 people, including two webinars for 350 DWP staff, 67 care professionals and 112 Social Prescribers.

We also planned to launch our new website, which we did in the summer, and pilot a six-episode podcast, which due to availability of some of the participants, we have had to postpone until early 2023. All our social channels continued to grow this year, and we have made good use of e-newsletters to ensure people know about us and where to turn for support. We also ran a number of successful online campaigns including during MS Awareness Week and World MS day to help increase people's understanding of life with MS.

Finally, we have been working with an external agency to support us to create a marketing

strategy for our services and fundraising opportunities which we will be implementing in 2023.

Strategic priority 3: Managing our charity as efficiently and effectively as possible

We were pleased to see the return of in person fundraising events this year. Whilst some events performed better than others, we are pleased that overall our in-person and virtual fundraising events reached our budget expectations. Unfortunately, we were not able to increase the number of community fundraisers or support from corporate organisations, and recognise that the goals we set ourselves as we came out of pandemic restrictions, were difficult to reach as we entered a new financial climate where costs of living are significantly increasing. This also had an impact on donations and increased competition to secure funding from other sources such as Trusts and Foundations.

We finalised our trustee recruitment, welcoming three new board members. We are pleased to benefit from their skills and experience as well as their commitment to the MS community.

This year we reviewed our wellbeing initiatives, created a new process for personal development plans and created an internal equality, diversity and inclusion (EDI) group. After consulting with our team, we identified specific areas of EDI training they wanted to receive and worked with a local LGBTQ+ charity to deliver the training courses. Each year we run an anonymous staff survey and were pleased to receive an overall score of 9/10 for employee satisfaction. We also received an award from Great Place to Work in recognition of being a great employer, and also won an award from them for their Women at Work category. We achieved recognition through the Disability Confident Employer scheme at level 2.

We sought to increase support from volunteers and recruited three volunteer counsellors. We scored 9/10 on our volunteer satisfaction survey across the whole charity.

Financial review

Thanks to the fantastic work of our fundraising team, we finish the year in a better financial position than anticipated, given the impact of the continued rise in cost of living and therefore our ability to rely on the public to support us to the levels they have previously. Whilst these accounts report a deficit for 2022, £190,000 of our costs relate to restricted income received in the previous year for activities this year.

This year our income, compared with 2021, decreased by £179,005, (19%). We increased our expenditure by £146,516, (17%). For 2022 we are reporting a deficit of £258,175 for the year (2021 surplus of £67,346).

We have reviewed our reserves policy this year and agreed to keep our current policy to maintain free cash reserves at a minimum of six months operating costs (after fixed assets, restricted and designated funds). This is to ensure the charity can continue current activities and commitments in the event of any further significant drops in funding. Free cash reserves reported in these accounts are £866,307. We hold £400,000 of these funds in a designated fund for future property needs and will be reviewing our accommodation requirements when the break in our lease is reached.

Looking to the year ahead, two major funds have came to an end during the year within a few months of one another. We have been unable to secure continuation funding from the National Lottery, nor secure funding to replace that we have received from the Charities Aid Foundation.

This created a substantial deficit for 2023, which has now given rise to our difficult decision to close the counselling service. This decision alone will not achieve a balanced budget for the year ahead, but we are confident that we can rely on reserves to meet this medium-term shortfall. To ensure that this shortfall does not carry forward to 2024, we are focussing our efforts on growing the reach of our online activities and fundraising activities.

We continue not to accept money from companies manufacturing pharmaceuticals lest this should compromise our position, or perceived position on providing unbiased information and support to people affected by multiple sclerosis. We are therefore particularly grateful to all those individuals who have either personally, or through their place of work, supported MS-UK this year, as well as our funders and volunteers that provide support in their own time.

Plans for next year

Each of our activities in the coming year fall under one of our strategic aims

Supporting people affected by multiple sclerosis to be healthier and happier

- Increase the number of people we support through our helpline and training
- Review eight of our Choices booklets
- Increase the number of people we support through our online activities
- Launch a new online portal to make signing up to our activities easier and allow for monthly donations

- Continue to publish our New Pathways magazine and create a product directory
- Wind down our counselling service with care and compassion for the MS community and our staff
- Create a directory of people that have undertaken our Counselling People with MS training so we can signpost people to them

Increasing understanding of multiple sclerosis

- Provide six webinar training sessions to professionals
- Pilot a six-episode podcast for people affected by MS
- Implement our marketing strategy to increase the reach of our services and make more people aware of our fundraising opportunities, increasing our communications budget by 44%

Managing our charity as efficiently and effectively as possible

- Develop our next strategy
- Recognise our 30th anniversary
- Run a full calendar of fundraising events, both in-person and virtual
- Increase community fundraising income
- Increase corporate fundraising income
- Increase regular donors
- Implement a major donor strategy
- Review our CRM to ensure we are fit for the future
- Roll out our new PDP process
- Hold team days and development sessions for staff

Trustees' responsibilities statement

The trustees (who are also the directors of Multiple Sclerosis-UK Limited for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and regulations.

Trustees' Report
For the Year Ended 31 December 2022

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the income and expenditure of the charity for that period.

In preparing these financial statements, the trustees are required to

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- 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 adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees' indemnity

Throughout the year an indemnity insurance policy was in place covering the trustees.

Trustees' Report
For the Year Ended 31 December 2022

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by order of the members of the board of Trustees on 2 May 2023 and signed on their behalf by:

Mr M Swan
Chair

Independent examiner's report
For the Year Ended 31 December 2022

Independent examiner's report to the Trustees of Multiple Sclerosis-UK Limited ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 December 2022.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination

Independent examiner's report
For the Year Ended 31 December 2022

to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

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. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed: Dated: 5 May 2023

Thomas Maddocks ACA FMAAT

Griffin Chapman
Chartered Accountants
4 & 5 The Cedars, Apex 12
Old Ipswich Road
Colchester
CO7 7QR

Statement of financial activities (incorporating income and expenditure account)
For the Year Ended 31 December 2022

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Income from:					
Donations and legacies	3	-	181,756	181,756	*265,775*
Charitable activities	4	109,314	59,781	169,095	*381,028*
Other trading activities	5	-	404,596	404,596	*245,661*
Investments	6	-	2,188	2,188	*637*
Other income	7	-	-	-	*43,539*
Total income		109,314	648,321	757,635	*936,640*
Expenditure on:					
Raising funds	8	-	240,427	240,427	*261,629*
Charitable activities		336,545	438,838	775,383	*607,665*
Total expenditure		336,545	679,265	1,015,810	*869,294*
Net (expenditure)/income		(227,231)	(30,944)	(258,175)	*67,346*
Transfers between funds	20	42,078	(42,078)	-	-
Net movement in funds		(185,153)	(73,022)	(258,175)	*67,346*
Reconciliation of funds:					
Total funds brought forward as previously stated		218,670	976,395	1,195,065	*1,108,084*
Prior year adjustment		-	-	-	*19,635*
Total funds brought forward as restated		218,670	976,395	1,195,065	*1,127,719*
Net movement in funds		(185,153)	(73,022)	(258,175)	*67,346*
Total funds carried forward		33,517	903,373	936,890	*1,195,065*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 20 to 38 form part of these financial statements.

Balance sheet
As at 31 December 2022

	Note		2022 £		2021 £
Fixed assets					
Tangible assets	15		**16,279**		*17,558*
			16,279		*17,558*
Current assets					
Debtors	16	**66,487**		*158,665*	
Investments	17	**621,266**		*200,000*	
Cash at bank and in hand		**278,558**		*848,080*	
		966,311		*1,206,745*	
Creditors: amounts falling due within one year	18	**(45,700)**		*(29,238)*	
Net current assets			**920,611**		*1,177,507*
Total assets less current liabilities			**936,890**		*1,195,065*
Net assets excluding pension asset			**936,890**		*1,195,065*
Total net assets			**936,890**		*1,195,065*
Charity funds					
Restricted funds	20		**33,517**		*218,670*
Unrestricted funds	20		**903,373**		*976,395*
Total funds			**936,890**		*1,195,065*

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

Balance sheet (continued)
As at 31 December 2022

The financial statements were approved and authorised for issue by the Trustees on 2 May 2023 and signed on their behalf by:

Mr M Swan
Trustee

The notes on pages 20 to 38 form part of these financial statements.

Statement of cash flows
For the Year Ended 31 December 2022

	2022 £	2021 £
Cash flows from operating activities		
Net cash used in operating activities	**(146,824)**	*(110,441)*
Cash flows from investing activities		
Interest received	**2,188**	*637*
Proceeds from the sale of fixed assets	**-**	*573,500*
Purchase of tangible fixed assets	**(3,620)**	*(10,160)*
Net cash (used in)/provided by investing activities	**(1,432)**	**563,977**
Cash flows from financing activities		
Repayments of borrowing	**-**	*(38,013)*
Interest paid	**-**	*(638)*
Net cash provided by/(used in) financing activities	**-**	**(38,651)**
Change in cash and cash equivalents in the year	**(148,256)**	**414,885**
Cash and cash equivalents at the beginning of the year	**1,048,080**	*633,195*
Cash and cash equivalents at the end of the year	**899,824**	*1,048,080*

The notes on pages 20 to 38 form part of these financial statements

Notes to the financial statements
For the Year Ended 31 December 2022

Accounting policies

1. General information

Multiple Sclerosis-UK Limited is a company limited by guarantee, registered in England and Wales, registration number 02842023. The address of the registered office is D3, Knowledge Gateway, Nesfield Road, Colchester, Essex, CO4 3ZL. It is also a registered charity, registration number 1033731. Further details are included in the Trustees' Report.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Multiple Sclerosis-UK Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The financial statements have been prepared on a going concern basis as the trustees are of the view that the charity will continue in operational existence for at least the next few years.

In forming their view, they have considered and revised the plans and budgets to respond to and address the impact of the challenging economic climate and reduced grant funding. The charity has responded positively to these challenges, identifying and growing opportunities to raise funds whilst meeting service user needs in an effective manner.

They have considered the closing position of the charity at 31 December 2022 showing strong positive levels of cash, net current assets, unrestricted funds and carefully considered budgets and plans for future periods.

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the

Notes to the financial statements
For the Year Ended 31 December 2022

Accounting policies (continued)

2.3 Income (continued)

probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donated services and facilities are included at the value to the charity where this can be quantified.

The value of services provided by volunteers has not been included in these accounts in accordance with the Statement of Recommended Practice. Due to the practical difficulties involved in valuing a large number of low value items, goods donated for resale through the charity's online shop are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs

Notes to the financial statements
For the Year Ended 31 December 2022

Accounting policies (continued)

2.4 Expenditure (continued)

attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Freehold property	——	2% straight line
Improvements to property	——	2% straight line
Fixtures and fittings	——	25% reducing balance
Office equipment	——	25% reducing balance

No depreciation is provided on land.

Notes to the financial statements
For the Year Ended 31 December 2022

Accounting policies (continued)

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.10 Financial instruments

The charity only has financial assets and financial 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Notes to the financial statements
For the Year Ended 31 December 2022

Accounting policies (continued)

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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 costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Donations and Gift aid	101,530	**101,530**	*82,998*
Legacies	80,226	**80,226**	*182,777*
	181,756	**181,756**	*265,775*
Total 2021	*265,775*	*265,775*	

Notes to the financial statements
For the Year Ended 31 December 2022

4. Income from charitable activities

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Grants	109,314	-	**109,314**	*314,967*
Other income	-	7,509	**7,509**	*11,996*
Government JRS Grants	-	-	**-**	*2,517*
New pathways subscriptions	-	31,761	**31,761**	*35,167*
Support sessions	-	20,511	**20,511**	*16,381*
	109,314	59,781	**169,095**	*381,028*
Total 2021	*314,967*	*66,061*	*381,028*	

5. Income from fundraising activities
Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Fundraising	387,254	**387,254**	*227,790*
Advertising and other	17,342	**17,342**	*17,871*
	404,596	**404,596**	*245,661*
Total 2021	*245,661*	*245,661*	

Notes to the Financial Statements
For the Year Ended 31 December 2022

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Interest received	2,188	**2,188**	*637*
Total 2021	*637*	*637*	

7. Other incoming resources

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Profit/(loss) on the sale of the freehold property	-	-	*43,539*
Total 2021	*43,539*	*43,539*	

8. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Direct fundraising costs	185,213	**185,213**	*202,472*
Support costs	55,214	**55,214**	*59,157*
	240,427	**240,427**	*261,629*
Total 2021	*261,629*	*261,629*	

Notes to the Financial Statements
For the Year Ended 31 December 2022

9. Expenditure on charitable activities

	Charitable activities 2022 £	Support costs 2022 £	Total funds 2022 £	*Total funds 2021 £*
Information and support services	606,522	168,861	**775,383**	*607,665*
Total 2021	*442,403*	*165,262*	*607,665*	

10. Further analysis of expenditure on charitable activities

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Direct costs	282,557	321,540	**604,097**	*442,403*
Support costs (note 11)	53,988	114,873	**168,861**	*162,912*
Governance costs: Independent examination fees	-	2,425	**2,425**	*2,350*
	336,545	438,838	**775,383**	*607,665*
Total 2021	*186,491*	*421,174*	*607,665*	

Notes to the Financial Statements
For the Year Ended 31 December 2022

11. Support costs

	Raising funds 2022 £	Charitable activities 2022 £	Total funds 2022 £	*Total funds 2021 £*
Printing, postage, stationery and telephone	14,449	44,050	**58,499**	*77,399*
IT and equipment	15,690	47,832	**63,522**	*33,311*
Personnel, professional fees and training	4,948	15,615	**20,563**	*33,781*
Travel and subsistence	3,254	9,921	**13,175**	*10,793*
Repairs and maintenance	2,594	7,908	**10,502**	*38,627*
General office costs, including utilities	14,279	43,535	**57,814**	*28,158*
	55,214	168,861	**224,075**	*222,069*
Total 2021	*59,157*	*162,912*	*222,069*	

The costs have been apportioned on the basis of staff costs.

12. Independent examiner's remuneration

	2022 £	*2021 £*
Fees payable to the charity's independent examiner for the independent examination of the charity's annual accounts	**2,425**	*2,350*
Fees payable to the charity's independent examiner in respect of:		
All other services not included above	**1,520**	-

Notes to the Financial Statements
For the Year Ended 31 December 2022

13. Staff costs

	2022 £	*2021* *£*
Wages and salaries	**554,195**	*492,317*
Social security costs	**45,968**	*39,149*
Contribution to defined contribution pension schemes	**10,036**	*8,583*
	610,199	*540,049*

The average number of persons employed by the charity during the year was as follows:

	2022 No.	*2021* *No.*
Charitable activities	**13**	*12*
Cost of generating funds	**7**	*6*
Management and administration of the charity	**5**	*4*
	25	*22*

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2022 No.	*2021* *No.*
In the band £60,001 - £70,000	**1**	*1*

The senior management team received remuneration totalling £228,123 (2021 : £245,650).

14. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2021 - £NIL)*.

During the year ended 31 December 2022, no Trustee expenses have been incurred *(2021 - £NIL)*.

Notes to the Financial Statements
For the Year Ended 31 December 2022

15. Tangible fixed assets

	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation			
At 1 January 2022	**16,256**	**39,388**	**55,644**
Additions	**500**	**3,120**	**3,620**
Disposals	**-**	**(2,292)**	**(2,292)**
At 31 December 2022	**16,756**	**40,216**	**56,972**
Depreciation			
At 1 January 2022	**10,641**	**27,445**	**38,086**
Charge for the year	**1,417**	**3,250**	**4,667**
On disposals	**-**	**(2,060)**	**(2,060)**
At 31 December 2022	**12,058**	**28,635**	**40,693**
Net book value			
At 31 December 2022	**4,698**	**11,581**	**16,279**
At 31 December 2021	*5,615*	*11,943*	*17,558*

16. Debtors

	2022 £	*2021 £*
Due within one year		
Trade debtors	**5,691**	*8,603*
Other debtors	**1,549**	*470*
Prepayments and accrued income	**59,247**	*149,592*
	66,487	*158,665*

Notes to the Financial Statements
For the Year Ended 31 December 2022

17. Current asset investments

	2022 £	2021 £
Balances held on deposit	**621,266**	*200,000*

18. Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	**41,636**	*24,885*
Other creditors	**904**	*1,126*
Accruals and deferred income	**3,160**	*3,227*
	45,700	*29,238*

19. Financial instruments

	2022 £	2021 £
Financial assets		
Financial assets measured at transaction price	**7,240**	*9,869*

	2022 £	2021 £
Financial liabilities		
Financial liabilities measured at transaction price	**42,540**	*26,011*

Financial assets measured at fair value through income and expenditure comprise debtors and sundry debtors.

Financial liabilities measured at fair value through income and expenditure comprise trade creditors, others creditors and bank loans.

Notes to the Financial Statements
For the Year Ended 31 December 2022

20. Statement of funds

Statement of funds - current year

	Balance at 1 January 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2022 £
General funds					
Designated funds					
Designated Funds - premises	400,000	-	-	-	400,000
General funds					
General Funds - all funds	576,395	648,321	(679,265)	(42,078)	503,373
Total Unrestricted funds	976,395	648,321	(679,265)	(42,078)	903,373
Restricted funds					
National Lottery Community Fund	35,335	77,814	(155,227)	42,078	-
CAF main grant and resilience support grant	183,335	-	(154,818)	-	28,517
February Foundation	-	5,000	(5,000)	-	-
Edward Gostling Foundation	-	10,000	(10,000)	-	-
Edith Murphy counselling grant	-	5,000	(5,000)	-	-
Jules T Foundation	-	1,500	(1,500)	-	-
Inman Grant	-	3,000	(3,000)	-	-
The Hospital Saturday Fund	-	2,000	(2,000)	-	-
The Light Fund	-	5,000	-	-	5,000
	218,670	109,314	(336,545)	42,078	33,517
Total of funds	1,195,065	757,635	(1,015,810)	-	936,890

The National Lottery Community Fund relates to the running of MS-UK Online.

The CAF main and resiliance grant are to support the delivery of core wellbeing support services. This grant relates to expenditure up to 31 March 2023.

Notes to the Financial Statements
For the Year Ended 31 December 2022

20. Statement of funds (continued)

Statement of funds - prior year

	As restated Balance at 1 January 2021 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Balance at 31 December 2021 £*
Unrestricted designated funds					
Designated Funds - premises	-	-	-	*400,000*	*400,000*
General funds					
General Funds - all funds	*1,089,582*	*621,673*	*(682,803)*	*(452,057)*	*576,395*
Total Unrestricted funds	*1,089,582*	*621,673*	*(682,803)*	*(52,057)*	*976,395*
Restricted funds					
National Lottery Community Fund	*30,874*	*101,632*	*(126,717)*	*29,546*	*35,335*
National Lottery Community Fund - Covid	*7,263*	-	*(29,774)*	*22,511*	-
CAF main grant and resilience support grant	-	*183,335*	-	-	*183,335*
Texel Foundation counselling grant	-	*15,000*	*(15,000)*	-	-
February Foundation	-	*5,000*	*(5,000)*	-	-
Edward Gostling Foundation	-	*5,000*	*(5,000)*	-	-
Edith Murphy counselling grant	-	*5,000*	*(5,000)*	-	-
	38,137	*314,967*	*(186,491)*	*52,057*	*218,670*
Total of funds	*1,127,719*	*936,640*	*(869,294)*	-	*1,195,065*

Notes to the Financial Statements
For the Year Ended 31 December 2022

21. Summary of funds

Summary of funds - current year

	Balance at 1 January 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2022 £
Designated funds	**400,000**	**-**	**-**	**-**	**400,000**
General funds	**576,395**	**648,321**	**(679,265)**	**(42,078)**	**503,373**
Restricted funds	**218,670**	**109,314**	**(336,545)**	**42,078**	**33,517**
	1,195,065	**757,635**	**(1,015,810)**	**-**	**936,890**

Summary of funds - prior year

	As restated Balance at 1 January 2021 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Balance at 31 December 2021 £*
Designated funds	-	-	-	*400,000*	*400,000*
General funds	*1,089,582*	*621,673*	*(682,803)*	*(452,057)*	*576,395*
Restricted funds	*38,137*	*314,967*	*(186,491)*	*52,057*	*218,670*
	1,127,719	*936,640*	*(869,294)*	-	*1,195,065*

22. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	-	16,279	**16,279**
Current assets	33,517	932,794	**966,311**
Creditors due within one year	-	(45,700)	**(45,700)**
Total	33,517	903,373	**936,890**

Notes to the Financial Statements
For the Year Ended 31 December 2022

22. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2021 £	*Unrestricted funds 2021 £*	*Total funds 2021 £*
Tangible fixed assets	-	*17,558*	*17,558*
Current assets	*218,670*	*988,075*	*1,206,745*
Creditors due within one year	-	*(29,238)*	*(29,238)*
Total	*218,670*	*976,395*	*1,195,065*

23. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	*2021 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**(258,175)**	*67,346*
Adjustments for:		
Depreciation charges	**4,667**	*9,618*
Interest paid	**-**	*638*
Interest received	**(2,188)**	*(637)*
(Profit)/ Loss on disposal of fixed assets	**232**	*(43,539)*
(Increase)/Decrease in debtors	**92,178**	*(104,158)*
Increase/(Decrease) in creditors	**16,462**	*(39,709)*
Net cash used in operating activities	**(146,824)**	*(110,441)*

24. Analysis of cash and cash equivalents

	2022 £	*2021 £*
Cash in hand	**278,558**	*848,080*
Notice deposits (less than 3 months)	**621,266**	*200,000*
Total cash and cash equivalents	**899,824**	*1,048,080*

Notes to the Financial Statements
For the Year Ended 31 December 2022

25. Analysis of changes in net debt

	At 1 January 2022 £	Cash flows £	At 31 December 2022 £
Cash at bank and in hand	848,080	(569,522)	278,558
Liquid investments	200,000	421,266	621,266
	1,048,080	(148,256)	899,824

26. Pension commitments

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund during the year and amounted to £10,036 (2021 - £8,583). At the year-end date £2,354 (2021 : £1,674) were due to the fund and are included within creditors.

27. Operating lease commitments

At 31 December 2022 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	*2021 £*
Not later than 1 year	31,000	*30,443*
Later than 1 year and not later than 5 years	18,104	*48,288*
	49,104	*78,731*

Notes to the Financial Statements
For the Year Ended 31 December 2022

28. Company limited by guarantee

The company is limited by guarantee without share capital. The liability of the members is limited.

Every member of the charitable company undertakes to contribute to the assets of the charitable company in the event of the charitable company being wound up while they are a member, or within one year after they cease to be a member, for payment of the debts and liabilities of the charitable company contracted before they cease to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributories among themselves, such as may be required not exceeding £1.

If upon the winding-up or dissolution of the charitable company there remains, after the satisfaction of all debts and liabilities, any property whatsoever, the sum shall not be paid to or distributed among the members of the charitable company, but shall be given or transferred to some other charitable institution or institutions having objects similar to the objects of the charitable company and which shall prohibit the distribution of its or their income and property to any extent at least as great as is imposed on the company under or by virtue the Memorandum and Articles of Association.

MULTIPLE SCLEROSIS-UK LIMITED

England & Wales - Charity number 1033731

Accounts

MS-UK

Supporting your MS journey

Multiple Sclerosis-UK Limited

(A company limited by guarantee)

Unaudited

Trustees' report and financial statements

For the Year Ended 31 December 2021

Registered number: 02842023
Charity number: 1033731

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Reference and Administrative Details of the Charity, its Trustees and Advisers For the Year Ended 31 December 2021

Trustees	Mr M Swan, Chair Mr M Herington Mrs C Rowles Mrs F Corrigan Mrs L Shukla Mr P Startin Mr C Stebbings
Company registered number	02842023
Charity registered number	1033731
Registered office	D3 Knowledge Gateway Nesfield Road Colchester Essex CO4 3ZL
Chief executive officer	Amy Woolf
Independent examiner	Griffin Chapman Chartered Accountants 4 & 5 The Cedars, Apex 12 Old Ipswich Road Colchester CO7 7QR

Trustees' report

The board of trustees, who are also directors for the purposes of the Companies Act, present their annual report and financial statements of Multiple Sclerosis-UK Limited for the year ended 31 December 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" and have followed UK generally accepted accounting principles in preparing the annual report and financial statements. The trustees' report is also a directors' report as required by s417 of the Companies Act 2006.

Legal and administrative information

The information given on page 1 forms part of this report. As noted on page 3, the charity also operates under the name MS-UK.

The trustees during the year under review were as follows

Matthew Swan (Chair)
Michael Herington
Claire Rowles (previously Offord)
Fiona Corrigan (previously Sakal)
Laura Shukla
Philip Startin
Charles Stebbings

Retirement of trustees

The following trustees are to retire in accordance with the Articles of Association and, being eligible, offered themselves for re-appointment

Michael Herington
Laura Shukla

Senior management personnel

The senior management personnel throughout the year were the following

Diana Crowe
Sarah-Jane Elliott
Jill Purcell
Amy Woolf
Sarah Wright

The remuneration of all staff, including the senior management team, is consistent with our pay policy. At appointment, salaries are set in keeping with the market value individual experience and expertise, and benchmarked against salaries for our sector. Pay reviews are conducted annually in light of the charity's budget, performance to strategy, individual performance and market analysis.

Structure, governance and management

Multiple Sclerosis-UK Limited is a charity registered with the Charity Commission, charity number 1033731, and a limited company, registered at Companies House, company number 02842023, trading as MS-UK.

The board of trustees is responsible for the governance and strategic direction of MS-UK. Our most recent strategic plan can be found on our website at . In 2021 we reviewed our strategy in response to the impact of the pandemic on both our ability to raise funds and the growing acceptance of digital technology as an accessible and effective means for providing services.

The board of trustees continue to ensure both the good governance and proper administration of MS-UK in keeping with its Articles of Association. Day to day responsibility for the running of the organisation is delegated to the Chief Executive, Amy Woolf, and her team.

The board is currently made up of seven members and each are committed to ensuring that the charities' governance arrangements are effective. The board meet quarterly to fulfil its duties, and this year held an additional strategy day for the board and management team.

The board reviewed the charities' governing document and was satisfied that it continued to be fit for purpose, following comprehensive amendments in the previous year.

Trustees maintain overall supervision of both the financial and operational performance of the charity and receive accurate and timely updates from the CEO and her team.

The trustees monitor the risks faced by MS-UK at each board meeting, and strategy day, and are therefore in a position to ensure controls, policies and procedures are in place to deal with issues effectively should they arise.

The main risk faced by MS-UK is the reliance on fundraising event income from events such

as the London Marathon. However, we have worked hard to reduce this reliance and have been successful in continuing to diversify our income streams.

Objects and activities

MS-UK is a national charity formed in 1993. We are here for people affected by multiple sclerosis (MS) – that's around 130,000 people in the UK and 2.3 million worldwide.

MS is a condition that affects the central nervous system – your brain and spinal cord. There is currently no cure. The symptoms people experience vary greatly from person to person and over time. Such symptoms may include fatigue, pain, sensory problems such as with vision, cognition difficulties and issues with bodily functions such as speech and swallowing and bladder and bowel.

Just as there is no cure, there is also no definitive understanding of the cause of MS. This means that there is no consensus on how to treat or manage MS, especially as the condition progresses, doubling the uncertainty in people's lives and those around them.

This is why MS-UK has always been at the forefront of promoting choice, of providing people with all the information and support they need to live life as they wish to with MS. We will always respect people's rights to make informed decisions for themselves.

We are dedicated to improving the understanding of MS and providing support where it is needed most.

Ultimately we are here to support people affected by MS to live healthier and happier lives.

Our objects are

- The relief of people affected by multiple sclerosis and other similar conditions;
- To promote and protect the physical and mental health of those affected by multiple sclerosis through the provision of information, support, engagement and awareness including the provision of recreational activities; and
- The advancement of education of those affected by multiple sclerosis in any treatment, therapy or subject relating to multiple sclerosis including the promotion of research.

The trustees confirm they have had regard to the Charity Commission's guidance on public benefit and the charity's core activities, in keeping with our objects.

Trustees' Report (continued)
For the Year Ended 31 December 2021

Our core services to fulfil our objects are:

MS-UK Online

This service has grown rapidly in the last year. We now provide a wide range of online classes, courses, workshops and information sessions. Our online exercise classes are specially designed to help people affected by MS stay active at home and manage their wellbeing. These classes offer accessible exercise for all abilities.

We provide regular online courses such as mindfulness, chair yoga and poetry. Our information sessions have included subjects such as managing fatigue, improving cognition and healthy habits. We are continually working with the MS community to find out what more we could provide that would support them with their health and wellbeing further.

We also facilitate online social groups, known as peer pods. These are volunteer-led online social gatherings using Zoom bringing people together to create friendships and peer support. People come together in various groups including newly diagnosed, women's-only and media.

MS-UK Counselling

This is the only service of its kind in the UK. We provide MS-specific counselling to support our clients' mental health and wellbeing. Our counsellors are BACP registered and receive comprehensive training on life with multiple sclerosis (MS) at induction to ensure they provide the best possible support to people with MS. Our counsellors support people with mental health issues such as anxiety, depression and difficulties with acceptance. Many of our clients who have accessed our counselling service report feeling more connected with others, are more able to cope when things go wrong, sleep better and feel more hopeful about their future.

MS-UK Helpline

Unlike other helplines, our trained helpline staff provide information and emotional support to people with MS, their carers and families about anything related to life with MS, from drug therapies to complementary therapies and accessing benefits to home aids and adaptations. This can be over the phone, by email, live web chat or letter. There are no restrictions on what we will discuss, we have no time limits and we support people as often as they need us to. The team also publish our information booklets, Choices, on a wide range of subjects available on our website and in print.

New Pathways

Our bi-monthly magazine is a go-to resource for people affected by MS. The magazine has been a lifeline for people by providing the latest news, research and thinking about how to live well with the condition. Our editor understands the importance of ensuring there are no taboo subjects and that all possible options for managing life with MS are researched and presented in a balanced way. Subjects covered vary from the latest research news and letters pages to complementary therapies and peoples' stories providing support and inspiration to others.

eLearning

We have now developed two online courses – Understanding MS, and Counselling people with MS. These interactive digital courses include both information and lived experiences of people affected by MS and are primarily aimed at professionals.

Achievements and performance indicators

Strategic priority 1: Supporting people affected by multiple sclerosis to be healthier and happier

This year we launched MS-UK Online and now offer a large selection of services over the internet. We have had over 4,500 attendances this year delivered through:

300 exercise classes

4 mindfulness courses

83 chair yoga classes

30 information sessions, workshops and masterclasses

9 peer pods with an average of 40 attendees a month, delivered by 12 volunteers giving over 300 hours of their time

Feedback from support given includes;

"I hadn't realised that I hadn't properly accepted the diagnosis after 12 years. It has helped me accept where I am and who I am. It has helped the MS to be kindly absorbed into my lifestyle rather than hidden in a corner and ignored (where it gets angry and damaging). It has helped me to put a face/ image to my MS and to relate to it more kindly, and in doing so to be more kind to myself". **Four-week mindfulness course participant**

Trustees' Report (continued)
For the Year Ended 31 December 2021

"I absolutely love Tracy's Chair Yoga classes and the many positives that they have brought to my life as I have described. I look forward to my classes and do as many as I can. We have a lovely group of 'regulars' who attend and it has created a sense of community with each other despite the fact that we are spread out across the UK. We care for and ask after each other when someone is absent. We have little chats and share with each other too. Tracy completely enables this sense of community with her friendly, relaxed, empathetic and caring style of teaching." **Chair yoga participant**

"It's been so nice to be in a class, where the facilitator understands neurological problems of balance and stiffness as well as the variation in symptoms. I have attended many classes over the years, sold as classes for the "less able" ?? or whatever and find the teachers rarely "get it." I have always come away disillusioned, angry, upset or all of them, and feeling a failure." **Exercise class participant**

"Knowing there are other people in my position, it makes me feel less alone."
Peer support participant

This year the helpline supported over 1300 people affected by MS. Most contacts were for emotional support, information regarding diagnosis or symptoms and covid-19 related queries. The team reviewed eight of our Choices booklets and began creating two new booklets, Pregnancy and MS and Hematopoietic stem-cell transplantation. Downloads and page views of our booklets reached almost 55,000.

"The relief felt by the great support given by professional friendly understanding people who know and compassionately help was overwhelming." **Helpline contact**

"I have been able to read up on the symptoms I have been experiencing and feel supported and prepared for the next steps I will need to take whilst coming to terms with my diagnosis."
Helpline contact

The counselling service has seen a 20% increase in demand this year and unfortunately our wait list has grown quite considerably. However, we were able to provide almost 1000 sessions to over 200 people. We are also looking at how we can meet this growing demand through the support of volunteer counsellors.

"I feel like a massive weight has been lifted and I am so much more positive about my MS and my future." **Counselling client**

"The service I had was amazing and the difference made to me and in turn my family's life is huge. The tools I've been given are priceless." **Counselling Client**

Over the past few years we have seen subscriptions to our magazine New Pathways fall, which we believe is in keeping with much print media. However, we are committed to continuing this vital service, particularly for those that are not on the internet and rely on our magazine for up to date MS information. We are very pleased that our fortunes have turned, and this year, we saw subscriptions to the magazine rise.

"The support that you provide is probably more important than you can ever know - my deepest appreciation goes to you." New Pathways reader

Ensuring we remain community-led at all times in integral to the work that we do. This year our Virtual Insight Panel (VIP) members grew to 68 members, who support us to ensure all that we do is in keeping with their needs. The VIP supported us with 28 projects in 2021.

Strategic priority 2: Increasing understanding of multiple sclerosis

We began this year by refreshing our brand and introducing our new strapline 'Supporting your MS journey'. We carried out this work with the support of our VIP to ensure we better reflected how people affected by MS saw our place in their community. We have also been building a new-look website in keeping with this brand refresh, which will launch in the first quarter of 2022. Our aim is to improve our content, accessibility and search engine optimisation so we can reach more people affected by MS. We also launched our Instagram page which has enabled us to engage with a whole new audience.

Visits and engagement with our website and all our social channels continue to grow. This has meant that as we run awareness campaigns such us MS Awareness Week and Mental Health Awareness Week, we know that we are able to provide information to more people than ever before.

This year we also launched our Understanding MS eLearning course and developed our Counselling People with MS course which will be ready for promotion in the new year. These courses provide us with a new way of increasing people's understanding of MS and how best to support them.

Strategic priority 3: Managing our charity as efficiently and effectively as possible

The sale of our premises completed this year and we are now settled in to our new home. The majority of the team are now working back in the office, some full time and others hybrid. We continue to prioritise staff wellbeing and were pleased to see the return of our team days

and staff development sessions which are highly valued by the team. Each year we conduct a staff satisfaction survey and are proud of our results which included and overall satisfaction score of 9 out of 10.

We were unable to offer as many volunteering opportunities as we had hoped, as the pandemic continued to interrupt events. However, there were a good number of new people able to come forward and volunteer for us to new roles such as volunteer counsellors and volunteer peer pod coordinators.

We hoped to grow our virtual events and were pleased with how well many of these performed, especially our Dog Walk early in the year. The return of some in-person events such as the London Marathon later in the year were very much welcomed by us and enabled us to raise more funds that originally anticipated this year. We also performed well on income from trusts and foundations and are grateful that these organisations value our work.

Following our board appraisal and a skills audit, we began a board recruitment process. We are keen to increase the diversity, expertise and experience of our board. This should be completed by the end of the first quarter of 2022.

Financial review

Last year, we took the decision to sell our properties so we could be in a strong position to withstand the continued impact of the pandemic on our ability to fundraise. We are pleased that as the short-term impact of the pandemic comes to an end, we are in a strong financial position to ensure we are here for people affected by MS. The sale was completed this year and these funds are recorded in our accounts below. We have set aside a designated fund which we hope to build up over time to allow us to purchase a new property for the charity, once we have sufficient funds.

We are very aware of our economic environment, and that we must budget prudently to offset the continued impact of the pandemic on the lives of our fundraisers and supporters and their ability to give. We are keen to build upon our plans of diversifying our income and are pleased with the funds we have secured from trusts and foundations this year.

We continue not to accept money from companies manufacturing pharmaceuticals lest this should compromise our position, or perceived position on providing unbiased information and support to people affected by multiple sclerosis. We are therefore particularly grateful to all those individuals who have either personally, or through their place of work, supported MS-UK this year, as well as our funders and volunteers that provide support in their own time.

This year our income, compared with 2020, increased by £145,671, (18%). We also increased our expenditure by £42,391, (5%). For 2021 we are reporting a surplus of £67,346 for the year (2020 a deficit of £35,934).

We have also reviewed our reserves policy this year and agreed to keep our current policy to maintain free cash reserves at a minimum of six months operating costs (after fixed assets, restricted and designated funds). This is to ensure the charity can continue current activities and commitments in the event of any significant drops in funding. Free cash reserves reported in these accounts are £958,837.

Plans for next year

Each of our activities in the coming year fall under one of our strategic aims:

Supporting people affected by multiple sclerosis to be healthier and happier

To continue to provide all our services, and additionally

- Implement plans to meet the growing demand for the counselling service
- Develop two new Choices booklets – MS and work, and MS and hormones
- Increase support to professionals
- Increase the number of information sessions
- Run 12 workshops
- Offer seven mindfulness courses and three poetry courses
- Grow the number of peer pod participants
- Develop a website and/or app for users to easily sign up to and join all our online activities

Increasing understanding of multiple sclerosis

- Launch our new website
- Pilot a six-episode podcast
- Run at least seven awareness campaigns on social media
- Promote our two new eLearning courses
- Develop and implement a robust marketing strategy for our services and fundraising opportunities

Managing our charity as efficiently and effectively as possible

- Review our wellbeing initiatives and invest in staff development
- Invest in equality, diversity and inclusion training for the team
- Increase volunteer support
- Reinstate in person event fundraising
- Create four virtual events
- Increase number of community fundraisers
- Increase corporate support
- Finalise the recruitment of new trustees to strengthen board

Trustees' responsibilities statement

The trustees (who are also the directors of Multiple Sclerosis-UK Limited for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally

Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the income and expenditure of the charity for that period.

In preparing these financial statements, the trustees are required to

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

Trustees' Report (continued)
For the Year Ended 31 December 2021

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees' indemnity

Throughout the year an indemnity insurance policy was in place covering the trustees.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by order of the members of the board of Trustees on
24 May 2022 and signed on their behalf by:

Mr M Swan
Chair

Independent Examiner's Report
For the Year Ended 31 December 2021

Independent examiner's report to the Trustees of Multiple Sclerosis-UK Limited ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 December 2021.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination

Independent Examiner's Report (continued)
For the Year Ended 31 December 2021

to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

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. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:

Dated: 24 June 2022

Thomas Maddocks ACA FMAAT

Griffin Chapman
Chartered Accountants
4 & 5 The Cedars, Apex 12
Old Ipswich Road
Colchester
CO7 7QR

Statement of financial activities (incorporating income and expenditure account)
For the Year Ended 31 December 2021

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*As restated Total funds 2020 £*
Income from:					
Donations and legacies	3	-	**265,775**	**265,775**	*88,632*
Charitable activities	4	**314,967**	**66,061**	**381,028**	*413,074*
Other trading activities	5	-	**245,661**	**245,661**	*288,511*
Investments	6	-	**637**	**637**	*752*
Other income	7	-	**43,539**	**43,539**	-
Total income		**314,967**	**621,673**	**936,640**	*790,969*
Expenditure on:					
Raising funds	8	-	**261,629**	**261,629**	*256,806*
Charitable activities		**186,491**	**421,174**	**607,665**	*570,097*
Total expenditure		**186,491**	**682,803**	**869,294**	*826,903*
Net income/(expenditure)		**128,476**	**(61,130)**	**67,346**	*(35,934)*
Transfers between funds	22	**52,057**	**(52,057)**	-	-
Net movement in funds		**180,533**	**(113,187)**	**67,346**	*(35,934)*
Reconciliation of funds:					
Total funds brought forward as previously stated		**38,137**	**1,069,947**	**1,108,084**	*1,144,018*
Prior year adjustment		-	**19,635**	**19,635**	*19,635*
Total funds brought forward as restated		**38,137**	**1,089,582**	**1,127,719**	*1,163,653*
Net movement in funds		**180,533**	**(113,187)**	**67,346**	*(35,934)*
Total funds carried forward		**218,670**	**976,395**	**1,195,065**	*1,127,719*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 19 to 36 form part of these financial statements.

Balance sheet
As at 31 December 2021

	Note		2021 £		As restated 2020 £
Fixed assets					
Tangible assets	15		**17,558**		*527,266*
			17,558		*527,266*
Current assets					
Debtors	16	**158,665**		*57,797*	
Investments	17	**200,000**		*75,000*	
Cash at bank and in hand		**848,080**		*558,195*	
		1,206,745		*690,992*	
Creditors: amounts falling due within one year	18	**(29,238)**		*(77,731)*	
Net current assets			**1,177,507**		*613,261*
Total assets less current liabilities			**1,195,065**		*1,140,527*
Creditors: amounts falling due after more than one year	19		**-**		*(12,808)*
Net assets excluding pension asset			**1,195,065**		*1,127,719*
Total net assets			**1,195,065**		*1,127,719*
Charity funds					
Restricted funds	22		**218,670**		*38,137*
Unrestricted funds	22		**976,395**		*1,089,582*
Total funds			**1,195,065**		*1,127,719*

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

(Continued)
As at 31 December 2021

The financial statements were approved and authorised for issue by the Trustees on 24 May 2022. and signed on their behalf by:

Mr M Swan
Trustee

The notes on pages 19 to 36 form part of these financial statements.

Statement of cash flows
For the Year Ended 31 December 2021

	2021 £	*2020* *£*
Cash flows from operating activities		
Net cash used in operating activities	**(110,441)**	*(1,448)*
Cash flows from investing activities		
Interest received	**637**	*752*
Proceeds from the sale of fixed assets	**573,500**	*-*
Purchase of tangible fixed assets	**(10,160)**	*(10,023)*
Net cash provided by/(used in) investing activities	**563,977**	**(9,271)**
Cash flows from financing activities		
Repayments of borrowing	**(38,013)**	*(24,748)*
Interest paid	**(638)**	*(1,546)*
Net cash used in financing activities	**(38,651)**	**(26,294)**
Change in cash and cash equivalents in the year	**414,885**	**(37,013)**
Cash and cash equivalents at the beginning of the year	**633,195**	*670,208*
Cash and cash equivalents at the end of the year	**1,048,080**	*633,195*

The notes on pages 19 to 36 form part of these financial statements.

Notes to the Financial Statements
For the Year Ended 31 December 2021

1. General information

Multiple Sclerosis-UK Limited is a company limited by guarantee, registered in England and Wales, registration number 02842023. The address of the registered office is D3, Knowledge Gateway, Nesfield Road, Colchester, Essex, CO4 3ZL. It is also a registered charity, registration number 1033731. Further details are included in the Trustees' Report.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Multiple Sclerosis-UK Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The financial statements have ben prepared on a going concern basis as the trustees are of the view that the charity will continue in operational existence for the foreseeable future.

In forming their view, they have considered and revised the plans and budgets to respond to and address the impact of COVID-19. The charity has responded positively to these challenges during 2021, identifying and growing new opportunities to raise funds and meet service user needs in an effective manner.

They have considered the closing position of the charity at 31 December 2021 showing strong positive levels of cash, net current assets, unrestricted funds and carefully considered budgetted plans for future periods.

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount

Notes to the Financial Statements
For the Year Ended 31 December 2021

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2. Accounting policies (continued)

receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in accordance with the Statement of Recommended Practice. Due to the practical difficulties involved in valuing a large number of low value items, goods donated for resale through the charity's online shop are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time

Notes to the Financial Statements
For the Year Ended 31 December 2021

2. Accounting policies (continued)

spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Freehold property	——	2% straight line
Improvements to property	——	2% straight line
Fixtures and fittings	——	25% reducing balance
Office equipment	——	25% reducing balance

No depreciation is provided on land.

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

Notes to the Financial Statements
For the Year Ended 31 December 2021

2. Accounting policies (continued)

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.10 Financial instruments

The charity only has financial assets and financial 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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 costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Notes to the Financial Statements
For the Year Ended 31 December 2021

3. Income from donations and legacies

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Donations and Gift aid	82,998	**82,998**	*80,772*
Legacies	182,777	**182,777**	*7,860*
	265,775	**265,775**	*88,632*
Total 2020	*88,632*	*88,632*	

4. Income from charitable activities

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Grants	314,967	-	**314,967**	*356,214*
Other income	-	11,996	**11,996**	*819*
Government JRS Grants	-	2,517	**2,517**	*8,855*
New pathways subscriptions	-	35,167	**35,167**	*37,105*
Support sessions	-	16,381	**16,381**	-
Josephs Court wellness centre	-	-	**-**	*10,081*
	314,967	66,061	**381,028**	*413,074*
Total 2020	*356,214*	*56,860*	*413,074*	

Notes to the Financial Statements
For the Year Ended 31 December 2021

5. Income from fundraising activities
Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Fundraising	227,790	**227,790**	*267,787*
Advertising and other	17,871	**17,871**	*20,724*
	245,661	**245,661**	*288,511*
Total 2020	*288,511*	*288,511*	

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Interest recieved	637	**637**	*752*
Total 2020	*752*	*752*	

7. Other incoming resources

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Profit/(loss) on the sale of the freehold property	43,539	**43,539**	-

Notes to the Financial Statements
For the Year Ended 31 December 2021

8. Expenditure on raising funds
Costs of raising voluntary income

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Direct fundraising costs	-	202,472	**202,472**	*192,456*
Support costs	-	59,157	**59,157**	*64,350*
	-	261,629	**261,629**	*256,806*
Total 2020	*192,456*	*64,350*	*256,806*	

9. Expenditure on charitable activities

	Charitable activities 2021 £	Support costs 2021 £	Total funds 2021 £	*Total funds 2020 £*
Information and support services	442,403	165,262	**607,665**	*570,097*
Total 2020	*413,062*	*157,035*	*570,097*	

Notes to the Financial Statements
For the Year Ended 31 December 2021

10. Further analysis of expenditure on charitable activities

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Direct costs	140,238	302,165	**442,403**	*413,062*
Support costs (note 11)	46,253	116,659	**162,912**	*154,660*
Governance costs: Independent examination fees	-	2,350	**2,350**	*2,375*
	186,491	421,174	**607,665**	*570,097*
Total 2020	*151,812*	*418,285*	*570,097*	

11. Support costs

	Raising funds 2021 £	Charitable activities 2021 £	Total funds 2021 £	*Total funds 2020 £*
Printing, postage, stationery and telephone	20,898	56,501	**77,399**	*43,921*
IT and equipment	8,994	24,317	**33,311**	*38,298*
Personnel, professional fees and training	8,319	25,462	**33,781**	*24,419*
Travel and subsistence	2,914	7,879	**10,793**	*2,924*
Repairs and maintenance	10,429	28,198	**38,627**	*4,147*
General office costs, including utilities	7,603	20,555	**28,158**	*105,301*
	59,157	162,912	**222,069**	*219,010*
Total 2020	*65,218*	*153,792*	*219,010*	

The costs have been apportioned on the basis of staff costs.

12. Independent examiner's remuneration

	2021 £	*2020 £*
Fees payable to the charity's independent examiner for the independent examination of the charity's annual accounts	**2,350**	*2,375*

Notes to the Financial Statements
For the Year Ended 31 December 2021

13. Staff costs

	2021 £	2020 £
Wages and salaries	**492,317**	*453,738*
Employer's national insurance	**39,149**	*34,803*
Pension contributions	**8,583**	*6,551*
	540,049	*495,092*

The average number of persons employed by the charity during the year was as follows:

	2021 No.	2020 No.
Charitable activities	**12**	*12*
Cost of generating funds	**6**	*6*
Management and administration of the charity	**4**	*4*
	22	*22*

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2021 No.	2020 No.
In the band £60,001 - £70,000	**1**	*1*

The senior management team received remuneration totalling £245,650 (2020 : £237,808).

14. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 December 2021, no Trustee expenses have been incurred (2020 - £NIL).

Notes to the Financial Statements
For the Year Ended 31 December 2021

15. Tangible fixed assets

	Freehold property £	Improve-ments to premises £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation					
At 1 January 2021	**508,551**	**75,782**	**9,540**	**35,944**	**629,817**
Additions	**-**	**-**	**6,716**	**3,444**	**10,160**
Disposals	**(508,551)**	**(75,782)**	**-**	**-**	**(584,333)**
At 31 December 2021	**-**	**-**	**16,256**	**39,388**	**55,644**
Depreciation					
At 1 January 2021	**54,306**	**14,826**	**9,224**	**24,195**	**102,551**
Charge for the year	**3,814**	**1,137**	**1,417**	**3,250**	**9,618**
On disposals	**(58,120)**	**(15,963)**	**-**	**-**	**(74,083)**
At 31 December 2021	**-**	**-**	**10,641**	**27,445**	**38,086**
Net book value					
At 31 December 2021	**-**	**-**	**5,615**	**11,943**	**17,558**
At 31 December 2020	*454,245*	*60,956*	*316*	*11,749*	*527,266*

16. Debtors

	2021 £	*As restated 2020 £*
Due within one year		
Trade debtors	**8,603**	*10,579*
Other debtors	**470**	*3,592*
Prepayments and accrued income	**149,592**	*43,626*
	158,665	*57,797*

Notes to the Financial Statements
For the Year Ended 31 December 2021

17. Current asset investments

	2021	*As restated 2020*
	£	£
Balances held on deposit	**200,000**	*75,000*

18. Creditors: Amounts falling due within one year

	2021	*As restated 2020*
	£	£
Bank loans	**-**	*25,205*
Trade creditors	**24,885**	*42,942*
Other creditors	**1,126**	*5,415*
Accruals and deferred income	**3,227**	*4,169*
	29,238	*77,731*

The bank loans disclosed under creditors falling due within one year are secured.

19. Creditors: Amounts falling due after more than one year

	2021	*2020*
	£	£
Bank loans	**-**	*12,808*

The bank loans disclosed under creditors falling due after more than one year are secured.

Notes to the Financial Statements
For the Year Ended 31 December 2021

20. Financial instruments

	2021 £	*2020 £*
Financial assets		
Financial assets measured at transaction price	**9,869**	*10,880*

	2021 £	*2020 £*
Financial liabilities		
Financial liabilities measured at transaction price	**26,011**	*86,370*

Financial assets measured at fair value through income and expenditure comprise debtors and sundry debtors.

Financial liabilities measured at fair value through income and expenditure comprise trade creditors, others creditors and bank loans.

21. Prior year adjustments

A prior year adjustment totalling £19,635 has been made to correctly increase the funds shown in the Statement of Financial Activities. This adjustment reflects an overstatement of liabilities of £16,345 in the previous year, relating to overstated taxation and social security balances, and an understatement of other debtors of £3,290. These errors arose from staff costs being overstated during earlier years.

Notes to the Financial Statements
For the Year Ended 31 December 2021

22. Statement of funds

Statement of funds - current year

	As restated Balance at 1 January 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2021 £
General funds					
Designated funds					
Designated Funds - premises	-	-	-	400,000	400,000
General funds					
General Funds - all funds	1,089,582	621,673	(682,803)	(452,057)	576,395
Total Unrestricted funds	1,089,582	621,673	(682,803)	(52,057)	976,395
Restricted funds					
National Lottery Community Fund	30,874	101,632	(126,717)	29,546	35,335
National Lottery Community Fund - Covid	7,263	-	(29,774)	22,511	-
CAF main grant and resilience support grant	-	183,335	-	-	183,335
Texel Foundation counselling grant	-	15,000	(15,000)	-	-
February Foundation	-	5,000	(5,000)	-	-
Edward Gostling Foundation	-	5,000	(5,000)	-	-
Edith Murphy counselling grant	-	5,000	(5,000)	-	-
	38,137	314,967	(186,491)	52,057	218,670
Total of funds	1,127,719	936,640	(869,294)	-	1,195,065

The National Lottery Community Fund relates to the running of MS-UK Online.

The National Lottery Community Fund - Covid fund relates to core funding for the cost of providing support services.

The CAF main and resiliance grant are to support the delivery of core wellbeing support services. This grant relates to expenditure up to 31 March 2023.

Notes to the Financial Statements
For the Year Ended 31 December 2021

22. Statement of funds (continued)

Statement of funds - prior year

	As restated Balance at 1 January 2020 £	Income £	Expenditure £	Transfers in/out £	As restated Balance at 31 December 2020 £
Unrestricted designated funds					
Designated funds - premises	445,040	-	-	(445,040)	-
General funds					
General funds	682,348	434,755	(472,561)	445,040	1,089,582
Total Unrestricted funds	1,127,388	434,755	(472,561)	-	1,089,582
Restricted funds					
Restricted asset fund	4,148	-	(4,148)	-	-
National Lottery Community Fund	16,364	98,869	(84,359)	-	30,874
National Lottery Community Fund - Covid	-	189,793	(182,530)	-	7,263
Essex Community Foundation - Core	-	10,000	(10,000)	-	-
Schreier Foundation	-	5,000	(5,000)	-	-
February Foundation	-	5,000	(5,000)	-	-
Edward Gostling Foundation	-	10,000	(10,000)	-	-
Community 360 Chest Fund	1,327	-	(1,327)	-	-
Active Essex	2,000	-	(2,000)	-	-
Colchester Borough Council	-	10,000	(10,000)	-	-
Edith Murphy Foundation	-	5,000	(5,000)	-	-
Essex Community Foundation - Counselling	7,426	-	(7,426)	-	-
The Light Fund	5,000	-	(5,000)	-	-
John Harrison Charitable Foundation	-	7,000	(7,000)	-	-
Texel Foundation counselling grant	-	5,000	(5,000)	-	-

Notes to the Financial Statements
For the Year Ended 31 December 2021

22. Statement of funds (continued)

Statement of funds - prior year (continued)

	As restated Balance at 1 January 2020 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*As restated Balance at 31 December 2020 £*
W O Street	-	*5,000*	*(5,000)*	-	-
Active Essex LDP	-	*2,500*	*(2,500)*	-	-
Aviva Crowd Funding	-	*3,052*	*(3,052)*	-	-
	36,265	*356,214*	*(354,342)*	-	*38,137*
Total of funds	*1,163,653*	*790,969*	*(826,903)*	-	*1,127,719*

23. Summary of funds

Summary of funds - current year

	As restated Balance at 1 January 2021 £	**Income £**	**Expenditure £**	**Transfers in/out £**	**Balance at 31 December 2021 £**
Designated funds	**-**	**-**	**-**	**400,000**	**400,000**
General funds	**1,089,582**	**621,673**	**(682,803)**	**(452,057)**	**576,395**
Restricted funds	**38,137**	**314,967**	**(186,491)**	**52,057**	**218,670**
	1,127,719	**936,640**	**(869,294)**	**-**	**1,195,065**

Notes to the Financial Statements
For the Year Ended 31 December 2021

23. Summary of funds (continued)

Summary of funds - prior year

	As restated Balance at 1 January 2020 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*As restated Balance at 31 December 2020* £
Designated funds	*445,040*	-	-	*(445,040)*	-
General funds	*682,348*	*434,755*	*(472,561)*	*445,040*	*1,089,582*
Restricted funds	*36,265*	*356,214*	*(354,342)*	-	*38,137*
	1,163,653	*790,969*	*(826,903)*	-	*1,127,719*

24. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021 £	**Unrestricted funds 2021 £**	**Total funds 2021 £**
Tangible fixed assets	-	17,558	**17,558**
Current assets	218,670	988,075	**1,206,745**
Creditors due within one year	-	(29,238)	**(29,238)**
Total	218,670	976,395	**1,195,065**

Analysis of net assets between funds - prior year

	Restricted funds 2020 £	*Unrestricted funds 2020* £	*As restated Total funds 2020* £
Tangible fixed assets	-	*527,266*	*527,266*
Current assets	*38,137*	*652,855*	*690,992*
Creditors due within one year	-	*(77,731)*	*(77,731)*
Creditors due in more than one year	-	*(12,808)*	*(12,808)*
Total As restated	*38,137*	*1,089,582*	*1,127,719*

Notes to the Financial Statements
For the Year Ended 31 December 2021

24. Analysis of net assets between funds (continued)

25. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	2020 £
Net income/expenditure for the year (as per Statement of Financial Activities)	**67,346**	*(35,934)*
Adjustments for:		
Depreciation charges	**9,618**	*10,625*
Interest paid	**638**	*1,546*
Interest received	**(637)**	*(752)*
(Profit)/ Loss on disposal of fixed assets	**(43,539)**	*26,045*
(Increase)/Decrease in debtors	**(104,158)**	*(43,012)*
Increase/(Decease) in creditors	**(39,709)**	*40,034*
Net cash used in operating activities	**(110,441)**	*(1,448)*

26. Analysis of cash and cash equivalents

	2021 £	2020 £
Cash in hand	**848,080**	*558,195*
Notice deposits (less than 3 months)	**200,000**	*75,000*
Total cash and cash equivalents	**1,048,080**	*633,195*

Notes to the Financial Statements
For the Year Ended 31 December 2021

27. Analysis of changes in net debt

	At 1 January 2021	Cash flows	At 31 December 2021
	£	£	£
Cash at bank and in hand	558,195	289,885	848,080
Debt due within 1 year	(25,205)	25,205	-
Debt due after 1 year	(12,808)	12,808	-
Liquid investments	75,000	125,000	200,000
	595,182	452,898	1,048,080

28. Operating lease commitments

At 31 December 2021 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021	*2020*
	£	£
Not later than 1 year	30,443	-
Later than 1 year and not later than 5 years	48,288	-
	78,731	-

29. Company limited by guarantee

The company is limited by guarantee without share capital. The liability of the members is limited.

Every member of the company undertakes to contribute to the assets of the company in the event of the company being wound up while they are a member, or within one year after they cease to be a member, for payment of the debts and liabilities of the company contracted before they cease to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributories among themselves, such as may be required not exceeding £1.

If upon the winding-up or dissolution of the company there remains, after the satisfaction of all debts and liabilities, any property whatsoever, the samr shall not be paid to or distributed among the members of the company, but shall be given or transferred to some other charitable institution or institutions having objects similar to the objects of the company and which shall prohibit the distribution of its or their income and property to any extent at least as great as is imposed on the company under or by virtue the Memorandum and Articles of Association.

MULTIPLE SCLEROSIS-UK LIMITED

England & Wales - Charity number 1033731

Accounts

Registered charity number 1033731

Registered company number 02842023

Multiple Sclerosis-UK Limited
(Company limited by guarantee)

Financial statements

31 December 2020

Multiple Sclerosis-UK Limited

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Multiple Sclerosis-UK Limited

Legal and administrative information

Trustees	Mr M Swan (Chair) Mr M Herington Mrs C Rowles Mrs F Sakal Mrs L Shukla Mr P Startin Mr C Stebbings
Company registered number	02842023
Charity registered number	1033731
Registered office	Unsworth House Hythe Quay Colchester Essex C02 8JF
Independent examiner	Tim O'Connor ACA FCCA DChA Scrutton Bland LLP Chartered Accountants 820 The Crescent Colchester Business Park Colchester Essex CO4 9YQ
Bankers	HSBC Bank plc 7B The Water Gardens South Gate Harlow Essex CM20 1AB

Multiple Sclerosis-UK Limited

Trustees' report

The board of trustees, who are also directors for the purposes of the Companies Act, present their annual report and financial statements of Multiple Sclerosis-UK Limited for the year ended 31 December 2020. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" and have followed UK generally accepted accounting principles in preparing the annual report and financial statements. The trustees' report is also a directors' report as required by s417 of the Companies Act 2006.

Legal and administrative information

The information given on page 1 forms part of this report. As noted on page 3, the charity also operates under the name MS-UK.

The trustees during the year under review were as follows

Mr M Swan (Chair)
Mr M Herington
Mrs C Rowles
Mrs F Sakal
Mrs L Shukla
Mr P Startin
Mr C Stebbings

Retirement of trustees

The following trustees are to retire in accordance with the Articles of Association and, being eligible, offered themselves for re-appointment:

Mrs F Sakal
Mr M Swan

Senior management personnel

The senior management personnel throughout the year were the following:

Diana Crowe
Sarah-Jane Elliott
Jill Purcell
Amy Woolf
Sarah Wright

The remuneration of all staff, including the senior management team, is consistent with our pay policy. At appointment, salaries are set in keeping with the market value and individual experience and expertise and benchmarked against salaries for our sector. Pay reviews are conducted annually in light of the charity's budget, performance to strategy, individual performance and market analysis.

Structure, governance and management

Multiple Sclerosis-UK Limited is a charity registered with the Charity Commission, charity number 1033731, and a limited company, registered at Companies House, company number 02842023, trading as MS-UK.

The board of trustees is responsible for the governance and strategic direction of MS-UK. Our most recent strategic plan can be found on our website at www.ms-uk.org/aboutus. In 2020 we reviewed our strategy in response to the impact of the pandemic on both our ability to raise funds and the growing acceptance of digital technology as an accessible and effective means for providing services.

The board of trustees continue to ensure both the good governance and proper administration of MS-UK in keeping with its Articles of Association. Day to day responsibility for the running of the organisation is delegated to the Chief Executive Officer, Amy Woolf, and her team.

The board is currently made up of seven members and each are committed to ensuring that the charity's governance arrangements are effective. The board would ordinarily meet quarterly to fulfil its duties, however, in 2020 the board held 12 meetings so that it could adequately lead the charity through this incredibly challenging time.

The board reviewed the charity's governing document and was satisfied that it continued to be fit for purpose, following comprehensive amendments to the previous year.

Trustees maintain overall supervision of both the financial and operational performance of the charity and receive accurate and timely updates from the CEO and her team.

The trustees monitor the risks faced by MS-UK at each board meeting and are therefore in a position to ensure controls, policies and procedures are in place to deal with any issues effectively should they arise. This has proven particularly successful this year to ensure we have the right focus and navigated the impact of the pandemic on the charity.

The main risk faced by MS-UK is the reliance on fundraising event income from events such as the Virgin Money London Marathon as a source of income. The income has been hit incredibly hard due to the pandemic and this will continue well into 2021. This year we have successfully secured a good level of grant income to enable us to offset a proportion of our losses, however, we are very aware that such income sources will not be available next year. The board have therefore conducted a full strategic and financial review of the charity and taken the decision that in order to secure the long-term future of the charity and enable investment in digital service delivery, it will sell its properties next year. We anticipate that event income levels should return to closer to normal levels in 2022 and that we will have overcome the immediate challenges the pandemic has brought to bear.

Objects and activities

MS-UK is a national charity formed in 1993. We are here for people affected by multiple sclerosis (MS) – that's around 130,000 people in the UK and 2.3 million worldwide.

MS is a condition that affects the central nervous system – your brain and spinal cord. There is currently no cure. The symptoms people experience vary greatly from person to person and over time. Such symptoms may include fatigue, pain, sensory problems such as with vision, cognition difficulties and issues with bodily functions such as speech and swallowing and bladder and bowel.

Just as there is no cure, there is also no definitive understanding of the cause of MS. This means that there is no consensus around how to treat or manage MS, doubling the uncertainty in people's lives and those around them.

This is why MS-UK has always been at the forefront of promoting choice, of providing people with all the information and support they need to live life as they wish to with MS; whether that be through drugs, complementary therapies, lifestyle changes, a mixture of these or none at all. We will always respect people's rights to make informed decisions for themselves.

We are dedicated to improving the understanding of MS and providing support where it is needed most. Ultimately we are here to support people affected by MS to live healthier and happier lives.

Our objects are:

- The relief of people affected by multiple sclerosis and other similar conditions;
- To promote and protect the physical and mental health of those affected by multiple sclerosis through the provision of information, support, engagement and awareness including the provision of recreational activities;
- The advancement of education of those affected by multiple sclerosis in any treatment, therapy or subject relating to multiple sclerosis including the promotion of research.

The trustees confirm they have had regard to the Charity Commission's guidance on public benefit and the charity's core activities, in keeping with our objects are:

MS-UK Helpline (national)

Unlike other helplines, our trained helpline staff provide information and emotional support to people with MS, their carers and families about anything related to life with MS, from drug therapies to complementary therapies and accessing benefits to home aids and adaptations. This can be over the phone, by email, live web chat or letter. There are no restrictions on what we will discuss, we have no time limits and we support people as often as they need us to. The team also publish our information booklets, Choices, on a wide range of subjects available on our website.

MS-UK Counselling (national)

This is the only service of its kind in the UK. It is MS-specific counselling to support their mental health and wellbeing. Our counsellors are BACP registered and receive comprehensive training on life with multiple sclerosis (MS) at induction to ensure they provide the best possible support to people with MS. Our counsellors help people to explore their experiences, focusing on helping people to understand themselves in light of their MS; exploring its emotional impact on their life and finding their own way forward.

In 2020, as a response to the pandemic, we piloted Single Session Therapy; a focussed one-off session with a counsellor who uses their counselling skills to listen and help people find a way forward with a specific MS-related issue that is impacting on their daily life right now.

New Pathways (national)

Our bi-monthly magazine is a go-to resource for people affected by MS. The magazine has been a lifeline for people by providing latest news, research and thinking about how to live well with the condition. The editors have always understood the importance of ensuring there are no taboo subjects and that all possible options for managing life with MS are researched and presented in a balanced way. Subjects covered vary from latest research news and letters pages to complementary therapies and people's stories providing support and inspiration to others.

Josephs Court (local)

Josephs Court was our wellness centre based in Colchester, Essex. The centre provided supervised exercise using specialised exercise equipment so people affected by MS could work with our wellness coaches to an individual training plan that would enable them to manage their symptoms. We provided access to a variety of complementary therapies. Josephs Court was also a community hub for anyone affected by MS offering social interaction and enabling vital peer support.

Lockdowns and ongoing restrictions have meant that Josephs Court was closed in March 2020. Following the review of MS-UK's strategy and financial position, we made the incredibly difficult decision to permanently close the centre and move all services online. From April we began offering online exercise classes to our local clients as well as weekly keeping in touch calls. Feedback on our digital provision has been overwhelmingly positive. Toward the end of the year we began planning how to take what we had learnt, and create a new online service which we could offer nationally.

MS-UK Online (national)

Online exercise classes specially designed to help people affected by MS stay active at home and manage their wellbeing. These classes offer accessible exercise for all abilities, social interaction and instruction delivered by our Exercise Specialist, Alan Pearson. These classes will give people the confidence to manage their health and wellbeing independently by attending the classes and practicing the exercises in their own time.

Socially these classes enable people to stay connected with like-minded people and meet others affected by MS. We are also looking to facilitate online social groups to further enhance the connections and relationships that are fostered.

We currently provide online classes and courses such as mindfulness and chair yoga and are working with the MS community to find out what more we could provide that would support them with their health and wellbeing.

Achievements and performance indicators

Strategic priority 1: Supporting people affected by multiple sclerosis to be healthier and happier

Our helpline team supported over 1,300 people this year via the telephone, email and webchat. The most common reasons for contacting us during the year was for Covid-related information and emotional support. Other key reasons for contacting us included support around diagnosis, symptoms, housing, grants and complementary therapies. We updated six of our Choices booklets this year and published three new Choices booklets; Cognition as requested by the MS community, MS and mental health and Spasms and spasticity. Our choices booklets have been downloaded more than 30,000 times this year.

94 per cent of contacts said they got the information and/or support they needed.

97 per cent said the MS-UK Helpline treated them fairly, with respect, care and compassion.

99 per cent said that the information that was provided was unbiased and balanced.

94 per cent of people said they found the MS-UK Helpline staff to be professional, knowledgeable and provided a high-quality service.

"Always helpful, informative, knowledgeable, supportive, caring, considerate. They have been a tremendous support through my MS journey. In honesty, I don't know what I would have done without you. You have been there for me when so many others have not & for that I am eternally grateful and thankful." – MS-UK Helpline contact

This year the team provided almost 1,000 counselling sessions to 193 people with a diagnosis of MS.

"This has been an amazing experience for me. My counsellor was amazing and has changed my whole outlook on life. I feel more focused and calm which has helped me exercise more and help with my MS." – MS-UK Counselling client

An additional 11 people completed a session of single-session therapy. Following the completion of a successful pilot, we are now fully launching this service and promoting it more widely.

"I found it useful as it felt like a safe space to discuss issues as well as how they played out with my MS." – MS-UK Counselling, Single-Session Therapy client

In June we started to offer clients the opportunity to have their assessments or counselling sessions via Zoom and this has turned out to be very popular, most likely due to the pandemic and increased use of digital engagement tools.

93% of clients either maintained or improved their mental health.

87% of clients said that they felt they could manage their MS better following counselling.

100% of clients would recommend the service.

The service most impacted by the pandemic was Josephs Court, our wellness centre based in Essex. Lockdowns, regional restrictions and social distancing measures combined with a clinically vulnerable client base meant that the service had to close in March. In anticipation of closing, we recorded five home exercise videos that we made available on our YouTube channel. This provided our clients with a means to exercise at home independently at any time. We have also included exercise sheets to complement the videos which offer those without access to technology the option to receive guidance on exercise in paper form.

Following closure, we delivered our service to clients remotely relying on technology to do so. Through this, we discovered new, innovative ways to ensure we continued to help improve the lives of local people affected by multiple sclerosis (MS) and increase the potential to reach so many more with MS.

We quickly established a service whereby clients received regular isolation calls from centre staff and also weekly calls from our Wellness Coaches who provided exercise prescription and helped to maintain motivation to stay active during the challenging time.

During this period our team conducted a total of 2,143 calls to 121 of our clients to ensure people stayed connected and offered wellbeing input to stay motivated and active. This is a fantastic achievement by staff and has helped to limit the isolation faced by our clients.

From the first week of April, we began to deliver services to clients using Zoom. We launched two weekly exercise classes which focused on upper or lower body exercises. These sessions were made accessible by providing alternative movements that clients could do regardless of their level of mobility. We have seen a total of 42 of our clients take part in 64 exercise sessions since the launch in April.

A virtual weekly coffee morning was established for our social group clients to support and offer social contact for 25 clients and their family/carers. Since the lockdown we have held 34 coffee mornings virtually on Zoom.

We have delivered a total of five information sessions via Zoom, three during Mental Health Awareness Week (topics on counselling, mindfulness and a presentation from Mind) and two separate sessions on hand reflexology and yoga. The total number of different clients attending our information sessions across the year was 52 with 91 attendances in total.

82% of clients report that the online service had helped them manage symptoms.

76% of clients reported that the activities had a positive impact on their mental wellbeing.

71% of clients said they would like to see activities continue online in the future.

"The class today was fantastic and certainly made me feel more motivated in this difficult time. I'm normally someone that would hide away from group classes etc. and to have given it a go has made me feel more confident I can do it and I can't wait for next week." – Josephs Court client

The increase in take-up of online support, along with the need to secure our financial position in 2021, meant that in the last quarter of the year we made the difficult decision that we would be closing Josephs Court and selling our properties. We have worked with our client-led steering group to support our clients during this time and develop a long-term online service for people across the UK. We also worked with the group to transfer the exercise equipment to a service that will allow the continued provision of face to face, supervised exercise.

We have now formally launched MS-UK online; a collection of services provided over the internet by professionals trained in supporting people affected by MS. We have already begun offering online exercise classes set at different levels of mobility as well as chair yoga and mindfulness.

"It's been so nice to be in a class…where the facilitator understands neurological problems of balance and stiffness as well as the variation in symptoms. I have attended many classes over the years, sold as classes for the "less able" or whatever and find the teachers rarely "get it." I have always come away disillusioned, angry, upset or all of them, and feeling a failure." – MS-UK Online client

Strategic priority 2: Increasing understanding of multiple sclerosis

This year we launched our loneliness and isolation report. We found that 71 per cent of people affected by MS felt lonely or isolated, even before the pandemic. The report can be found here www.ms-uk.org/loneliness-and-isolation-report. Based on the findings of this report, we make a number of recommendations for professionals working with people with MS, as well as several commitments for us to take on. These included raising awareness of life with MS and supporting the MS community to connect with others and look after their mental health.

Toward the end of the year, we ran a number of awareness campaigns. One theme that remained consistent across all of these campaigns was that to raise awareness, we needed to increase our engagement with people affected by multiple sclerosis.

In November we ran a campaign for World Kindness Day. This campaign allowed us to get involved in a global campaign dedicated to kindness. Participating in this campaign gave us the opportunity to share the findings of our Loneliness and Isolation (L&I) report. We encouraged people to download the L&I report and sign up for a pack of six postcards, which we encouraged them to send to a friend or family member in their own act of kindness. We achieved significant engagement and had to double the print order of postcards to fulfil demand.

On 3 December we ran a one-day campaign on the International Day of People with Disabilities. We produced a social media campaign which highlighted the hidden symptoms experienced by people living with MS, based on a hidden symptoms survey we conducted previously. This was a successful campaign which helped us achieve our main objectives of raising awareness of hidden symptoms, raising the profile of the MS-UK brand and increasing engagement with our audience on social media.

In the same month, we also ran a campaign to promote Online Forums; another topic which was highlighted in the L&I report. The week-long campaign signposted people affected by multiple sclerosis to online forums and support available nationally. The campaign utilised the expertise of the MS-UK Helpline team to raise awareness of what's available for the MS community.

Also, we ran successful campaigns for calendar events such as World MS day, MS Awareness Week, Carers Week, Trustees Week, Volunteers Week and symptoms related spotlights to launch the new Choices booklets produced by the helpline team.

All our social media channels grew this year, enabling us to reach more people affected by MS. We have continued to work with the MS community to produce our blog, with 65 guest bloggers this year. Compared to 2019, engagement on Facebook increased 81 per cent in 2020.

Total pageviews of the MS-UK Blog increased 127 per cent and the number of users of our website increased 12 per cent compared to the previous year.

An unplanned activity of the communications team was keeping the MS community informed of the pandemic and what the various guidelines and updates meant specifically for people with MS. We did this by launching a dedicated Covid and MS webpage, which showcased all the latest news, as well as useful information and real-life stories. This page alone was viewed more than 3000 times last year.

We had hoped to refresh our website this year, however, the impact of the pandemic on staffing has meant that this activity will be completed in 2021.

We continued to publish our magazine New Pathways. This year we recruited an in-house designer which has hugely increased the quality of the magazine including enhancing its accessibility for people with visual disturbances, as well as streamlined our internal processes. As with all printed media, our subscriber numbers have declined this year, however, we understand the value of providing New Pathways to the MS community, particularly for those that are less digitally literate.

100% of readers agreed New Pathways helps their understanding of MS

100% believe New Pathways helps them make informed choices

100% feel New Pathways helps people with MS live happier, healthy lives

"I love receiving my New Pathways magazine. I particularly love this format as opposed to online. I keep all my New Pathways magazines and often re-read them. Before now I have taken the magazine to my doctors and physio to discuss new treatments and trials. Please keep this format available." – New Pathways reader.

"Not sure if I have said how much we appreciate New Pathways even more since the new format came in - much more reader-friendly and easier to digest... and the exercising at home in the middle of the issue is perfect for removing and keeping, of course." New Pathways reader.

Strategic priority 3: Managing our charity as efficiently and effectively as possible

Whilst 2020 has been an incredibly challenging year for all charities, the board and staff team have worked well together to manage the charity as effectively as possible and secure the longer-term security of the organisation. The board met more frequently than previous years to make informed decisions throughout the year based on regular management information which dealt effectively with the changing situation across the year.

Throughout this period, we have put the wellbeing of our staff at the forefront of our decision making. When the first lockdown was announced, we were quickly up and running remotely. Our attention then turned to ensuring we kept staff motivated, feeling connected, and most importantly well supported whilst many juggled childcare and work. Like many others, we have held many Zoom-based activities over the year which are well run and attended by the team. We are pleased that our staff survey demonstrated that despite the added pressures the pandemic has brought, staff rated their overall satisfaction at MS-UK as 8/10.

One of MS-UK's greatest strengths has been the ability to run fundraising events which excite our fundraisers and generate vital funds for the charity. This income stream was decimated overnight. However, the fundraising team had already planned to run their first virtual event in the summer and this proved a great success. We also had planned to diversify our income, and therefore we fast-tracked our plans, running our first-ever direct appeal for donations and running a Christmas campaign.

We also took advantage of any support available to us, including furloughing a small number of staff, applying for Covid support grants from the council and National Lottery Community Fund, as well as working with our funders to repurpose some funds and seek core support from others.

Toward the end of the year, we completed a full board appraisal and will be looking at creating and implementing an action plan based on the results.

Financial review

As for many charities, the pandemic has had a substantial impact on MS-UK's finances. Whilst we are reporting modest losses for this year, we anticipate that there will be further losses in 2021, without the current support from Covid-relief related sources. After a thorough review of the financial picture for the charity in 2020 and beyond, the board decided to undesignate the property fund, and sell the charity's properties. The sale is still in progress. These measures combined should put the charity in a strong position to withstand the longer-term impacts including the extended cancellation of fundraising events and people's ability to give as the economy is impacted.

We continue not to accept money from companies manufacturing pharmaceuticals lest this should compromise our position, or perceived position on providing unbiased information and support to people affected by multiple sclerosis. We are therefore very grateful to all those individuals who have either privately, or through their place of work, supported MS-UK this year, as well as our funders and volunteers that provide support in their own time.

This year our income, compared with 2019, decreased by £73,640, (8.5%). We decreased our expenditure by £65,124, (7.3%). For 2020 we are reporting a deficit of £35,934 for the year (2019 deficit of £27,418).

We have also reviewed our reserves policy this year. Historically, we have strived to maintain free cash reserves (after fixed assets, restricted and designated funds) of three to six months operating costs. However, we believe it is prudent in this current climate to maintain reserves of a minimum of six months to ensure the charity can continue current activities and commitments in the event of any further significant drops in funding. Reserves reported in these accounts (as defined above) are £542,681. We will draw down on these reserves for much of 2021, so we may maintain our current activities and commitments, however we will maintain the minimum reserves level above.

Plans for next year

Each of our activities in the coming year fall under one of our strategic aims:

Supporting people affected by multiple sclerosis to be healthier and happier

- Increase the number of people affected by MS we support through all our services
- Review eight Choices booklets and publish two new booklets, as requested by the MS community
- Clinically audit MS-UK counselling
- Expand upon the activities available through MS-UK Online based upon requests from the MS Community

Increasing understanding of multiple sclerosis

- Create a CPD e-learning training course on multiple sclerosis for professionals and a module for counsellors
- Finalise website refresh
- Run at least five awareness campaigns on social media

Managing our charity as efficiently and effectively as possible

- Continue to develop our wellbeing initiatives to support staff
- Increase volunteer support
- Increase virtual events and online giving
- Finalise sale of properties and relocate charity
- Implement actions identified from board appraisal
- Recruit new trustees to strengthen board

Trustees' responsibilities statement

The trustees (who are also the directors of Multiple Sclerosis-UK Limited for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the income and expenditure of the charity for that period.

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

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- 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 adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees' indemnity

Throughout the year an indemnity insurance policy was in place covering the trustees.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Signed for and on behalf of the trustees

M Swan
Chair

Approved by the Trustees on 29 APRIL 2021

Independent examiner's report to the trustees of Multiple Sclerosis-UK Limited

I report to the trustees (who are also directors for the purpose of company law) on my examination of the financial statements of Multiple Sclerosis-UK Limited ('the charitable company') for the year ended 31 December 2020 which comprise the Statement of Financial Activities (including the Income and Expenditure Account), the Balance Sheet, the Statement of Changes in Equity, the Statement of Cash Flows and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of the charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2016 ("the 2006 Act").

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ("the 2011 Act") and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW and ACCA which are two of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Independent examiner's report to the members of Multiple Sclerosis-UK Limited

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

TIMOTHY O'CONNOR FCCA ACA DChA

SCRUTTON BLAND LLP
Chartered Accountants
820 The Crescent
Colchester Business Park
Essex
C04 9YQ

Date: 29/4/21

Multiple Sclerosis-UK Limited

Statement of financial activities (including income and expenditure account)
Year ended 31 December 2020

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
Income from					
Donations and legacies	3	**88,632**	**-**	**88,632**	104,762
Charitable activities	4	**56,860**	**356,214**	**413,074**	207,192
Other trading activities	5	**288,511**	**-**	**288,511**	551,633
Investments		**752**	**-**	**752**	1,022
Total income		**434,755**	**356,214**	**790,969**	864,609
Expenditure on					
Raising funds	6	**(54,276)**	**(202,530)**	**(256,806)**	(308,484)
Charitable activities	7	**(418,285)**	**(151,812)**	**(570,097)**	(583,543)
Total expenditure		**(472,561)**	**(354,342)**	**(826,903)**	(892,027)
Net (expenditure)/income for the year	10	**(37,806)**	**1,872**	**(35,934)**	(27,418)
Total funds brought forward		**1,107,753**	**36,265**	**1,144,018**	1,171,436
Total funds carried forward	16,17	**£ 1,069,947**	**£ 38,137**	**£ 1,108,084**	£ 1,144,018

See note 22 for the comparatives statement of financial activities analysed by fund.

The statement above includes all gains and losses recognised in each of the above two years.

All activities relate to continuing operations.

The notes on pages 19 to 30 form part of these financial statements.

Multiple Sclerosis-UK Limited

Balance sheet
As at 31 December 2020

	Notes	2020 £	2019 £
Fixed assets			
Tangible fixed assets	11	**527,266**	**553,914**
Current assets			
Debtors	12	**54,506**	**11,494**
Investments		**151,204**	**151,054**
Cash at bank and in hand		**481,991**	**519,154**
		687,701	**681,702**
Creditors - amounts falling due within one year	13	**(94,075)**	**(52,880)**
Net current assets		**593,626**	**628,822**
Total assets less current liabilities		**1,120,892**	**1,182,736**
Creditors - amounts falling due after more than one year	14	**(12,808)**	**(38,718)**
Net assets		**£ 1,108,084**	**£ 1,144,018**
Funds			
Unrestricted funds – designated	17	**-**	**445,040**
Unrestricted funds – other	17	**1,069,947**	**662,713**
Restricted funds	16	**38,137**	**36,265**
		£ 1,108,084	**£ 1,144,018**

The directors consider that the charitable company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 (The Act") and members have not required the charitable company to obtain an audit for the year in question in accordance with section 476 of the Act.

Advantage is taken on the preparation of the financial statements of the special provisions contained in Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard 102. In the directors' opinion, the charitable company is entitled to take those exemptions as a small company.

The financial statements were approved by the Board of Trustees on
and signed on its behalf by

M Swan
Trustee

Company registration number 02842023
Charity registration number 1033731

The notes on pages 19 to 30 form part of these financial statements.

Multiple Sclerosis-UK Limited

Statement of changes in equity
Year ended 31 December 2020

	Unrestricted Funds - Designated £	Unrestricted Funds - Other £	Restricted Funds £	Total £
At 1 January 2019	**479,972**	**657,317**	**34,147**	**1,171,436**
(Deficit)/surplus for the year ended 31 December 2019	**(34,932)**	**5,396**	**2,118**	**(27,418)**
At 31 December 2019	**445,040**	**662,713**	**36,265**	**1,144,018**
(Deficit)/surplus for the year ended 31 December 2020	**-**	**(37,806)**	**1,872**	**(35,934)**
Transfers	**(445,040)**	**445,040**	**-**	**-**
At 31 December 2020	**£ -**	**£ 1,069,947**	**£ 38,137**	**£ 1,108,084**

The notes on pages 19 to 30 form part of these financial statements.

Multiple Sclerosis-UK Limited

Statement of cash flows
Year ended 31 December 2020

	Notes	2020 £	2019 £
Net (expenditure)/income		**(35,934)**	**(27,418)**
Add depreciation		**10,625**	**17,306**
Add loss on disposal		**26,045**	**-**
Less interest received		**(752)**	**(1,022)**
Add interest paid		**1,546**	**2,289**
(Increase)/decrease in debtors		**(43,012)**	**15,040**
Increase/(decrease) in creditors		**40,034**	**(13,916)**
Cash used in operating activities		**(1,448)**	**(7,721)**
Cash flows from investing activities			
Interest received		**752**	**1,022**
Purchase of tangible fixed assets		**(10,023)**	**(5,913)**
Cash used in investing activities		**(9,271)**	**(4,891)**
Cash flows from financing activities			
Repayment of borrowing		**(24,748)**	**(23,608)**
Interest paid		**(1,546)**	**(2,289)**
Cash used in financing activities		**(26,294)**	**(25,897)**
Decrease in cash and cash equivalents during the year		**(37,013)**	**(38,509)**
Cash and cash equivalents at the beginning of the year		**670,208**	**708,717**
Cash and cash equivalents at the end of the year		**£ 633,195**	**£ 670,208**
Cash equivalents		**151,204**	151,054
Cash at bank and in hand		**481,991**	519,154
Total cash and cash equivalents	19	**£ 633,195**	£ 670,208

The notes on pages 19 to 30 form part of these financial statements.

1 Accounting policies

Background information

Multiple Sclerosis-UK Limited is a company limited by guarantee, registered in England and Wales, registration number 02842023. The address of the registered office is Unsworth House, Hythe Quay, Colchester, Essex, CO2 8JF. It is also a registered charity, registration number 1033731. Further details are included in the Trustees' Report.

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with Financial Reporting Standard 102 (FRS 102) (as updated in October 2018), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

Functional currency

The financial statements are presented in pounds sterling.

Income

All income is included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income.

Donations and legacies are included in full in the statement of financial activities when receivable. This includes the recognition of the associated gift aid.

Income from other trading activities is accounted for when earned.

Income from investments is included when receivable.

Income from charitable activities includes grants receivable and subscriptions. Income from grants, where related to performance and specific deliverables, is accounted for as the charity earns the right to consideration by its performance. Grants, where entitlement is not conditional on the delivery of specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in accordance with the Statement of Recommended Practice. Due to the practical difficulties involved in valuing a large number of low value items, goods donated for resale through the charity's online shop are included as income when they are sold.

1 Accounting policies – (continued)

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds comprises the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, support costs are apportioned on the basis of staff costs.

Fixed assets

Fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected lives on the following bases

Freehold property	-	2% straight line
Improvements to premises	-	2% straight line
Equipment	-	25% reducing balance
Fixtures and fittings	-	25% reducing balance

No depreciation is provided on land.

Going concern

The financial statements have been prepared on a going concern basis as the trustees are of the view that the charity will continue in operational existence for the foreseeable future. In forming this view, this includes the trustees' consideration of the points noted below.

The charity is currently affected by the restrictions imposed on its charitable operations and social distancing relating to the spread of COVID-19. The impact of the virus will continue to have a very significant effect on the economy and the charity during 2021. Revised cashflow forecasts have been prepared which anticipate that the charity will be able continue to meet its liabilities as they fall due. However, because not all future events or conditions can be predicted, it is not possible to guarantee the charity's ability to continue as a going concern. The future of the world economy is unclear at this present time due to the ongoing COVID-19 outbreak and it is therefore difficult to evaluate all of the potential implications on the charity's operations, those it seeks to support, its suppliers and the wider economy.

1 Accounting policies – (continued)

Going Concern – (continued)

In forming their view, the trustees have considered the closing position of the charity at 31 December 2020, which demonstrates factors such as relatively strong levels of cash, net current assets and unrestricted funds. In addition, the decision has been taken to sell the charity's property during 2021, the proceeds of which will help to secure the long term future of the charity.

Taxation

Multiple Sclerosis-UK Limited is an exempt charity within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Part 11, Corporation Tax Act 2010. Accordingly, Multiple Sclerosis-UK Limited is potentially exempt from taxation in respect of income or capital gains received within the categories covered by Part 11, Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied exclusively to its charitable purposes.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets or financial liabilities

- Debtors (financial assets) are measured at the transaction price
- Creditors and loans (financial liabilities) are measured at the transaction price.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Where relevant, designated funds are unrestricted funds earmarked by the Management Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Cash and cash equivalents

Cash equivalents are recognised as such and included with other cash balances where they represent short term, highly liquid investments that are readily convertible to known amounts of cash without being subject to a significant change in value.

2 Significant judgements and estimates

There are judgements made over the allocation of support costs between expenditure on raising funds and expenditure on charitable activities. Estimates are also made concerning the rates of depreciation applied to fixed assets.

3 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020	Total Funds 2019 £
Analysis by activity				
Information and support services	**£ 88,632**	**£ -**	**£ 88,632**	**£ 104,762**
This can be further analysed as follows				
General donations	**38,566**	**-**	**38,566**	**43,916**
Legacies	**7,860**	**-**	**7,860**	**12,327**
Gift aid	**42,206**	**-**	**42,206**	**48,519**
	£ 88,632	**£ -**	**£ 88,632**	**£ 104,762**

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Analysis by activity				
Information and support services	**£ 56,860**	**£ 356,214**	**£ 413,074**	£ 207,192
This can be further analysed as follows				
Josephs Court wellness centre	**10,081**	**-**	**10,081**	20,475
Grants receivable	**-**	**356,214**	**356,214**	135,009
New Pathways subscriptions	**37,105**	**-**	**37,105**	39,297
Activity income	**-**	**-**	**-**	10,110
Other	**9,674**	**-**	**9,674**	2,301
	£ 56,860	**£ 356,214**	**£ 413,074**	£ 207,192

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Fundraising	**267,786**	**-**	**267,786**	530,566
Advertising and other	**20,725**	**-**	**20,725**	21,067
	£ 288,511	**£ -**	**£ 288,511**	£ 551,633

6 Expenditure on raising funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Direct fundraising costs	-	192,456	192,456	219,609
Support costs (note 9)	54,276	10,074	64,350	88,875
	£ 54,276	£ 202,530	£ 256,806	£ 308,484

7 Expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Analysis by activity				
Information and support services	£ 418,285	£ 151,812	£ 570,097	£ 583,543
This can be further analysed as follows				
Direct costs	408,915	4,147	413,062	401,255
Support costs (note 9)	4,101	147,665	151,766	175,328
Governance costs				
Accountancy fees	2,894	-	2,894	4,585
Independent Examination fees	2,375	-	2,375	2,375
	£ 418,285	£ 151,812	£ 570,097	£ 583,543

8 Staff costs

	2020 £	2019 £
Wages and salaries	**453,738**	441,112
Employer's national insurance	**34,803**	35,644
	£ 488,541	£ 476,756

The average monthly number of employees during the year was

	2020 Number	2019 Number
Charitable activities	**12**	13
Cost of generating funds	**6**	6
Management and administration of the charity	**4**	3
	22	22

One employee received remuneration of more than £60,000 during the year (2019 : £Nil).

The senior management team received remuneration totalling £237,808 (2019 : £208,159).

The trustees received remuneration totalling £Nil (2019 : £Nil). The trustees were reimbursed for travel expenses totalling £Nil (2019 : £Nil). No further related party transactions have occurred.

9 Support costs

Support costs have been apportioned as follows

	Raising funds £	Charitable activities £	Total £
Printing, postage, stationery and telephone	**14,305**	**29,616**	**43,921**
IT and equipment	**12,766**	**25,532**	**38,298**
Personnel, wages and training	**7,175**	**14,350**	**21,525**
Travel and subsistence	**975**	**1,949**	**2,924**
Repairs and maintenance	**1,382**	**2,765**	**4,147**
General office costs, including utilities	**27,747**	**77,554**	**105,301**
	£ 64,350	**£ 151,766**	**£ 216,116**

The costs above have been apportioned on the basis of staff costs.

10 Net (expenditure)/income for the year

Net (expenditure)/income for the year is stated after charging

	2020 £	2019 £
Depreciation	**10,625**	17,306

11 Tangible fixed assets

	Freehold property £	Improvements to premises £	Equipment £	Fixtures and fittings £	Total £
Cost					
At 1 January 2020	**508,551**	**75,782**	**151,774**	**9,540**	**745,647**
Additions	**-**	**-**	**10,023**	**-**	**10,023**
Disposals	**-**	**-**	**(125,853)**	**-**	**(125,853)**
At 31 December 2020	**508,551**	**75,782**	**35,944**	**9,540**	**629,817**
Depreciation					
At 1 January 2020	**49,220**	**13,310**	**120,085**	**9,118**	**191,733**
Charge for the year	**5,086**	**1,516**	**3,917**	**106**	**10,625**
On disposal	**-**	**-**	**(99,807)**	**-**	**(99,807)**
At 31 December 2020	**54,306**	**14,826**	**24,195**	**9,224**	**102,551**
Net Book Value					
At 31 December 2020	**£ 454,245**	**£ 60,956**	**£ 11,749**	**£ 316**	**£ 527,266**
At 31 December 2019	£ 459,331	£ 62,472	£ 31,689	£ 422	£ 553,914

12 Debtors

	2020 £	2019 £
Trade debtors	**10,579**	-
Prepayments	**43,626**	11,291
Other debtors	**301**	203
	£ 54,506	£ 11,494

13 Creditors
Amounts falling due within one year

	2020 £	2019 £
Bank loans	**25,205**	24,043
Trade creditors	**43,546**	7,134
Taxation and social security	**17,228**	17,184
Staff Christmas savings	**890**	890
Other creditors	**3,037**	308
Accruals	**4,169**	3,321
	£ 94,075	£ 52,880

The following liabilities disclosed under creditors falling due within one year are secured.

	2020	2019
Bank loans	**£ 25,205**	£ 24,043

14 Creditors
Amounts falling due after more than one year

	2020	2019
Bank loans	**£ 12,808**	£ 38,718

The following liabilities disclosed under creditors falling due after more than one year are secured.

	2020	2019
Bank loans	**£ 12,808**	£ 38,718

15 Financial instruments

	2020	2019
Financial assets measured at transaction price	**£ 10,880**	£ 203
Financial liabilities measured at transaction price	**£ 87,280**	£ 72,040

Financial assets comprise trade debtors and other debtors.

Financial liabilities comprise trade creditors, other creditors, staff Christmas savings, certain accruals and bank loans.

16 Restricted funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Balance at 31 December 2020 £
Restricted asset fund	4,148	-	4,148	-
Big Lottery fund	16,364	98,869	84,359	30,874
Big Lottery - Covid	-	189,793	182,530	7,263
ECF – Core funding	-	10,000	10,000	-
Schreier Foundation	-	5,000	5,000	-
Edward Gostling Foundation	-	10,000	10,000	-
February Foundation	-	5,000	5,000	-
Community 360 Chest fund	1,327	-	1,327	-
Active Essex	2,000	-	2,000	-
CBC – Core funding	-	10,000	10,000	-
Edith Murphy Foundation	-	5,000	5,000	-
ECF - counselling	7,426	-	7,426	-
Light fund – Loneliness and Isolation	5,000	-	5,000	-
John Harrison JHCT	-	7,000	7,000	-
Texel	-	5,000	5,000	-
W O Street	-	5,000	5,000	-
Active Essex LDP	-	2,500	2,500	-
Aviva Crowdfunding	-	3,052	3,052	-
	£ 36,265	£ 356,214	£ 354,342	£ 38,137

The following funds had non-zero balances at 31 December 2020:

The Big Lottery fund related to the running of Josephs Court.

The Big Lottery Covid fund relates to core funding for the cost of providing services.

17 Unrestricted funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2020 £
Designated funds					
Premises	445,040	-	-	(445,040)	-
	445,040	-	-	(445,040)	-
General fund	662,713	434,755	(472,561)	445,040	1,069,947
	£ 1,107,753	£ 434,755	£ (472,561)	£ -	£ 1,069,947

18 Analysis of net assets between funds

	Tangible fixed assets £	Net current assets £	Long term liabilities £	Total £
Restricted funds	-	38,137	-	38,137
Unrestricted funds				
Designated	-	-	-	-
General	527,266	555,489	(12,808)	1,069,947
	527,266	555,489	(12,808)	1,069,947
Total funds	£ 527,266	£ 593,626	£ (12,808)	£ 1,108,084

19 Analysis changes in net debt

	Balance at 1 January 2020 £	Cash flows £	Other non-cash changes £	Balance at 31 December 2020 £
Cash	519,154	(37,163)	-	481,991
Cash equivalents	151,054	150	-	151,204
	670,208	(37,013)	-	633,195
Short term loans	(24,043)	24,043	(25,205)	(25,205)
Long term loans	(38,718)	-	25,910	(12,808)
Total	£ 607,447	£ 12,970	£ 705	£ 595,182

20 Company limited by guarantee

The company is limited by guarantee without share capital. The liability of the members is limited.

Every member of the company undertakes to contribute to the assets of the company, in the event of the same being wound up while they are a member, or within one year after they cease to be a member, for payment of the debts and liabilities of the company contracted before they cease to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amount as may be required not exceeding £1.

If upon the winding-up or dissolution of the company there remains, after the satisfaction of all its debts and liabilities, any property whatsoever, the same shall not be paid to or distributed among the members of the company, but shall be given or transferred to some other charitable institution or institutions having objects similar to the objects of the company, and which shall prohibit the distribution of its or their income and property to any extent at least as great as is imposed on the company under or by virtue the Memorandum and Articles of Association.

21 Post balance sheet events

The Trustees have come to the decision to sell the property of the charity post year end and will relocate to rented accommodation. This decision has arisen from the plans to mitigate the impact that COVID 19 has had, and continues to have, on the charity and the wider economy.

22 Statement of financial activities – year ended 31 March 2019

	Unrestricted funds £	Restricted funds £	Total funds £
Income from	**104,762**	**-**	**104,762**
Donations and legacies			
Charitable activities	**72,183**	**135,009**	**207,192**
Other trading activities	**551,633**	**-**	**551,633**
Investments	**1,022**	**-**	**1,022**
Total income	**729,600**	**135,009**	**864,609**
Expenditure on			
Raising funds	**(308,484)**	**-**	**(308,484)**
Charitable activities	**(450,652)**	**(132,891)**	**(583,543)**
Total expenditure	**(759,136)**	**(132,891)**	**(892,027)**
Total funds brought forward	**1,137,289**	**34,147**	**1,171,436**
Total funds carried forward	**£ 1,107,753**	**£ 36,265**	**£ 1,144,018**