INTEGRATED NEUROLOGICAL SERVICES

England & Wales · Charity number 1107273

Details

Status	Registered
Legal form	Charitable company
Company number	05292539
Registered	2004-12-15
Register	View on the Charity Commission register

Contact

Address	82 Hampton Road Twickenham Middlesex TW2 5QS
Phone	02087554000
Email	admin@ins.org.uk
Website	www.ins.org.uk

Activities

Objects: TO RELIEVE SICKNESS AND DISTRESS OF PEOPLE WITH NEUROLOGICAL CONDITIONS AND TO ADVANCE EDUCATION IN THE CARE OF PEOPLE WITH NEUROLOGICAL CONDITIONS.

Activities: INS provides long term support and rehabilitation to people with neurological disabilities (such as Multiple Sclerosis, Parkinson's disease and stroke) and other long term conditions and their carers.INS works to advance education in the care of people with neurological conditions.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities

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Geography

- **Area of benefit:** LONDON BOROUGH OF RICHMOND UPON THAMES AND NEIGHBOURING BOROUGHS
- Hounslow
- Richmond Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£631,203	£653,753	£162,785	18
2024-03-31	£627,491	£649,172	£185,335	15
2023-03-31	£580,701	£640,584	£207,016	12
2022-03-31	£593,531	£541,994	£266,899	8
2021-03-31	£540,671	£483,197	£215,362	8

Trustees

Name	Role	Appointed
Anne Gowan	Chair	2020-04-08
Dr Chetan Vyas		2018-12-05
Gary Norman		2020-04-08
Julie Mary Walmsley		2022-03-17
Karen Pearce		2022-07-01
Lewis Hyde Gray		2018-02-01
Peter Rogers		2020-04-08
Stephen Williams		2021-09-20
Tessa James		2021-09-20

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INTEGRATED NEUROLOGICAL SERVICES

England & Wales - Charity number 1107273

Accounts



Integrated Neurological Services

Annual Report and Accounts

2024/25

Registered as a Limited Company in England & Wales: 5292539
Registered Charity: 1107273

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Our Vision

Adults with neurological conditions and their carers can access long-term, professional and peer support in the community, helping to manage symptoms, increase independence and live well with their condition.

Our Mission

We provide holistic therapy, social and emotional support tailored to the rehabilitation needs of adults with neurological conditions and their carers, empowering them to maximise their abilities and live life to the full.

Our Values



Professional



Caring



Collaborative



Inclusive



Empowering

Chair’s Report

It is my pleasure to introduce this Annual Report for Integrated Neurological Services (INS) for the year 2024-2025. You will find inside, as well as the financial report, details about the services INS provides together with some of the feedback and stories from INS clients.

Last year, INS celebrated 30 years of care provision for those with neurological conditions in the Boroughs of Richmond and Hounslow. We don’t stand still, and INS’ care and services continue to evolve to meet the needs of clients with the further development of our holistic approach to therapeutic support and wider social engagement for clients. The INS team offer a welcoming environment to our clients while providing a professional service to complement those provided by the statutory services.

Demand is increasing and during the year INS provided support for 800 people – 644 clients and 156 carers. The level of complexity of clients’ conditions has also increased. You will be able to see more detail of the numbers of sessions held and people supported with service provision on page 6 of this report. In summary during the course of the twelve months:1,483 individual therapy sessions were held, with over 5,000 group attendances and over 3,000 group exercise sessions provided and facilitated.

When I joined INS as a Trustee in 2019, I knew I was joining a good organisation with strong values of inclusion, collaboration, empowerment and innovation and with an understanding of the needs of people who have long term conditions as well as those of their carers. It has been a pleasure to witness the care and commitment of staff and volunteers at INS.

I’m glad to share here that the team at INS has been further strengthened by the appointment of Evana Topolovec as Operations Lead. She brings a wealth of experience to INS to enable the further development of robust systems, planning and strengthening team capabilities which we at INS need more than ever for staff and volunteers to be matched to the needs of clients and to focus our fundraising capabilities in an increasingly competitive environment for funds (over 50% of INS annual income comes from fundraising and 36% from contracts).

I would like to take the opportunity here to thank our partners, supporters, funders, fellow trustees and our wonderful INS staff and volunteers, for their continued loyalty and commitment to the work of INS. It is because of their dedication that INS is able to support our service users within the boroughs of Richmond upon Thames and Hounslow to enable them to live as independently as possible through the support of INS’s integrated approach.

I hope you will take the time to read on and that you find the report both interesting and inspiring.



Anne Gowan
Chair of Trustees





Image: Hampton Fund

About INS

At Integrated Neurological Services (INS), we have over 30 years' experience supporting adults in Hounslow and Richmond with neurological conditions to access long-term, professional and peer support in the community. Together with their carers, we help them to manage symptoms, increase independence and live well with their condition.

We provide the affordable, ongoing neurological care and rehabilitation, which is not available on the NHS, to help people improve their condition or prevent it from deteriorating.

Our multidisciplinary team delivers therapy, social and emotional support tailored to people's individual rehabilitation needs and goals.

Neurological conditions can be life-changing if they cause long-term disability and affect people's ability to live independently.

We assess the whole person before providing services and support to help with physical, cognitive and communication issues and improve people's independence, confidence and social participation.

We offer support for as long as needed, often over many years. Help, advice and peer support is also available for family carers, many of whom have health issues of their own.

To make our services as accessible as possible all individual services including therapy and counselling sessions, carers' groups, and social and creative activities are free of charge. We make a small charge for some therapy groups.

Looking back – Strategic aims for 2024/25

We have continued our strategic development to make the charity as resilient and agile as possible, so we can respond to future challenges and ensure a secure and sustainable service. Following our Strategy Day in April 2024, we identified the following as key priorities for 2024/25:

- Manage demand for service users to ensure sustainable growth within capabilities for resources and funding.
- Develop a multi-skilled workforce which is adaptable, flexible and responsive to meet changing needs and demand.
- Measure outcomes for service users and their journey through INS.
- Develop an adaptable working model for 'INS satellites' to reach more people and provide more accessible services.
- Increase partnerships with external providers to reach more service users, supplement our resources and provide wider expertise to the INS community.
- Develop our digital strategy to build skills and capabilities in technology, including INS website and IT systems, to help manage resources and achieve strategic aims.
- Build and diversify current funding and resources to ensure financial support for strategic aims.
- Develop our profile with statutory services and act as an influencer on behalf of the INS community within local health service changes.
- Develop a premises strategy to meet the needs of our future services.

"The support from INS is like a rock that you cling to... It's the lifeline."

Between 1st April 2024 and 31st March 2025:

We supported 644 clients and 156 carers through advice and support, alongside...

1,483
Individual therapy, counselling, and one to one sessions for 374 individuals

5,053
Group attendances for 359 individuals

We facilitated:

3,091
Exercise group attendances for 209 people

698
Expanding Horizons group attendances for 133 people

677
Communication group attendances for 73 people

299
Occupational Therapy group attendances for 24 people

192
Initial assessments for newly referred clients and carers

5
Information, education and advice group sessions for 50 people

101
Carers mutual support and advice attendances for 33 people

49
Online mutual support group attendances for 15 people

284
New referrals for clients and carers

Demand and Complexity

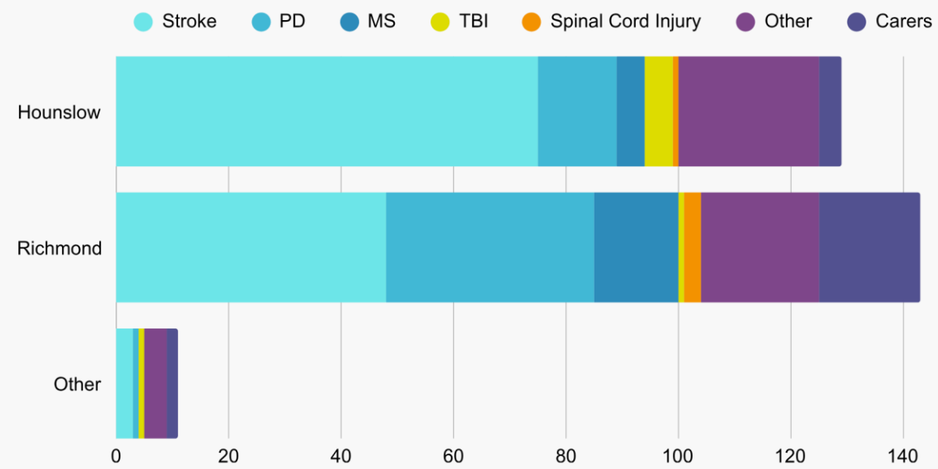
INS continues to see high demand for services and high levels of complexity. In 2024 we received 284 referrals for clients and carers, a 2% increase from 2023. Despite this being smaller than the previous year's increase, our small team of administrative and clinical staff continue to work at full capacity, seeing more complex cases which require more input than before. Based on increasing demand and available resources, from April 2024 we stopped accepting new referrals from boroughs outside Hounslow or Richmond, with exemptions for cases where the person referred is registered with a Hounslow or Richmond GP practice.

The distribution of referrals received by borough has remained similar to previous years, with 51% of referrals originating from Richmond, 46% coming from Hounslow, and 3% coming from individuals living out of area but with GPs in Hounslow or Richmond: a reduction compared to the previous year's 8.6%. In Richmond, self-referral has continued to be the most common referral route, followed by referrals through the Richmond Rehab Unit. In Hounslow, referrals most often come from voluntary organisations like the Stroke Association, or Hounslow GPs.

Stroke is the most common neurological condition referred to our services, representing around 45% of all referrals received in the past year. 58% of referrals received for individuals living Hounslow were for Stroke clients. Stroke referrals have also increased in Richmond, growing from 25 referrals last year to 48 referrals this year. Most referrals we receive are for older people; 60% of people referred this year were over the age of 60, with the average age of referred people being 61.

Due to funding challenges in Hounslow, we have had to reduce our provision in the borough of Hounslow while ensuring a high quality of service for those Hounslow residents we support. This has been extremely challenging as many of the Hounslow service users face complex health and social issues.

Referrals Received by borough and condition for the year 2024/25



This year we are proud to have supported 800 people, 60% of whom are aged 65 and older. An increasing proportion of our service users are adults of working age, with most of these individuals having experienced a stroke; 41% of service users aged under 65 who had interventions during the year were stroke survivors, and 46% of referrals received for people aged 65 and under were for people who have had a stroke compared to 44% in the previous year. People of different ages have changing needs and priorities, so over the year we have adapted our services to better accommodate the increasing number of service users who are in work by offering some sessions online and later in the day.

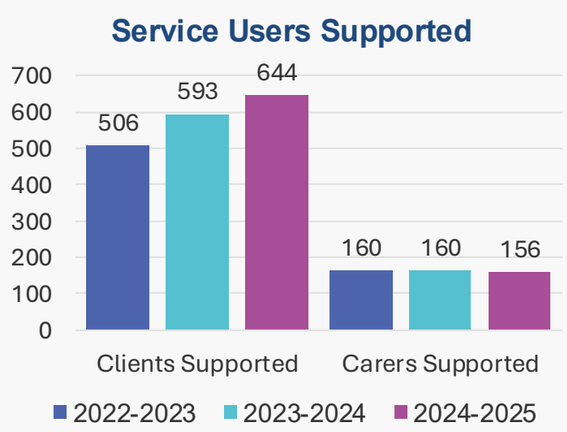
During the year we delivered an average of 19 interventions per person – a 19% increase compared to the previous year. We delivered 1,483 one-to-one complementary therapy and counselling sessions, which includes one-to-one physiotherapy, occupational therapy, and speech and language therapy as well as one-to-one support and advice.

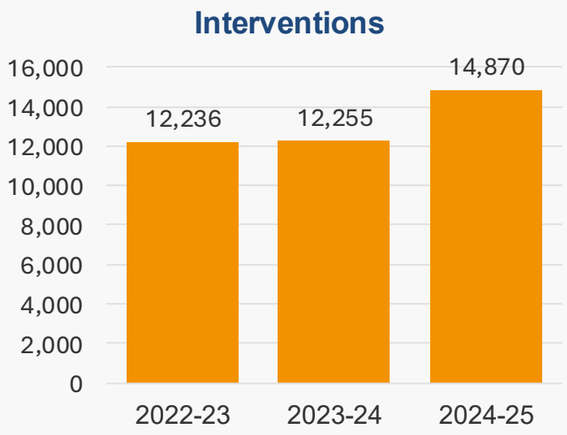
During the year, we carried out 133 home visits to provide assessments, reviews, and 1:1 therapy sessions for service users who were unable to visit INS. We assisted some service users to access transport solutions such as Dial-a-Ride and blue badges, which gave them more independence to leave home and access community activities.

Following our strategic aim to increase our capacity, we increased our bank of Therapy Assistants, who support the clinical team in the delivery of groups and with clinical administration.

We were able to offer some new groups this year, while continuing to offer our core range of popular activities. We restructured some of our popular groups to accommodate more people in need while ensuring the safety of all participants. As a result, 359 individuals were able to attend group sessions, a 7% increase compared to last year.

To ensure that we have capacity for new service users to receive services we have in some cases changed groups to fortnightly: groups like our Neuro Exercise satellite in Barnes and our Monday Neuro Exercise group have changed to a fortnightly model, with two groups running on alternating weeks. Some activities, such as our popular Open Gym, have moved from continuous attendance to 8-week blocks, to provide flexibility and allow more people on our waiting lists to access services.
Additionally, we have increased information about alternative providers and other services available.





During the year, the proportion of interventions for Richmond service users has increased from 47% in 2023/24 to 50% of all interventions in 2024/25. The proportion of interventions for service users in Hounslow has decreased from 45% in 2023/24 to 40% in 2024/25 due to the closure of our Hounslow satellites, resulting in a reduction of activity in the borough.

Around 10% of interventions were recorded for people living outside the boroughs of Hounslow and Richmond. This includes some carers who we do not have borough data for, but their cared for live in the catchment areas and are receiving our services. 28% of service users who fall under this category are registered with a GP practice in Hounslow or Richmond.

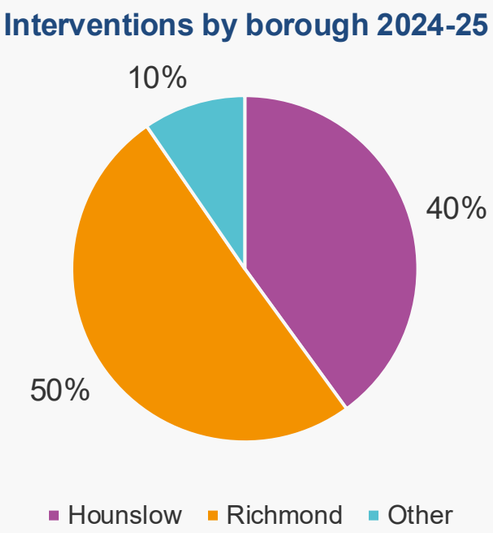


Image: Richmond Foundation



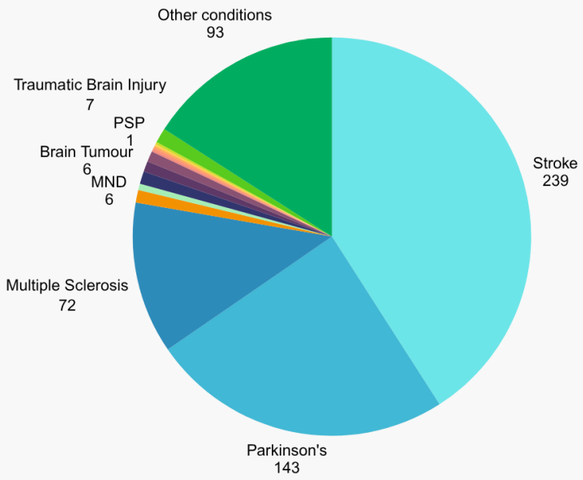
Conditions Supported

Stroke, Parkinson's and Multiple Sclerosis (MS) remain the most prevalent conditions among our service users, with 40% of clients presenting with Stroke, 26% of clients having Parkinson's, and 11.6% of clients living with Multiple Sclerosis. We continue to see a rise in referrals for people living with multiple health conditions, and 36% of people we supported last year have more than one neurological diagnosis.

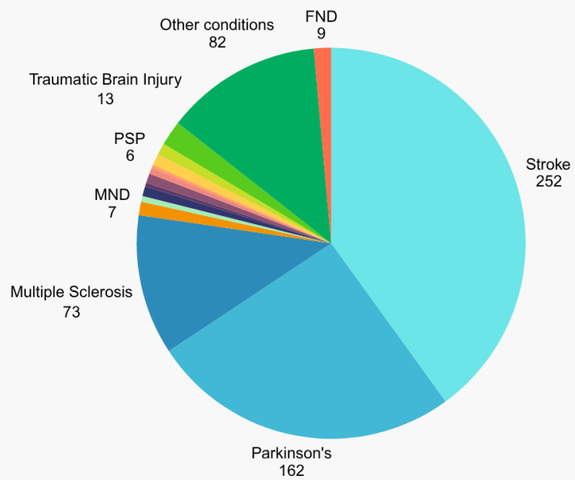
This year we supported twice as many people with Traumatic Brain Injury as the year 2023/24. We also experienced an increase in the number of people with Motor Neurone Disease (MND) receiving our support, for whom timely intervention is vital.

We supported 9 people with Functional Neurological Disorder (FND). INS is currently the only service in Richmond able to support people with this diagnosis, as the Community Neuro Team is not commissioned to cover this condition.

Clients supported by condition 2023-24



Clients supported by condition 2024-25



- Stroke
- Parkinson's
- Multiple Sclerosis
- Motor Neurone Disease
- Functional Neurological Disorder
- Ataxia
- Brain Tumour
- Guillain Barre Syndrome
- Head Injury
- Huntington's Disease
- Multiple System Atrophy
- Peripheral Nerve Injuries
- Progressive Supranuclear Palsy
- Spinal Cord Injury
- Traumatic Brain Injury
- Other conditions

"[The Open Gym] is a very friendly and relaxing environment. Everyone seems at ease, people say hello and ask how you are. This is a pleasure to be there."

Image: Service users take part in a Nature Discovery session led by the Kew Community Access team



New Groups

Upper Limb group

In May, our physiotherapist and occupational therapist ran a six-week multi-disciplinary Upper Limb course for Stroke survivors. The course focused on Stroke education and establishing treatment plans based on the clients' individual goals. They supported clients to think about how they might increase the use of their affected arm in home-based activities and meaningful tasks. It was a great opportunity for peer support, and service users were encouraged to share their ideas and experiences of recovery and rehabilitation.

Music Therapy

In June, we collaborated with Otakar Kraus Music Trust to pilot an occupational therapy-led course of 8 Music Therapy sessions for clients with musical experience who wished to re-engage in music. Members explored musical influences with an aim to select a shared piece of music to learn and play together.

Online peer-support groups

As part of our aim to be accessible to all service users, in August we launched a monthly online group for people living with MS, focusing on peer support and with topics chosen by participants. The group meets online each month, with a topic chosen by members to research and share alongside general discussion.

In response to demand from our service users, we also launched an online peer support group for working age adults with Parkinson's. Both online sessions run later in the afternoon, which is ideal for service users who may have work commitments during the day.

Tai Chi

In February 2025 we ran a pilot course of 8 weekly Tai Chi sessions, delivered by Aileen at Dao Lu CIC. Feedback for the sessions was very positive, and participants felt that the group improved both their physical and their social and mental wellbeing.

> *"Most of the gyms available cater towards the fit and healthy - INS provides an environment where we can feel comfortable and know that we are well looked after. Without it I know my mobility, balance, etc. would be negatively affected."*



Thinking Together

Our clinical team is seeing more service users who have cognitive issues due to their neuro condition and find it hard access community and statutory services they need. To help address these challenges for service users with neurological challenges and their carers, we piloted a new OT-led cognitive group called Thinking Together. The group aims to increase understanding of cognitive challenges which can result from conditions like traumatic Brain Injury, Stroke, Parkinson's, and Multiple Sclerosis, and to promote strategies for adapting together. It encourages shared understanding and collaborative problem-solving for both those with neuro conditions and their carers. By educating both parties, the group helps foster empathy, communication, and a team approach to managing everyday cognitive challenges.

Each session focused on a different aspect of cognition, with seven key areas such as memory and attention, emotional regulation, communication and executive function. Sessions included education, group discussions, and practical strategies that members participated in during the sessions. The group included 10 participants: 8 people with neurological conditions and 2 carers. Feedback was positive, with participants appreciating the opportunity to learn in a supportive and relatable environment.

We plan to deliver further Thinking Together groups as part of our programme, together with a structured workbook, developed in collaboration with the pilot group, to enhance the learning experience. This will contain detailed information and reflective exercises based on slide presentations from each session and will support both in-session learning and home practice.

Defining Outcomes

Our outcomes are complex for those with a long-term or progressive neuro condition, and given the varied nature of neurological conditions' presentations we are mindful that our service users' goals and outcomes will vary significantly. Our focus is on helping them, and their carers, to live well with their condition and stay as independent as possible. This may be through improving mobility, cognitive or communication skills, supporting them to walk or drive again, return to work, or to feel confident to engage with others. We want people to feel empowered to manage their condition and help them get effective and timely support from relevant statutory and voluntary organisations.

Many service users have cognitive and communication issues and need one-to-one support or input from carers or family to evaluate their response. For example, therapists may use standardised tools to measure progress or use communication friendly survey methods (e.g. forms designed for people with Aphasia).

Within the varied service user group at INS, it can be challenging to capture outcomes, however our re-energised approach enabled us to successfully bid for Motability Foundation funding where a key aspect of the project is to devise an assessment tool and review the progress of participants. The monitoring and evaluation process for this project is helping to advise other aspects of INS' provision and outcome measurement.

Moving forward – demonstrating the impact of our holistic support

We continue to develop this as one of our strategic priorities, focusing on the following actions:

- Moving away from an output-based focus, with more co-production with service users and partnership working.
- Review of assessment forms and processes.
- Increased team collaboration to define outcomes and measurement criteria relating to neuro conditions.
- Consultations with a representative sample of service users to develop best approach
- Piloting the Motability 'Travel with Confidence' project to develop assessment tools to measure barriers and successes and develop tools to capture overall changes.
- Biannual INS experiences survey – implementing suggestions and feedback.

> ***"It's more than an exercise class; it's a safe and happy zone with likeminded people and very empathetic staff."***

Bharti and Anil

In 2025, INS was chosen as one of the charities supported by local grant funder Hampton Fund, to feature in a short video about their work. Bharti, who is an INS client, and Anil, her husband, spoke with the Hampton Fund about how INS has supported them since Bharti was referred in 2013, following her diagnosis of Parkinson's.

At the time of her referral Bharti was working, while adjusting to her changing symptoms as her Parkinson's progressed. In her interview, Bharti describes how attending activities at INS and meeting other people with Parkinson's helped her both practically and emotionally.

"The staff here are wonderful. They gave me confidence."

Bharti has been able to attend a variety of groups and activities, including exercise groups like Move into Wellbeing, and Expanding Horizons activities like Creative Writing.
Bharti's husband, Anil, has also received support from INS, through direct support and advice as well as through respite when Bharti is attending sessions.

"When Bharti comes to any exercises here (to INS), my mind is at peace... Bharti's in safe hands... If Bharti had to go anywhere without me, where I didn't know the place, I'd be very anxious. When Bharti's at INS I can feel at ease."

If viewing on a computer, click the image to watch Bharti's interview as part of The Hampton Fund's feature video



Our Impact



93%

of exercise group survey respondents found that the group had helped them work towards their goals



84%

of exercise group survey respondents found that attending a group helped them become more confident in exercising independently



82%

of exercise group survey respondents are now exercising more frequently as a result of attending an exercise group



100%

of exercise group survey respondents found that attending exercise sessions has been beneficial for their physical wellbeing



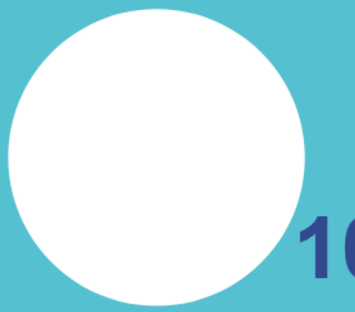
94%

of exercise group survey respondents found that attending exercise sessions has been beneficial for their social wellbeing



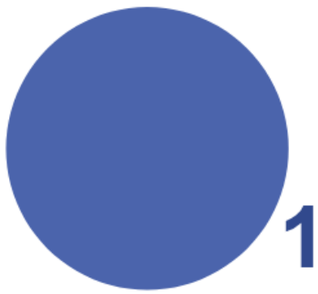
97%

of exercise group survey respondents found that attending an exercise group had contributed to improving their mood



100%

of exercise group survey respondents found that attending a group has benefitted their overall wellbeing



100%

of creative, social or communication group survey respondents enjoyed meeting or connecting with other attendees



77%

of creative group survey respondents found that attending a creative group has lessened feelings of isolation or loneliness



100%

of creative group survey respondents felt that attending a group has improved their overall wellbeing

INS
neuro-support, for life

Responses collected and collated in 2024-25 from responses to the following group surveys:

Open Gym, Tai Chi, Neuro Exercise, PD Fit, Local History, Creative Writing, & Working with Words

Carers' Support

In March we shared a survey with our carers, asking about their experience of using our services and the impact of their caring role on their lives. 22 carers responded. Most people who answered care for their spouse, while some people care for a sibling, adult child, or parent. 64% of respondents have been supporting someone with a neurological condition for more than five years.

People shared how their caring responsibilities impact their daily lives, with many saying they provide full time support for their family member, which has reduced their ability to work and engage with hobbies or social activities. One person said, *"I think around my husband's needs first, then work around them."*

> ***"Knowing that there is an organisation who understands the issues of being a carer for someone with a neurological condition, is invaluable."***

We asked carers how INS has helped them. Many people wrote about the value of having someone to talk to, whether that person is a member of staff or another carer. The information and resources provided in conversations and sessions have helped carers to navigate often-challenging health and social care systems to access the support they need and are entitled to.

Some participants have accessed our counselling service, online Mindfulness drop-in sessions, and carers' exercise sessions, which they found helpful for their fitness and wellbeing. Some people also noted that they benefit from respite when their family member is attending sessions at INS.

91% of respondents agreed that support from INS had helped them to feel less isolated, even if they cannot regularly take part in sessions. One person shared, *"I don't engage as much, because I am often looking after my dad. But the emails and info make me feel connected and, really importantly, I feel if I ever desperately needed some support for myself, I could start with INS for support and I feel there is expertise to help and empathise."*

Although many carers refer to us for individual and group support, such as advice, counselling or our mutual support groups, some prefer to seek advice from our clinical team during INS therapy sessions with their cared for person. Increasingly carers want advice and information around their concerns for the future, as the person they care for may have changing needs.

Some individuals do not identify as an unpaid carer and do not present for help. We are always looking at new ways to support those people.

> ***"Penny [Carers Link] and Marie-Anne [Physiotherapist] have been so kind and compassionate ...When my wife was in physio classes I could leave her in the care of Paul [Exercise Lead] and others knowing she would be well cared for."***



Partnership Working

Working with partners is very important as it enables us to reach more people to access our services, raise awareness of INS support, increase capacity and provide wider expertise to the INS community. These partnerships ensure INS continues to evolve and improve our practise and opportunities for our service users.

CILS partnership

INS continues to work as part of the Community Independent Living Service (CiLS) partnership, delivered by 20 local charities and led by Age UK Richmond. This includes accessing Age UK Richmond's Barnes Green Centre to deliver weekly neuro exercise groups.

Richmond Carers

For over a decade we have carried out a contract as part of the Carers Hub Service to provide support and advice for carers of adults with neurological conditions living in Richmond. The hub includes six local charities, led by Richmond Carers Centre,

Hounslow Stroke Association

In 2025, we celebrated five years of our partnership with the Hounslow Stroke Association, as part of the Hounslow Stroke Services contract. This contract enabled us to expand our support further into Hounslow, which included our satellite venues in Brentford and Feltham.

Move Into Wellbeing

Our partnership with Move Into Wellbeing, who deliver blocks of chair-based dance sessions at our premises in Twickenham, has been consistently popular and well received by our service users since we started working together in 2023. The sessions are led by a Move Into Wellbeing instructor and supported by INS staff and volunteers.

Otakar Kraus Music Trust

We continue to work with the Otakar Kraus Music Trust to deliver group Music Therapy sessions throughout the year. This year we worked collaboratively to deliver pilot groups with input from our Occupational Therapist and our Speech and Language Therapist.

Kew Gardens Discovery Team

We were pleased to collaborate with the Kew Gardens Discovery Team, who led three nature discovery workshops for service users at our premises in Twickenham and at our satellite venue at the Barnes Green Centre. The sessions were well attended by INS service users and attendees at the Barnes Green Centre.

Queen Elizabeth's Foundation for Disabled People (QEF)

We have enjoyed a continued partnership with the Queen Elizabeth's Foundation for Disabled People, who deliver monthly driving assessment and adaptations' advice clinics at our premises in Twickenham. This is invaluable for those who have been recently diagnosed or whose condition has deteriorated.

Training for Medical Students

We have an annual contract to provide teaching sessions to medical students at St. George's Hospital, involving service users with lived experience of neuro disability and caring

for someone with a neurological condition. Over 300 students receive online training from INS each year.

Developing Our Profile

During the 2024/25-year INS has been involved in work across Hounslow and Richmond actively advocating for the needs of people with neurological conditions and their unpaid carers and creating engagement opportunities for their lived experiences to be shared.

This work has included playing an active part in Hounslow's Age and Disability Equality Group and working with South West London Healthwatch to engage with INS service users regarding Accessible Information Standards.

We have also participated in two Richmond work streams, the first as part of the Modern Day Services Future Design Work Group, and more recently a Joint Needs Assessment for people with neurological services led by Richmond Public Health.

The Team

Developing a multi-skilled team of staff means we can continue to be flexible and responsive to changing needs and demand in delivering our holistic therapy, social and emotional support. We have a multidisciplinary team which includes clinical therapists, social worker, counsellors and support staff. All clinical staff are registered with the Health and Care Professions Council and counsellors with professional bodies. We have continued to grow our bank team, enabling the charity to provide a wide range of services and respond to new projects; this has been particularly helpful in delivering satellite services. From a financial perspective, it allows us to staff services appropriately according to funding changes and challenges.

As part of our strategic plan, in February we successfully recruited Evana Topolovec to our new role as Operations Lead (4 days/week) to support the CEO/Clinical Lead in areas like Finance, HR and IT and lead on our future premises strategy. The CEO/Clinical Lead also works a 4-day week.

Our Therapy Assistants provide essential support to our clinical team, and last year both assistants left to train as a Physiotherapist and Occupational Therapist, following their work at INS. We recruited two new Therapy Assistants, who have been working with our therapy groups and supporting service users in a range of activities.

Last year we said goodbye to one of our Trustees, Karen Pearce, who chaired our Clinical committee. INS currently has nine Trustees on the board, and we are recruiting for a new clinical Trustee.

We have continued to offer longer-term student placements in different therapy areas, including physiotherapy and speech and language therapy. This provides them with the opportunity to support individual and group sessions, which gives them valuable hands-on experience, something we feel is important to support the next generation of professionals.

Feedback from the students about their placement experience at INS was very positive, with the two speech and language students saying how a placement at INS has helped them grow in confidence and develop their clinical skills, as well as having the opportunity to work with such kind and passionate clinicians.

“INS is a great support and comfort ... The constant warmth and engagement of Mike the administrator, the admin team and all volunteers is extremely welcome.”

Early in 2025, INS was awarded a three-year grant from Motability Foundation to support people with neurological conditions and their carers to travel with confidence, using public transport. This will be delivered by our occupational therapy team, and the project includes funding for a part-time Occupational Therapist and a part time Therapy Assistant.

Our work would not be possible without our wonderful team of over 25 volunteers, who help with administration, IT and fundraising, as well as supporting a range of therapy, exercise and activity groups. Without them, we would struggle to give so many people the support they need and we always welcome new volunteers. We are also fortunate to have the support of several expert volunteers in areas like IT, database, and project management, who have helped us develop more efficient ways of working.



Digital Infrastructure

Building on work completed in the previous year, we have continued to improve and maximise the use of technology at INS. This is an area where expert volunteers have enhanced what has been achieved, particularly in upgrading our database. Our new Operations Lead has optimised our use of our cloud-based software by upskilling the team.

During the year, we developed and refined our online referral webform, which individuals and professionals can use to submit referrals to INS services. This form is linked directly to our database and means that referrals do not need to be sent by email, which improves our data security. Alternate versions of our referral form are still available for potential service users who may be unable to access the webform.

Having launched our new website in September 2023, our new web platform has enabled us to be agile in our communications, fundraising, and events advertising. Our team can easily create pages for challenge events and fundraising appeals, and the site's improved editing capabilities means that information is up to date.

We are continuously reviewing our data collection and reporting processes, and working with our IT volunteer, Patrick, to make improvements where we can. As part of this we recently updated our database to record the duration of our interventions with service users, which will enable us to analyse the amount of support received in more depth.

In August 2024, to prepare for the Big Give Christmas Challenge Appeal, we began to use Mailchimp for digital fundraising and communications. Using Mailchimp has allowed for improved supporter engagement, as well as more efficient communication with service users. We are continuing to explore Mailchimp, and we look forward to developing new and engaging ways to communicate with our supporters and the INS community.

INS in Barnes

We have continued to offer physiotherapist-led exercise classes at Barnes Green Centre for INS clients, in partnership with Age UK Richmond as part of the Community Independent Living Service (CILS). The neuro exercise group has become so popular that as of April 2025, we now run two groups on alternating weeks to increase opportunities for people to attend.

These sessions are ideal for people living further away from our main premises in Twickenham, who may not be able to travel regularly for exercise. 60% of service users who attended sessions at the Barnes Green Centre have only attended INS services at that venue within the last 12 months. Alongside the neuro exercise group, our Physiotherapist also delivers one-to-one assessments and reviews at the venue.

63% of Barnes satellite attendees are aged 70 and older, compared to 50% of all Richmond service users. According to the 2021 census almost 1 in 6 Richmond residents are aged 65 and older, and the borough is home to the 4th highest proportion of people aged 66 and older living alone in London. These factors contribute to an ageing population which is at a higher risk of developing neurological conditions.

This year we have been able to further diversify the range of activities offered at the venue. Our Speech and Language Therapist delivered an education session to satellite attendees, and in August the Kew Gardens Discovery team delivered a nature workshop in collaboration with INS, which was attended by INS clients and 13 Age UK Richmond service users.

Below: Attendees enjoy making 'seed bombs' at the Kew Community Access Discovery session in Barnes



INS in Hounslow

This past year has been a story of great success and disappointment. All three satellites had grown in both levels of activity and the diversity of sessions and partners delivered. For both Hounslow and Barnes service users it allowed access to INS nearer to home and therefore individuals were more likely to accept referrals to the service. As detailed below, Hounslow organisations were hugely disappointed about the closure of the satellites and concerned about the impact on their clients. Satellites provision will continue to be part of INS's strategic aims.

Our weekly satellite groups at venues in Brentford and Feltham continued to be popular last year. 19 clients and 7 carers came to Wednesday afternoon sessions at The Musical Museum in Brentford between April and December, and 43 clients and 14 carers attended sessions at Age UK in Feltham during the same period.

Despite growing numbers, due to a lack of funding, both Hounslow satellite projects were unfortunately forced to close in December 2024. The closure of the Hounslow satellites is of great concern, as the activities at both venues were a vital outreach for people at the far ends of the borough who may experience barriers to accessing services at our main premises in Twickenham.

To help reduce the impact of these closures, all Hounslow satellite attendees were contacted to discuss other support options that INS may be able to offer. A feedback form was also shared with attendees, who shared their thoughts on the closures. One respondent described feeling, “utterly heartbroken at the demise of the Feltham satellite.”

The clinical team reviewed the list of attendees to identify those most affected by the closure of the satellites, using criteria such as individuals not attending other sessions at INS in Twickenham, online, or by home visit. Around 30 people were identified as high-priority for outreach, and they have been contacted by the team with alternative solutions for support, including in-person and online exercise, communication, and social groups.

Below: End of year celebrations at the Age UK Feltham INS satellite venue





Our Premises

As part of our Strategic plan, we have been evaluating options for a future, sustainable service delivery model, which includes extending our lease and upgrading facilities with a capital fundraising campaign or relocating to different premises within Richmond borough.

Last year, we achieved the following in developing our premises strategy:

- Action on key repairs and maintenance at INS, including upgrading fire protection and drainage.
- Recruitment of an Operations Lead in February 2025 to take change of all aspects of the building and its management. The role has focused on understanding building usage and costs of running the premises including future maintenance costs.
- Understanding the financial climate and future affordability of suitable premises.
- Communication with our landlord regarding longer-term opportunities in our current property. In 2025-26, this information will be used to create short- and longer-term plans.

Events

Heritage Walkathon

In June 2024 INS staff, supporters, and volunteers took part in a Heritage Walkathon, to celebrate 30 years of INS and raise money to support our services.

The walk started close to where INS was founded in Kew, and participants walked in two teams 'through our history' to our satellite venues in Brentford, Feltham, and Barnes in a celebration of our work across the boroughs. The walkathon raised over £3,200 including Gift Aid.

Bridge Drive

In April 2024 we held our Bridge Drive at Priory Park club in Kew. The event was attended by more than 40 people and raised £1,113.

We would like to thank Ellie, Sara, Frankie, Mark, Alan, and Beatrice for supporting and helping to organise the event and for hosting the Drive at the Priory Park Club.

We would also like to thank Squire's Garden Centres, and Newen's The Original Maids of Honour for generously donating raffle prizes.

Quiz Night

In November we held our annual Quiz Night, which was attended by around 80 supporters. The evening raised £1,900 for INS.

Thank you to Keith, Alan, Chris, Nicola, Debbie, and Michael for their exceptional support on the night.

Thank you to the businesses and individuals who generously donated prizes to our raffle, including The Maids of Honour, The Orange Tree Theatre, Twickenham Ales, Squire's Garden Centres, Syon Park, and EMPWRD Consultancy.









Fundraising

We are grateful to residents of Grove Park Terrace in Chiswick, who selected INS as the beneficiary of their summer street party, which raised £624 in donations.

In December 2024 we ran our first Big Give Christmas Challenge fundraising appeal, which was the first public match-funding appeal we have participated in. The appeal raised a total of £11,487 for our counselling service. The success of this appeal appeal created increased engagement with our donors and the confidence to increase the target for following year.

We are very grateful to our private match-fund pledgers, and to The Reed Foundation for acting as our match funding Champion. In January 2025 we won The Big Give's Supporter Engagement award, which included a prize of £1,000 in unrestricted funding.

Trusts and Foundations

The greatest success of last year was the securing of multiple multi-year grants enabling INS to look further ahead. Innovation and development helped secure a successful award from Motability Foundation to deliver a new area of service to INS clients and carers.

We are always trying to build our longer-term funding, as this helps us plan ahead in areas like recruitment, and we are so grateful to a number of generous Trusts and Foundations who continue to support us.

As part of this sustainable funding, in June 2024 we were given a wonderful 5-year endowment of £150,000 by the Edward Gostling Foundation, as part of their plan to wind up by 20230, with an amount to be drawn down annually.

We are also extremely grateful for the generous, ongoing support of two local grant makers, Hampton Fund and Richmond Foundation; in September 2024 we were awarded a 3-year core funding grant from Richmond Foundation.

In December 2024, we were delighted to be awarded a 2-year core funding grant of £70,000 from Garfield Weston.

Starting in June 2025, we have a fantastic 3-year project grant of £202,000 from the Motability Foundation to support our service users with neuro conditions and their carers to 'Travel with Confidence'.

Thank you also for the amazing support from: John Horseman Trust; Lambert Charitable Trust; Sir Jules Thorn Charitable Trust; National Lottery Awards for All England; Bruce Wake Charitable Trust; Ashcroft Charitable Trust; Girdlers Company Charity; Barnes Fund; Souter Charitable Trust; Dyers Company Charitable Trust; Marsh Charitable Trust; Percy Bilton Charitable Trust; Civic Pride Fund; British Aphasiology Society; P F Charitable Trust; Lower Hall Charitable Trust; William Allen Young Charitable Trust; February Foundation; Green Hall Foundation.

Looking ahead – Strategic aims for 2025/26

We have developed our Strategic Operational Plan, with key priorities to ensure sustainable growth for INS within achievable resources and funding. This strategic plan builds on the ongoing priorities for 2024/25 which we continue to work on along with our updated strategic aims.

In 2025/26 we will:

- Manage demand, capacity and funding planning by developing a new service model that reflects funding available in Richmond and Hounslow boroughs.
- Develop a long-term premises strategy to ensure sustainable, accessible service delivery. This includes continuing our locality approach to reach more people and remove barriers to engaging with INS.
- Continue to pilot and implement outcome measures across all our services, to show the difference our support makes to service users, and evaluate the best approach to assess these, depending on factors relating to people's neuro conditions.

Administrative Details

Address
82 Hampton Road
Twickenham
TW2 5QS

Phone
020 8755 4000

Email
admin@ins.org.uk

Website
www.ins.org.uk

neuro-support, for life

Registered as a Limited Company in England and Wales: 5292539
Registered Charity: 1107273

REGISTERED COMPANY NUMBER: 05292539 (England and Wales)
REGISTERED CHARITY NUMBER: 1107273

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2025

for

Integrated Neurological Services

Ark Accountancy Limited
Chartered Certified Accountant
56-58 High Street
Ewell
Epsom
Surrey
KT17 1RW

Integrated Neurological Services

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for the Year Ended 31 March 2025

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FINANCIAL REVIEW

Financial position

Review of Financial Results

INS made a deficit for the year of £22,550 (2023/24 £21,681). The decline on last year reflects an increase in income of £3,712 offset by an increase in costs of £4,581.

Income

INS receives most of its income from grants, donations and from contract income. The environment for fundraising and grants continues to be very competitive. We are grateful for the continued support from a number of generous donors including the Richmond Foundation, Hampton Fund and the Edward Gostling Foundation. Overall, the income from grants was lower this year which reflects the fact that some grant makers were not able to continue their funding due to factors such as changing priorities.

The income includes £52,189 in donations, which is slightly down on last year. We are delighted to have a number of supporters who have organised fundraising events for INS, such as marathons, sponsored walks and social activities. Some examples of these are set out earlier in the report. We were also fortunate to receive some large legacies with a total of over £20,000 received in the year.

Income from charitable activities includes income from contracts and teaching income. Overall income from charitable activities increased to £297,448 in the year, with increases in both contract income and teaching income.

Staffing and expenditure

INS continues to manage its expenditure carefully and seeks to minimise costs wherever possible. Total costs were in line with last year. Payroll costs for the year were held to £397,705 which is slightly lower than the previous year.
Non payroll costs were slightly higher in 2024/25 reflecting higher maintenance and repair costs on the premises as well as additional costs incurred in upgrading our digital infrastructure.

As noted above, INS depends upon grants and donations and we are very grateful to all our supporters and donors. Fundraising is a very important part of our business and we continue to focus our resources on pursuing appropriate opportunities. This helps us to maximise our effectiveness and the amount of funding which is directed to our charitable activities. Overall fundraising costs were held at 7% of income.

FINANCIAL REVIEW

Reserves policy

The Trustees have reviewed the charity's reserves policy, taking account of the current uncertain economic circumstances and the funding challenges within the charitable sector.

They have agreed a policy to build towards holding six months' expenditure in unrestricted reserves This will help INS plan prudently for the future and strengthen its sustainability.

The level of unrestricted reserves at 31 March 2025 was £162,785 (2023/24 - £185,335).

FUTURE PLANS

Looking Ahead - Strategic aims for 2025/26

We have developed our Strategic Operational Plan, with key priorities to ensure sustainable growth for INS within achievable resources and funding. This strategic plan builds on the ongoing priorities for 2024/25 which we continue to work on along with our updated strategic aims.

In 2025/26 we will:

- Manage demand, capacity and funding planning by developing a new service model that reflects funding available in Richmond and Hounslow boroughs.
- Develop a long-term premises strategy to ensure sustainable, accessible service delivery. This includes continuing our locality approach to reach more people and remove barriers to engaging with INS.
- Continue to pilot and implement outcome measures across all our services, to show the difference our support makes to service users, and evaluate the best approach to assess these, depending on factors relating to people's neuro conditions.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05292539 (England and Wales)

Registered Charity number

1107273

Registered office

82 Hampton Road
Twickenham
Middlesex
TW2 5QS

Trustees

Ms A Gowan Chair
L H Gray
Ms T P James
T D G Millar
G Norman
Ms K M Pearce
P A Rogers
Dr C Vyas
Ms J M Walmsley
S Williams

Company Secretary

Ms S Vines

REFERENCE AND ADMINISTRATIVE DETAILS

Independent Examiner

Mary E Ryan FCCA
Ark Accountancy Limited
Chartered Certified Accountant
56-58 High Street
Ewell
Epsom
Surrey
KT17 1RW

Approved by order of the board of trustees on 12 November 2025 and signed on its behalf by:

S Williams - Trustee

Independent examiner's report to the trustees of Integrated Neurological Services ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report
As the charity's trustees of the Company (and also 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 Company 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 your charity's accounts as 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 your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, 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 Company 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 to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mary E Ryan

Mary E Ryan FCCA
The Association of Chartered Certified Accountants

Ark Accountancy Limited
Chartered Certified Accountant
56-58 High Street
Ewell
Epsom
Surrey
KT17 1RW

12 November 2025

Integrated Neurological Services

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	227,334	86,613	313,947	314,183
Charitable activities	5				
Charitable Activities		171,586	125,862	297,448	277,166
Other trading activities	3	3,108	-	3,108	18,102
Investment income	4	16,700	-	16,700	18,040
Total		418,728	212,475	631,203	627,491
EXPENDITURE ON					
Charitable activities	6				
Charitable Activities		441,278	212,475	653,753	649,172
NET INCOME/(EXPENDITURE)		(22,550)	-	(22,550)	(21,681)
RECONCILIATION OF FUNDS					
Total funds brought forward		185,335	-	185,335	207,016
TOTAL FUNDS CARRIED FORWARD		162,785	-	162,785	185,335

The notes form part of these financial statements

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	12	8,734	-	8,734	11,170
CURRENT ASSETS					
Debtors	13	25,698	24,698	50,396	22,672
Cash at bank and in hand		271,873	9,785	281,658	180,689
		297,571	34,483	332,054	203,361
CREDITORS					
Amounts falling due within one year	14	(143,520)	(34,483)	(178,003)	(29,196)
NET CURRENT ASSETS		154,051	-	154,051	174,165
TOTAL ASSETS LESS CURRENT LIABILITIES		162,785	-	162,785	185,335
NET ASSETS		162,785	-	162,785	185,335
FUNDS	16				
Unrestricted funds				162,785	185,335
TOTAL FUNDS				162,785	185,335

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 12 November 2025 and were signed on its behalf by:

S Williams - Trustee

The notes form part of these financial statements

Integrated Neurological Services

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	95,369	(68,075)
Tax paid		1,706	2,108
Net cash provided by/(used in) operating activities		97,075	(65,967)
Cash flows from investing activities			
Purchase of tangible fixed assets		(602)	(7,560)
Interest received		4,496	-
Net cash provided by/(used in) investing activities		3,894	(7,560)
Change in cash and cash equivalents in the reporting period		100,969	(73,527)
Cash and cash equivalents at the beginning of the reporting period		180,689	254,216
Cash and cash equivalents at the end of the reporting period		281,658	180,689

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.25 £	31.3.24 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(22,550)	(21,681)
Adjustments for:		
Depreciation charges	3,038	3,420
Interest received	(4,496)	-
Increase in debtors	(29,430)	(15,275)
Increase/(decrease) in creditors	148,807	(34,539)
Net cash provided by/(used in) operations	95,369	(68,075)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	180,689	100,969	281,658
	180,689	100,969	281,658
Total	180,689	100,969	281,658

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Integrated Neurological Services meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated on the relevant policy note.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Furniture & equipment - 20% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds have been created to provide for the dilapidation of the leased property.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution stakeholder pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

continued...

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	52,189	57,215
Gift aid	10,804	6,871
Legacies	20,556	2,030
Grants	230,398	248,067
	313,947	314,183

Grants received, included in the above, are as follows:

	31.3.25	31.3.24
	£	£
Steel Charitable Trust	-	15,000
Richmond Foundation	60,000	56,100
Barnes Fund	6,300	6,300
Other grants	2,290	31,242
Hampton Fund	40,000	29,800
Hounslow Thriving Communities Fund	-	22,800
Sports England	-	2,200
The February Foundation	5,000	5,000
The Bruce Wake Charitable Trust	-	2,000
Heathrow Community Trust	5,320	7,980
Geoff & Fiona Squire Foundation	-	5,000
John Horseman Trust	10,000	15,000
Edward Gostling Foundation	30,000	14,000
Basil Samuel Charitable Trust	-	10,000
Souter Charitable Trust	2,000	3,000
PF Charitable Trust	4,000	3,000
Sir Jules Thorn Charitable Trust	3,500	3,000
Lambert Charitable Trust	2,500	5,001
Vandervell Foundation	-	2,000
National Lottery Community Fund	13,500	9,644
LB Richmond upon Thames	2,988	-
Richmond Carers	450	-
Greenhall Foundation	2,000	-
The Girdlers' Company Charitable Trust	1,550	-
William Allen Young Charitable Trust	2,000	-
Garfield Weston Foundation	35,000	-
The Dyers Company	2,000	-
	230,398	248,067

continued...

3. OTHER TRADING ACTIVITIES

	31.3.25	31.3.24
	£	£
Fundraising events	3,108	18,102

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Rents received	12,204	18,040
Deposit account interest	4,496	-
	16,700	18,040

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.25	31.3.24
		£	£
Contract Income	Charitable Activities	226,661	211,854
Teaching Income	Charitable Activities	49,224	44,980
Membership/attendances	Charitable Activities	21,563	20,332
		297,448	277,166

6. CHARITABLE ACTIVITIES COSTS

Total resources expended have been allocated to the following categories of expenditure:

	Fundraising		Charitable Expenditure		Total
y/e 31.3.25	£	%	£	%	£
Support costs					
Premises	2,438	4	58,504	96	60,942
Office costs	6,853	8	78,807	92	85,660
Communication & Marketing	591	17	2,885	83	3,476
Consultancy & professional			18,638		18,638
Depreciation			3,039		3,039
Governance	173	4	4,174	96	4,320
Total	10,054		166,021		176,075
Direct other costs					
Project costs	1,434	8	70,275	92	71,709
Staff expenses			5,749		5,749
Equipment			1,045		1,045
Recruitment			1,470		1,470
Total	1,434		78,539		79,973
Payroll costs	30,623	8	367,082	92	397,705
Total	42,112		611,641		653,753

continued...

6. CHARITABLE ACTIVITIES COSTS - continued

7. SUPPORT COSTS

	Management	Finance	Governance costs	Totals
	£	£	£	£
Charitable Activities	151,882	949	22,958	175,789

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.25	31.3.24
	£	£
Depreciation - owned assets	3,038	3,420
Other operating leases	47,355	43,507

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

10. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	367,324	362,238
Social security costs	16,917	23,898
Other pension costs	13,464	12,173
	397,705	398,309

The average monthly number of employees during the year was as follows:

	31.3.25	31.3.24
Administration	1	1
Clinical services	16	12
Fundraising	1	2
	18	15

No employees received emoluments in excess of £60,000.

continued...

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	199,702	114,481	314,183
Charitable activities			
Charitable Activities	57,573	219,593	277,166
Other trading activities	18,102	-	18,102
Investment income	18,040	-	18,040
Total	293,417	334,074	627,491
EXPENDITURE ON			
Charitable activities			
Charitable Activities	315,098	334,074	649,172
NET INCOME/(EXPENDITURE)	(21,681)	-	(21,681)
RECONCILIATION OF FUNDS			
Total funds brought forward	207,016	-	207,016
TOTAL FUNDS CARRIED FORWARD	185,335	-	185,335

12. TANGIBLE FIXED ASSETS

	Plant and machinery £	Furniture & equipment £	Computer equipment £	Totals £
COST				
At 1 April 2024	-	7,030	7,560	14,590
Additions	602	-	-	602
At 31 March 2025	602	7,030	7,560	15,192
DEPRECIATION				
At 1 April 2024	-	1,908	1,512	3,420
Charge for year	120	1,406	1,512	3,038
At 31 March 2025	120	3,314	3,024	6,458
NET BOOK VALUE				
At 31 March 2025	482	3,716	4,536	8,734
At 31 March 2024	-	5,122	6,048	11,170

continued...

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade debtors	44,778	17,405
Tax	1,480	3,186
Accrued income	980	-
Prepayments	3,158	2,081
	50,396	22,672

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade creditors	8,270	9,532
Social security and other taxes	6,941	8,286
Other creditors	2,493	2,654
Deferred income	154,483	4,000
Accrued expenses	5,816	4,724
	178,003	29,196

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.25	31.3.24
	£	£
Within one year	47,354	46,290
Between one and five years	111,963	155,737
	159,317	202,027

16. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	At 31.3.25
	£	£	£
Unrestricted funds			
General fund	165,335	(52,550)	112,785
Designated fund	20,000	-	20,000
Edward Gostling Foundation	-	30,000	30,000
	185,335	(22,550)	162,785
TOTAL FUNDS	185,335	(22,550)	162,785

continued...

16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	388,728	(441,278)	(52,550)
Edward Gostling Foundation	30,000	-	30,000
	418,728	(441,278)	(22,550)
Restricted funds			
Hampton Fund	40,000	(40,000)	-
National Lottery Community fund	13,500	(13,500)	-
Other restricted fund	90	(90)	-
The February Foundation	5,000	(5,000)	-
Heathrow Community Trust	5,320	(5,320)	-
Age UK	118,775	(118,775)	-
Richmond Carers	16,952	(16,952)	-
The Barnes Fund	6,300	(6,300)	-
LBRUT	2,988	(2,988)	-
Greenhall Foundation	2,000	(2,000)	-
Girdlers' Company CharitableTrust	1,550	(1,550)	-
	212,475	(212,475)	-
TOTAL FUNDS	631,203	(653,753)	(22,550)

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	187,016	(21,681)	165,335
Designated fund	20,000	-	20,000
	207,016	(21,681)	185,335
TOTAL FUNDS	207,016	(21,681)	185,335

continued...

16. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	293,417	(315,098)	(21,681)
Restricted funds			
Hounslow Thriving Communities Revenue Fund	22,800	(22,800)	-
Hampton Fund	29,800	(29,800)	-
Sports England	2,200	(2,200)	-
National Lottery Community fund	9,644	(9,644)	-
Other restricted fund	26,966	(26,966)	-
The February Foundation	5,000	(5,000)	-
The Bruce Wake Charitable Trust	2,000	(2,000)	-
Heathrow Community Trust	7,980	(7,980)	-
Geoff & Fiona Squire Foundation	5,000	(5,000)	-
Age UK	76,075	(76,075)	-
London Borough of Hounslow	124,527	(124,527)	-
Richmond Carers	17,081	(17,081)	-
Lambert Charitable Trust	5,001	(5,001)	-
	334,074	(334,074)	-
TOTAL FUNDS	627,491	(649,172)	(21,681)

Purposes of restricted funds

All restricted funds are held as liquid assets and are used within the time period and for the purposes specified by the grantor. The accounts show the amount applicable to this period. Balances are carried forward to the next period as grant income received in advance.

Edward Gostling Foundation
In June 2024, the Edward Gostling Foundation granted a Deed of Gift of £150,000, to establish an endowment fund (The Edward Gostling Fund) with a restricted amount of capital and interest to be drawn down each year, over a five-year period.

Bruce Wake Charitable Trust
In March 2025, we received a one-year grant of £2,500 towards our Seated Exercise and Open Gym groups. This has been carried forward.

Percy Bilton Charity
In March 2025, we received a grant of £745 from The Percy Bilton Charity for equipment to support our exercise and physiotherapy programmes. This was purchased in 2025-26.

British Aphasiology Society
In February 2025, we received a grant of £5,000 for a project to support working age adults with Aphasia. This has been carried forward.

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continued...

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	31.3.25 £	31.3.24 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	52,189	57,215
Gift aid	10,804	6,871
Legacies	20,556	2,030
Grants	230,398	248,067
	313,947	314,183
Other trading activities		
Fundraising events	3,108	18,102
Investment income		
Rents received	12,204	18,040
Deposit account interest	4,496	-
	16,700	18,040
Charitable activities		
Contract Income	226,661	211,854
Teaching Income	49,224	44,980
Membership/attendances	21,563	20,332
	297,448	277,166
Total incoming resources	631,203	627,491
EXPENDITURE		
Charitable activities		
Wages	367,324	362,238
Social security	16,917	23,898
Pensions	13,464	12,173
Subcontractors	74,975	80,588
Motor, travel & subsistence	678	335
Health & childcare	2,091	-
Recruitment	1,470	653
Small equipment	1,045	3,122
	477,964	483,007
Support costs		
Management		
Other operating leases	47,355	43,507
Rates and water	329	1,276
Insurance	7,987	7,594
Light and heat	6,882	6,836
Telephone	1,819	5,846
Carried forward	64,372	65,059

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	31.3.25 £	31.3.24 £
Management		
Brought forward	64,372	65,059
Printing, postage & stationery	2,402	2,870
Sundries	3,287	6,408
Computer, software & IT costs	29,155	20,064
Equipment maintenance	797	942
Repairs & renewals	34,050	10,912
Cleaning	14,781	13,599
Training	-	1,082
Plant and machinery	1,526	1,908
Computer equipment	1,512	1,512
	151,882	124,356
Finance		
Bank charges	949	1,098
Governance costs		
Accountancy fees	4,320	4,014
Legal & professional fees	18,638	36,697
	22,958	40,711
Total resources expended	653,753	649,172
Net expenditure	(22,550)	(21,681)

INTEGRATED NEUROLOGICAL SERVICES

England & Wales - Charity number 1107273

Accounts



Integrated Neurological Services

Annual Report and Accounts

2023/24

Registered as a Limited Company in England & Wales: 5292539
Registered Charity: 1107273

Our Vision

Adults with neurological conditions and their carers can access long-term, professional and peer support in the community, helping to manage symptoms, increase independence and live well with their condition.

Our Mission

We provide holistic therapy, social and emotional support tailored to the rehabilitation needs of adults with neurological conditions and their carers, empowering them to maximise their abilities and live life to the full.

Our Values



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Chair's Report

It is with pleasure that I share with you this year's Annual Report in its new attractive, easy to interpret and navigate format. In it, you will clearly see the increase in INS's service provision to meet the increase in demand year on year. The demand for INS services is greater than ever as we see more people and more complex cases requiring in depth support for a wider range of conditions.

We have strengthened further our clinical team and welcomed to INS, a new senior Occupational Therapist, as well as expanding the recruitment and deployment of volunteers who support group-based work. Specialist volunteers in other areas of expertise have also been successfully recruited including in IT support, website design and project management, contributing to a more visible, accessible and flexible INS.

The development of a multi-skilled and flexible team and the ability to work with partner organisations most effectively has enabled INS to meet a significantly increased demand and ensure sustainable growth within capacity.

During the period INS provided 1,509 one to one therapy and counselling sessions including 274 initial assessments 5,052 Group attendances for 334 people 12,255 Interventions for 747 clients and carers, 135 Home visits to deliver assessments and therapies. The complexity of the service provision required to support clients is only increasing.

Through the innovation of satellites (provision of services directly in the community where people need more neuro support) at Feltham, Brentford and Barnes, INS supported 160 people.

You will see more of the services and some of the stories of the team and the service users within this Annual Report.

The work of INS is dependent on securing funding which is provided from a number of sources: contracts, grants, donations, and fees from training provision. We thank our funders and donors.

As we look ahead to the coming year the challenge of meeting the demand for services, experienced over this last year is likely to continue and increase, securing funding will be key to providing the resource to meet these challenges. This is at a time when there is greater competition for funds and donations. INS have successfully built relationships with funders and donors and this support is needed more than ever.

In this last year, celebrating 30 years since the foundation of INS, donations have increased year on year by 30% through a diverse and enjoyable range of group and individual fundraising activities supported by staff, volunteers, sponsors and donors. The growth of these activities and donations more generally are part of the INS strategy to spread and grow the sources of financial support to continue to work sustainably.

I would like to take the opportunity here to thank INS staff, volunteers, fellow trustees, partners, funders, and supporters for their continued loyalty and commitment to the work of INS. It is because of their dedication that INS is able to support our service users within the boroughs of Richmond upon Thames and Hounslow to live as independently as possible through the support of INS's integrated approach.

Anne Gowan
Chair of Trustees

"A local, friendly, caring and affordable provider of ***support and services for people with neurological conditions and their carers.*** *I love the way I am greeted as a friend whenever I am there. By name and with genuine friendliness and care for me as an individual."*



Looking back – Strategic aims for 2023/24

Following our Strategy Day in August 2023, we identified the following as key priorities for the year 2023/24:

- Manage resources and demand from our increasing number of new service users to ensure sustainable growth within our capabilities.
- Develop a multi-skilled workforce which is adaptable, flexible and responsive to meet changing needs and demand.
- Ongoing review of our service provision and delivery to increasing service users through building and training a team of full and part-time, permanent and temporary, therapists, staff and volunteers.
- Develop an adaptable working model for our 'INS satellites', to reach more people and provide accessible services in places where people need neuro support.
- Increase partnerships with external providers to reach more service users, supplement our resources and provide wider expertise to the INS community.
- Develop our digital strategy to build skills and capabilities in technology, including a new website and IT systems, to help manage resources and achieve strategic aims.
- Build and diversify current funding and resources to ensure financial support for strategic aims.
- Develop our profile with statutory services and act as an influencer on behalf of the INS community within local health service changes.

Demand and Complexity

In 2023 we received 278 referrals for both clients and carers, an 18% increase compared to a bigger growth in the previous year.

We continue to see a growing need for support for Stroke survivors in Hounslow, which represent 64% of referrals we receive from the borough. In Richmond, the primary neuro condition we support is Parkinson's.

For Richmond service users, the main referral routes are either through self-referral, the Community Rehabilitation Team, or family and friends. Most Hounslow service users are referred through voluntary organisations, such as the Stroke Association. Voluntary organisation referrals for Hounslow-based Stroke clients account for 14% of all referrals received. Other Hounslow service users are most often referred through the Community NHS Team, their GP, or by self-referral.

Service users who have been referred from other boroughs are most often referred via self-referral, or through a family member or friend. From April 2024, we have no longer been accepting new referrals from other boroughs.

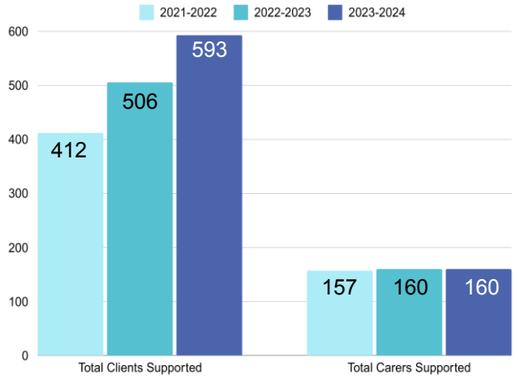


Top 20 terms used in 'reason for referral' section of referral forms. Word size is equivalent to number of times word appears throughout all referrals.

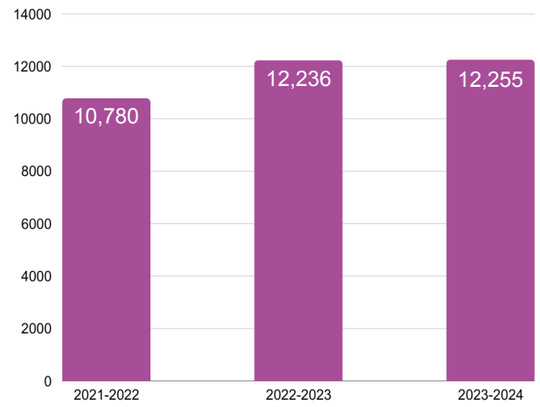
This year we supported 747 people with one-to-one therapies, group activities, support and advice, averaging around 16 interventions per person: a 16% increase in people supported compared to last year. The highest number of interventions an individual has received is 123; an intervention can include one-to-one therapy sessions, group activities, professional referrals, case administration and provision of information and advice.

We delivered 1,509 one-to-one therapy and counselling sessions (including 274 initial assessments), and 135 home visits to support individuals who would otherwise be unable to access support in the community.

Clients and Carers supported



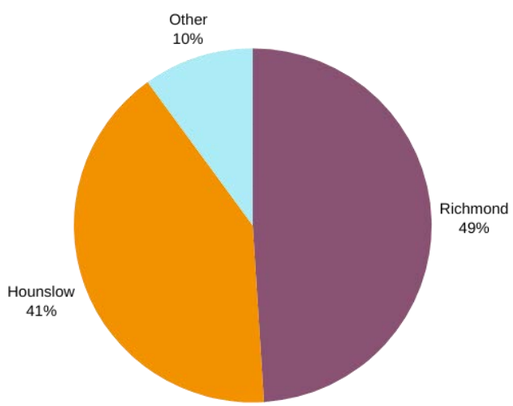
Interventions per year



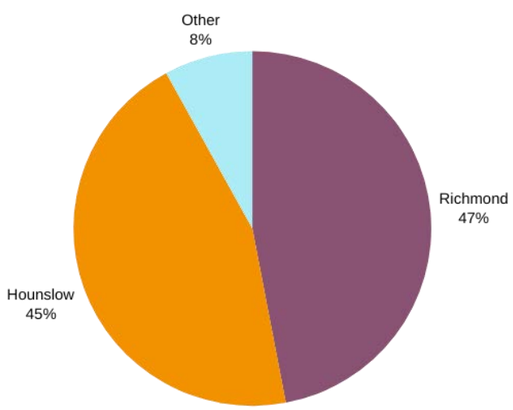
Throughout the year we supported 334 people with 5,052 group attendances, averaging 15 group attendances per person.

To help increase our capacity, some of our groups are run by volunteers or with peer support, for example Working with Words, Local History and online discussion groups for conditions like Multiple Sclerosis.

INS clients and carer interventions by borough 2022/23



INS clients and carer interventions by borough 2023/24



In 2023/24, we supported 747 people through...

1,509
One to one therapy and counselling sessions including **274** initial assessments

5,052
Group attendances for **334** people

12,255
Interventions for **747** clients and carers

135
Home visits to deliver assessments and therapies

487
Service users supported aged 60 and older (65%)

225
Enquiries logged and responded to

Although there has been an increase in the number of service users supported over the year, we have not seen the same growth in one to one or group interventions, which indicates our capacity is becoming an issue. Managing demand and capacity is one of our key priorities for 2025.

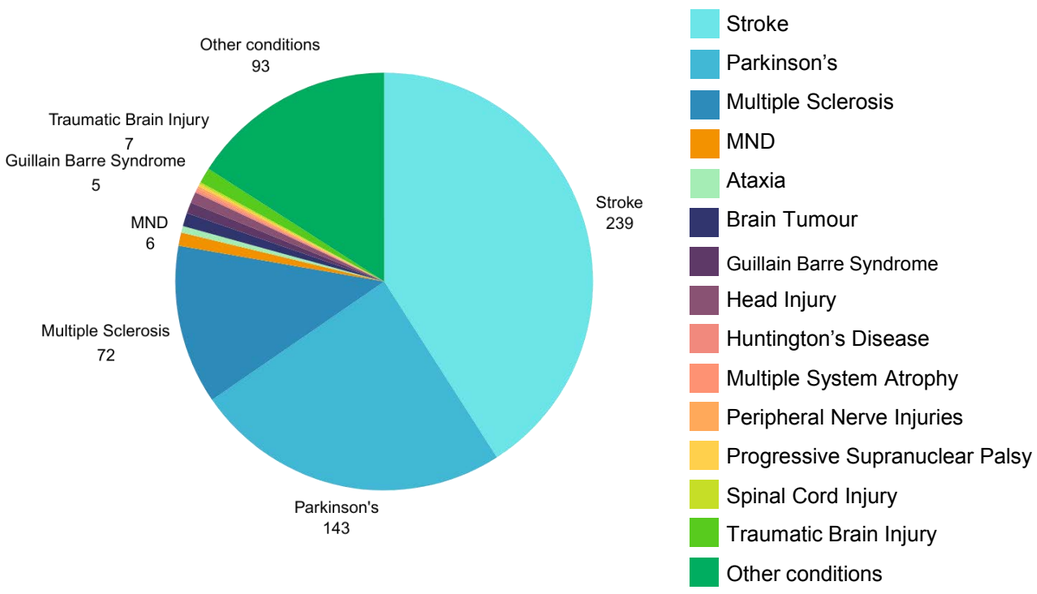
Support for service users in each borough continues to be similar between Hounslow and Richmond, with a small percentage from surrounding boroughs. However, we are currently only taking new referrals from Hounslow and Richmond, due to capacity issues.

With an older population, in both boroughs, we are seeing an increase in people who have issues with cognition and a lack of co-ordinated services to deal with this. We have seen a rise in more complex referrals, with our small therapy team spending more time on professional referrals and case management, as well as providing therapy and rehabilitation.

In some cases, there are no statutory services for the ongoing rehabilitation we provide. For example, there is no long-term service for stroke survivors available in the community, so a referral to INS for ongoing support would come after a short period of rehabilitation. With some other conditions, like Functional Neurological Disorder, the community team has no commissioned service to cover this, so our therapists have been liaising with other NHS services. We are supporting individuals living with more than 15 different neurological conditions.

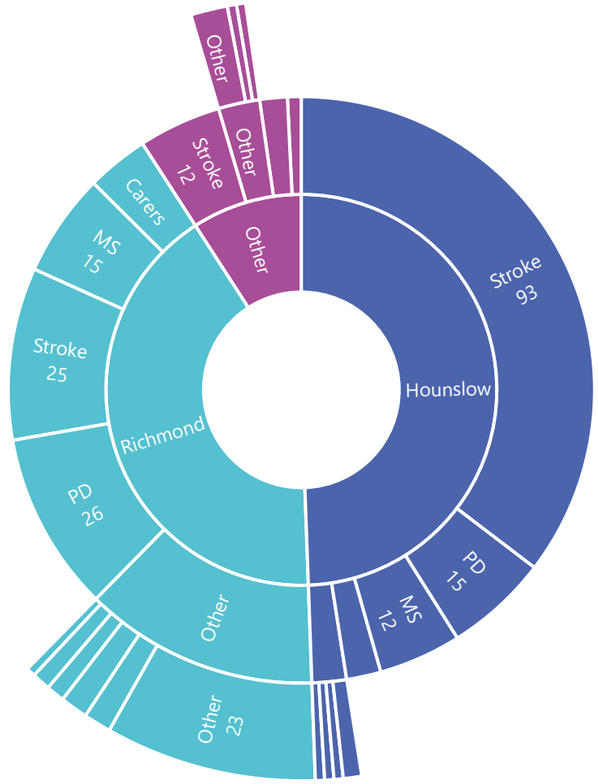
The numbers of carers referred to us and supported has stabilised after an increase the previous year following the pandemic. However, we are seeing more carers who are experiencing severe stress, due to the complexity of support needed for their cared for person and we are helping them to navigate this support from statutory services.

Clients supported by condition 2023/24





A carer and client take part in sports exercise activities at our Feltham satellite.



Referrals by borough and condition 2023-2024

Partnership Working

Our partnerships with local charities and organisations allow us to diversify our range of support and activities, and our strong links with local networks mean that we can ensure our service users are receiving timely and responsive support across the boroughs.

Move into Wellbeing

In the summer of 2023, we began partnering with Move into Wellbeing, a local charity delivering chair-based dance exercise sessions for adults with Parkinson's and other mobility-related conditions. The group consists of a series of fun and stimulating exercises performed to music. The highly interactive group works on participants' strength, coordination, balance, flexibility and dexterity, with all movements differentiated to suit an individual's needs. The sessions are particularly beneficial for clients who are living with a secondary diagnosis of dementia.

10 people provided feedback for the Move into Wellbeing sessions at the start of 2024. All respondents thought the content of the group and the instructor were Excellent. 60% felt that attending the group Definitely improved their overall wellbeing (40% thought it Probably improved their wellbeing), and all participants felt they were Probably or Definitely exercising more frequently as a result of attending the group.

> *"I felt all participants were made to feel welcome - whatever their ability. **We were encouraged to do our best**. It was enjoyable. And just the right length of time."*

Otakar Kraus Music Trust

We continue to offer Music Therapy group sessions to our clients, delivered in partnership with Otakar Kraus Music Trust, running blocks online and in-person at INS in Twickenham. Having successfully run online music therapy blocks during the Covid-19 Lockdown, we have continued to offer a hybrid model of music therapy, with some blocks run in-person and some online. Online sessions have continued to be a popular and therapeutic option for service users who aren't able to access in-person sessions.

Queen Elizabeth's Foundation for Disabled People (QEF)

Since 2019 we have partnered with Queen Elizabeth's Foundation for Disabled People, who deliver monthly driving assessment and adaptations advice clinics at our premises in Twickenham.

We work with local organisations where we use or hire their venues to host our weekly satellite hubs: Age UK Richmond's Barnes Green Centre, Age UK Hounslow's Southville Community Centre, and The Musical Museum.



One of two boat trips for INS clients and carers with the River Thames Boat Project in Summer 2023, supported by student Speech and Language Therapists.

> ***"There is such an air of positivity at INS, plus the staff are all so caring in every way, it is good for both my physical and mental wellbeing."***

Carer Support

This year we have provided information and advice, practical, and emotional support for 160 unpaid family carers through a variety of services. Our carers mutual support group meets monthly, and provides a space for attendees to meet other unpaid carers for peer support and advice. Our counselling service supported 21 carers with an average of 16 sessions each. The sport and exercise and neuro-exercise groups held at our Feltham and Brentford satellite hubs give carers the opportunity to exercise with their cared-for family member or friend, and our Friday afternoon Open Gym session offers slots for carers to exercise with supervision, helping them to remain fit and healthy.

In February we hosted a Carers information session at Barnes Green Centre, in partnership with Richmond Carers Centre and Homelink Day Care, which was attended by 11 carers and clients.

To celebrate Carers Week in June, we hosted an information session at our satellite in Feltham, with talks from the Hounslow Service and Harrow Carers. The session was an opportunity to support existing INS service users and new people in the community, with talks on carers assessments and presentations from INS carers.

In July we held an online carers session, delivered by Rose Dent from Richmond AID, who gave a talk on the topic of benefits.

In early 2024 we worked with Richmond Carers Centre to gather feedback about local services for carers. The survey was answered by 16 carers who receive support from INS. 100% reported that they feel they have been treated with dignity and respect during their time as an INS service user. 100% feel better able to provide support for their cared for, and 100% feel they have been supported to maintain or improve their own health and wellbeing. 94% agreed that they feel recognized and valued as a carer and feel better able to get the help they need, when they need it. All carers surveyed said they would recommend INS to other carers.

*“Once you have left hospital, you are left in limbo and don’t know which way to turn, but **INS was there and helped with forms and advice. They made life easier.”***



The Team

INS has had a successful year pursuing its objective of recruiting experienced staff and increasing our bank team to flexibly respond to demand.

In this year we said farewell to Alex Sloan, our excellent permanent occupational therapist. Alex was a key member of the team, developing a range of groups including the mindfulness courses. Due to the development of our therapy bank we have been able to retain Alex’s skills and knowledge. We have been extremely lucky to recruit an experienced occupational therapist, Dr Richard Jefferson who brings a huge range of experience in working with people with neurological conditions in the community.

After maternity leave we welcomed back Marie-Anne Crowley, physiotherapist, and added an additional bank physiotherapist, Holly Wilkinson, to lead our neuro-exercise group at our Brentford satellite.

As part of our ongoing development of the team, Paul Underwood became our permanent exercise lead, co-ordinating our exercise groups across the organisation.

In order to cover our growing range of groups across the satellites we have developed a bank group assistant role and have been joined by excellent additional team members.

For the first time we have taken Speech and language Therapy students from City University and physiotherapy students from London Met.



This year we were joined by Dr Richard Jefferson, occupational therapist, and welcomed back Marie-Anne Crowley, physiotherapist, after maternity leave.

Digital Infrastructure

This year has seen significant progress in developing our digital strategy, with the support of two expert volunteers in IT and website development.

Following the upgrade of our Salesforce CRM platform in 2022, in September 2023 we terminated our website contract, and with the help of a volunteer website expert, we launched the first phase of our new website, which was tested by a small group of service users before launch.

The new website is easier for users to navigate and for developers to edit, and has enabled us to introduce online web-forms for client and carer referrals. Further developments are following in stages, including plans to create separate referral forms for individuals and professionals and more signposting and information. We plan to expand the website in collaboration with our service users to ensure that our website serves our community in the best way possible.

In January we upgraded our IT systems by replacing our out-of-date server with a cloud-based one, and updated some IT equipment to meet the increase in capacity and improve data security.
Strengthening our internal infrastructure and digital processes will help us be more sustainable and support service delivery across different venues. Recently, we moved to a new IT provider to help implement these changes and support us going forward.

"Some years after I retired from my career as an Enterprise Software Engineer, I was keen to find somewhere I could use my skills to help a deserving cause. I found INS through the excellent Richmond CVS website.

Initially, I was able to advise INS during their migration from Microsoft Office Desktop to Microsoft 365, and the selection of a new IT Service Provider.

I now provide ongoing configuration enhancements to the INS Salesforce implementation, which is used for all customer facing activities. Personally, it has been interesting learning the Salesforce capabilities and very rewarding implementing changes that would otherwise be delayed waiting for external suppliers.

INS is doing wonderful work, and I am very glad that I can contribute in a small way to their operations."

Patrick O'Hara, IT Volunteer

"Thank you to everyone at INS. You are a wonderful charity and wonderful people."



Richmond Satellite

We have continued to deliver weekly physiotherapist-led group neuro-exercise classes at Barnes Green Centre, in partnership with Age UK Richmond to deliver the Community Independent Living Service (CILS).

This year we supported 30 people at the satellite hub who are living with a variety of neurological conditions such as Parkinson's, MS, and Stroke, through exercise, 1:1 support, and information and advice sessions.

Around 8% of our Richmond-based clients are Barnes residents, with 57% aged 70 and over and 11% aged over 80. Richmond is home to one of the largest populations of people aged over 75 years and living alone across the London boroughs, and the prevalence of neurological conditions increases with age, making the Barnes neuro hub a key resource for service users in the area.

Feedback from an evaluation survey for the weekly neuro exercise course, attended by up to 10 service users, included 100% finding the group instructor 'excellent' and 67% saying that attending regularly had 'definitely' improved their overall wellbeing.

83% found that they were exercising more frequently and finding that attending the group was helping them work towards their goals.
Comments about the group included: 'Kind and nurturing' and 'I very much enjoy the group'; while others appreciated 'the regular sessions and mix of exercises' and the 'mutual support' offered.

Although many of our Barnes hub service users are able to access activities at our venue in Twickenham, we regularly collect and evaluate feedback to provide more accessible services in Barnes. This year we offered OT Fatigue Management sessions and a Carers Information and Advice session at the satellite, delivered with Richmond Carers Centre and Homelink Day Centre.

In September, the Barnes neuro-exercise group enjoyed a visit from Philip Barron, CEO of Richmond Parish Lands Charity, which included a professional photography session. We are very grateful for RPLC's support, and we have been able to use the photos in many communications since, including our website and annual report.



‘Living Well’ in Feltham

In February 2024 we celebrated the second anniversary of our Living Well Hub at Age UK Hounslow’s Southville Community Centre in Feltham. The hub is our second satellite hub, delivering groups on Thursday mornings. Over the year the community of clients and carers at our Living Well hub has grown, and we have been able to offer a variety of activities over 43 half day sessions, including weekly neuro exercise and sports activities for 28 people, 36 communication group sessions for 21 people, 19 initial assessments and 1:1 therapy sessions, social and peer support, and a variety of information and education sessions.

The weekly programme of activities is co-ordinated and supervised by Penny Cooke, our hub co-ordinator, and supported by therapists, our exercise lead, and therapy assistants. We have also received invaluable support from 3 volunteers, who assist in the groups and social sessions.

We recently surveyed 8 people who have attended neuro-exercise and sports activity sessions at the Living Well hub. All respondents felt that the sessions had helped to improve their strength, stamina, and mobility. They all agreed that the sessions had helped them to work towards their personal goals, and they now perform similar activities at home in their own time.

We have continued to offer information sessions across our satellites in partnership with other organisations. This year at the Living Well hub we have hosted talks on bladder and bowel continence, and a carers health engagement session in partnership with Healthy Hounslow. Alongside hosting information sessions our hub co-ordinator has continued to provide 1:1 support for attendees, such as signposting to services and information gathering, or supporting people with more specific concerns such as helping with PIP health assessments.

Case Study

X was referred to INS following a stroke. They received an initial assessment with our Occupational Therapist (OT), and together they identified that INS could offer support with their speech, walking, and mobility. They also wanted information about other support available such as financial support, and information about support for their carer.

X attended 1:1 sessions with our Speech and Language Therapist (SLT) to help improve their apraxia and aphasia, and joined the Local History and Communicate with Confidence groups. The 1:1 and group support X received helped them to become more confident in their speech and improve their word-finding and speaking. Our SLT provided benefits advice and carer support information, as well as information about the Queen Elizabeth Foundation for driving support and assessments.

X received 1:1 therapy with our OT. These sessions included education, orthotics advice, and exercises to help them work towards performing everyday activities independently. The OT provided information about the Dial-A-Ride service to help X travel with more independence.

Our Physiotherapist worked with X in 1:1 sessions to improve their walking and gait. they joined exercise sessions at an INS satellite, and the neuro-exercise group. X was able to come to information and advice sessions around a variety of topics at the satellite, including presentations from local social prescribers.



‘Living Well’ in Brentford

On 5th July 2023 we launched a pilot satellite group at The Musical Museum in Brentford to support our growing number of service users in Hounslow, especially those who may find it difficult to travel to Twickenham or are not able to come to our satellite hub in Feltham on Thursday mornings. The Brentford satellite group was officially launched on 20th September 2023 and runs for a duration of 2 hours on Wednesday afternoons. Across 22 half days we have supported 32 clients and 11 carers through neuro-exercise group sessions, social support, and information and advice sessions with other organisations which have included 4 Parkinson’s Outpatients clinics and an education session on Neuropsychology in partnership with the Hounslow CNRT.

The exercise sessions are led by a Neurophysiotherapist who is employed to work solely at the satellite, and supported by the satellite co-ordinator and 3 volunteers. Recent feedback collected about the Brentford sessions has been very positive, with all attendees noting the benefits of meeting other people with neurological conditions and socialising with others whilst exercising to keep fit. For some, the group is the only regular in-person group they attend.

Some participants have found that engaging in sessions at the Musical Museum has empowered them to go out in the community in ways they may not have been able to do previously. During a feedback session at the satellite, a carer shared that exercising with her partner in sessions had given them the confidence to do more at home, and they were recently able to go on an independent outing together, which they hadn’t been able to do since her partner’s stroke.



In 2023/24 we supported:

85 people at our Feltham Satellite



43 people at our Brentford Satellite



30 people at our Barnes Satellite



“Being among such empathetic session leaders and likeminded people helps me stay positive, resilient, and determined.”

“I’m fully accepted just as I am which is very heartwarming and inclusive!”

Local History

In 2022 Emma Gale, our speech and language therapist (SLT), created the Local History group: a communication group with the goal of providing a supported environment for people with communication difficulties to learn and practice strategies to improve their speech and language, connect with the history of the local area, and gain confidence to communicate in their everyday life.

The group is run in two blocks of 8 weekly sessions, which run bi-weekly, to accommodate demand. Topics have included local life in the Victorian and Tudor periods, and the Second World War. The sessions are delivered by the SLT or group volunteers, using a mix of images, video, and artefacts to stimulate discussion. For some sessions they have hired Discovery boxes from Richmond Museum, which contain objects and information surrounding the topics they have been learning about.
The group encourages participants to engage in meaningful conversation and to share their own knowledge of the local area and generates opportunities for peer-to-peer discussion and support. This has been a successful model for many attendees; a client who attended the group has become a group volunteer and assists in the research and presentation of sessions.

Feedback is consistently positive for the Local History group. In feedback collected in December 100% of respondents felt ‘comfortable’ in the group, 80% said they enjoyed the sessions, and 100% said they would like to attend another course of sessions.



In March, attendees visited the London Museum of Water and Steam in Brentford to deepen their knowledge of the history of the River Thames.

Case Study

X was referred to INS following a stroke. they suffered from aphasia and experienced some limited mobility in their upper limbs. They were interested in joining a communication group to build their confidence. Following an initial assessment with our speech and language therapist (SLT), it was identified that INS could support X with groups to increase their confidence in speaking and aid their communication. It was determined that INS could also offer X emotional support from professionals with an understanding of aphasia. their carer was identified as someone who would benefit from counselling.

X participated in the Communicate with Confidence and Local History sessions to improve their speech and conversation skills. Initially shy, over time X gained confidence and began to engage fully in the sessions, interacting with the other members regularly. In June 2023 all group members brought their carers to a session in celebration of Aphasia Awareness month, and X’s carer was able to attend. He has benefitted from the supported communication format of the groups, and their wellbeing improved as a result of their increased connection with others.

X attended a wide range of other therapy and activity groups, such as Art and neuro-exercise, as well as 1:1 occupational therapy to improve their wellbeing, confidence, and fine motor skills. their carer attended counselling sessions and joined the carer’s mutual support group.

“I started to attend the Local History group in August 2023 after a notice in the INS newsletter. I’ve had a strong interest in local history for many years, and this group really appealed to me. I began by attending, discovered how interesting and fun it is, and subsequently joined as a researcher and volunteer.

The atmosphere created in these small sessions is safe and non-judgemental, and Emma Gale, the facilitator, is excellent at drawing people out. Many of the clients have speech problems from Stroke, Parkinson’s, Aphasia and other conditions that may make them hesitate to speak.

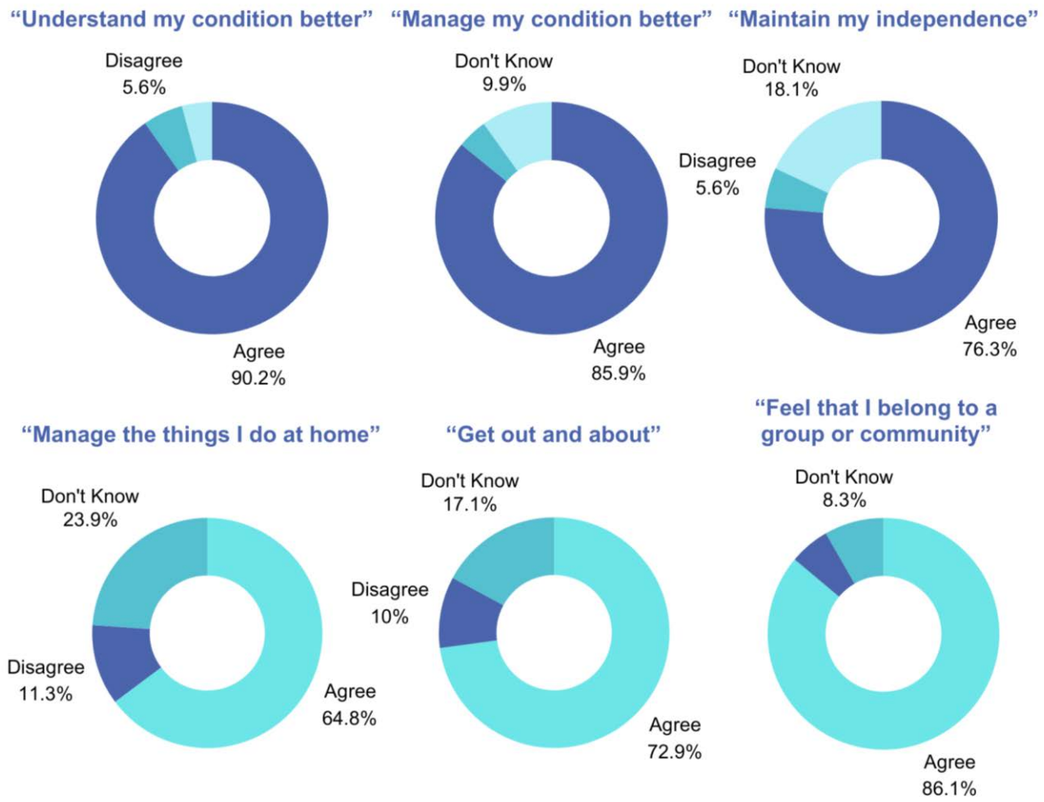
Emma’s knowledge and her skill at gently urging them to contribute helps people relax, and the sessions – currently on local life in the Victorian period – are stimulating and highly enjoyable. Bravo Emma and her team. I hope Local History will continue well into the future.”

Local History attendee and group volunteer

Experiences Survey

We shared a survey with our service users to gather feedback about their experiences with INS. 73 people responded: 16 carers and 57 clients. 42 respondents live in Richmond, 24 live in Hounslow, and 7 live in other boroughs. Of 73 respondents, 33% have been involved with INS for less than 1 year. 26% have been involved with INS for more than 5 years.

Participants were asked whether they agree or disagree that INS has helped them to do the following:



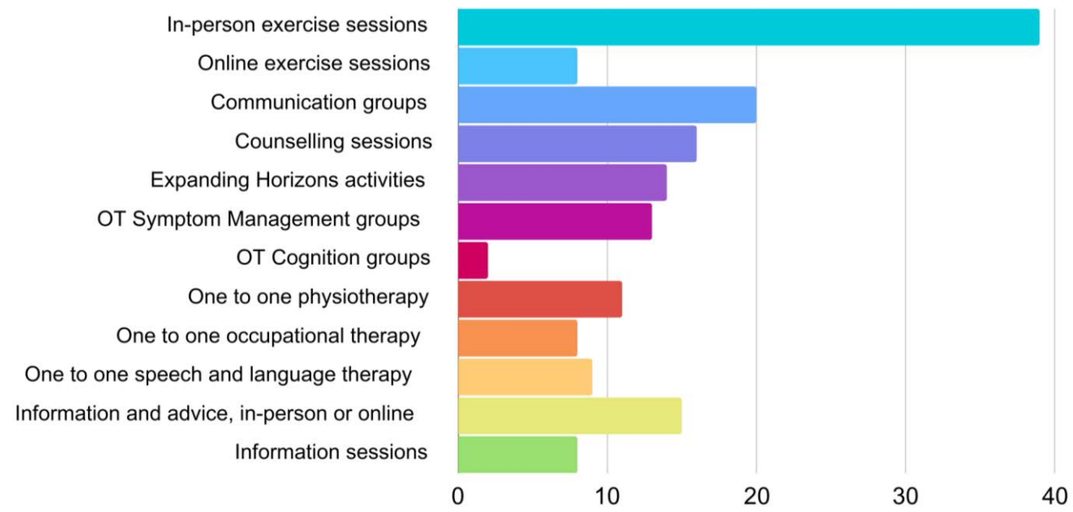
97% agreed that they would recommend INS to others. 74% of people surveyed agreed that the support they have received from INS staff and volunteers has helped them to cope emotionally, and 59% of participants found that the support from other service users they have met through INS helped them to cope emotionally.

> "***Just being there, and locally*** *- as another point of access to physiotherapists and people experienced in the problems associated with neurological conditions. It's very unique in that regard - being specific but also being local.* ***We're lucky to have INS."***

> "***(INS) has helped me to hope - to have a more positive outlook on my condition.*** *It has also helped me to manage my relationship with my doctors and other clinicians and health professionals. And of course, my basic skills are improving - balance especially. And my voice and speech."*

We asked which services respondents are currently accessing, both at and outside of INS. 32% are currently accessing groups or services from other organisations, including Richmond Aid, Ruils, the Stroke Association, Homelink, and Richmond Carers Association.

The most accessed groups and services at INS were In-person exercise sessions (38), communication groups (19), and counselling sessions (16).



Which groups and services have you accessed at INS?

We asked participants what they think INS is especially good at doing. Many people shared that they feel INS is good at offering specific groups for different neurological conditions, as well as general support and creating a positive, inclusive atmosphere and providing a friendly, knowledgeable service.

> "***(INS) Ensure their clients are ok and well at sessions, which makes it feel like you're always in a safe space with a homey touch! Tons of positive energy!"***

When asked if there is anything INS can improve on, offer, or provide more of, respondents gave a range of suggestions. Most commonly, people were interested in more frequent group sessions, and a wider range of Expanding Horizons activities such as a drama group, a politics group, yoga, a research-based group, creative groups and massage or nail painting activities. Carers were interested in online information and resources. We look forward to reviewing this feedback in depth to help guide our future service provision.



Events

In May 2023 we attended the Richmond CVS Volunteer Fair, where we were able to meet prospective volunteers and share information about our services.

In July we arranged a boat trip on the River Thames for 20 clients and carers with the River Thames Boat Project. The trip was supported by Ruhi Grover, our Expanding Horizons Co-Ordinator, and 2 speech and language therapy students who were on placement.

Sarah Vines, our CEO, was invited to co-chair Hounslow Council's celebration of International Day of Persons with Disabilities on 4th December, with the theme: "Transformative solutions for inclusive development: The role of Innovation in fuelling an accessible and fair world."

In January and February, we attended Ruils' free Community Health fair in Ham, and their Carers' Community Health fair in Mortlake as stallholders. The fairs were an opportunity to meet with local organisations, and individuals in the further reaches of the borough who may not have heard of our services.

We were also able to attend multiple fairs in Hounslow throughout the year, including Health and Wellbeing Roadshows and the Isleworth Health in The Park fair.

Sarah Vines, our CEO, and Penny Cooke, our Satellite Co-Ordinator, attended Hounslow council's Voluntary, Community, and Social Enterprise (VCSE) Alliance network breakfast meeting in January 2024.

In January we hosted two sessions on bladder and bowel continence in the context of neurological conditions at our satellite hub in Feltham. Presented by Janice, Hounslow CNRT nurse, the sessions provided information and advice to 30 clients and carers.

Kayaking Group

In the summer we ran a block of kayaking sessions for a small group of service users, delivered by The Lensbury Resort. The sessions were led by The Lensbury's qualified instructors and supported by our Exercise Lead.

The sessions were very well received, with participants feeding back that they enjoyed the opportunity to take part in water-based activities in a supported environment. All survey respondents agreed that the instructors and sessions were excellent, and that the sessions had helped them to work towards their own goals.

"From beginning to end I felt well supported and knew what was expected in the session. The whole event was well planned and executed by everyone involved. Such a thoughtful activity/event to show that ***even with a disability you can achieve great things."***

"The freedom once out on the water. The supportive staff from INS and the kayaking team. ***I realised an untapped form of exercise."***







Fundraising

This year we are very grateful for the generosity of our local community and corporate supporters, who have raised £17,900.25 for INS, alongside donations of supplies and time spent volunteering with us.

We would like to thank the following groups, organisations and individuals for their support this year:

- Staff at Heathrow Airport raised £804 for INS over the summer, through Samosas and Sweets sales at their head offices.
- A team of staff at Airplus International UK completed a sponsored walk in support of INS, walking 26km from Putney Bridge to Hampton Court Palace, as well as holding bake sales at their offices, raising £1,971.25.
- Volunteers at the Good Gym have worked on multiple projects throughout the year to transform and renovate the garden space, clean the building windows, and refresh paintwork inside the building
- The D&M Facilities team spent a day volunteering at our Twickenham premises, painting one of the smaller therapy rooms.
- INS supporters Nancy and Emma ran the Exmoor Trail Half Marathon in support of INS, raising over £1,944.
- Advertising agency Jack Morton UK donated chairs and office supplies for use in our Twickeham premises.
- Twickenham Insurance broker, Sutton Winson, continued to support INS as their chosen charity this year through a donation of £330.
- Richmond Team Ministry supported INS through a donation of £135.
- St Margaret & Twickenham Townswomens Guild donated £65 to INS.
- INS Exercise Lead, Paul Underwood, ran the London Marathon, £2,029.
- As part of their process of winding up, South West London Stroke Club - Moving On members voted to transfer £10,622 in funds to INS.





Trusts and Foundations

INS is very grateful to receive grants from a number of charitable Trusts and Foundations to support our work.

During 2023-2024, INS was awarded grants from the following organisations:

- Barnes Fund
- Basil Samuel Charitable Trust
- Bryan Guinness Charitable Trust
- D'Oyly Carte Charitable Trust
- Dyers' Company Charitable Trust
- Geoff & Fiona Squire Foundation
- Girdlers' Company Charitable Trust
- Hampton Fund
- Heathrow Community Trust
- Hounslow Thriving Communities Fund
- John Horseman Trust
- Lambert Charitable Trust
- Marsh Charitable Trust
- PF Charitable Trust
- Richmond Parish Lands Charity
- Sir Jules Thorn Charitable Trust
- Souter Charitable Trust
- Steel Charitable Trust
- Vandervell Foundation











In August 2023 we celebrated our 30th year of working to support local people living with a neurological condition and their family carers. To mark the occasion and raise funds, we organised **The Big 30 Challenge**: a sponsored challenge event open to all. To ensure the event was inclusive there were many ways to take part and help reach the challenge goal of 215 miles (the distance from London to Paris). Some people used the bikes and the treadmill on-site, whilst others walked or ran in their own time, completed a quiz, or took part in a French conversation challenge session. Over 30 staff, service users, and supporters participated, raising around £4,000 including Gift Aid.



In June we were chosen to be the charity beneficiary for Richmond Bridge Club's Café Bridge event: an annual fundraising day attended by around 200 people to raise money to support a local charity of the Club's choosing. We were pleased to be able to support the event with a raffle, and the event raised £5,956. Thank you to our Trustee, Lew, who nominated INS for this opportunity.



We held our annual Quiz Night in November, which was attended by 75 supporters who raised a total of £1,977.87 through ticket sales, a raffle, and refreshments sales. Many thanks to Keith Severs, Eleanor Kinnear, Alan and Beatrice Paton, Sara and other Friends of INS for their support, as well as volunteers Debbie and Michael.

Thank you to the local businesses who have supported our fundraising with raffle prizes this year. We are so grateful for your generous support.

Looking ahead – strategic aims for 2024/25

INS continues our strategic development to make the charity as resilient and agile as possible, so we can respond to future challenges and ensure a secure and sustainable service. Following our Strategy Day in April 2024, we identified the following as key priorities:

- Manage demand for service users to ensure sustainable growth within capabilities for resources and funding.
- Develop a multi-skilled workforce which is adaptable, flexible and responsive to meet changing needs and demand.
- Measure outcomes for service users and their journey through INS.
- Develop an adaptable working model for 'INS satellites' to reach more people and provide more accessible services.
- Increase partnerships with external providers to reach more service users, supplement our resources and provide wider expertise to the INS community.
- Develop our digital strategy to build skills and capabilities in technology, including INS website and IT systems, to help manage resources and achieve strategic aims.
- Build and diversify current funding and resources to ensure financial support for strategic aims.
- Develop our profile with statutory services and act as an influencer on behalf of the INS community within local health service changes.
- Develop a premises strategy to meet the needs of our future services.



Administrative Details

Address
82 Hampton Road
Twickenham
TW2 5QS

Phone
020 8755 4000

Email
admin@ins.org.uk

Website
www.ins.org.uk

neuro-support, for life

Registered as a Limited Company in England and Wales: 5292539
Registered Charity: 1107273



REGISTERED COMPANY NUMBER: 05292539 (England and Wales)
REGISTERED CHARITY NUMBER: 1107273

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2024

for

Integrated Neurological Services

Ark Accountancy Limited
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Looking back – Strategic aims for 2023/24

Following our Strategy Day in August 2023, we identified the following as key priorities for the year 2023/24:

- Manage resources and demand from our increasing number of new service users to ensure sustainable growth within our capabilities.

- Develop a multi-skilled workforce which is adaptable, flexible and responsive to meet changing needs and demand.
-
- Ongoing review of our service provision and delivery to increasing service users through building and training a team of full and part-time, permanent and temporary, therapists, staff and volunteers.

- Develop an adaptable working model for our 'INS satellites', to reach more people and provide accessible services in places where people need neuro support.

- Increase partnerships with external providers to reach more service users, supplement our resources and provide wider expertise to the INS community.

- Develop our digital strategy to build skills and capabilities in technology, including a new website and IT systems, to help manage resources and achieve strategic aims.

- Build and diversify current funding and resources to ensure financial support for strategic aims.

- Develop our profile with statutory services and act as an influencer on behalf of the INS community within local health service changes.

o Vandervell Foundation

FINANCIAL REVIEW

Financial position

Review of Financial Results

INS made a deficit for the year of £21,681 (2022/23 - a deficit of £59,883). The improvement on last year reflects an increase in income of £46,790 partly by offset by slightly higher costs.

Income

The environment for fundraising and grants continues to be very competitive. Grants are one of the two major sources of income for us and we were very pleased to achieve a large increase in grants in 2023/24. This increase was due to a number of grants from new supporters as well as continued support from long-term donors including the Richmond Parish Lands Charity and the Hampton Fund.

Donations have in the past been a relatively small part of our income but this is a source which we are working to improve and I am pleased to report that we saw an increase in donations of 30% in the year. In addition, we are fortunate to have a number of supporters who have organised fundraising events, such as marathons, sponsored walks and social activities. As a result of their efforts we received income of over £18,000 from fundraising events which is a very large increase compared to the previous year.

The main decrease in income during the year has been in the area of contract income which decreased to £277,166 (2022/23 - £325,231). The decrease largely reflects the ending of the One You Hounslow and Crossroads contracts.

Staffing and expenditure

INS continues to manage its expenditure carefully and seeks to minimize costs wherever possible. We have supported 16% more people in 2023/24 and have done this without increasing staff numbers. In fact, payroll costs for the year were held to £398,307 which is slightly lower than the previous year.

Overall total costs were in line with last year. Some one-off costs were incurred in upgrading our IT and website and in improving our premises but these were offset by lower costs elsewhere.

As noted above, INS depends upon grants and donations, and we are very grateful to all our supporters and donors. Fundraising is a very important part of our business and we continue to focus our resources on pursuing appropriate opportunities. This help us to maximise our effectiveness and to maximise the amount of funding which is directed to our charitable activities. In the current year, 93 pence in every pound raised was spend on its charitable activities.

Reserves policy

The Trustees have reviewed its reserves policy, taking account of the current uncertain economic circumstances and the funding challenges within the charitable sector.

They have agreed a policy to build towards holding six months' expenditure in unrestricted reserves This will help INS plan prudently for the future and strengthen its sustainability.

The level of unrestricted reserves at 31 March 2024 was £185,335 (2022/23 - £207,016).

FUTURE PLANS

Looking ahead - strategic aims for 2024/25

INS continues our strategic development to make the charity as resilient and agile as possible, so we can respond to future challenges and ensure a secure and sustainable service. Following our Strategy Day in April 2024, we identified the following as key priorities:

- Manage demand for service users to ensure sustainable growth within capabilities for resources and funding.
- Develop a multi-skilled workforce which is adaptable, flexible and responsive to meet changing needs and demand.
- Measure outcomes for service users and their journey through INS.
- Develop an adaptable working model for 'INS satellites' to reach more people and provide more accessible services.
- Increase partnerships with external providers to reach more service users, supplement our resources and provide wider expertise to the INS community.
- Develop our digital strategy to build skills and capabilities in technology, including INS website and IT systems, to help manage resources and achieve strategic aims.
- Build and diversify current funding and resources to ensure financial support for strategic aims.
- Develop our profile with statutory services and act as an influencer on behalf of the INS community within local health service changes.
- Develop a premises strategy to meet the needs of our future services.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
05292539 (England and Wales)

Registered Charity number
1107273

Registered office
82 Hampton Road
Twickenham
Middlesex
TW2 5QS

Trustees
Ms A Gowan Chair
L H Gray
Ms T P James
T D G Millar
G Norman
Ms K M Pearce
P A Rogers
Dr C Vyas
Ms J M Walmsley
S Williams

Company Secretary
Ms S Vines

REFERENCE AND ADMINISTRATIVE DETAILS

Independent Examiner

Mary E Ryan FCCA
Ark Accountancy Limited
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

Approved by order of the board of trustees on 14 November 2024 and signed on its behalf by:

S Williams - Trustee

Independent Examiner's Report to the Trustees of
Integrated Neurological Services

Independent examiner's report to the trustees of Integrated Neurological Services ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report
As the charity's trustees of the Company (and also 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 Company 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 your charity's accounts as 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 your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, 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 Company 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 to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mary E Ryan FCCA

Ark Accountancy Limited
Chartered Certified Accountant
31 Cheam Road
Epsom
Surrey
KT17 1QX

15 November 2024

Integrated Neurological Services

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	199,702	114,481	314,183	235,769
Charitable activities	5				
Charitable Activities		57,573	219,593	277,166	325,231
Other trading activities	3	18,102	-	18,102	2,775
Investment income	4	18,040	-	18,040	16,926
Total		293,417	334,074	627,491	580,701
EXPENDITURE ON					
Charitable activities	6				
Charitable Activities		315,098	334,074	649,172	640,584
NET INCOME/(EXPENDITURE)		(21,681)	-	(21,681)	(59,883)
RECONCILIATION OF FUNDS					
Total funds brought forward		207,016	-	207,016	266,899
TOTAL FUNDS CARRIED FORWARD		185,335	-	185,335	207,016

The notes form part of these financial statements

Balance Sheet
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
FIXED ASSETS					
Tangible assets	12	11,170	-	11,170	7,030
CURRENT ASSETS					
Debtors	13	22,672	-	22,672	9,505
Cash at bank and in hand		176,689	4,000	180,689	254,216
		199,361	4,000	203,361	263,721
CREDITORS					
Amounts falling due within one year	14	(25,196)	(4,000)	(29,196)	(63,735)
NET CURRENT ASSETS		174,165	-	174,165	199,986
TOTAL ASSETS LESS CURRENT LIABILITIES		185,335	-	185,335	207,016
NET ASSETS		185,335	-	185,335	207,016
FUNDS	16				
Unrestricted funds				185,335	207,016
TOTAL FUNDS				185,335	207,016

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

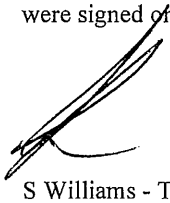
The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 14 November 2024 and were signed on its behalf by:



S Williams - Trustee

The notes form part of these financial statements

Integrated Neurological Services

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	(68,075)	(37,066)
Tax paid		2,108	(5,294)
Net cash used in operating activities		(65,967)	(42,360)
Cash flows from investing activities			
Purchase of tangible fixed assets		(7,560)	(1,947)
Interest received		-	1,388
Net cash used in investing activities		(7,560)	(559)
Change in cash and cash equivalents in the reporting period		(73,527)	(42,919)
Cash and cash equivalents at the beginning of the reporting period		254,216	297,135
Cash and cash equivalents at the end of the reporting period		180,689	254,216

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.24 £	31.3.23 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(21,681)	(59,883)
Adjustments for:		
Depreciation charges	3,420	3,131
Interest received	-	(1,388)
(Increase)/decrease in debtors	(15,275)	11,668
(Decrease)/increase in creditors	(34,539)	9,406
Net cash used in operations	(68,075)	(37,066)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	254,216	(73,527)	180,689
	254,216	(73,527)	180,689
Total	254,216	(73,527)	180,689

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Integrated Neurological Services meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated on the relevant policy note.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Furniture & equipment	- 20% on cost

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds have been created to provide for the dilapidation of the leased property.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution stakeholder pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

continued...

2. DONATIONS AND LEGACIES

	31.3.24	31.3.23
	£	£
Donations	57,215	44,093
Gift aid	6,871	-
Legacies	2,030	11,588
Grants	248,067	180,088
	314,183	235,769

Grants received, included in the above, are as follows:

	31.3.24	31.3.23
	£	£
Steel Charitable Trust	15,000	12,500
Richmond Parish Lands Charity	56,100	55,000
Barnes Fund	6,300	6,000
Other grants	31,242	22,650
Hampton Fund	29,800	33,000
Leathersellers' Foundation	-	10,000
James Tudor Foundation	-	6,074
Hounslow Thriving Communities Fund	22,800	31,064
Sports England	2,200	3,800
The February Fund	5,000	-
The Bruce Wake Charitable Trust	2,000	-
Heathrow Community Trust	7,980	-
Geoff & Fiona Squire Foundation	5,000	-
John Horseman Trust	15,000	-
Edward Gosling Foundation	14,000	-
Basil Samuel Charitable Trust	10,000	-
Souter Charitable Trust	3,000	-
PF Charitable Trust	3,000	-
Sir Jules Thorn Charitable Trust	3,000	-
Lambert Charitable Trust	5,001	-
Vandervell Foundation	2,000	-
National Lottery Community Fund	9,644	-
	248,067	180,088

3. OTHER TRADING ACTIVITIES

	31.3.24	31.3.23
	£	£
Fundraising events	18,102	2,775

continued...

4. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Rents received	18,040	15,538
Deposit account interest	-	1,388
	18,040	16,926

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.24	31.3.23
		£	£
Contract Income	Charitable Activities	211,854	278,522
Teaching Income	Charitable Activities	44,980	22,565
Membership/attendances	Charitable Activities	20,332	24,144
		277,166	325,231

6. CHARITABLE ACTIVITIES COSTS

Total resources expended have been allocated to the following categories of expenditure:

	Fundraising		Charitable Expenditure		Total
y/e 31.3.24	£	%	£	%	£
Support costs					
Premises	2,226	4	53,415	96	55,641
Office costs	4,621	8	53,141	92	57,762
Communication & Marketing	1,468	17	7,166	83	8,634
Consultancy & professional			29,231		29,231
Depreciation			3,420		3,420
Governance	459	4	11,020	96	11,479
Total	8,774		57,393		166,167
Direct other costs					
Project costs	1561	8	76,486	92	78,047
Staff expenses			2,850		2,850
Equipment			3,148		3,148
Recruitment			653		653
Total	,1561		83.137		84,698
Payroll costs	31,864	8	366,443	92	398,307
Total	41,004		608,168		649,172

continued...

7. SUPPORT COSTS

	Management	Finance	Governance costs	Totals
	£	£	£	£
Charitable Activities	124,356	1,098	40,711	166,165

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.24	31.3.23
	£	£
Depreciation - owned assets	3,420	3,131
Other operating leases	43,507	37,941

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

10. STAFF COSTS

	31.3.24	31.3.23
	£	£
Wages and salaries	362,238	378,774
Social security costs	23,898	25,489
Other pension costs	12,173	12,638
	398,309	416,901

The full-time equivalent number of employees was:

Administration	1 (2023: 1)
Clinical services	7 (2023: 7)
Fundraising	1 (2023: 1)
Total	9 (2023: 9)

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
Administration	1	1
Clinical services	12	7
Fundraising	2	1
	15	9

No employees received emoluments in excess of £60,000.

continued...

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	155,631	80,138	235,769
Charitable activities			
Charitable Activities	173,493	151,738	325,231
Other trading activities	2,775	-	2,775
Investment income	16,926	-	16,926
Total	348,825	231,876	580,701
EXPENDITURE ON			
Charitable activities			
Charitable Activities	408,708	231,876	640,584
NET INCOME/(EXPENDITURE)	(59,883)	-	(59,883)
RECONCILIATION OF FUNDS			
Total funds brought forward	266,899	-	266,899
TOTAL FUNDS CARRIED FORWARD	207,016	-	207,016

12. TANGIBLE FIXED ASSETS

	Furniture & equipment £	Computer equipment £	Totals £
COST			
At 1 April 2023	100,950	16,931	117,881
Additions	-	7,560	7,560
Disposals	(93,920)	(16,931)	(110,851)
At 31 March 2024	7,030	7,560	14,590
DEPRECIATION			
At 1 April 2023	93,920	16,931	110,851
Charge for year	1,908	1,512	3,420
Eliminated on disposal	(93,920)	(16,931)	(110,851)
At 31 March 2024	1,908	1,512	3,420
NET BOOK VALUE			
At 31 March 2024	5,122	6,048	11,170
At 31 March 2023	7,030	-	7,030

continued...

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade debtors	17,405	4,211
Tax	3,186	5,294
Prepayments	2,081	-
	22,672	9,505

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	9,532	2,302
Social security and other taxes	8,286	6,062
Other creditors	2,654	289
Deferred income	4,000	25,593
Accrued expenses	4,724	29,489
	29,196	63,735

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.24	31.3.23
	£	£
Within one year	46,290	15,809
Between one and five years	155,737	-
	202,027	15,809

16. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General fund	187,016	(21,681)	165,335
Designated fund	20,000	-	20,000
	207,016	(21,681)	185,335
TOTAL FUNDS	207,016	(21,681)	185,335

continued...

16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	293,417	(315,098)	(21,681)
Restricted funds			
Hounslow Thriving Communities Revenue Fund	22,800	(22,800)	-
Hampton Fund	29,800	(29,800)	-
Sports England	2,200	(2,200)	-
National Lottery Community fund	9,644	(9,644)	-
Other restricted fund	26,966	(26,966)	-
The February fund	5,000	(5,000)	-
The Bruce Wake Charitable Trust	2,000	(2,000)	-
Heathrow Community Trust	7,980	(7,980)	-
Geoff & Fiona Squire Foundation	5,000	(5,000)	-
Age UK	76,075	(76,075)	-
London Borough of Hounslow	124,527	(124,527)	-
Richmond Carers	17,081	(17,081)	-
Lambert Charitable Trust	5,001	(5,001)	-
	334,074	(334,074)	-
TOTAL FUNDS	627,491	(649,172)	(21,681)

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	246,899	(59,883)	187,016
Designated fund	20,000	-	20,000
	266,899	(59,883)	207,016
TOTAL FUNDS	266,899	(59,883)	207,016

continued...

16. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	348,825	(408,708)	(59,883)
Restricted funds			
Hounslow Thriving Communities Revenue Fund	20,170	(20,170)	-
Hampton Fund	33,000	(33,000)	-
Sports England	3,800	(3,800)	-
Leathersellers' Foundation	10,000	(10,000)	-
James Tudor Foundation	6,074	(6,074)	-
Other restricted fund	158,832	(158,832)	-
	231,876	(231,876)	-
TOTAL FUNDS	580,701	(640,584)	(59,883)

Purposes of restricted funds

All restricted funds are held as liquid assets and are used within the time period and for the purposes specified by the grantor. The accounts show the amount applicable to this period. Balances are carried forward to the next period as grant income received in advance.

2023/24

D'Oyly Carte Charitable Trust
A one-year grant of £3,000 towards art and creative therapy through activity groups to improve the quality of life for adults with neurological conditions was awarded in March 2024. This has been carried forward.

Isleworth & Hounslow Charity
There is £1,000 which has not been spent from an original grant of £2,780 for equipment from Isleworth & Hounslow Charity. Last year £1,000 was carried forward as part of overall deferred income,

2022/23

Sports England (Queens Jubilee Activity Fund)
A grant of £3,200 to run the four blocks of yoga sessions was awarded in May 2022 and £800 has been carried forward. A grant of £2,800 to run four blocks of Move into Wellbeing dance exercise sessions was awarded in August 2022 and £1,400 has been carried forward.

Thriving Communities Revenue Fund Round 2
A six-month grant payment of £11,400 (first stage of a £22,800 grant) to develop our Living Well neuro hubs in Hounslow was awarded in December 2022 for a project start date in April 2023. This has been carried forward.

National Lottery Awards for All England
A one year grant of £9,644 to support people with neurological conditions to communicate with confidence was awarded in March 2023. This has been carried forward,

continued...

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

INTEGRATED NEUROLOGICAL SERVICES

England & Wales - Charity number 1107273

Accounts



Integrated Neurological Services

Annual Report and Accounts
2022/23

Company Number: 5292539

INTEGRATED NEUROLOGICAL SERVICES

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

Charity Number : 1107273

BEGBIES
Chartered Accountants
9 Bonhill Street
London
EC2A 4DJ

INTEGRATED NEUROLOGICAL SERVICES

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INTEGRATED NEUROLOGICAL SERVICES

LEGAL AND ADMINISTRATIVE INFORMATION

Patrons	Robin Jowit OBE Serge Lourie The Baroness Wilkins Sir William Wells **Founder President:** Eleanor Kinnear **Vice President:** Dr. Elizabeth Grove
Board of Trustees	Anne Gowan, Chair Peter Rogers, Vice Chair Telfer Saywell JP, FCA Treasurer Lew Gray Chetan Vyas Gary Norman Dugald Millar Susan Stevens Steve Williams Tessa James
New Trustees	Julie Walmsley from March 2022 Karen Pearce from September 2022
Advisor	Neurological Consultant: Dr. Peter Bain, MBBS MA MD FRCP
Senior Management	Chief Executive - Sarah Vines
Charity Name	Integrated Neurological Services
Charity Registration Number	1107273
Company Registration Number	5292539
Operational Centre and Registered Address	82 Hampton Road Twickenham Middlesex TW2 5QS Tel: 020 8755 4000 Fax: 020 8755 4003 Email: admin@ins.org.uk Website: www.ins.org.uk
Independent Examiners	Begbies Chartered Accountants and Registered Auditors 9 Bonhill Street London EC2A 4DJ
Bankers	CAF Bank Limited West Malling Kent ME19 4TA HSBC 67 George Street Richmond TW9 1HG

Chair's Report

I have great pleasure in sharing with you this Annual Report and within it a summary of a year's work of Integrated Neurological Services (INS), especially with this being our 30th year.

The demand for INS's services is greater than ever, referrals are increasing, and INS is reaching and supporting more people, with 506 clients and 160 carers supported by staff and volunteers, this is a 32% increase of clients supported over last twelve months, and, we have seen increases year on year.

The key priority for INS over the last twelve months, has been to provide our growing number of service users with the support they need. We have achieved this by our investment in building and training a bank of full and part-time therapists, both staff and volunteers, enabling a greater service flexibility.

There has also been a greater complexity of client needs requiring support in order to live as independently as possible, this is a factor of earlier referrals and intervention. The adaptability, expertise and commitment of both staff and volunteers, has been proved in the continued ability of INS to provide the level of support now needed.

We have continued to expand our working model for INS satellites to reach more service users, and therefore provide further accessible centres for neuro support, information, and advice, with a physical presence in areas where this has previously not been the case. Developing further working partnerships with other organisations has enabled INS to reach more service users, and provide wider support to the community, as we have done in Barnes, Brentford and Feltham.

In addition, INS's digital strategy is steadily progressing, building skills and capabilities in technology and data management, to increase digital service delivery. This enables greater fundraising and communications capabilities, most recently in the development of a new website and online services.

The development of diverse funding streams to ensure greater financial stability and sustainability for INS into the future, has also been part of the progress of a successful strategy for INS over this last year.

We at INS give our thanks to the funders, donors, Friends and partners, for the support that has enabled our successful service delivery to our clients.

I would also like to take this opportunity to thank the staff and volunteers, for their continued fantastic loyalty and commitment to innovation, and to delivering client services over this last year.

Anne Gowan

Chair of Trustees

The INS Approach

“Amazing service and forever growing.”

Vision

Adults with neurological conditions and their carers can access long-term, professional and peer support in the community, helping to manage symptoms, increase independence and live well with their condition.

Mission

We provide holistic therapy, social and emotional support tailored to the rehabilitation needs of adults with neurological conditions and their carers, empowering them to maximise their abilities and live life to the full.



Our Values

Professional

At INS, our workplace strategy is to build a range of skilled staff and volunteers to meet the changing needs of service users. Our multidisciplinary team includes professional therapists covering neuro physiotherapy, occupational therapy and speech and language therapy as well as qualified counsellors. All professional staff are registered with the Health and Care Professions Council (HCPC) or the British Association for Counselling and Psychotherapy (BACP).

Inclusive

Services are co-designed with our services users and delivered using a multi-disciplinary approach, providing a truly integrated service which looks at people's physical, emotional, and social wellbeing. We offer a hybrid and satellite model to increase access to INS support.

"I really appreciate the help I've been getting after my stroke. INS support their patients physically and mentally, ***the team are caring and understanding. It's like being in a family."***

Collaborative

To increase our impact, we work with universities and colleges to deliver training and placement opportunities to future health and care professionals. We continually seek to enhance our service by developing partnerships with voluntary and statutory organisations. We aim to collaborate with partners to bring the widest range of opportunities and expertise to the INS community.

Caring

At INS, staff and volunteers work to create a safe, supportive and inclusive environment for all our service users, both adults with neurological conditions and their carers, whatever their ability. Our aim is to promote a caring, friendly and accessible space where people feel comfortable to have therapy and socialise.

Empowering

We want everyone in the INS community to feel appreciated, supported and motivated, empowering them to value their abilities and achieve their goals.

Our Aims and Objectives

For 30 years, INS has been providing rehabilitation, social and emotional support to adults in Hounslow, Richmond and surrounding boroughs who have been diagnosed with a neurological condition, such as Parkinson's, Multiple Sclerosis, Stroke or brain injury. We also provide support and advice to help family carers cope with the challenges of their role.

Affordable long-term care in the community, which people need to prevent their condition from deteriorating, is not available on the NHS. INS support starts when time-limited NHS services end. With overstretched NHS resources, we also help to bridge the gap between hospital discharge and community rehabilitation. Our holistic approach covers people's physical, social and emotional needs. The INS team assess the whole person to help with physical, cognitive and communication issues and improve people's independence, confidence and social participation.

.

*"Being part of INS makes **me feel that there is support for me,** which makes a huge difference in my ability to cope, and I don't feel so isolated."*



Neurological conditions are life-changing because they cause long-term disability and can affect people's ability to live independently. Some conditions improve over time with the right care and rehabilitation, others will get worse. Our aim is to enable more people with a neurological condition to access our integrated clinical care and social support, so they can manage their symptoms, make the most of opportunities available to them and live well with their condition.

We work closely with statutory and voluntary organisations to enhance long-term care in the community for those with neurological conditions.

We want to advance education and training to support people with these conditions and their carers. To achieve this, we run education programmes for medical students to help them understand the impact of living with a neurological condition, and also provide work placements for clinical, counselling and other students.

Our Achievements

Over 660

Service users supported

32%

Increase in referrals received

12,236

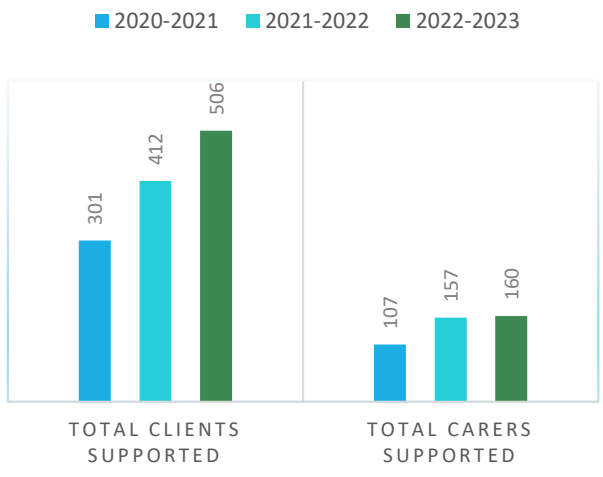
Client and carer interventions

Last year we supported over 660 service users, with an increase of 32% in new referrals, with over 20 received each month. We have also seen more people returning to use INS services following the pandemic. In addition, due to delays in diagnosis and long waiting lists for treatment, we are having to intervene earlier in the care pathway for those recently diagnosed or discharged from hospital, with up to 26 week waiting lists for NHS community rehabilitation in areas like physiotherapy, occupational therapy or speech and language therapy.

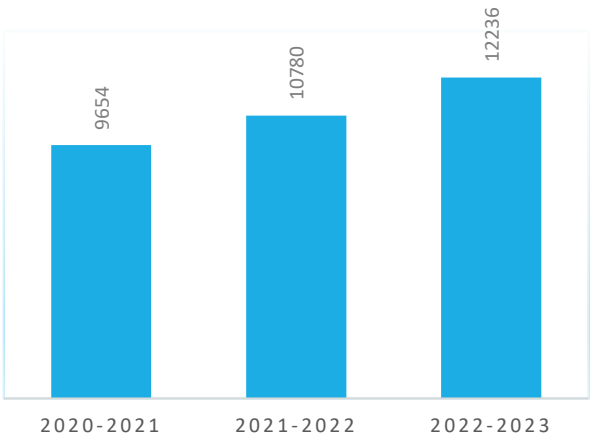
The INS team has been dealing with more complex cases, which has affected our waiting lists, but our workplace strategy has enabled us to provide new service users with clinical therapy support in their rehabilitation journey, which makes a real difference to them living as well as possible with their condition, and to those caring for them. Some waiting lists are longer due to this increase in new referrals, but we have introduced a triage system to identify the most urgent. In addition, most of our groups are operating at full capacity and we are continuing our strategy of providing more accessible services through INS satellites in local community venues.

Although most services are now delivered face-to-face, we continue to offer a hybrid model, as there is still a demand for virtual services for some therapy and activity groups or counselling sessions. We regularly assess service users' delivery preferences, which has resulted in some groups running face-to-face or virtually on alternative weeks, to accommodate different needs.

Total clients and carers supported

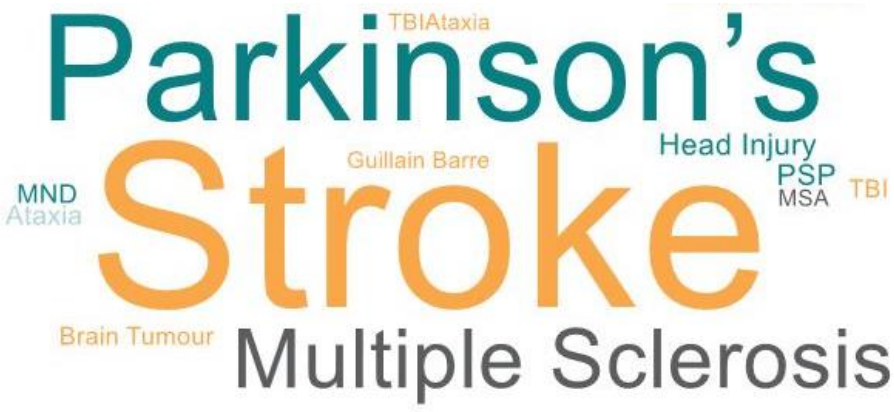


Total number of interventions



Who Do We Support?

We have seen a 32% increase in referrals from the previous year, 36% of which are referrals for Hounslow-based Stroke clients. Hounslow referrals account for 55% of referrals in the past year, followed by 35.6% from Richmond borough.

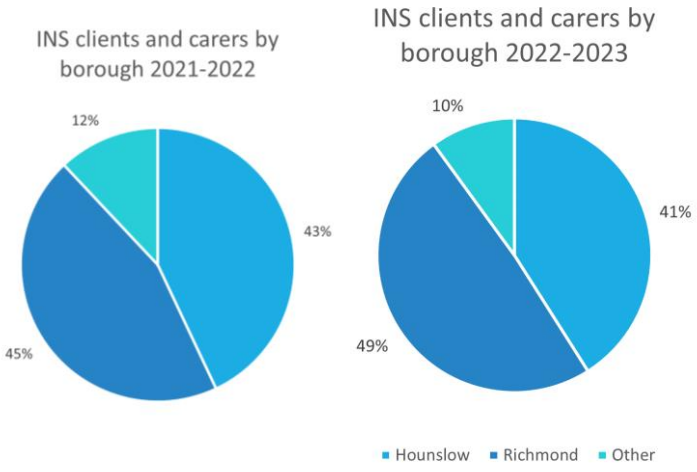


Total numbers of clients supported 22/23 by condition. Word size proportional to number of referrals received.

Our programme includes around 25 weekly face-to-face or online groups as well as over 20 weekly individual sessions with our neuro physiotherapists, occupational therapists, speech and language therapist, exercise lead, activities co-ordinators and professional volunteer counsellors. New groups are piloted and then developed based on service user feedback.

Over the past 12 months, service users with neurological conditions and their carers have had 1,873 therapy and counselling sessions, including 203 initial assessments. All our individual sessions are free of charge, including the initial assessment following a referral. Service users have had 4,224 group attendances, either face-to-face, online or by phone. The majority of those using our services are older, with around 70% aged over 60 years and many in their 70s and 80s, however we also provide specific services for younger adults.

With the increase in new referrals, we have also seen a rise in the number of home visits, for both assessments and therapy sessions. This is often due to people having mobility or transport issues or needing support in their home environment. During this period, our small team carried out 126 home visits across Richmond and Hounslow boroughs.



Interventions by borough



“I have Parkinson's and have been coming to INS since 2012. ***Every time I come here, I feel positive, and my mood lifts up. It's like my second home.”***

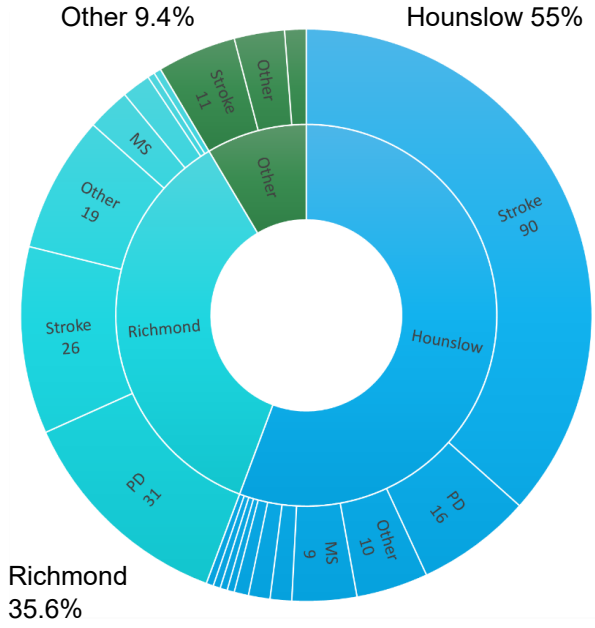
Through our satellite community venues in Barnes and Feltham, we have been able to improve access to our services for those who live on the far sides of the boroughs, as well as for individuals living just outside the borough boundaries. 9% of referrals received last year originated outside of the boroughs of Richmond and Hounslow. These referrals mostly come from the surrounding boroughs of Kingston, Merton, Ealing, and Wandsworth.



Reasons for referrals 22/23 as described by referrer. Word size proportional to number of times word used across all referrals.

Physiotherapy and condition-specific exercise classes remain among the most common reasons for referrals received in the past year, particularly for Stroke and Parkinson's group classes, together with professional and peer-led social and emotional support and Speech and Language Therapy for communication issues. Increasingly, long waiting lists for NHS and community support are cited alongside end of time-limited NHS service provision.

All our services are developed in response to service user need and feedback. For example, in response to many requests for balance support, our Exercise Lead started a pilot Balance and Strength group at our Hounslow satellite in April 2023, which has proved very successful.



Referrals by borough and condition 01/04/2022 – 31/03/2023



***"INS continues to step in** where the NHS discharges patients."*

Satellites

Over the last year, we have developed our long-term strategy to provide INS services through satellites in community centres in less accessible parts of Hounslow and Richmond boroughs, co-locating services with other local partners where possible.



INS service users attending a weekly neuro exercise class at the Age UK centre in Barnes run by one of our neuro physiotherapists. Ctrl + Click to open this video in browser

Richmond

Our first INS satellite was piloted two years ago, at the Barnes Green Centre, for service users who find it difficult to attend activities at our Twickenham base. Over the past year, we have run a weekly neuro exercise group for seated and standing exercise as well as a block of yoga sessions. We also offer individual therapy sessions, and INS staff work with service users to offer advice on a range of issues.

Groups and activities have received positive feedback; with 100% of attendees saying they would 'Definitely recommend the Neuro exercise group to others', as well as requests for more yoga sessions. We have also continued working in partnership with Otakar Kraus Music Trust to deliver music therapy sessions. Providing an accessible satellite for neuro services has helped raise awareness of the support we can offer and means we have been able to attract new services users, with a 40% increase in Barnes last year.

For future developments, with transport an issue for service users, a target area for another Richmond satellite would be a community centre venue in Ham.



INS in Hounslow. Ctrl + Click to open this video in browser

Hounslow

In 2022, we were awarded a 15-month grant from Hounslow Council's Thriving Communities Revenue Fund and Integrated Care Partnership, to deliver services one day a week, based at the Age UK Southville Community Centre (SCC) in Feltham, helping us to reach more service users.

Over the grant period, 60 service users attended a range of therapy and activity groups as well as social and emotional support and education sessions at our Feltham community venue. People enjoyed socialising with others facing similar challenges and peer support was very valuable in engaging new service users, supported by our Hub coordinator. Our evaluation shows it can take a long time for people to build their confidence and meet others, however this is what those attending the INS satellite valued most.

In 2022, we also received a grant from Hounslow Council to take part in a survey and report on access to wellbeing services in the borough. We consulted with 43 Hounslow service users (including adults with neurological conditions and carers), including a number attending SCC. The research has shaped our understanding of the needs of the Hounslow community and has helped us to further tailor the services we provide at our Feltham satellite, such as recruiting client volunteers for peer support and providing accessible transport information.

"There is now a place full of friendly faces that no longer see my struggles but just see me."

We have run a diverse programme since the launch of the Feltham satellite, as well as hosting information and awareness days. This has included Yoga, chair-based dance exercise, cognitive therapy, groups to help communicate with confidence, and activity sessions for photography, creative writing and crafts. These groups are well attended with positive feedback from service users. 100% of Yoga group participants stated that they would definitely attend further sessions, with the group described as. supportive, relaxing and inclusive of different abilities.

> *"Since joining the 'Living Well' neuro hub I have turned my life around.* ***I am now part of a fantastic community of like-minded individuals who support each other during those darker days."***

Services are designed to include both adults with neurological conditions and the person who cares for them, which means carers can enjoy the activity as sessions are supervised by INS staff and volunteers so their cared for person can have support if needed. Since starting our Hounslow satellite, new referrals of Hounslow residents from various sources have increased by over 30%.

Building on the success of our Feltham centre, we were awarded a grant in December 2022 to develop and expand our satellite model in Hounslow, with a new venue delivering services once a week at the Musical Museum in Brentford. We aim to reach clients and carers on the eastern side of Hounslow borough and respond to the increasing number of referrals from this area.

> *"A big range of activities, and* ***I'm able to participate in something regularly which promotes and supports my rehabilitation."***

Spotlight on Communication

> ***"One of INS's strongest points is the variety of groups that are on offer and the diversity of the participants' backgrounds and interests."***

In May 2022, we recruited an experienced Speech and Language Therapist (SLT) to the INS multidisciplinary team. We can help people with impaired speech and language to become more independent through individual sessions and therapy-led groups which enable them to practice and improve their communication skills in a safe and supported environment.

Over the last 9 months, we have been building our programme of communication group courses, from smaller therapy-led groups with a higher ratio of staff to service users, to drop-in activity and conversation groups for those who may need extra time and support to communicate. Some new groups, such as our Singing group, can provide stepping stones to give people the confidence to join activities in the community, such as a local choir. We want to provide a pathway so people can progress from individual or communication group therapy to participating in communication-friendly groups, where they can practice their skills in a supported environment with others facing similar challenges.





We run a variety of communication friendly groups, including Communicate with Confidence, Talking Parkinson's, Local History, Singing, and our drop in Communication Café. To make our services more accessible, we are applying for accreditation with Communication Access UK. We will be placed on a national directory of communication friendly organisations and will display the Communication Access symbol on our communications.

Case study: A Stroke survivor, who was referred to INS after experiencing aphasia and a deterioration in their language and cognitive skills, was able to make great improvements after receiving exercise support and speech and language therapy. INS supported them to find a mobile phone that they could use to maintain their independence, and they thrived in the Communicate with Confidence group. Their ongoing support plan includes an Occupational Therapy assessment, continued physiotherapy, participation in Open Gym sessions, and inclusion in the Local History group. Their family carer will receive support and education sessions as well.



Open Gym

Our staff training strategy helps people to develop additional skills, and last year our Rehabilitation Instructor was promoted to the role of Exercise Lead, coordinating our Exercise programme with a variety of different groups, as well as supervising our popular Open Gym sessions.

We have increased the number of weekly Open Gym sessions from three to four sessions per week, in response to the increased number of exercise referrals received. Open Gym sessions were developed for adults with neurological conditions to exercise independently or with their carers, with support from our Exercise Lead, Session assistants and volunteers, depending on their ability level. Typically, the Open Gym is used by service users to continue prescribed exercise programmes or work on specific goals which have been agreed with our physiotherapists. Feedback for these sessions is very positive, with 80% of survey respondents stating that the Open Gym sessions were ‘Excellent’, 20% stating they were ‘Good’ and 100% rating our Exercise Lead as ‘Excellent’.

Case study: A client who has Parkinson’s has been able to improve his memory, speech, and swallowing, after attending Music Therapy and the Talking Parkinson’s communication group. He also gained confidence in his singing ability after joining the weekly Singing group and attended exercise sessions to slow down his Parkinson’s progression, receiving a home exercise programme. He addressed memory and attention challenges by attending the Occupational Therapy-led ‘Train Your Brain’ group.

Events

Last year, we were able to host more face-to-face events to engage with INS communities in Hounslow and Richmond. These events are important to increase awareness about the services we offer and provide an excellent opportunity to celebrate and learn about the needs of our community.



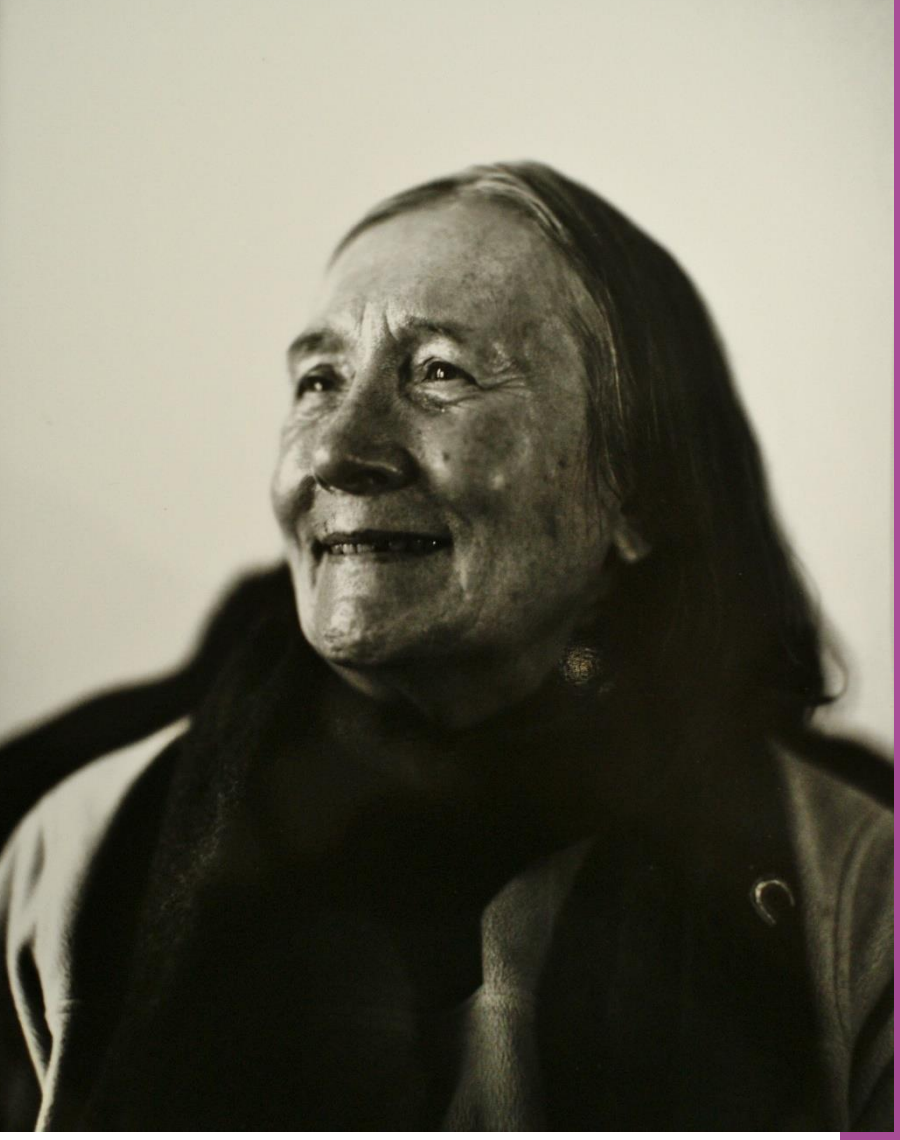
In June 2022, we held a Carers' Celebration Day at INS, which focused on wellbeing. Sara Challice, award-winning author of the book 'Who Cares? How to take care of yourself whilst caring for a loved one' spoke about her journey of becoming a carer and gave a reading from her book. Jess West, a massage therapist, provided mini neck and shoulder massages.

We also hosted a Carers' Week celebration at our satellite in Feltham, where author and carer Catherine Jessop discussed writing techniques and gave a talk about life as a carer. The session was shared by Lyn Hammond from Hounslow's My Independence Carers Information Service who gave an update on carers' services in the borough.



In June, we also celebrated Volunteers' Week by inviting INS volunteers to join us to celebrate their work and thank them for their essential support. The event was an opportunity for volunteers who may not have worked together yet to meet, and to involve them in our planning for the months ahead.

In December, we held another event to thank our volunteers and spend some time hearing from staff about different aspects of our work and ways to get involved.



In July, we held an exhibition of portraits of INS service users, staff, and volunteers, taken by local photographer Peter Swann, as part of creative group activities for our Expanding Horizons programme. Over 40 people attended the exhibition at our Twickenham premises, which provided an excellent opportunity to connect with the wider community and invite service users to share their stories.

Sarah Vines, our CEO, was invited to speak at Hounslow Council's celebration of International Day of Persons with Disabilities in December 2022. An INS service user with Multiple Sclerosis also gave an inspiring talk about his personal experience of living with a neurological condition.



The Team

INS has a Board of 12 trustees, with a team of 9.2 FTE staff, who are supported by around 20 regular volunteers in therapy and activity sessions, office administration and fundraising.

Over the last year, with recruitment challenges, increased demand for services and rising costs, we have continued developing a staffing strategy which is flexible, responsive and able to adapt to different circumstances. This includes building a bank of permanent and temporary, full time and part time therapists and assistants.

We have recruited and trained several part-time session assistants who work with a range of therapy and activity groups, including delivery at our satellites, to provide additional support to service users with different abilities. This helps us deliver essential services in the most flexible way possible, ensuring continuous, professional support, as well as adding a range of skills to our multidisciplinary team.

We also employ qualified teachers or work with partners to deliver specific activities, for example new groups such as Yoga or Singing, both very popular, as well as chair-based dance exercise with local charity Move into Wellbeing and music therapy with Otakar Kraus Music Trust.

Trustee Spotlight

This year, two new Trustees, Karen Pearce and Julie Walmsley joined the Board, bringing clinical and HR expertise to their roles respectively.



Thoughts of a retiring Trustee

My involvement with INS began 11 years ago, mentoring the speech therapist, as that was my professional background. That led to a request to join the Trustee Board. Although hesitant to accept, due to lack of Trustee experience, it has turned out to be an immensely rewarding experience. INS's compactness and uniqueness means that personal relationships are important, and the variety of backgrounds and skills of staff, trustees and volunteers has kept me interested and learning throughout my tenure.

"There have been hard times, with difficult decisions to make, but one never did it alone. The reward has been seeing and hearing about the benefits the patients have received from the flexible and individualised care that INS offers."

I thoroughly recommend being a Trustee in such a respected local organisation and will continue to support INS in any other way I can.

Sue Stevens, Chair of the Clinical Committee

“The organisation is very supportive to clients and volunteers.

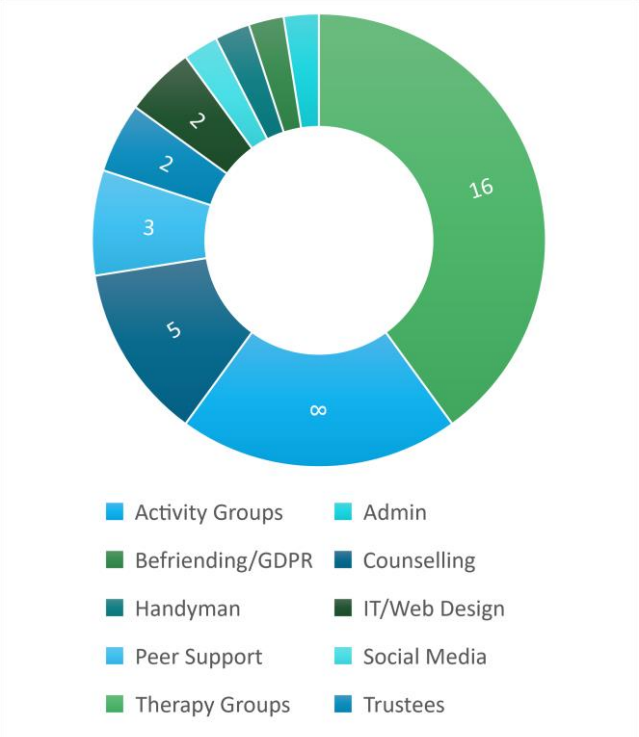
As a volunteer I have had good and very rewarding experiences. I would like to learn more about the neurological conditions as to know more helps to work with clients.”

Volunteer Support

Our work would not be possible without the dedicated support of so many volunteers; our longest serving volunteer has been with us for over 25 years. Between October 2021 and March 2023, we recruited 40 volunteers to support INS in a variety of roles. This has included 16 volunteer Therapy Group assistants and 8 Activity Group assistants, who provide much-needed support in group settings, enabling more participants and better engagement with each service user. All volunteers are invited to take part in relevant staff training.

Peer support volunteers are INS service users who are able to apply their first-hand experience of living with a neurological condition to a mutual support-style role, and who also wish to support events or regular INS activities. Our current peer support volunteers provide invaluable assistance at our weekly Feltham satellite and have assisted with events such as the Quiz Night and the Photography Exhibition. They also take part in information and awareness events and support our teaching programme for medical students.

Development of our digital strategy has been supported by three expert database, IT and website volunteers. This has included the successful upgrade of our Salesforce database. with improved data evaluation and more accurate reporting on how we support service users, as well as identifying emerging needs, which helps us allocate resources more effectively.



Volunteers recruited October 2021 – March 2023

With the support of an IT volunteer, we are in the process of replacing our old server with a cloud-based version, which will give us better data security and the ability to scale up. We are also working with an expert website volunteer to redevelop our website and move to a cloud-based platform, which will help improve our engagement with all INS stakeholders. Our new website will launch at the end of September 2023.

Expert volunteers also lead some of our creative groups like Art and Crafts and last year we were able to run a very successful series of online Art Appreciation sessions, which enabled a larger group to attend, including service users who are housebound.

Student Counsellors

Our counselling service continues to be free of charge and is provided by four professional volunteer counsellors and five student volunteer counsellors who are training for their qualification. We offer a hybrid service provision of online, face-to-face, and telephone counselling as the best way to meet the varying needs of our service users.

Counselling services are monitored through evaluation forms completed by service users at the end of their course. 75% of individuals who answered confirmed that they found the counselling sessions to be worthwhile, whilst 15% who answered found the sessions to be fairly useful.

> ***"I found it incredibly helpful to understand the patients' and carers' perspectives and hear their stories."***

Case study: A brain injury survivor has been able to return to work and after accessing our counselling, OT, and physiotherapy services. She also accessed peer support at the drop-in coffee mornings and events at the INS satellite in Feltham. She joined cognitive groups, Yoga, and physiotherapy to improve her balance and fatigue management, as well as 1:1 Occupational Therapy support. She expressed appreciation for the value, support, and camaraderie provided by the staff.

> ***"The INS team have been incredibly warm, supportive and inclusive from the start of my volunteering.*** *I continue to learn from them and am made to feel that I am part of the team. There is a great atmosphere in the offices, and it feels that there is constantly something interesting going on and that everyone is engaged with what they are doing."*

Medical School Training

We have an annual contract to provide weekly teaching sessions to medical students at St. George's Hospital involving service users with lived experience of neuro-disability and caring for someone with a neurological condition, with over 300 students receiving online training each year.

These sessions have been positively received by both the students and the INS service users who take part, with all students who were surveyed agreeing that being taught by patients in the community with lived experience, helps them to empathise with their situation more easily, and finding that the sessions effectively complemented the teaching they receive at St George's.

Student Placements

We have been able to offer much-needed work placements to students from St. Mary's, Brunel, and other universities which they find hard to get; this year we have had 3-month placements for two physiotherapy, two speech and language and one occupational therapy student, as well as shorter-term placements in areas like business and administration; our volunteer student counsellors from Richmond College are also training for their qualification. These students provide additional support to help us deliver services, for example physiotherapy students worked to improve our triage process to identify the most urgent cases and speech and language students helped to pilot new groups like Singing.

> *"I have discovered not only the importance of exercise for managing these conditions* ***but how exercise groups are beneficial for people in different ways."***



> *"I believe the holistic rehabilitation provided at INS is an amazing way to bring people together and increase social relationships while helping to manage symptoms in a positive environment."*



Working with Partners

INS continues to deliver the Richmond CILS contract in a partnership of 20 local charities, supporting adults of all ages to live independently, improve wellbeing and stay connected with their local community. This partnership aims to deliver advice, support and signposting to residents in Richmond borough. INS is also part of the Carers Hub Service, led by Richmond Carers Centre, commissioned by Richmond Council to provide services for carers in the borough. Both contracts have been extended for up to two years.

Our clinical team also liaises with community neuro rehabilitation teams and GPs over referrals and treatment. Having accessible INS venues in local venues like the Barnes Green Centre helps to raise awareness of neuro support we can offer and engage new service users.

Last year, a range of Hounslow statutory and voluntary partners also delivered sessions at our Feltham satellite on various topics, with different initiatives developed in response to demand; the most recent has been three pilot clinics for people with Parkinson's run by the Hounslow Neurology Specialist Allied Health Practitioner. Partner sessions have included Hounslow Council's Falls Prevention service, LBH Carers Service, energy advice from the Green Doctors, and transport advice for people with disabilities from QEF.



Our first two ‘Awareness’ days’, covering Parkinson’s and Stroke, which we ran with Parkinson’s UK and the Stroke Association, meant we could provide expertise from national organisations at local level; more events are planned to cover other conditions, including Multiple Sclerosis and MND.

Our Parkinson’s Awareness Day in October 2022 was attended by 91 people, including INS service users, other Hounslow residents, and local organisations. Our Hounslow satellite coordinator works closely with the Hounslow Stroke Association, who we partner with to deliver the Stroke contract, and in January 2023, we ran a successful information day together, with 29 people attending.

We were also funded through the Jubilee Sports England fund to partner with Move into Wellbeing, a local charity who offer chair-based dance exercise, and a further grant funded a specialist Yoga teacher to deliver courses at all INS venues and online.

We also continue to work with The Queen Elizabeth’s Foundation (QEF) to offer monthly driving assessments for service users at INS.

“Fantastic day! Informational and inspiring.”

“The informal and friendly atmosphere overcame any hesitancy I had about attending.”

“It was the first time since I was diagnosed with Parkinson’s to be amongst those patients with an identical diagnosis. Awesome!”

Equality, Diversity and Inclusion

Equality, diversity and inclusion are central to all INS services. We aim to support people with neurological conditions to overcome the barriers to their full inclusion and participation in society by focusing on abilities and not disabilities. For service users, our integrated approach enables us to identify and reduce barriers which contribute to people with neurological conditions experiencing hardship and distress; these can be physical, cultural, financial, psychological or social. INS works with all our service users, including adults with neurological conditions and their carers, to evaluate the effectiveness of our services and ensure they are co-produced, person-centred and respond to need. Our quarterly service user group, INSight, which includes representatives from services users, staff, volunteers and trustees, reviews current services and new developments. We ensure that views and opinions from this meeting inform service development and design, with outcomes then fed back to the group. This supports an ongoing process of engagement. As an employer, INS respects and values the diversity of our staff and volunteers. Our Trustees and CEO are responsible for our commitment to equality and diversity and creating an inclusive culture throughout INS.

As part of our ongoing commitment to developing EDI at INS, in April 2023, staff, volunteers and students attended a Diversity and Inclusion training day run by a qualified INS volunteer.



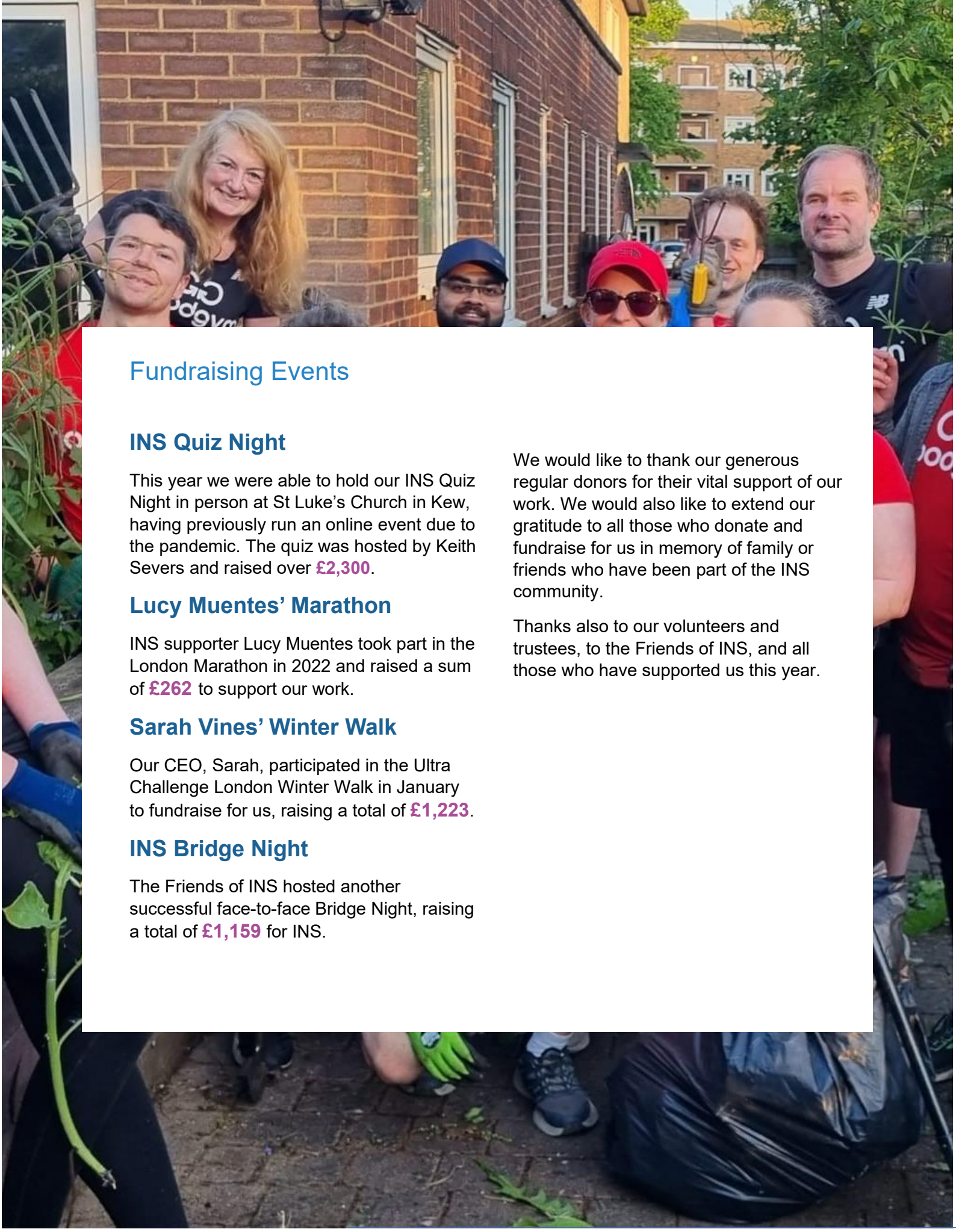
Looking ahead –

Strategic aims for 2023/24

INS continues our strategic development to make the charity as resilient and agile as possible, so we can respond to future challenges and ensure a secure and sustainable service. Following our Strategy Day in August 2023, we identified the following as key priorities:

- Manage resources and demand from our increasing number of new service users to ensure sustainable growth within our capabilities.
- Develop a multi-skilled workforce which is adaptable, flexible and responsive to meet changing needs and demand.
- Ongoing review of our service provision and delivery to increasing service users through building and training a team of full and part-time, permanent and temporary, therapists, staff and volunteers.
- Develop an adaptable working model for our 'INS satellites', to reach more people and provide accessible services in places where people need neuro support.
- Increase partnerships with external providers to reach more service users, supplement our resources and provide wider expertise to the INS community.
- Develop our digital strategy to build skills and capabilities in technology, including a new website and IT systems, to help manage resources and achieve strategic aims.
- Build and diversify current funding and resources to ensure financial support for strategic aims.
- Develop our profile with statutory services and act as an influencer on behalf of the INS community within local health service changes.





Fundraising Events

INS Quiz Night

This year we were able to hold our INS Quiz Night in person at St Luke's Church in Kew, having previously run an online event due to the pandemic. The quiz was hosted by Keith Severs and raised over **£2,300**.

Lucy Muentes' Marathon

INS supporter Lucy Muentes took part in the London Marathon in 2022 and raised a sum of **£262** to support our work.

Sarah Vines' Winter Walk

Our CEO, Sarah, participated in the Ultra Challenge London Winter Walk in January to fundraise for us, raising a total of **£1,223**.

INS Bridge Night

The Friends of INS hosted another successful face-to-face Bridge Night, raising a total of **£1,159** for INS.

We would like to thank our generous regular donors for their vital support of our work. We would also like to extend our gratitude to all those who donate and fundraise for us in memory of family or friends who have been part of the INS community.

Thanks also to our volunteers and trustees, to the Friends of INS, and all those who have supported us this year.

Fundraising

INS is very grateful to receive grants from a number of charitable Trusts and Foundations to support our work.

Trusts and Foundations

During 2022-2023, INS was awarded grants from the following organisations:

- Ashcroft Charitable Trust
- Awards for All
- Basil Samuel Charitable Trust
- Barnes Fund
- Chapman Charitable Trust
- Dyers' Company Charitable Trust
- Girdlers' Company Charitable Trust
- Hampton Fund
- Hounslow Thriving Communities Fund
- James Tudor Foundation
- John Horseman Trust
- Lambert Charitable Trust
- Leathersellers' Foundation
- Marsh Charitable Trust
- Munro Charitable Trust
- PF Charitable Trust
- Richmond Parish Lands Charity
- Rowan Bentall Charitable Trust
- Screwfix Foundation
- Sir Jules Thorn Charitable Trust
- Sports England Queen's Jubilee Activity Fund
- Steel Charitable Trust
- Vandervell Foundation

Community Support

We were delighted to have the support of the following organisations in 2022-2023:

Radnor House School

Friends of Radnor House School Twickenham raised £5,250 for INS as one of the school's supported charities for the year.

Crafter's Companion

The team at Crafter's Companion donated supplies for use in INS Expanding Horizons Crafts sessions.

St Margarets Catholic Church

The congregation of St Margarets Catholic church raised £4,000 in support of INS for their Lenten Project.

Sutton Winson

Twickenham insurance broker, Sutton Winson, continued to support INS as their chosen charity this year, by fundraising and spending a day transforming our Summer House and garden space.

We are also grateful for donations from The Rotary Club Twickenham, Middlesex Provincial Relief Fund, Squire's Garden Centres and Waitrose Twickenham Community Matters Scheme.

Integrated Neurological Services

Review of Financial Results

Integrated Neurological Services (INS) made a deficit for the year of £59,883 (2021/22 – a surplus of £51,537). In 2022/23 INS returned to a full level of activities after the disruptions caused by the Covid pandemic. The main cause of the deficit in 2022/23 was an increase in staff costs to £417,000 which is 22% higher than in 2021/22. One of the major effects of the Covid pandemic was the shortage of staff in the health sector and this impacted significantly on INS. Further comments on this increase are set out below.

INS continues to receive a high level of support from funders and donors. We are extremely grateful for this support. Overall, there was a small decrease in income which reflects the ever more competitive environment for raising funds and donations.

Staffing and expenditure

The average full-time equivalent staff numbers in the year were nine which is one more than the previous year. This increase in staff supported the increase in activities in the year.

In 2022/23 we faced a challenge covering maternity leave for a key physiotherapy post. This challenge and the current competitive recruitment environment meant that we used temporary and agency staff more than usual to cover staffing gaps. This resulted in higher staff costs. On the other hand, we were also successful in building up our staff bank during the year and this provides a good platform for managing our staff costs in the current and future years.

Other costs such as premises and office costs also increased but at a much lower rate. INS continues to manage its expenditure carefully and seek to minimize costs wherever possible.

As noted above, INS depends upon grants and donations, and fundraising is a core activity. It continues to focus its resources on pursuing appropriate opportunities in order to maximise its effectiveness in this activity. In the current year, 93 pence in every pound raised was spend on its charitable activities.

Reserves

The Trustees have reviewed its reserves policy, taking account of the current uncertain economic circumstances and the funding challenges within the charitable sector.

They have agreed a policy to seek to build towards holding six months' expenditure in unrestricted reserves. This will help INS plan prudently for the future and strengthen its sustainability.

The level of unrestricted reserves at 31 March 2023 was £163,772 (2021/22 - £232,007). In addition, INS has designated an amount of £20,000 to cover potential costs on its main premises.

Responsibilities of the Board of Trustees

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently.
- make judgments and estimates that are reasonable and prudent.
- state whether applicable accounting standards have been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue that basis.

The Trustees are responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 15 November 2023 and signed on its behalf by



Steve Williams
Trustee, INS

INTEGRATED NEUROLOGICAL SERVICES

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 Unrestricted Funds £	2023 Restricted Funds £	2023 Designated Funds £	2023 Total Funds £	2022 Total Funds £
Income from:-						
Donations and legacies	2	158,406	80,138	-	238,544	246,009
Charitable activities	3	46,709	278,522	-	325,231	331,913
Other	4	15,538	-	-	15,538	15,582
Investments	5	1,388	-	-	1,388	27
Total		222,041	358,660	-	580,701	593,531
Expenditure on:-						
Raising funds	6	41,610	-	-	41,610	34,430
Charitable activities	6	107,815	491,159	-	598,974	507,564
Total		149,425	491,159	-	640,584	541,994
Net (expenditure)/income		72,616	(132,499)	-	(59,883)	51,537
Transfer between funds		(140,851)	140,851	-	-	-
Net movement in funds		(68,235)	8,352	-	(59,883)	51,537
Reconciliation of funds						
Total funds brought forward		232,007	14,892	20,000	266,899	215,362
Total funds carried forward		163,772	23,244	20,000	207,016	266,899

Company Number: 5292539

INTEGRATED NEUROLOGICAL SERVICES

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	10	7,030	8,214
Current assets			
Debtors	11	9,505	15,879
Cash at bank and in hand		254,216	297,135
Total current assets		263,721	313,014
Liabilities			
Creditors falling due within one year	12	(63,735)	(54,329)
Net current assets		199,986	258,685
Net Assets	14	£ 207,016	£ 266,899
The funds of the charity			
Restricted income funds	15	23,244	14,892
Unrestricted funds	15	163,772	232,007
Designated funds	15	20,000	20,000
		£ 207,016	£ 266,899

For the year ending 31 March 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

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

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The accounts were approved by the board of directors on 15 November 2023 and signed on its behalf

..... Director and Trustee

S Williams

INTEGRATED NEUROLOGICAL SERVICES

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Cash flows from operating activities:		
Net cash provided by operating activities (note 1 below)	(44,307)	78,435
Cash flows from investing activities:		
Interest received	1,388	27
Change in cash and cash equivalents in the year	(42,919)	78,462
Cash and cash equivalents at the beginning of the year	297,135	218,673
Cash and cash equivalents at the end of the year	254,216	297,135

Notes to the statement of cash flows

1. Reconciliation of net income to net cash flow from operating activities

	2023 £	2022 £
Net (deficit)/ income for the year (as per statement of financial activities)	(59,883)	51,537
Adjustments for:		
Depreciation charges	3,131	2,748
Interest received	(1,388)	(27)
Decrease/(Increase) in debtors	6,374	58,673
Increase/(Decrease) in creditors	9,406	(31,673)
Additions to fixed assets	(1,947)	(2,823)
Net cash provided by operating activities	(44,307)	78,435

1) **(i) Accounting policies**

(a) Basis of accounting

The financial statements have been prepared in accordance with the 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)) (issued in October 2019) - (Charities SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Integrated Neurological Services 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 on the relevant accounting policy note.

(b) Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

(c) Fund accounting

Unrestricted funds are available to use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through terms of the appeal.

Designated funds have been created to provide for future dilapidations on the leased property.

(d) Incoming resources

In line with previous practice, incoming resources are included in the Financial Accounts when the income is received and the amount can therefore be accurately quantified.

Donations, legacies and gifts are included in full in the Statement of Financial Activities when receivable.

Restricted income from grants and contracts received in advance of related future costs is treated as deferred income (Note 13).

Restricted income from grants is used as specified by the grantor. Details of restricted grants are provided in Note 17.

Income generated from charitable activities is primarily from contracts, which are treated as restricted income and used as specified by the contract. Donated services are included at their value where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

(e) **Resources expended**

Expenditure is recognised on an accrual basis as a liability is incurred. VAT which cannot be recovered is recorded as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and also those costs of an indirect nature necessary to support them, including governance costs.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. time allocation.

(f) **Pensions**

The charity does not operate a pension scheme for its employees but does administer contributions to a stakeholder pension scheme for 12 (2022:13) staff. The charity makes contributions to this scheme.

(g) **Tangible fixed assets**

Individual fixed assets costing £500 or more are capitalised at cost. Tangible 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 useful lives on the following basis:

Furniture and Equipment	20% straight line basis

(h) **Operating leases**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight line basis over the term of the lease.

(ii) Legal status of the charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

Its registered office is 82 Hampton Road, Twickenham, Middlesex TW2 5QS.

2) (a) **Income from donations and legacies**	2023	2022
	£	£
Donations	44,093	26,154
Grants	180,088	213,434
Fund generation events	2,775	3,588
Legacies	11,588	2,833
	238,544	246,009

2) (b) **Grants**	2023 Unrestricted	2023 Restricted	2023 Total	2022 Total
	£	£	£	£
Richmond Parish Lands Charity	55,000	-	55,000	64,892
Peter Sowerby Foundation	-	-	-	23,904
Hampton Fund	-	33,000	33,000	26,000
Childwick Trust	-	-	-	5,500
Leathersellers' Foundation		10,000	10,000	-
Steel Charitable Trust	12,500	-	12,500	-
Barnes Fund	6,000	-	6,000	4,000
James Tudor Foundation		6,074	6,074	-
Garfield Weston Foundation	-	-	-	20,833
Hounslow Thriving Communities Fund and ICP		20,170	20,170	5,613
National Lottery Awards for All	-	-	-	7,820
Other Grants	26,450	10,894	37,344	54,872
	99,950	80,138	180,088	213,434

3) (a) **Income from charitable activities**	**2023**	**2022**
	£	**£**
Contract Income	278,522	285,897
Teaching Income	22,565	21,868
Other Charitable Income (Membership/Attendance Fees)	24,144	24,148
	46,709	46,016
	325,231	331,913

	2023			**2022**
	Unrestricted	**Restricted**	**Total**	**Total**
3) (b) **Contract income**	**£**	**£**	**£**	**£**
London Borough of Hounslow	-	126,784	126,784	120,000
Kickstart YMCA	-	5,118	5,118	19,531
Wandsworth Carer's Group	-	1,100	1,100	1,200
Community Healthcare Trust	-	42,977	42,977	42,233
Dementia Carers	-	1,450	1,450	4,000
Age UK Richmond	-	86,396	86,396	84,242
Richmond Carers Centre	-	14,697	14,697	14,691
	-	278,522	278,522	285,897

4) **Income from other activities**	**2023**	**2022**
	£	**£**
Sundry income	15,538	15,582
	15,538	15,582

5) **Investment income**	**2023**	**2022**
	£	**£**
Deposit interest	1,388	27
	1,388	27

6a) Total resources expended - current year	Direct (Staff) Costs £	Support Costs £	Direct (Other) Costs £	Total 2023 £
Raising funds	32,137	7,854	1,620	41,610
Charitable activities				
Clinical Services (Neuro)	188,906	57,547	8,205	254,658
Community Partnership Services	195,859	68,868	79,589	344,316
Total	416,901	134,268	89,414	640,584

Analysis of support costs	Fundraising £	Clinical Services £	Community Partnership Services £	Total 2023 £
Premises	1,895	19,899	25,584	47,378
Office costs	5,062	31,639	26,576	63,277
Communications & marketing	698	1,849	1,561	4,108
Consultancy/professional fees	-	-	11,423	11,423
Depreciation	-	1,785	1,346	3,131
Governance	198	2,376	2,376	4,950
Total	7,854	57,547	68,868	134,268

Analysis of direct (other) costs				
Direct project costs	1,620	2,430	76,953	81,003
Staff expenses	-	4,452	2,397	6,849
Equipment	-	606	-	606
Recruitment	-	717	239	956
Total	1,620	8,205	79,589	89,414

6b) Total resources expended - previous year	Direct (Staff) Costs £	Support Costs £	Direct (Other) Costs £	Total 2022 £
Raising funds	26,217	6,890	1,323	34,430
Charitable activities				
Clinical Services (Neuro)	154,110	52,332	10,066	216,509
Community Partnership Services	159,783	64,614	66,659	291,055
Total	340,110	123,836	78,048	541,994

Analysis of support costs	Fundraising £	Clinical Services £	Community Partnership Services £	Total 2022 £
Premises	1,960	20,580	26,460	49,000
Office costs	4,220	26,378	22,157	52,756
Communications & marketing	503	1,331	1,124	2,959
Consultancy/professional fees	-	-	11,213	11,213
Depreciation	-	1,566	1,182	2,748
Governance	206	2,477	2,477	5,160
Total	6,890	52,332	64,614	123,836

Analysis of direct (other) costs				
Direct project costs	1,323	1,984	62,829	66,135
Staff expenses	-	6,298	3,391	9,689
Equipment	-	466	-	466
Recruitment	-	1,318	439	1,758
Total	1,323	10,066	66,659	78,048

7) **Staff costs**

	2023 £	2022 £
Salaries, wages and temporary staff	378,774	308,323
Social security costs	25,489	21,588
Pension costs	12,638	10,199
	416,901	340,110

	2023	2022
Staff numbers (average)	12	13

Staff numbers (Full time equivalent)	2023 £	2022 £
Administration	1.50	1.50
Clinical services	6.70	5.70
Fundraising	0.80	0.80
	9.00	8.00

The number of employees whose emoluments exceeded £60,000 in the year was as follows:

	2023	2022
£60,001 - £70,000	1	1

The key management personnel of the charity comprise the trustees, the Chief executive and senior management.

The total employee remuneration of the key management personnel amounted to £ 62,600 (2022: £64,100).

8) **Trustees remuneration & related party transactions**

No trustee received any remuneration during the year. No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the 12 months.

9) **Taxation**

As a registered charity Integrated Neurological Services is exempt from corporation taxation since all income is applied for charitable purposes.

10) **Tangible fixed assets**

	Equipment	Software	Total
	£	£	£
Cost at 1 April 2022	99,003	16,931	115,934
Additions	1,947	-	1,947
Cost at 31 March 2023	100,950	16,931	117,881
Depreciation at 1 April 2022	90,789	16,931	107,720
Charge for the year	3,131	-	3,131
Depreciation at 31 March 2023	93,920	16,931	110,851
Net book value at 31 March 2023	7,030	-	7,030
Net book value at 31 March 2022	8,214	-	8,214

11) **Debtors**

	2023	2022
	£	£
Debtors and prepayments	9,505	15,879
	9,505	15,879

12) **Creditors: amounts falling due within one year**

	2023	2022
	£	£
Taxation and social security	6,062	6,971
Grant and contract income received in advance (Note 13)	25,593	35,952
Accrued sub-contractors payments and expenses	32,080	11,406
	63,735	54,329

13) **Deferred income**

	2023	2022
	£	£
Balance at 1 April 2022	35,952	58,893
Amount released to incoming resources	(35,952)	(58,893)
Amount deferred in the year	25,593	35,952
Balance at 31 March 2023	25,593	35,952

14a) Analysis of net assets between funds - current year	Unrestricted Funds £	Restricted Funds £	Designated Funds £	2023 Total Funds £
Tangible fixed assets	7,030	-	-	7,030
Current assets	197,233	46,488	20,000	263,721
Current liabilities	(40,491)	(23,244)	-	(63,735)
Total	163,772	23,244	20,000	207,016

14b) Analysis of net assets between funds - previous year	Unrestricted Funds £	Restricted Funds £	Designated Funds £	2022 Total Funds £
Tangible fixed assets	8,214	-	-	8,214
Current assets	263,230	29,784	20,000	313,014
Current liabilities	(39,437)	(14,892)	-	(54,329)
Total	232,007	14,892	20,000	266,899

15a) Movement of funds - current year	At 1 April 2022 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2023 £
Unrestricted funds	232,007	222,041	(149,425)	(140,851)	163,772
Restricted funds	14,892	358,660	(491,159)	140,851	23,244
Designated funds	20,000	-	-	-	20,000
Total funds	266,899	580,701	(640,584)	-	207,016

15b) Movement of funds - previous year	At 1 April 2021 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2022 £
Unrestricted funds	198,362	215,937	(125,791)	(56,501)	232,007
Restricted funds	17,000	377,594	(416,203)	36,501	14,892
Designated funds	-	-	-	20,000	20,000
Total funds	215,362	593,531	(541,994)	-	266,899

16) **Lease commitments - operating leases**

At 31 March 2023 the charity had total commitments in respect of operating leases as follows:

	2023 £	2022 £
Total commitments	15,809	56,206

17) **Purposes of restricted funds**

All restricted funds are held as liquid assets and are used within the time period and for the purposes specified by the grantor. The accounts show the amount applicable to this period. Balances are carried forward to the next period as grant income received in advance.

Sports England Queens Jubilee Activity Fund

A grant of £3,200 to run four blocks of yoga sessions was awarded in May 2022 and £800 has been carried forward.

Sports England Queens Jubilee Activity Fund

A grant of £2,800 to run four blocks of Move into Wellbeing dance exercise sessions was awarded in August 2022 and £1,400 has been carried forward.

Thriving Communities Revenue Fund Round 2

A six-month grant payment of £11,400 (first stage of a £22,800 grant) to develop our Living Well neuro hubs in Hounslow was awarded in December 2022 for a project start date in April 2023. This has been carried forward.

National Lottery Awards for All England

A one year grant of £9,644 to support people with neurological conditions to communicate with confidence was awarded in March 2023. This has been carried forward.

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF INTEGRATED NEUROLOGICAL SERVICES

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also 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 Company 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 company's accounts as 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

The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

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

Signed: Christopher Pexton

Christopher Pexton, FCA
Begbies, Chartered Accountants
9 Bonhill Street, London EC2A 4DJ

Date: 16 November 2023

INTEGRATED NEUROLOGICAL SERVICES

England & Wales - Charity number 1107273

Accounts

Company Number: 5292539

INTEGRATED NEUROLOGICAL SERVICES

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

Charity Number : 1107273

BEGBIES
Chartered Accountants
9 Bonhill Street
London
EC2A 4DJ

INTEGRATED NEUROLOGICAL SERVICES

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INTEGRATED NEUROLOGICAL SERVICES

LEGAL AND ADMINISTRATIVE INFORMATION

Patrons	Robin Jowit OBE Serge Lourie The Baroness Wilkins Sir William Wells **Founder President:** Eleanor Kinnear **Vice President:** Dr. Elizabeth Grove
Board of Trustees	Anne Gowan, Chair Peter Rogers, Vice Chair Telfer Saywell JP, FCA Treasurer Christopher Williams to December 2021 Lew Gray Chetan Vyas Monica Bithal to November 21 Gary Norman Dugald Millar Susan Stevens
New Trustees	Steve Williams, from October 2021 Tessa James, from October 2021 Julie Walmsley from March 2022 Karen Pearce from September 2022
Advisor	Neurological Consultant: Dr. Peter Bain, MBBS MA MD FRCP
Senior Management	Chief Executive - Sarah Vines
Charity Name	Integrated Neurological Services
Charity Registration Number	1107273
Company Registration Number	5292539
Operational Centre and Registered Address	82 Hampton Road Twickenham Middlesex TW2 5QS Tel: 020 8755 4000 Fax: 020 8755 4003 Email: admin@ins.org.uk Website: www.ins.org.uk
Independent Examiners	Begbies Chartered Accountants and Registered Auditors 9 Bonhill Street London EC2A 4DJ
Bankers	CAF Bank Limited West Malling Kent ME19 4TA HSBC 67 George Street Richmond TW9 1HG

Chair's report

As Chair of INS I have great satisfaction in sharing with you in this summary, the whole years' work of Integrated Neurological Services (INS), encapsulated in this Annual Report.

Supporting those with neurological conditions in living as independently as possible, is the aim of every aspect of the work of INS. The INS team of expert staff and loyal volunteers supported 412 clients and 157 carers in the twelve months of 2021-2022, implementing an increase of over 70% on the previous year.

Despite the two prior and difficult years the World faced from 2020, INS continued to provide a service to clients, and successfully transitioned services online, offering face-to-face support where safe and possible, thanks to the work of the staff and volunteers. The insights, capability and learnings from this period, have been taken forward with a continued blend of online and in person support for clients, with INS adapting to support clients' needs and choices.

The INS vision and support for clients has been more vital than ever, and with continued pressure on health services, interventions have taken place at an earlier stage in people's diagnosis and recovery. The education of NHS students and the service outreach to clients in the form of satellite, community-based services in the two boroughs of Richmond upon Thames and Hounslow, are key to realising the INS vision.

We at INS give thanks to the funders, donors, Friends, and partners that have supported INS in the successful delivery of our services. This has meant that we can look towards the future in a stronger and more sustainable position, with a policy to maintain six month's expenditure in reserves to secure greater resilience and the continuance of the services we offer. In addition, effective budget management by the INS team has not only made a surplus for the year, it has also meant that 94 pence in each pound has been spent on charitable services and provisions. This is a seriously commendable result, in such an unprecedented period.

The intention of INS is to increase access for those needing our services, to increase partnerships to provide wider community reach and to share learning and expertise to facilitate independent living for clients more widely, which will require the continued support of our funders, donors, and partners as well as the expertise and efforts of all our staff and volunteers. Not only do we hope to retain these relationships during the coming year and beyond, but our aim is to grow them significantly, continuing the great work that INS does, whilst reaching a whole new, client base.

Anne Gowan

Chair of Trustees

The INS Approach

Our vision is to ensure that INS provides adults who have neurological conditions and their carers with client-centred and holistic professional support tailored to their needs, looking at the whole person – physical, emotional and social – to maximise their abilities and reduce the impact of their disabilities. At INS, we increase our impact by working with universities and colleges to deliver training and placement opportunities to future health and care professionals. We continually seek to enhance our service by developing partnerships with voluntary and statutory organisations.

'In INS all of you have created a safe, comfortable and inclusive environment for clients and their carers, no matter what their illness or ability'

Our services are co-designed with our services users and delivered using a multi-disciplinary approach, drawing on a range of disciplines that provide a truly integrated service and addresses an individual's physical, emotional, and social wellbeing. We offer a hybrid and satellite model to maximise access to our services and support.

'Being part of INS makes me feel that there is support for me, which makes a huge difference to my ability to cope, and I don't feel so isolated.'

INS seeks to collaborate with partners to bring the widest range of opportunities and expertise to the INS community.

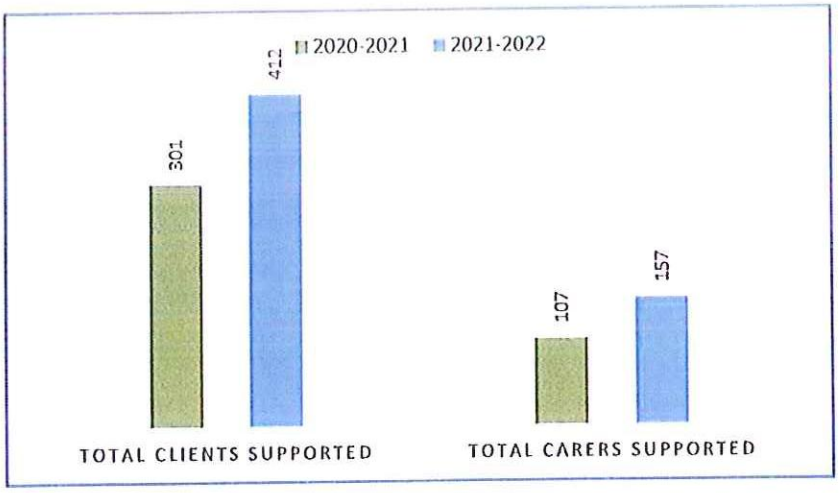


Our Achievements

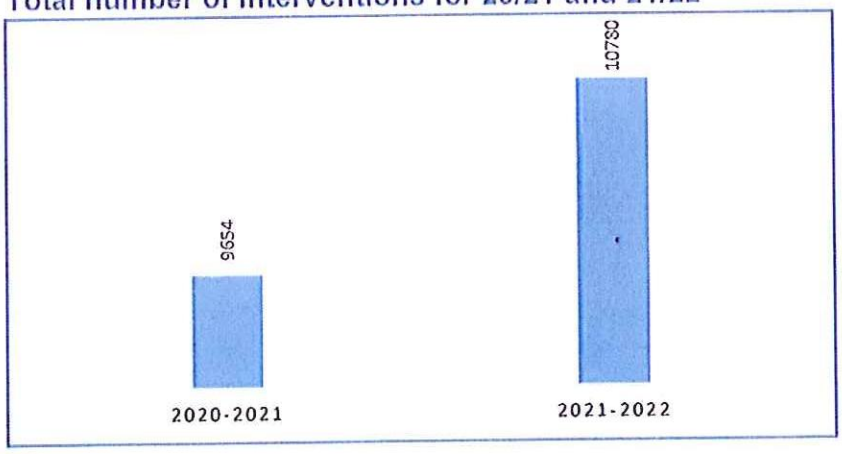
As restrictions lifted in 2021/22, INS was able to support more people with neurological conditions and carers and provide more individual and group interventions, by offering both a hybrid face-to-face and online service, delivered at INS and other venues, enabling us to re-engage with those who had not participated during the first year of the pandemic. Thanks to our efforts in setting up this hybrid approach at the start of the pandemic, INS was able to react quickly and continue to deliver this increased service, while still responding to changing COVID restrictions.

As restrictions lifted in 21/22 INS supported more people with neurological conditions and carers and delivered more interventions by delivering a hybrid face-to-face and online service, delivering at other venues and re-engaging with those who had not participated during first year of the pandemic. Due to the hard work in the first year of the pandemic setting up the hybrid approach INS was able to react quickly to continue to deliver more whilst still responding to the changing COVID restrictions.

Total number of clients and carers supported

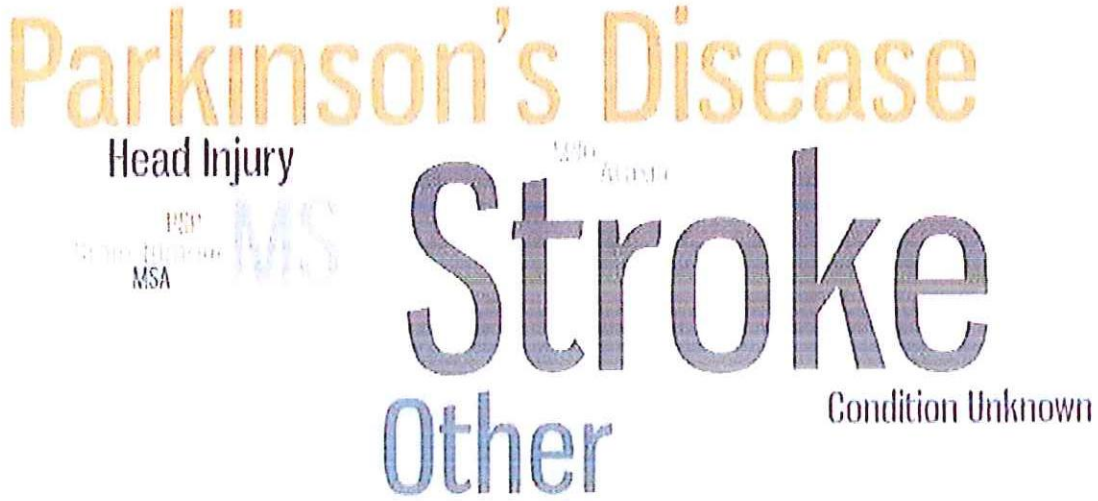


Total number of interventions for 20/21 and 21/22



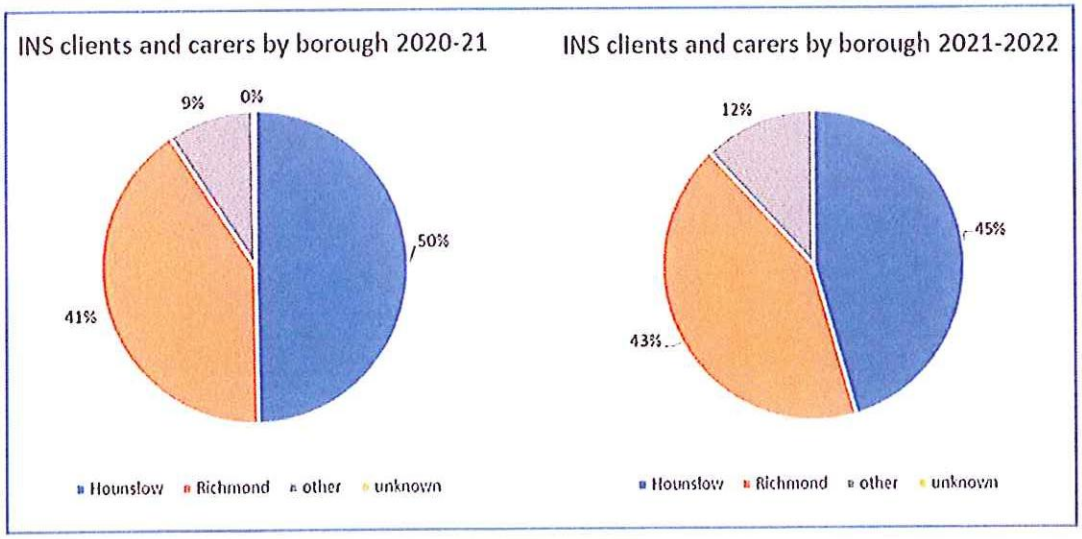
Who Do We Support?

INS has seen the largest increases in referrals for stroke survivors, we have been getting involved earlier supporting people where there were gaps in NHS services.



Total numbers of client 21/22 by condition. Word size proportional to number of referrals received.

INS continues to focus its support on the boroughs of Richmond and Hounslow however we have seen a small increase in requests from further afield. This was due to existing INS clients moving out of area but continuing to use INS online services and people from other areas seeking support where there were gaps in local services. Some accessed online or telephone services such as counselling, advice, and group activities.



Satellites

'Please have more INS'

Part of our longer-term strategy is to provide INS services through satellites in community centres in less accessible parts of Hounslow and Richmond boroughs, co-locating services with other local organisations where possible.

Our first pilot for this took place at the Age UK centre in Barnes, where funding enabled us to run weekly neuro exercise classes as well as individual physiotherapy and other therapy assessments. Sessions have been well attended with positive feedback and over the last year, we have continued running neuro exercise classes and started to offer other therapy groups, including cognitive and communication sessions, as well as new activities such as yoga. Co-locating services with Age UK Richmond and FISH at the centre has helped with things like signposting referrals, as well as providing an accessible hub for neuro services in Barnes. This has helped raise awareness of the neuro support we can offer (we have had new referrals from GP surgeries) and means we have been able to attract new service users.



INS service users attending a weekly neuro exercise class at the Age UK centre in Barnes run by one of our neuro physiotherapists. Participants have said they enjoy doing regular physical exercise and the sessions help to make them feel happier and more confident.

In January 2022, we were awarded a one-year grant, from Hounslow Council's Thriving Communities Revenue fund and Integrated Care Partnership, to deliver services one day a week, based at the Age UK Southville Community Centre in Feltham. The aim is to establish an INS hub in Hounslow in an area of the borough where we find it harder to reach new service users.



INS service users attending a cognitive therapy Train Your Brain group, run by our occupational therapist at our new Hounslow hub.



Weekly yoga sessions for INS clients and their carers at our new Hounslow hub in the Age UK Southville Community centre in Feltham. Up to 12 people took part in each session with very positive feedback about how this had helped to improve their overall wellbeing.

The programme has been developed in consultation with our service users and includes a range of weekly therapy sessions for neuro exercise, sports activities, and cognitive function, as well as creative and social activity groups including Photography, Creative Writing, and Coffee and Chat. Carers have accessed emotional wellbeing and mutual support as well as advice and education. Sessions are for both adults with neurological conditions and the person who cares for them, which means carers can enjoy the activity as sessions are supervised by INS staff and volunteers so their cared for person can have support if needed (e.g., in sporting/physical activity sessions). Since starting the hub, new referrals of Hounslow residents from various sources have increased by around 25%.

Feedback from surveys by those who regularly attend the centre, show what a difference our weekly activities are making to their lives, with comments such as:

'This wonderful group of friends and like-minded individuals give me something to look forward to each week and a sense of purpose I have lacked for many years,' and 'Thursdays have quickly become my favourite day of the week. This is due to the physical activities, yoga, games and just simply hanging out with my friends.'

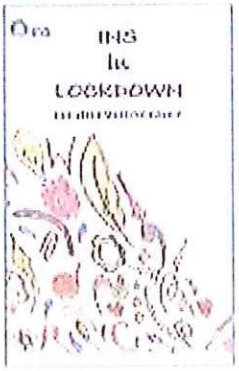
Hybrid Working

Online working enabled the innovation of new groups and allowed others to flourish.

During this time, at the suggestion of one of our service users, a new Younger Persons Group was developed. Chaired by a service user, it brought people together online to discuss issues pertinent to those diagnosed with conditions at a younger age, such as work, supporting children and relationships. This is a self-run support group, supported by a staff member, which continues to run bi-weekly online.

Our creative writing group, developed as part of the Expanding Horizons programme, had flourished online creating a safe space for people to share their work and experiences during the lockdown period.

The work created was a powerful reflection of the groups' lived experience. To capture their amazing output, we decided to self-publish 'INS in Lockdown.' The process of publishing highlighted the combined efforts of service users, their families, volunteers, and staff.



Mindfulness has been a powerful tool to help the INS community manage during this challenging time and our occupational therapy-led sessions worked particularly well online.

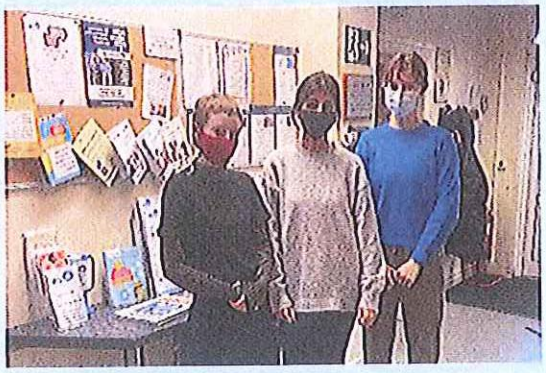
Case Study: A 75-year-old client who has Guillain Barre Syndrome and uses a motorised wheelchair has found our services more accessible since we introduced online groups during the pandemic and says, 'I am benefitting tremendously from the INS Zoom sessions'. These included joining regular seated exercise, neuro Pilates and art groups. They also benefitted from our 8-week Mindfulness course and follow up drop-in sessions saying, 'Your Mindfulness course really has helped my peace of mind, and I'm continuing to practice now I have the tools'.

The Team

'Well organised and very service focused – i.e., delivering the right services and at the right time. Very experienced and knowledgeable professional staff who understand users' needs.'

The INS team of staff, volunteers and trustees demonstrated resilience and flexibility during this time, adapting to the constant shifts in working arrangements and programme variations as restrictions changed. In a gradual return to face-to-face services, the team focused on the best interests of our service users, evaluating their needs and preferences.

The Department of Work and Pensions' Kick Start programme provided an enormous boost to the teams' resources. In partnership with the YMCA during 20221/22, we were able to take on four Kick Start staff to work within the service. All four brought fresh ideas and experience and supported the transition to our new way of working, helping to accommodate the growing demand for our services, including delivery at our new satellites.



INS also required further specific expertise to meet demand and create new ways of working and we were able to increase our physiotherapy team with the support of a grant from the Peter Sowerby Foundation. This enabled further physiotherapy assessments, treatment and groups including online neuro-Pilates to take place and the development of exercise videos to supplement our programme.

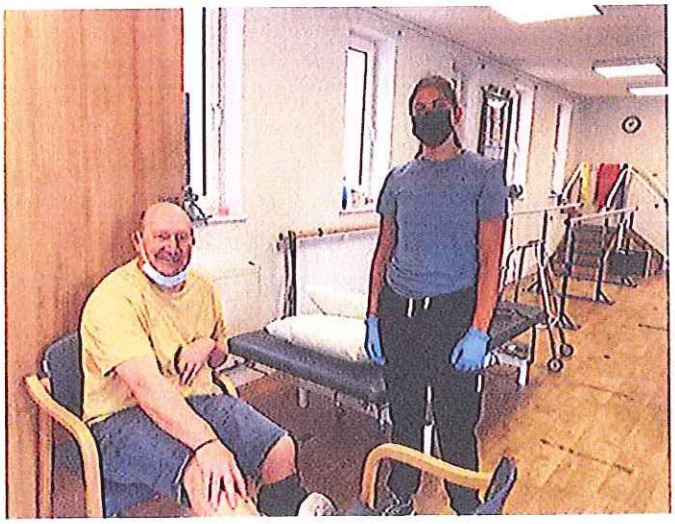
Employing therapy staff is always a challenge for a small organisation, in 2021/22 this was especially true for our speech and language therapy role. During 2021/22 we were able to continue to provide support via locums, who were able to create a programme of online assessments and interventions around the needs of those referred and to train our therapy assistants to provide ongoing support and create a 'Communication Café' to enable those with communication impairments to build confidence and practise skills.



INS service users attending a speech therapy Communication Cafe group.

Retention of staff is key for a small organisation like INS, so when our social worker of thirteen years decided to retire, we were able to keep her on our INS bank staff which enabled us to retain her expertise within the organisation.

Volunteers are vital to our service delivery and because of the pandemic we did see a number deciding not to return. Our hybrid service delivery model meant that we needed larger numbers of volunteers, both in person and online, to support groups. A recruitment drive for volunteers was required. As part of their COVID recovery grant programme, Richmond Parish Lands Charity provided funding for us to employ a part time volunteer co-ordinator.



'What have I got out of it?

I have gained understanding of neurological conditions, how to support people in need and have developed a greater perspective of life'

During this difficult time, our volunteers have risen to the challenge by being adaptable and learning new skills, contributing enormously to INS.

'I would like to say that you guys at INS do an incredible job, and I am extremely lucky to have you in my corner, so thank you'

'Thank you for your invaluable help over so many things. I hope INS realise how lucky they are to have such amazing staff that really care'

Working with Partners

Partnership working is at the heart of the way we work. Within Richmond borough we work as a sub-contractor with Age UK as part of the Community Independent Living Service and with Richmond Carers in Richmond Carers hub. Both contracts have enabled us to work with other voluntary and community groups in Richmond, gain access to venues and develop services. For example, we co-delivered with Crossroads Care a pilot short-term counselling service for carers of people with dementia as a result of our relationship with the Carers Hub.

In Hounslow we continue to work with Hounslow and Richmond Community Health Care NHS Trust as part of One You Hounslow Service. This year has seen a return to health care walks and a focus on community health champion training. We have been able to connect this work with the work in our Hounslow satellite.

We have entered our second year of a contract with the London Borough of Hounslow to deliver longer term stroke support alongside the Stroke Association. Both organisations have worked hard to work more closely together, co-delivering stroke group sessions, developing an improved knowledge of our services, and using data to increase commissioner's understanding of the needs of stroke survivors and their carers.

Case study: A young Stroke survivor, who was facing a long waiting list for community rehabilitation, was able to make positive changes to her daily living activities, which had been impacted by visual impairment, after home visit sessions from our occupational therapist. Her two main goals were to be able to prepare meals for her daughter and to be able to read more easily. Thanks to adaptive equipment and practice, she was able to do this. The client was also able to benefit from our counselling service to help her adjust to life after her Stroke.

Our partnership with Otakar Kraus Music Trust continued and they were able to acquire funding to deliver blocks of music therapy both online and face-to-face to increase the reach within our community.



INS service users attend the Music Therapy group.

The Queen Elizabeth's Foundation now provides driving assessments from INS on a monthly basis. This has enabled the INS team to increase their knowledge about driving and disability and people are able to access assessment closer to home. The QEF Transport Hub co-ordinator was also able to provide an online talk for INS service users and staff regarding accessible transport.

We have developed further relationships with a local Yoga teacher and Moves into Wellbeing, a dance charity, to pilot new groups and broaden our programme

Medical School Training

During the year we delivered training sessions for over 300 medical students from St. George's Medical School. The sessions were delivered online, and we were supported by service users and carers who were able to share their lived experience with the students. At a time when students had missed out on many opportunities to meet people with neurological conditions, these sessions were extremely important.

'I am immensely grateful for INS support – it really is a lifeline for me at the moment'

Looking ahead – future and strategy for 2022/23

Building on our experiences during the pandemic, INS has developed the service to be resilient and agile so that we can respond to future challenges. INS will continue to build on these changes to ensure a secure and sustainable service.

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- To work with our service users to develop INS.
- To develop further satellites.
- To grow our volunteer team to allow expansion of services.
- To develop our profile with statutory services and act as an influencer on behalf of the INS community within health service changes.
- To increase partnerships with other organisations to reach more service users and provide wider expertise to the INS community.
- To diversify funding streams to ensure financial stability and sustainability.

Fundraising

INS is very grateful to receive grants from a number of charitable Trusts and Foundations to support our work.

Trusts and Foundations
During 2021-22, INS was awarded grants from the following organisations:

- Ashcroft Charitable Trust
- Awards for All
- Barnes Fund
- Bruce Wake Charitable Trust
- Childwick Trust
- Dyers' Company Charitable Trust
- Edward Gostling Foundation
- February Foundation
- Girdlers' Company Charitable Trust
- Hampton Fund
- Hounslow Thriving Communities Fund and ICP
- Isleworth & Hounslow Charity
- James Tudor Foundation
- John Horseman Trust
- Lambert Charitable Trust
- Leathersellers' Company Charitable Fund
- Lower Hall Charitable Trust
- One Richmond
- Peter Sowerby Foundation
- Richmond Parish Lands Charity
- Sir Jules Thorn Charitable Trust
- Souter Charitable Trust
- Vandervell Foundation

Community Support
We were delighted to have the support of the following organisations in 2021-22:

Sutton Winson
Local Twickenham insurance broker Sutton Winson, who are supporting INS as their charity this year, spent a day transforming our garden and outside space for our service users. They also fundraised through staff challenges to purchase three much needed iPads to help INS clients with communication issues.

Radnor House School
Friends of Radnor House school in Twickenham raised £3,577 for INS as one of the school's charities for the year.

We are also grateful for donations from the Rotary Club Twickenham, Squires Garden Centre Twickenham and Waitrose East Sheen.

Fundraising Events

Captain Tom 100 Challenge

Staff and volunteers took part with some interesting challenges, raising over £800.

Squire's Garden Centre

Our local centre in Twickenham, who have been a big support to us, raised £287 for INS through their sunflower seed challenge.

Richmond Half Marathon

Roger Metcalfe, a Friend of INS, ran his third half marathon in support of INS, raising over £570 for us.

INS Quiz nights

We continued to hold our Quiz nights remotely and ran two events during the year. Hosted by Keith Severs, one of the Friends of INS, these raised over £1,550 in total.

INS Bridge Night

The Friends of INS held a successful face-to-face Bridge night, which had been postponed due to Covid-19. Over 60 people attended, raising £1,533 to support our work.

We are very grateful to a number of generous regular donors who are invaluable in supporting our work. We would also like to thank all those who donate and fundraise in memory of family or friends who have been part of INS.

Thank you also to all our loyal volunteers and trustees, to the Friends of INS for their fundraising activities, and all those who support us in various ways.

Integrated -Neurological Services

Review of Financial Results

INS made a surplus for the year of £51,537 (2020/21 - £57,474). This is a very positive outcome especially given the additional challenges caused by the Covid pandemic. INS responded to the disruptions by adapting its service offerings to the circumstances. It continued to run some services through zoom while delivering many sessions face-to-face where possible with appropriate safeguards.

The surplus in 2021/22 reflects the high level of support received from funders and donors. We are extremely grateful for this support which not only has enabled INS to continue its services during the pandemic but also to extend the scope and range of its services as outlined in earlier sections of this report. As a result of the increased level of income, INS is now providing services to more clients and is expecting to increase this number further in the current year.

Staffing and expenditure

The average staff numbers in the year was 8 which is in line with the previous year. INS again participated in the Government's Kickstart programme which provides real-life work experience to young people as well as supporting the provision of its services. In order to support the growth of its service provision, INS is strengthening its clinical resources by recruiting into vacant posts.

INS continues to manage its expenditure carefully and ensure that the bulk of money raised is used for its charitable services. Over the year, 94 pence in every pound was spent on its charitable activities.

Reserves

The Trustees have reviewed the reserves policy, taking account of current uncertain economic circumstances and funding challenges within the charitable sector.

They have decided that a policy to maintain six months' expenditure in unrestricted reserves is desirable. This will help INS plan prudently for the future and strengthen its sustainability.

The level of unrestricted reserves at 31 March 2022 was £232,007 (2020/21 - £198,362). In addition, INS has designated an amount of £20,000 to cover potential dilapidation costs on its main premises.

Responsibilities of the Board of Trustees

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently.
- make judgments and estimates that are reasonable and prudent.
- state whether applicable accounting standards have been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue that basis.

The Trustees are responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 9 November 2022 and signed on its behalf by



Steve Williams
Trustee, INS

INTEGRATED NEUROLOGICAL SERVICES

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 Unrestricted Funds £	2022 Restricted Funds £	2022 Designated Funds £	2022 Total Funds £	2021 Total Funds £
Income from:-						
Donations and legacies	2	154,312	91,697	-	246,009	242,501
Charitable activities	3	46,016	285,897	-	331,913	284,283
Other	4	15,582	-	-	15,582	13,841
Investments	5	27	-	-	27	46
Total		215,937	377,594	-	593,531	540,671
Expenditure on:-						
Raising funds	6	34,430	-	-	34,430	29,783
Charitable activities	6	91,361	416,203	-	507,564	453,414
Total		125,791	416,203	-	541,994	483,197
Net income/(expenditure)		90,146	(38,609)	-	51,537	57,474
Transfer between funds		(56,501)	36,501	20,000	-	-
Net movement in funds		33,645	(2,108)	20,000	51,537	57,474
Reconciliation of funds						
Total funds brought forward		198,362	17,000	-	215,362	157,888
Total funds carried forward		232,007	14,892	20,000	266,899	215,362

Company Number: 5292539

INTEGRATED NEUROLOGICAL SERVICES

BALANCE SHEET AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Fixed assets			
Tangible assets	10	8,214	8,139
Current assets			
Debtors	11	15,879	74,552
Cash at bank and in hand		297,135	218,673
Total current assets		313,014	293,225
Liabilities			
Creditors falling due within one year	12	(54,329)	(86,002)
Net current assets		258,685	207,223
Net Assets	14	£ 266,899	£ 215,362
The funds of the charity			
Restricted income funds	15	14,892	17,000
Unrestricted funds	15	232,007	198,362
Designated funds	15	20,000	-
		£ 266,899	£ 215,362

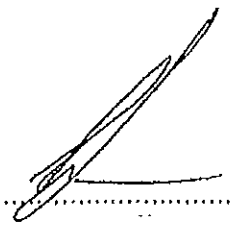
For the year ending 31 March 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

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

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The accounts were approved by the board of directors on 9 November 2022
and signed on its behalf



..... Director and Trustee

S Williams

INTEGRATED NEUROLOGICAL SERVICES

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Cash flows from operating activities:		
Net cash provided by operating activities (note 1 below)	78,435	31,339
Cash flows from investing activities:		
Interest received	27	46
Change in cash and cash equivalents in the year	78,462	31,385
Cash and cash equivalents at the beginning of the year	218,673	187,288
Cash and cash equivalents at the end of the year	297,135	218,673

Notes to the statement of cash flows

1. Reconciliation of net income to net cash flow from operating activities

	2022 £	2021 £
Net income for the year (as per statement of financial activities)	51,537	57,474
Adjustments for:		
Depreciation charges	2,748	3,719
Interest received	(27)	(46)
Decrease/(Increase) in debtors	58,673	(56,284)
(Decrease)/Increase in creditors	(31,673)	33,631
Additions to fixed assets	(2,823)	(7,155)
Net cash provided by operating activities	78,435	31,339

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

1) (i) **Accounting policies**

(a) **Basis of accounting**

The financial statements have been prepared in accordance with the 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)) (issued in October 2019) - (Charities SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Integrated Neurological Services 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 on the relevant accounting policy note.

(b) **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

(c) **Fund accounting**

Unrestricted funds are available to use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through terms of the appeal.

Designated funds have been created to provide for future dilapidations on the leased property.

(d) **Incoming resources**

In line with previous practice, incoming resources are included in the Financial Accounts when the income is received and the amount can therefore be accurately quantified.

Donations, legacies and gifts are included in full in the Statement of Financial Activities when receivable.

Restricted income from grants and contracts received in advance of related future costs is treated as deferred income (Note 13).

Restricted income from grants is used as specified by the grantor. Details of restricted grants are provided in Note 17.

Income generated from charitable activities is primarily from contracts, which are treated as restricted income and used as specified by the contract. Donated services are included at their value where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

(e) **Resources expended**

Expenditure is recognised on an accrual basis as a liability is incurred. VAT which cannot be recovered is recorded as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and also those costs of an indirect nature necessary to support them, including governance costs.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. time allocation.

(f) **Pensions**

The charity does not operate a pension scheme for its employees but does administer contributions to a stakeholder pension scheme for 13 (2021:10) staff. The charity makes contributions to this scheme.

(g) **Tangible fixed assets**

Individual fixed assets costing £500 or more are capitalised at cost. Tangible 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 useful lives on the following basis:

Furniture and Equipment	20% straight line basis

(h) **Operating leases**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight line basis over the term of the lease.

(ii) **Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

Its registered office is 82 Hampton Road, Twickenham, Middlesex TW2 5QS.

2) (a) Income from donations and legacies	2022 £	2021 £
Donations	26,154	72,251
Grants	213,434	158,136
Fund generation events	3,588	7,370
Legacies	2,833	4,744
	246,009	242,501

2) (b) Grants	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Richmond Parish Lands Charity	50,000	14,892	64,892	51,715
Peter Sowerby Foundation	-	23,904	23,904	-
Hampton Fund	-	26,000	26,000	19,500
Childwick Trust	-	5,500	5,500	-
Postcode Community Trust	-	-	-	13,698
Barnes Fund	4,000	-	4,000	-
James Tudor Foundation	-	-	-	7,875
Garfield Weston Foundation	20,833	-	20,833	4,167
Hounslow Thriving Communities Fund and ICP	-	5,613	5,613	-
London Borough of Richmond upon Thames	-	-	-	4,017
National Lottery Awards for All	-	7,820	7,820	
Other Grants	46,904	7,968	54,872	57,164
	121,737	91,697	213,434	158,136

3) (a) Income from charitable activities	2022 £	2021 £
Contract Income	285,897	258,609
Teaching Income	21,868	8,909
Other Charitable Income (Membership/Attendance Fees)	24,148	16,765
	46,016	25,674
	331,913	284,283

3) (b) Contract income	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
London Borough of Hounslow	-	120,000	120,000	120,000
Kickstart YMCA		19,531	19,531	
Wandsworth Carer's Group	-	1,200	1,200	-
Community Healthcare Trust	-	42,233	42,233	40,000
Dementia Carers	-	4,000	4,000	-
Age UK Richmond	-	84,242	84,242	84,241
Richmond Care Centre	-	14,691	14,691	14,368
	-	285,897	285,897	258,609

4) Income from other activities	2022 £	2021 £
Sundry income	15,582	13,841
	15,582	13,841

5) Investment income	2022 £	2021 £
Deposit interest	27	46
	27	46

6a) Total resources expended - current year	Direct (Staff) Costs £	Support Costs £	Direct (Other) Costs £	Total 2022 £
Raising funds	26,217	6,890	1,323	34,430
Charitable activities				
Clinical Services (Neuro)	154,110	52,332	10,066	216,509
Community Partnership Services	159,783	64,614	66,659	291,055
Total	340,110	123,836	78,048	541,994

Analysis of support costs	Fundraising £	Clinical Services £	Community Partnership Services £	Total 2022 £
Premises	1,960	20,580	26,460	49,000
Office costs	4,220	26,378	22,157	52,756
Communications & marketing	503	1,331	1,124	2,959
Consultancy/professional fees	-	-	11,213	11,213
Depreciation	-	1,566	1,182	2,748
Governance	206	2,477	2,477	5,160
Total	6,890	52,332	64,614	123,836

Analysis of direct (other) costs				
Direct project costs	1,323	1,984	62,829	66,135
Staff expenses	-	6,298	3,391	9,689
Equipment	-	466	-	466
Recruitment	-	1,318	439	1,758
Total	1,323	10,066	66,659	78,048

6b) Total resources expended - previous year	Direct (Staff) Costs £	Support Costs £	Direct (Other) Costs £	Total 2021 £
Raising funds	22,155	6,396	1,232	29,783
Charitable activities				
Clinical Services (Neuro)	130,231	49,741	13,389	193,361
Community Partnership Services	135,024	61,841	63,188	260,053
Total	287,410	117,978	77,809	483,197

Analysis of support costs	Fundraising £	Clinical Services £	Community Partnership Services £	Total 2021 £
Premises	1,911	20,062	25,794	47,767
Office costs	3,873	24,205	20,332	48,410
Communications & marketing	427	1,131	955	2,513
Consultancy/professional fees	-	-	10,938	10,938
Depreciation	-	2,120	1,599	3,719
Governance	185	2,223	2,223	4,631
Total	6,396	49,741	61,841	117,978

Analysis of direct (other) costs				
Direct project costs	1,232	1,848	58,521	61,601
Staff expenses	-	4,779	2,573	7,352
Equipment	-	481	-	481
Recruitment	-	6,281	2,094	8,375
Total	1,232	13,389	63,188	77,809

7) **Staff costs**

	2022	2021
	£	£
Salaries and wages	308,323	257,288
Social security costs	21,588	20,004
Pension costs	10,199	10,118
	340,110	287,410

	2022	2021
Staff numbers (average)	13	8

Staff numbers (Full time equivalent)	2022	2021
	£	£
Administration	1.50	2.60
Clinical services	5.70	4.70
Fundraising	0.80	0.80
	8.00	8.10

The number of employees whose emoluments exceeded £60,000 in the year was as follows:

	2022	2021
£60,001 - £70,000	1	-

The key management personnel of the charity comprise the trustees, the Chief executive and senior management.

The total employee remuneration of the key management personnel amounted to £64,100 (2021: £61,269).

8) **Trustees remuneration & related party transactions**

No trustee received any remuneration during the year. No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the 12 months.

9) **Taxation**

As a registered charity Integrated Neurological Services is exempt from corporation taxation since all income is applied for charitable purposes.

10) **Tangible fixed assets**

	Equipment	Software	Total
	£	£	£
Cost at 1 April 2021	96,180	16,931	113,111
Additions	2,823	-	2,823
Cost at 31 March 2022	99,003	16,931	115,934
Depreciation at 1 April 2021	89,358	15,614	104,972
Charge for the year	1,431	1,317	2,748
Depreciation at 31 March 2022	90,789	16,931	107,720
Net book value at 31 March 2022	8,214	-	8,214
Net book value at 31 March 2021	-	1,317	8,139

11) **Debtors**

	2022	2021
	£	£
Debtors and prepayments	15,879	31,095
Accrued donation income	-	43,457
	15,879	74,552

12) **Creditors: amounts falling due within one year**

	2022	2021
	£	£
Taxation and social security	6,971	6,244
Grant and contract income received in advance (Note 13)	35,952	58,893
Accrued sub-contractors payments and expenses	11,406	20,865
	54,329	86,002

13) **Deferred income**

	2022	2021
	£	£
Balance at 1 April 2021	58,893	17,375
Amount released to incoming resources	(58,893)	(17,375)
Amount deferred in the year	35,952	58,893
Balance at 31 March 2022	35,952	58,893

14a) **Analysis of net assets between funds - current year**

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	2022 Total Funds £
Tangible fixed assets	8,214	-		8,214
Current assets	263,230	29,784	20,000	313,014
Current liabilities	(39,437)	(14,892)	-	(54,329)
Total	232,007	14,892	20,000	266,899

14b) **Analysis of net assets between funds - previous year**

	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £
Tangible fixed assets	8,139	-	8,139
Current assets	259,225	34,000	293,225
Current liabilities	(69,002)	(17,000)	(86,002)
Total	198,362	17,000	215,362

15a) **Movement of funds - current year**

	At 1 April 2021 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2022 £
Unrestricted funds	198,362	215,937	(125,791)	(56,501)	232,007
Restricted funds	17,000	377,594	(416,203)	36,501	14,892
Designated funds	-	-	-	20,000	20,000
Total funds	215,362	593,531	(541,994)	-	266,899

15b) **Movement of funds - previous year**

	At 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2021 £
Unrestricted funds	140,512	164,242	(111,398)	5,006	198,362
Restricted funds	17,376	376,429	(371,799)	(5,006)	17,000
Total funds	157,888	540,671	(483,197)	-	215,362

16) **Lease commitments - operating leases**

At 31 March 2022 the charity had total commitments in respect of operating leases as follows:

	2022 £	2021 £
Total commitments	56,206	95,433

17) **Purposes of restricted funds**

All restricted funds are held as liquid assets and are used within the time period and for the purposes specified by the grantor. The accounts show the amount applicable to this period. Balances are carried forward to the next period as grant income received in advance.

Hampton Fund

A sixth-month grant of £13,000 (second stage of a £26,000 one-year grant) towards salaries and costs of the Rehabilitation team was paid in December 2021. A balance of £6,500 has been carried forward.

Isleworth and Hounslow Charity

A one-year grant of £2,780 to purchase therapy equipment for our Living Well neuro hub in Hounslow was awarded in February 2022 and has been carried forward.

Thriving Communities Revenue Fund and Integrated Care Partnership

A six-month grant payment of £11,225 (first stage of a £22,400 grant) to set up and run our Living Well neuro hub in Hounslow was awarded in January 2022. A balance of £5,612 has been carried forward.

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF INTEGRATED NEUROLOGICAL SERVICES

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also 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 Company 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 company's accounts as 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

The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

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

Signed: 

Christopher Pexton, FCA
Begbies, Chartered Accountants
9 Bonhill Street, London EC2A 4DJ

Date: 15 November 2022

INTEGRATED NEUROLOGICAL SERVICES

England & Wales - Charity number 1107273

Accounts

Company Number: 5292539

INTEGRATED NEUROLOGICAL SERVICES

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

Charity Number : 1107273

FRIDAY

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COMPANIES HOUSE

BEGBIES
Chartered Accountants
9 Bonhill Street
London
EC2A 4DJ

INTEGRATED NEUROLOGICAL SERVICES

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INS Annual report 2021

Introduction from the Chair

I have great pleasure in introducing the INS Annual Report for 2020-2021. In doing so I am following in the footsteps of our previous Chair, Dugald Millar, who stepped down as Chair in November 2020 after steering INS through what was a challenging year. This year has also been a testing time for everyone, since March 2020 to the present, through the pandemic and the consequent restrictions and relaxations. The vaccination programme and the implementation of health protocols have assisted the increased opening up of face-to-face services at INS in addition to the online services so ably created and deployed by the team at INS in support of our service users. However, this report is for the financial year ending in March 2021 when we were still as a nation in our third lockdown.

As you will see in this Report the team at INS have created a range of innovative services to meet the extraordinary challenges of 2020-2021 to continue to provide service users with support. The need for such support has been greater than ever for those people with neuro-disabilities and people with long term conditions and their carers.

These services and their delivery have continued to evolve under our CEO, Sarah Vines, who joined INS in August 2020 and who has led the INS team in continuing to deliver all contracted services through a blended model of face to face and online support throughout the period. New volunteers have been recruited, and INS has participated successfully in the DWP's Kick Start scheme to both provide meaningful work experience for young people and in support of the innovation in INS services for our users.

We would like to take this opportunity to thank our funders who have enabled us to continue to sustain and evolve our services, our donors who have continued their generous support, our volunteers who have given of their time and expertise, the partner organisations we work with in the statutory and voluntary sectors to improve services and outcomes for people with long term conditions and those who care for them. We also thank the Friends of INS who have continued with their valuable support to INS.

In conclusion I would like to express the wholehearted thanks of all the Trustees to our staff at INS, who together with our volunteers and supporters give INS the strength to continue to work sustainably and innovatively to meet the needs of our client community.

Anne Gowan

Summary of Achievements in 2020/21

INS adapted quickly to continue to deliver of all its contracted services and to support its service users throughout the pandemic.

- We developed a new hybrid model including both face to face and online services.
- We completed a survey of our service users to understand the impact of moving our service online.
- We supported those who we digitally disengaged by telephone.
- We reviewed policies in line with changed environment.
- We supported current volunteers to support online service and recruited new volunteers to support revised new model.
- We made regularly updates to our commissioners and funders about our service adaptations.
- We continued to listen to service users and innovate new services
- We recruited and provided an induction to our new chief executive.
- We took part in DWP's Kick Start Scheme to provide young people with meaningful paid work experience.
- In Dec 2020 our therapists presented at the UK Stroke Forum online conference about delivery online stroke rehabilitation.
- We carried out a trustees' skills audit and created a recruitment/succession plan.

Looking ahead – future and strategy for 2021/22

Throughout the 2020/21 financial year INS adapted to the Covid19 guidance. INS started the year by offering a fully remote service moving to a hybrid model as restrictions lifted. We first opened our door to individuals for therapy in September 2020. The re-designed model has created new opportunities to deliver services flexibly and to reach different service users.

Moving on to 21/22, Covid-19 is still a central consideration, prioritising safety for all, balanced with the need to promote physical and emotional wellbeing. Covid will continue to be a key element to all decision making and INS's strategy will need to be able to flexibly respond as required.

1. To develop and embed new hybrid model.
2. To create agile working practices to respond to pandemic.
3. To develop and support staff and volunteer team to deliver the new model.
4. To complete upgrade of CMS system which enables INS to analyse and report on success against our outcome measures and to extend project to cover donor information.
5. To deliver a fundraising strategy aimed at delivering sufficient resources to provide the new model.
6. To modernise marketing plan and improve social media profile.
7. To review and update policies and procedures in accordance with new working practices.
8. To reach service users throughout Richmond and Hounslow by developing partnerships and satellite services.
9. To engage with service users and partners to grow and develop the service.

Service Overview

At INS, we focus on a person's abilities and not their disability. We have a comprehensive assessment process for each person referred to us, and we develop a rehabilitation programme which is centred around their needs, tailoring their treatment to goals identified by them, matching these to our therapies and activities that will help maintain and improve their overall health and well-being.

Although we are a smaller and leaner organisation compared with recent years, we have continued to deliver a wide range of therapy and support services that have a positive impact on our clients, enabling them to live fulfilling and active lives.

The INS approach

Our vision is to ensure all people with neurological conditions receive a client-centred and holistic professional support tailored to their needs, looking at the whole person – both clinical and social – to maximise their abilities and reduce the impact of their disabilities.

The services are designed and delivered using a multi-disciplinary approach drawing on a range of disciplines that provides a truly integrated service that addresses all the person's needs – physical, emotional, and environmental. Each client has a nominated keyworker and regular reviews to monitor their progress and symptoms. On average, our clients and their carers receive around 30 interventions through both one-to-one therapy and a choice of participating in 30 different group activities including condition-specific exercise-based groups as well as and social and creative groups sessions.

INS services are provided by skilled and qualified staff. The multidisciplinary team of professionals are experts in providing holistic care and the current team is made up of a senior physiotherapist, an occupational therapist, and a rehabilitation assistant. Six volunteer counsellors are supported by a senior social worker and two community development staff complete to team who are ably aided by a cohort of skilled volunteers. We have been working in Southwest and West London for nearly 26 years, supporting adults primarily in the London Boroughs of Hounslow and Richmond.

INS services provided include:

1. Assessment of new clients and their unpaid carers by a therapist leading to joint agreement of goals, which are reviewed regularly throughout the year.

2. Monitoring of each client's condition and undertaking an objective measurement of the impact of INS intervention in moderating the effects of their disability.

3. Condition-specific groups led by clinicians and social workers, which include exercises and activities to improve physical, cognitive and communication abilities and personal independence.

4. Programmes to address specific client needs, e.g. mobility and functionality problems; communication difficulties; and courses on coping with the emotional and psychological impact of a neurological condition.

5. Individual counselling and social work support for clients and/or their carers.

6. Support and advice for carers offered individually, or through our monthly carers' mutual support group and a 'Carers Fit Club'.

From April– September 2020 a full table of online therapy assessments and treatments were provided online and by phone. In September 2020, in line with professional body guidance, individual face to face services resumed following individual risk assessment. Throughout this period staff continued to monitor services users who could not engage with on-line services by telephone. Much time and care was taken to support INS service users to learn how to use Zoom in order to receive one to one intervention and take part in groups.

Throughout the 20/21 financial year INS provided groups exclusively online, these included.

- Stroke Groups – therapy led classes to enable stroke patients to achieve their personal goals

- Parkinson's Groups – enabling those living with Parkinson's to better manage symptoms and improve their independence – including a 'newly diagnosed' group.

- Multiple Sclerosis Groups – exercise, social and symptom management group

- Neuro–exercise groups aimed at improving and maintaining cardiovascular fitness and balance for clients.

- Symptom Management such as fatigue management – therapy led group teaching strategies and techniques to better management symptoms and impairments

- Mindfulness 8-week course and drop in.

- Carers Fit Club – maintaining the physical fitness health and well-being of carers

- Mind-Body-Spirit – exploring spiritual and philosophical links to well-being

- Expanding Horizons – groups including music and art therapy, indoor sport, and crafts.

- Seated Exercise – a group for those unable to exercise whilst standing.

- Carers Mutual Support Group – facilitated session for carers of people with neuro conditions.

- One You Hounslow - outreach events across the borough giving health and wellbeing information.

- Neuro-Pilates to focus on building core strength and improved control

Contracts

In 2020 the following contracts to provide both specialist and wider preventative services were successfully renewed or extended.

1. Hounslow **Community Stroke Service** - commissioned by Hounslow Council since 2013. In this year, INS began the first year of a five-year contract, in partnership with the Stroke Association (with INS as the lead), to continue to deliver the community stroke service for Hounslow residents living with a stroke, and their carers.

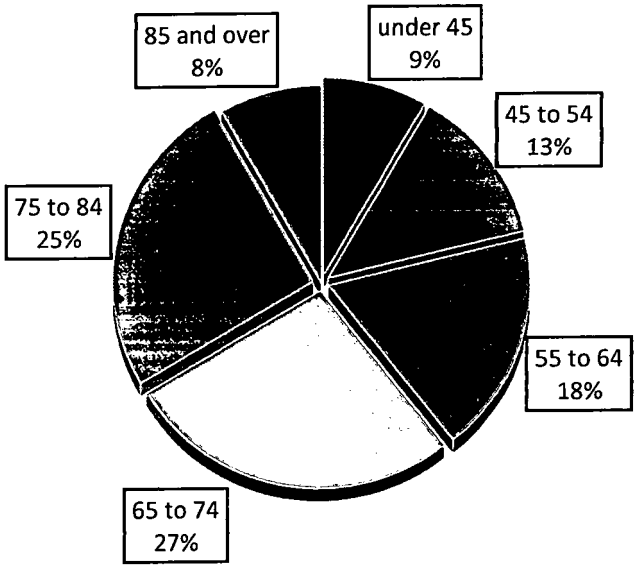
2. **One You Hounslow** - commissioned by Hounslow and Richmond Healthcare NHS Trust (HRCH) extended from its end date of March 2021 for a further year. INS support Hounslow residents who are at risk of developing a long-term health condition, such as diabetes and cardio-vascular disease.

3. **Community Independent Living Service (CILS)** - INS is part of a 20-organisation consortium commissioned by Richmond Council to deliver the contract providing community services to adults in Richmond to help them live independently, develop their health and wellbeing, and stay connected in their communities. The five-year contract commenced on the 1 November 2019 and INS successfully completed the first year. Age UK Richmond is the lead contractor and sub-contract INS to deliver services to people living in Richmond with a neurological condition. Partners include Richmond AID, Richmond Mencap, Richmond MIND, Greenwood Community Centre, Ham & Petersham Neighbourhood Care Group and Multicultural Richmond.

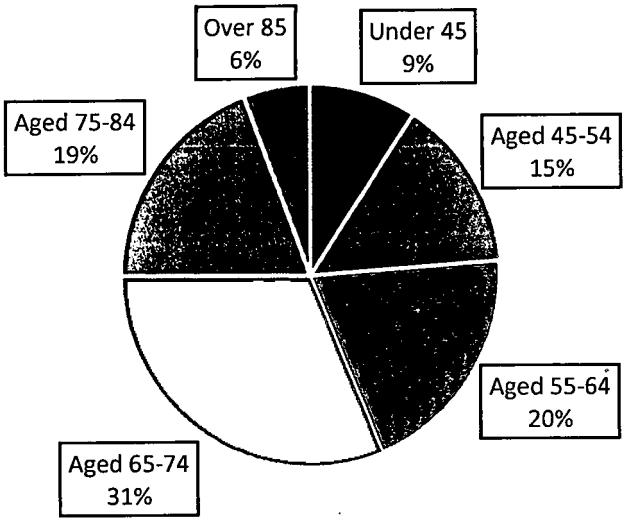
4. **Richmond Carers Hub Service** - INS is one of 5 organisations commissioned by LB of Richmond upon Thames and NHS Richmond Clinical Commissioning Group Council. The Hub supports carers living in Richmond. INS delivers services to carers supporting people living with a neurological condition. The five-year contract commenced in July 2020.

Our services in numbers

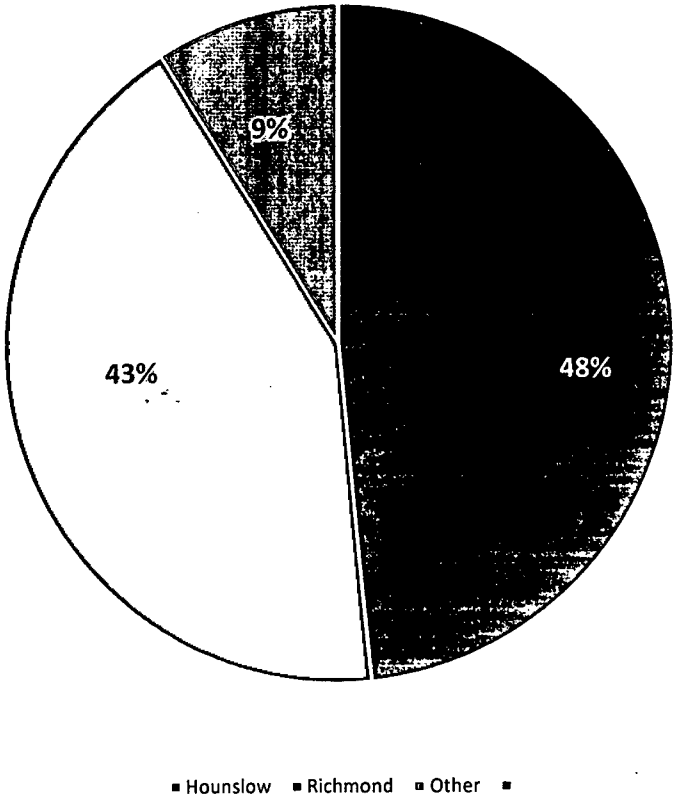
Age of clients 2019-20



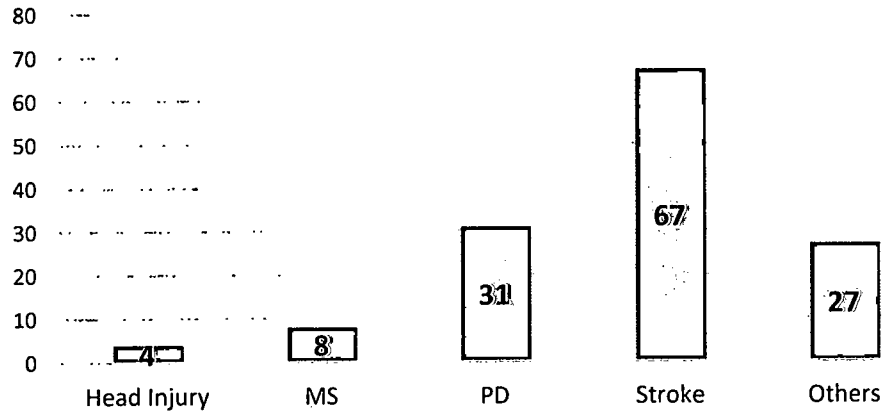
Ages of INS clients 2020-21

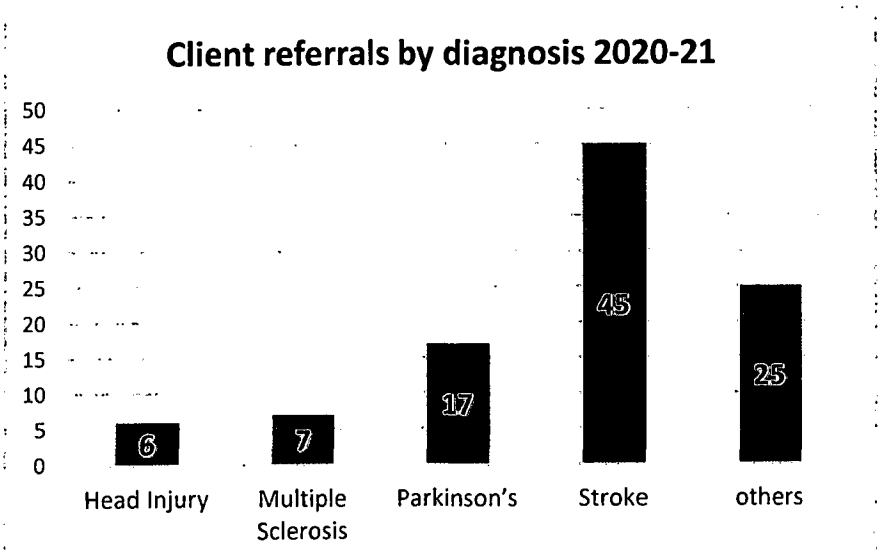


Total clients by borough 2020-21

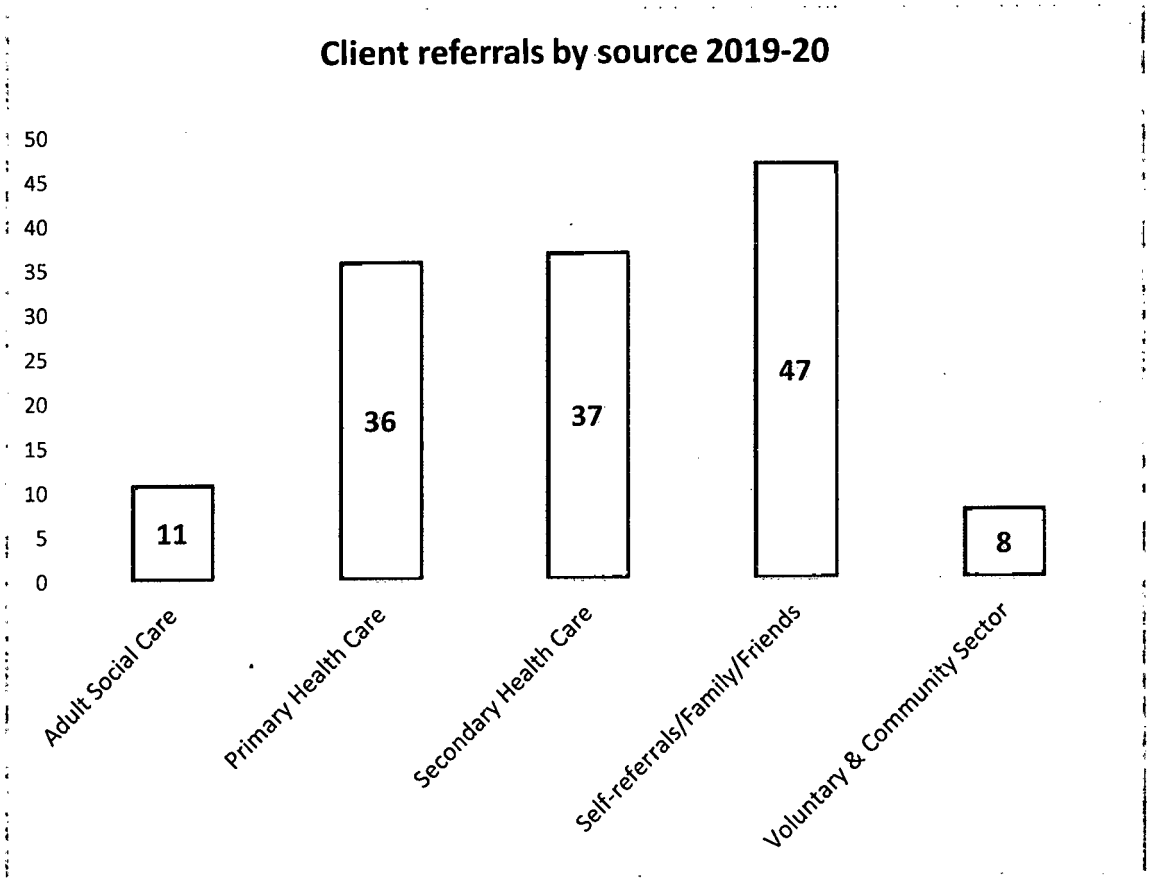


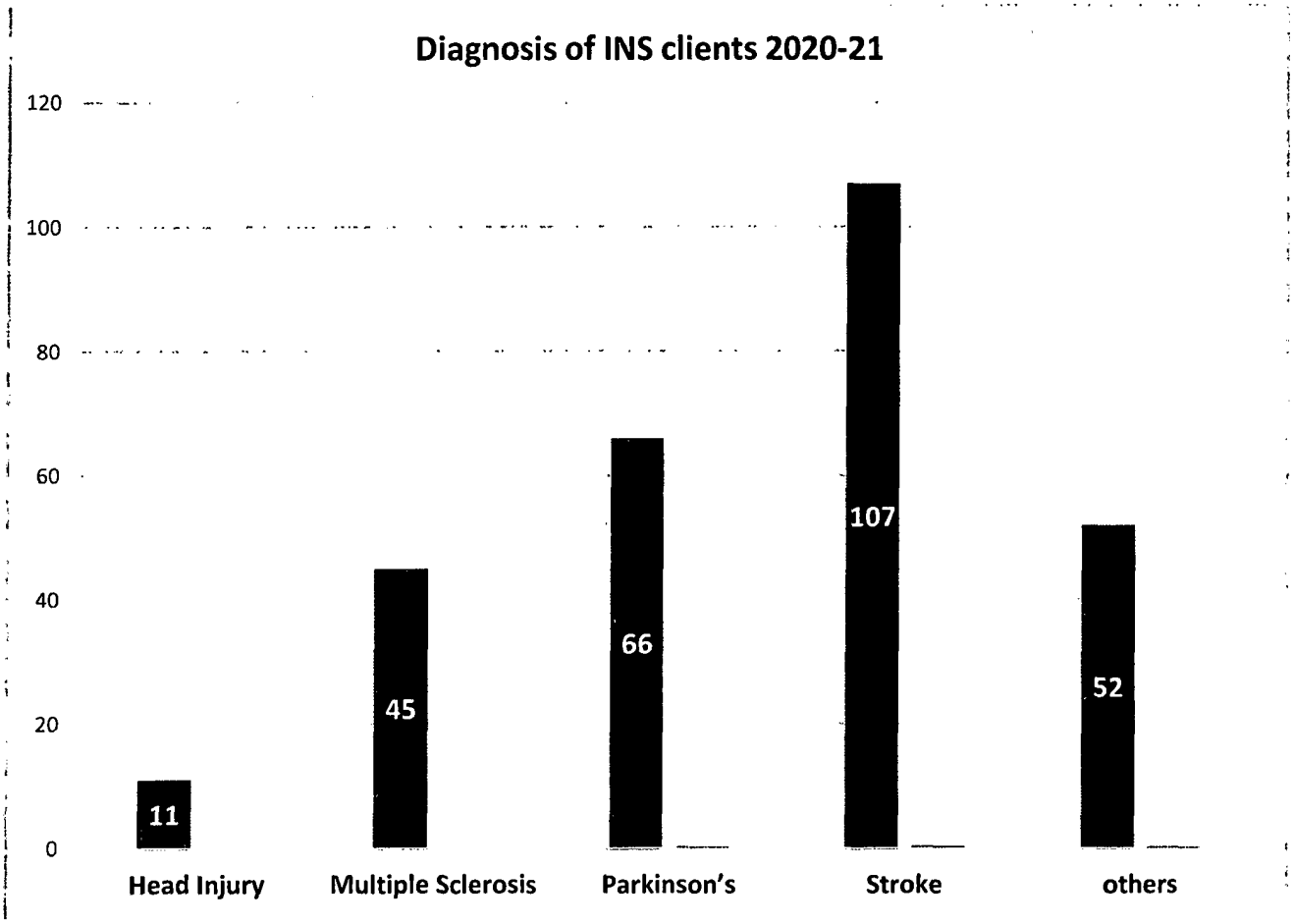
Client referrals by diagnosis 2019-20




Client referrals by diagnosis 2020-21
50
45
40
35
30
25
20
15
10
5
0
6
7
17
45
25
Head Injury
Multiple Sclerosis
Parkinson's
Stroke
others

Referrals come from both clients themselves and their families, statutory and other charity organisations. In this year the highest proportion came directly from individuals and their families, this may be due to pressure especially on NHS providers due to the pandemic.





In 2020-21 the largest number of individuals referred had experienced a stroke. Some of these service users were referred after receiving minimal rehabilitation from the NHS. INS were able to provide support and rehabilitation throughout the pandemic, initially online and then in person.

Outcomes and Evaluation

During the lockdowns, social isolation and reduced mobility has become an increasing challenging issue for those with neuro-disabilities and therefore an INS priority. We worked to ensure that people were supported on-line, by phone and later face to face. A proportion of our service users were unable or preferred not to access online services and the team kept in touch with these clients by telephone. As we were able to return to face-to-face work, we prioritised returning to face to face for those who were most isolated or experiencing most impact from the lockdowns.

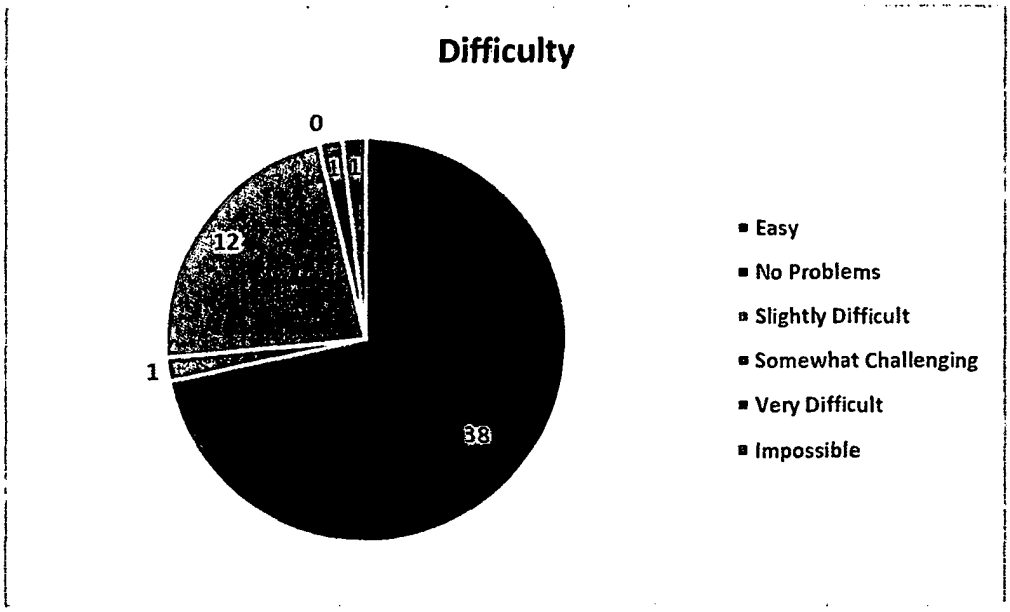
A client survey was undertaken to see how those using online services developed because of the pandemic were coping. Over 60 service users responded.

From INS Client Feedback Survey Report July 2020:

"98% (53) of respondents were very or somewhat satisfied with their Zoom sessions, with only one (2%) reporting dissatisfaction, probably due to a poor Zoom connection. 84% (49) respondents indicated willingness to consider future attendance of Zoom sessions. Nine (16%) weren't sure".



"The survey asked how easy clients found attendance at Zoom sessions. 51 (93%) found the process easy or only slightly difficult. Four respondents (7%) had difficulty or found access impossible for them, and 18 (35%) reported needing help to access sessions."



Case study

A 61-year-old female stroke survivor, referred to us shortly before first lockdown. She was working age and had no previous health problems. Having begun to receive in-person services she soon adapted to newly developed online services.

These included Neuro Exercise group, 8-week Mindfulness course with OT, 8-week Taking Back Control course with OT/Counsellors. A psychoeducational group supporting emotional adjustment to a neurological condition. Covers: low mood, anxiety, grief cycle, assertiveness, stress/frustration, lifestyle etc. She later joined the INSight group – a client group aimed for service-users to provide feedback to INS.

Client reported decreased anxiety and increased wellbeing.

Email feedback included:

"All INS staff keep up the amazing work you are doing as you are making a big difference during this uncertain and unprecedented time. You are all truly stars ☆ !! ☺ Thank you"

"Take care and thank you - these courses have come just at the right time."

Partnership working

We continue to focus on partnership, working with local statutory and voluntary and community sector organisations to reach more people with long-term neurological conditions, plus their carers, and provide them with the long-term therapy and support that they need, which is uniquely provided by INS.

We continue to work in partnership with Hounslow and Richmond Community Healthcare NHS Trust (HRCH), GP practices, social prescribers, and other health professionals. And we work closely with other voluntary and community partners. This has been particularly helpful during the pandemic where it was important to share new practice and procedures.

During this period of change, the new CEO established herself within partnership meetings in both Hounslow and Richmond. As the NHS undergoes significant change in the way it works with the third sector, the INS CEO has joined the NW London Third Sector Strategic Group, a consortium of charities working closely with the new NWL NHS commissioning group.

Education

INS provide a unique educational programme for medical students from St George's University Hospitals NHS Foundation Trust focussing on the consequences of neurological conditions. INS clients and carers help us deliver sessions for medical students to help them understand the impact of living with a neurological condition. Focussing on the client experience, medical students can hear the patient and carer experience in small interactive workshops. The programme was curtailed online by the pandemic but resumed in October 2020. By March 2021 over 150 students have taken part in INS community online sessions.

During this year we were also able to provide face and virtual placements for St. Mary's University students

OUR ORGANISATION

Integrated Neurological Services is a company limited by guarantee governed by its Memorandum and Articles of Association dated 27 July 2004 (amended 13 July 2013). It is registered as a charity with the Charity Commission.

Staffing

During this unprecedented period our Interim CEO, Margie Butler, was replaced by Sarah Vines, a Chartered Physiotherapist, as a permanent CEO/Clinical Lead.

Trustee Board Structure

The Board of Trustees of INS currently meets four times a year and is responsible for the strategic direction and policy of the organisation. Detailed work is undertaken through several committees.

Committees in 2020/21	Responsibilities	Chair
Advisory	To act as an executive board; also oversees risk management; quality assurance; remuneration	Dugald Millar/Anne Gowan
Clinical	To oversee all clinical activity including safeguarding	Sue Stevens
Finance and Fundraising	To oversee all financial matters	Chris Williams
Fundraising and Marketing	To oversee all Fundraising and Marketing matters and develop and implement fund raising strategies including grant applications and events	Anne Gowan/Peter Rodgers
Strategy	To provide space for Trustees and the CEO to work as a group to develop strategic approaches	Dugald Millar/Anne Gowan

Trustee Induction and Training

Trustees are elected to serve for a period of three years after which they may stand for re-election at the Annual General Meeting. New Trustees receive an induction from the Chair and the Chief Executive. All trustees are now expected to have a level 1 Safeguarding Adults training and are encouraged to attend trustee training at Richmond CVS.

Policies, Procedures, Standards and Risk Management

- We work to the relevant professional standards (e.g., National Institute for Health and Care Excellence (NICE)) and all therapy staff are registered with The Health and Care Professions Council (HCPC).
- We have a comprehensive set of policies and procedures, and we meet the Department of Health Information Standard.
- Exposure to major risks is reviewed at Advisory Group meetings on a quarterly basis and reviewed with the whole Trustee Board annually.
- INS commission Ellis Whittam to ensure employment policies are updated.

Communication and fundraising

Like most small charities, our fundraising activities last year were affected by Covid-19. We were fortunate to have the support of both local and national Trusts and Foundations who continued to fund our work, as well as new support for some emergency Covid-19 grants. However, some funders changed their priorities due to Covid-19 and we were no longer eligible. We adapted to move some fundraising events online, such as our annual quiz, and introduced other small fundraising challenges and sponsored activities. Due to restrictions over the last year, our support from community fundraising was also greatly reduced. Our service users and supporters continued to donate generously throughout the year for which we are very grateful

INS is very grateful to receive grants from a number of charitable Trusts and Foundations to support our work.

Trusts and Foundations

During 2020-21 INS was awarded grants from the following organisations:

- Barnes Fund
- Bryan Guinness Charitable Trust
- D'Oyly Carte Charitable Trust
- Dyers' Company Charitable Trust
- Edward Gostling Foundation
- February Foundation
- Garfield Weston Foundation
- Hampton Fund
- Hayburn Trust
- Heathrow Community Trust
- James Tudor Foundation
- John Horseman Trust
- Lambert Charitable Trust
- Leathersellers' Company Charitable Fund
- London Borough of Richmond upon Thames Emergency Covid grant
- Munro Charitable Trust
- P F Charitable Trust
- Peter Sowerby Foundation
- Postcode Community Trust
- Richmond Parish Lands Charity
- Sir Jules Thorn Charitable Trust
- Souter Charitable Trust
- Trelix Charitable Trust
- Vandervell Foundation

Community

During 2020-21 the following organisations kindly made donations to INS:

- Fulwell Golf Club
- Richmond Team Ministry
- Rotary Club of Twickenham

Fundraising Events

2.6 challenge:
With many fundraising events cancelled due to Covid-19, the national 2.6 challenge asked people to complete a challenge based around the number 2.6 or 26. INS staff, volunteers and service users took part and, thanks to generous donations from our supporters, raised over £2,000.

Birthday fundraiser:
INS Trustee, Gary Norman, did the first Facebook birthday fundraiser for INS, raising over £250.

Sir William Wells sponsored walk:
INS Patron, Sir William Wells, who has Parkinson's, did a sponsored walking challenge during lockdown, with the support of his family, and raised nearly £5,000 for INS, an amazing achievement.

INS Quiz night:
With many fundraising events being held remotely, the annual INS Quiz night took place online for the first time. Hosted by Keith Severs, one of the Friends of INS, who usually organise the Quiz night, the evening raised over £1,000.

We receive several generous regular donations which are invaluable in supporting our work. We are also very grateful for those donations we receive in memory of family or friends.

Thank you also to all our loyal volunteers and Trustees, to the Friends of INS for their fundraising activities, and all those who support us by giving to INS.

Legal and Administrative Information

Patrons

The Baroness Cumberlege CBE, DL
Robin Jowit OBE
Serge Lourie
The Baroness Wilkins
Sir William Wells

Founder President Eleanor Kinnear
Vice President Dr. Elizabeth Grove

Board of Trustees

Dugald Millar, Chair to November 2020
Anne Gowan, Chair from November 2020
Susan Stevens, Vice Chair to November 2020
Peter Rogers, Vice Chair from November 2020
Telfer Saywell JP, FCA, Treasurer
Christopher Williams
Lew Gray
Sue Jeffers, trustee to March 2021
Chetan Vyas
Monica Bithal
Gary Norman

New trustees
Steve Williams, from September 2021
Tessa James, from September 2021

Advisor Neurological Consultant: Dr. Peter Bain, MBBS MA MD FRCP,

Senior Management

Interim Chief Executive – Margie Butler (from January 2020 to August 2020)
Chief Executive- Sarah Vines (from August 2020)

Charity Name: Integrated Neurological Services
Charity Registration Number: 1107273
Company Registration Number: 5292539
Operational Centre and Registered Address:
82 Hampton Road, Twickenham, Middlesex TW2 5QS
Tel: 020 8755 4000 Fax: 020 8755 4003
Email: admin@ins.org.uk
Website: www.ins.org.uk

Independent Examiners: Begbies Chartered Accountants and Registered Auditors, 9 Bonhill Street, London EC2A 4DJ
Bankers: CAF Bank Limited, West Malling, Kent, ME19 4TA; HSBC 67 George Street, Richmond, TW9 1HG

Our Finances

Review of Financial Results

INS made a surplus for the year of £57,474 (2019/20 resulted in a surplus of £5,322). Despite the results of Covid, and the resultant lock down, INS successfully maintained our service contracts by delivering zoom-based sessions for our clients. Furthermore, we are indebted to the Hayburn Trust, who awarded us a significant grant of £45,000, which is fully accounted for in the above figure. It's important to note that these funds were not credited to INS's bank until the following financial year, therefore will be expended over a number of future years. We are also thankful to our other funders who continued to support us through this challenging period, who are listed in another section of this report.

Directly employed staff numbers remained stable at 8.1 FTE compared to 8.2 FTE in 2019/20, reflecting our continuing focus on optimising expenditure.

Income

The income for the year was £540,671 (2019/20: £600,399). The reduction in income reflects the effect of Covid on our operations. Charitable activities, which includes contracts amounted to £284,283 (2019/20: £370,981). Income from donations and legacies was £242,501 (2019/20: £215,107).

Expenditure

Total expenditure for the year was £483,197 (2019/20: £595,077). Charitable expenditure was £453,414 (2019/20: £560,056).

94 pence in every pound raised was spent on the costs of charitable activities, focused on providing services to people with neurological and other long-term conditions. 6 pence in every pound were spent on fundraising.

Total funds on 31st March 2021 were £215,362 (2020: £157,888).

Reserves

The Trustees maintain a policy of keeping at least three months' expenditure in unrestricted reserves. On 31st March 2021 the reserves, unrestricted funds available for spending, were £198,362 (2019/20: £140,512). We will continue building up our reserves in future in line with our Reserves Policy.

Responsibilities of the Board of Trustees

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements each financial year which give a true and fair view of the state of the affairs of the charitable

company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently.
- make judgments and estimates that are reasonable and prudent.
- state whether applicable accounting standards have been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue that basis.

The Trustees are responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 10 November 2021 and signed on its behalf by:

C. P. Williams

Chris Williams
Trustee, INS

INTEGRATED NEUROLOGICAL SERVICES

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 Unrestricted Funds £	2021 Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Income from:-					
Donations and legacies	2	124,681	117,820	242,501	215,107
Charitable activities	3	25,674	258,609	284,283	370,981
Other	4	13,841	-	13,841	14,190
Investments	5	46	-	46	121
Total		164,242	376,429	540,671	600,399
Expenditure on:-					
Raising funds	6	29,783	-	29,783	35,021
Charitable activities	6	81,615	371,799	453,414	560,056
Total		111,398	371,799	483,197	595,077
Net income		52,844	4,630	57,474	5,322
Transfer between funds		5,006	(5,006)	-	-
Net movement in funds		57,850	(376)	57,474	5,322
Reconciliation of funds					
Total funds brought forward		140,512	17,376	157,888	152,566
Total funds carried forward		198,362	17,000	215,362	157,888

Company Number: 5292539

INTEGRATED NEUROLOGICAL SERVICES

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	10	8,139	4,703
Current assets			
Debtors	11	74,552	18,268
Cash at bank and in hand		218,673	187,288
Total current assets		293,225	205,556
Liabilities			
Creditors falling due within one year	12	(86,002)	(52,371)
Net current assets		207,223	153,185
Net Assets	14	£215,362	£ 157,888
The funds of the charity			
Restricted income funds	15	17,000	17,376
Unrestricted funds	15	198,362	140,512
		£215,362	£ 157,888

For the year ending 31 March 2021 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

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

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The accounts were approved by the board of directors on 10 November 2021
and signed on its behalf

C.B. Williams

..... **Director and Trustee**

Chris Williams

INTEGRATED NEUROLOGICAL SERVICES

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Cash flows from operating activities:		
Net cash provided by operating activities (note 1 below)	31,339	16,226
Cash flows from investing activities:		
Interest received	46	121
Change in cash and cash equivalents in the year	31,385	16,347
Cash and cash equivalents at the beginning of the year	187,288	170,941
Cash and cash equivalents at the end of the year	218,673	187,288

Notes to the statement of cash flows

1. Reconciliation of net income to net cash flow from operating activities

	2021 £	2020 £
Net income for the year (as per statement of financial activities)	57,474	5,322
Adjustments for:		
Depreciation charges	3,719	3,386
Interest received	(46)	(121)
(Increase)/Decrease in debtors	(56,284)	4,019
Increase in creditors	33,631	3,620
Additions to fixed assets	(7,155)	-
Net cash provided by operating activities	31,339	16,226

1) (i) **Accounting policies**

(a) **Basis of accounting**

The financial statements have been prepared in accordance with the 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)) (issued in October 2019) - (Charities SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Integrated Neurological Services 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 on the relevant accounting policy note.

(b) **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

(c) **Fund accounting**

Unrestricted funds are available to use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through terms of the appeal.

(d) **Incoming resources**

In line with previous practice, incoming resources are included in the Financial Accounts when the income is received and the amount can therefore be accurately quantified.

Donations, legacies and gifts are included in full in the Statement of Financial Activities when receivable.

Restricted income from grants and contracts received in advance of related future costs is treated as deferred income (Note 13).

Restricted income from grants is used as specified by the grantor. Details of restricted grants are provided in Note 17.

Income generated from charitable activities is primarily from contracts, which are treated as restricted income and used as specified by the contract. Donated services are included at their value where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

(e) **Resources expended**

Expenditure is recognised on an accrual basis as a liability is incurred. VAT which cannot be recovered is recorded as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and also those costs of an indirect nature necessary to support them, including governance costs.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. time allocation.

(f) **Pensions**

The charity does not operate a pension scheme for its employees but does administer contributions to a stakeholder pension scheme for 10 (2020:14) staff. The charity makes contributions to this scheme.

(g) **Tangible fixed assets**

Individual fixed assets costing £500 or more are capitalised at cost. Tangible 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 useful lives on the following basis:

Furniture and Equipment	20% straight line basis

(h) **Operating leases**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight line basis over the term of the lease.

(ii) **Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

Its registered office is 82 Hampton Road, Twickenham, Middlesex TW2 5QS.

2) (a) **Income from donations and legacies**	2021	2020
	£	£
Donations	72,251	30,396
Grants	158,136	164,653
Fund generation events	7,370	9,343
Legacies	4,744	10,715
	242,501	215,107

2) (b) **Grants**	2021 Unrestricted	2021 Restricted	2021 Total	2020 Total
	£	£	£	£
Richmond Parish Lands Charity	-	51,715	51,715	51,715
Hampton Fuel Allotment Charity	-	19,500	19,500	25,000
Childwick	-	-	-	5,000
Postcode/National Lottery	-	13,698	13,698	8,000
Barnes Workhouse fund	-	-	-	4,000
James Tudor Foundation	-	7,875	7,875	-
Garfield Weston	4,167	-	4,167	25,000
London Borough of Richmond upon Thames	-	4,017	4,017	-
Other Grants	36,149	21,015	57,164	45,938
	40,316	117,820	158,136	164,653

3) (a) **Income from charitable activities**	**2021**	**2020**
	£	**£**
Contract Income	258,609	325,664
Teaching Income	8,909	10,812
Other Charitable Income (Membership/Attendant Fees)	16,765	34,505
	284,283	370,981

	2021			**2020**
	Unrestricted	**Restricted**	Total	Total
3) (b) **Contract income**	**£**	**£**	**£**	**£**
London Borough of Hounslow	-	120,000	120,000	124,490
London Borough of Richmond upon Thames	-	-	-	107,450
Community Healthcare Trust	-	40,000	40,000	40,000
Richmond AID	-	-	-	4,433
Age UK Richmond	-	84,241	84,241	35,101
Richmond Care Centre	-	14,368	14,368	14,191
	-	258,609	258,609	325,664

4) **Income from other activities**	**2021**	**2020**
	£	**£**
Sundry income	13,841	14,190
	13,841	14,190

5) **Investment income**	**2021**	**2020**
	£	**£**
Deposit interest	46	121
	46	121

6a) Total resources expended - current year	Direct (Staff) Costs £	Support Costs £	Direct (Other) Costs £	Total 2021 £
Raising funds	22,155	6,396	1,232	29,783
Charitable activities				
Clinical Services (Neuro)	130,231	49,741	13,389	193,361
Community Partnership Services	135,024	61,841	63,188	260,053
Total	287,410	117,978	77,809	483,197

Analysis of support costs	Fundraising £	Clinical Services £	Community Partnership Services £	Total 2021 £
Premises	1,911	20,062	25,794	47,767
Office costs	3,873	24,205	20,332	48,410
Communications & marketing	427	1,131	955	2,513
Consultancy/professional fees	-	-	10,938	10,938
Depreciation	-	2,120	1,599	3,719
Governance	185	2,223	2,223	4,631
Total	6,396	49,741	61,841	117,978

Analysis of direct (other) costs				
Direct project costs	1,232	1,848	58,521	61,601
Staff expenses	-	4,779	2,573	7,352
Equipment	-	481	-	481
Recruitment	-	6,281	2,094	8,375
Total	1,232	13,389	63,188	77,809

6b) **Total resources expended - previous year**	**Direct (Staff) Costs £**	**Support Costs £**	**Direct (Other) Costs £**	**Total 2020 £**
Raising funds	26,085	6,504	2,432	35,021
Charitable activities				
Clinical Services (Neuro)	153,332	47,710	18,433	219,475
Community Partnership Services	158,975	60,520	121,087	340,582
Total	338,392	114,734	141,952	595,077

Analysis of support costs	**Fundraising £**	**Clinical Services £**	**Community Partnership Services £**	**Total 2020 £**
Premises	1,780	18,689	24,028	44,497
Office costs	3,581	22,383	18,802	44,766
Communications & marketing	963	2,548	2,152	5,663
Consultancy/professional fees	-	-	11,922	11,922
Depreciation	-	1,930	1,456	3,386
Governance	180	2,160	2,160	4,500
Total	6,504	47,710	60,520	114,734

Analysis of direct (other) costs				
Direct project costs	2,432	3,648	115,518	121,598
Staff expenses	-	3,864	2,081	5,945
Equipment	-	456	-	456
Recruitment	-	10,465	3,488	13,954
Total	2,432	18,433	121,087	141,952

7) **Staff costs**

	2021	2020
	£	£
Salaries and wages	257,288	304,801
Social security costs	20,004	25,385
Pension costs	10,118	8,207
	287,410	338,392

	2021	2020
Staff numbers (average)	8	10

Staff numbers (Full time equivalent)	2021	2020
	£	£
Administration	2.60	2.20
Community partnership services	1.20	1.70
Clinical services	3.50	3.30
Fundraising	0.80	1.00
	8.10	8.20

The number of employees whose emoluments exceeded £60,000 in the year was as follows:

	2021	2020
£60,001 - £70,000	-	-

The key management personnel of the charity comprise the trustees, the Chief executive and senior management.

The total employee remuneration of the key management personnel amounted to £61,269 (2020: £53,474).

8) **Trustees remuneration & related party transactions**

No trustee received any remuneration during the year. No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the 12 months.

9) **Taxation**

As a registered charity Integrated Neurological Services is exempt from corporation taxation since all income is applied for charitable purposes.

10) **Tangible fixed assets**

	Equipment	Software	Total
	£	£	£
Cost at 1 April 2020	89,025	16,931	105,956
Additions	7,155	-	7,155
Cost at 31 March 2021	96,180	16,931	113,111
Depreciation at 1 April 2020	89,025	12,228	101,253
Charge for the year	333	3,386	3,719
Depreciation at 31 March 2021	89,358	15,614	104,972
Net book value at 31 March 2021	6,822	1,317	8,139
Net book value at 31 March 2020	-	4,703	4,703

11) **Debtors**

	2021	2020
	£	£
Debtors and prepayments	31,095	18,268
Accrued donation income	43,457	-
	74,552	18,268

12) **Creditors: amounts falling due within one year**

	2021	2020
	£	£
Taxation and social security	6,244	6,671
Grant income received in advance (Note 13)	58,893	17,375
Accrued sub-contractors payments and expenses	20,865	28,325
	86,002	52,371

13) **Deferred income**

	2021	2020
	£	£
Balance at 1 April 2020	17,375	24,438
Amount released to incoming resources	(17,375)	(24,438)
Amount deferred in the year	58,893	17,375
Balance at 31 March 2021	58,893	17,375

14a) Analysis of net assets between funds - current year	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £
Tangible fixed assets	8,139	-	8,139
Current assets	259,225	34,000	293,225
Current liabilities	(69,002)	(17,000)	(86,002)
Total	198,362	17,000	215,362

14b) Analysis of net assets between funds - previous year	Unrestricted Funds £	Restricted Funds £	2020 Total Funds £
Tangible fixed assets	4,703	-	4,703
Current assets	170,806	34,750	205,556
Current liabilities	(34,997)	(17,374)	(52,371)
Total	140,512	17,376	157,888

15a) Movement of funds - current year	At 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2021 £
Unrestricted funds	140,512	164,242	(111,398)	5,006	198,362
Restricted funds	17,376	376,429	(371,799)	(5,006)	17,000
Total funds	157,888	540,671	(483,197)	-	215,362

15b) Movement of funds - previous year	At 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2020 £
Unrestricted funds	128,128	152,582	(135,830)	(4,368)	140,512
Restricted funds	24,438	447,817	(459,247)	4,368	17,376
Total funds	152,566	600,399	(595,077)	-	157,888

16) **Lease commitments - operating leases**

At 31 March 2021 the charity had total commitments in respect of operating leases as follows:

	2021 £	2020 £
Total commitments	95,433	122,866

17) **Purposes of restricted funds**

All restricted funds are held as liquid assets and are used within the time period and for the purposes specified by the grantor. The accounts show the amount applicable to this period. Balances are carried forward to the next period as grant income received in advance.

Richmond Parish Lands Charity

The total shown in the accounts is made up of a grant to support services for residents of the London Borough of Richmond upon Thames:

£30,000: to support the costs of providing physiotherapy services for period July 2020 to June 2021. A balance of £7,500 has been carried forward.

Hampton Fund

A sixth-month grant of £13,000 towards salaries and costs of the Rehabilitation team was awarded in December 2020. A balance of £6,500 has been carried forward.

D'Oyly Carte Charitable Trust

A one-year grant of £3,000 to support the delivery of weekly therapy-led creative activity groups was awarded in March 2021 and has been carried forward.

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF INTEGRATED NEUROLOGICAL SERVICES

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2021.

Responsibilities and basis of report
As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of 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 Act.

Independent examiner's statement
The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

1. the accounting records were not kept in accordance with section 130 of the Charities Act; or
2. the accounts did not accord with the accounting records; or
3. the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Signed: Christopher Pexton

Christopher Pexton, FCA
Begbies, Chartered Accountants
9 Bonhill Street, London EC2A 4DJ

Date: 2 December 2021