

Company Number: 5292539

INTEGRATED NEUROLOGICAL SERVICES

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

Charity Number : 1107273



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.

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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 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 the 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.

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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.

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- One You Hounslow - outreach events across the borough giving health and wellbeing information.
- Neuro-Pilates to focus on building core strength and improved control

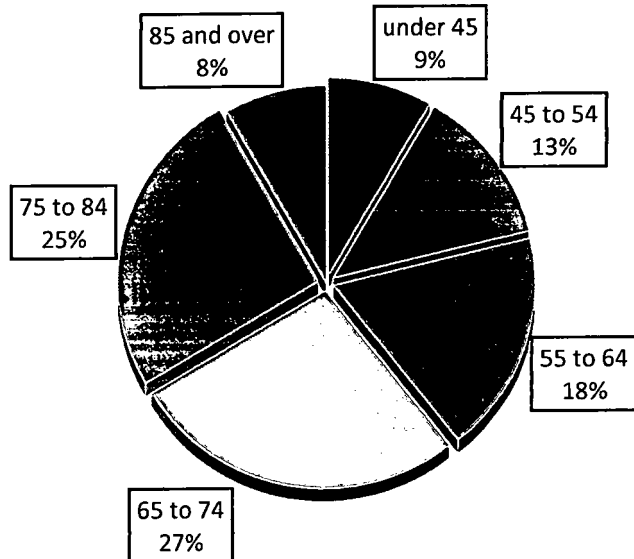
Contracts

In 2020 the following contracts to provide both specialist and wider preventative services were successfully renewed or extended.

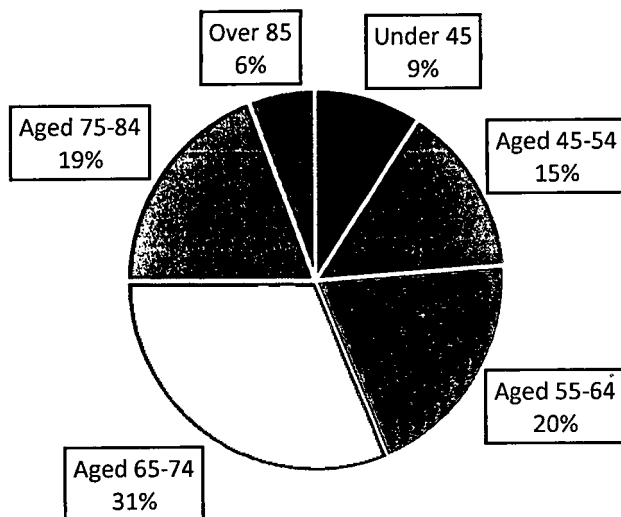
1. **Hounslow Community Stroke Service** - commissioned by Hounslow Council since 2013. In this year, INS began the first year of a five-year contract, in partnership with the Stroke Association (with INS as the lead), to continue to deliver the community stroke service for Hounslow residents living 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

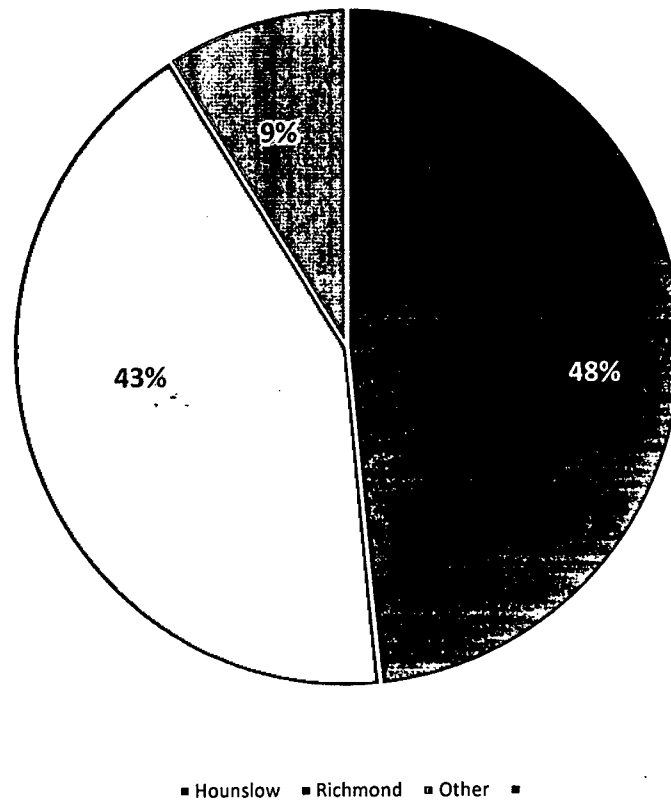


Ages of INS clients 2020-21

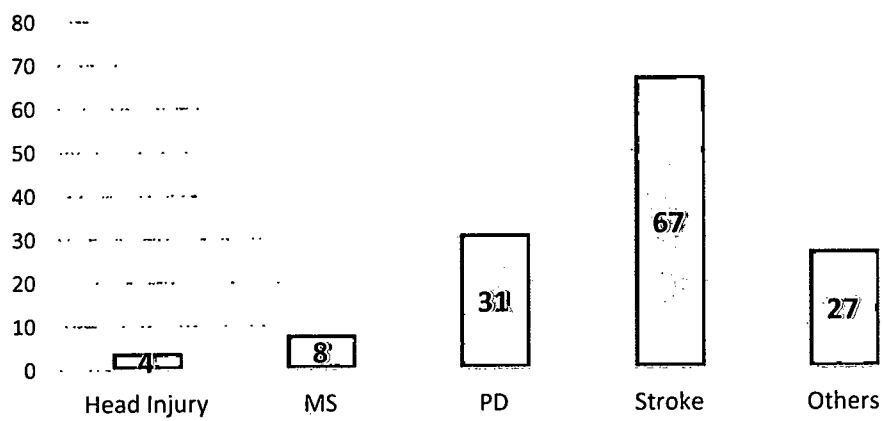


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Total clients by borough 2020-21

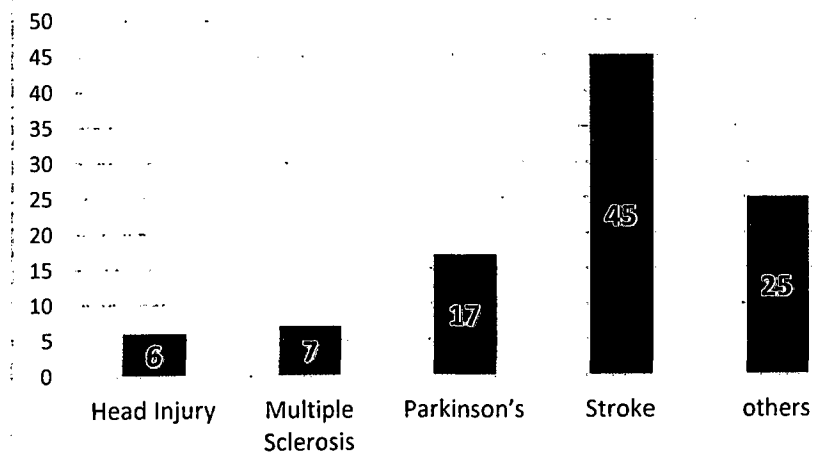


Client referrals by diagnosis 2019-20



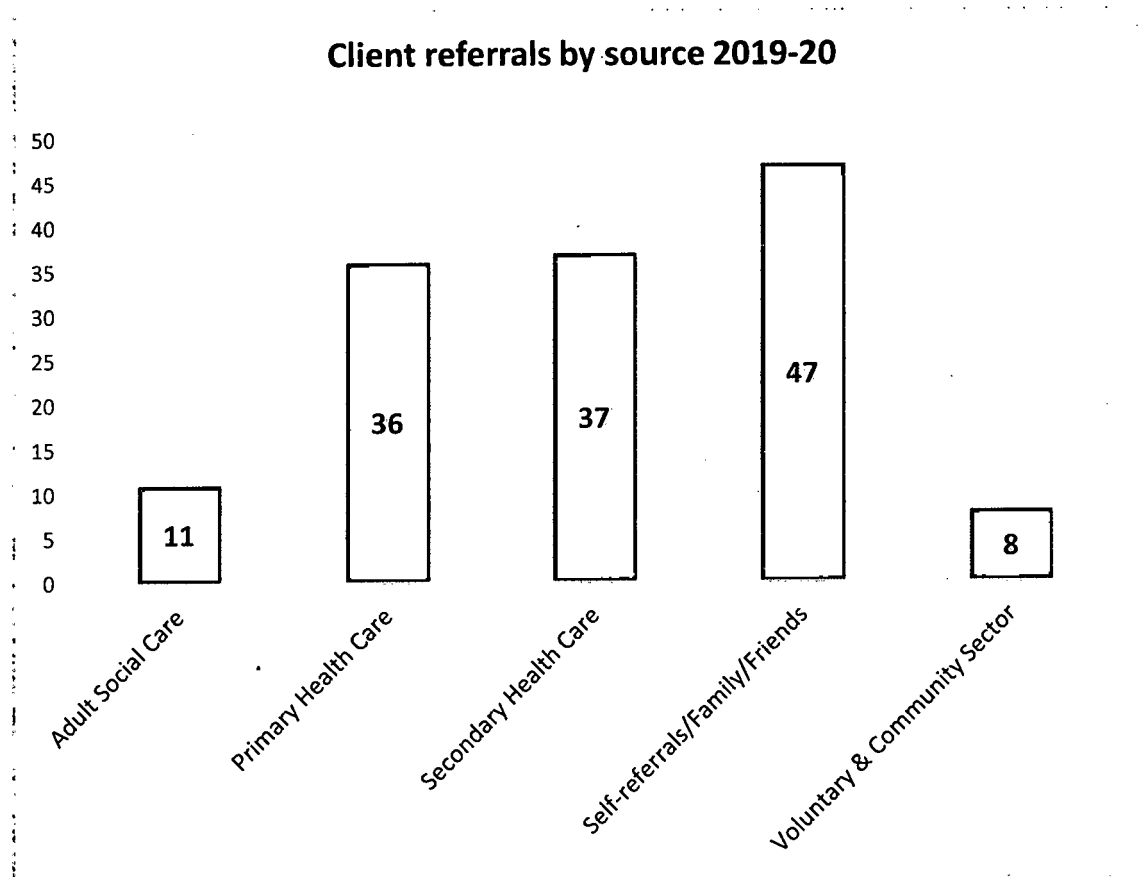
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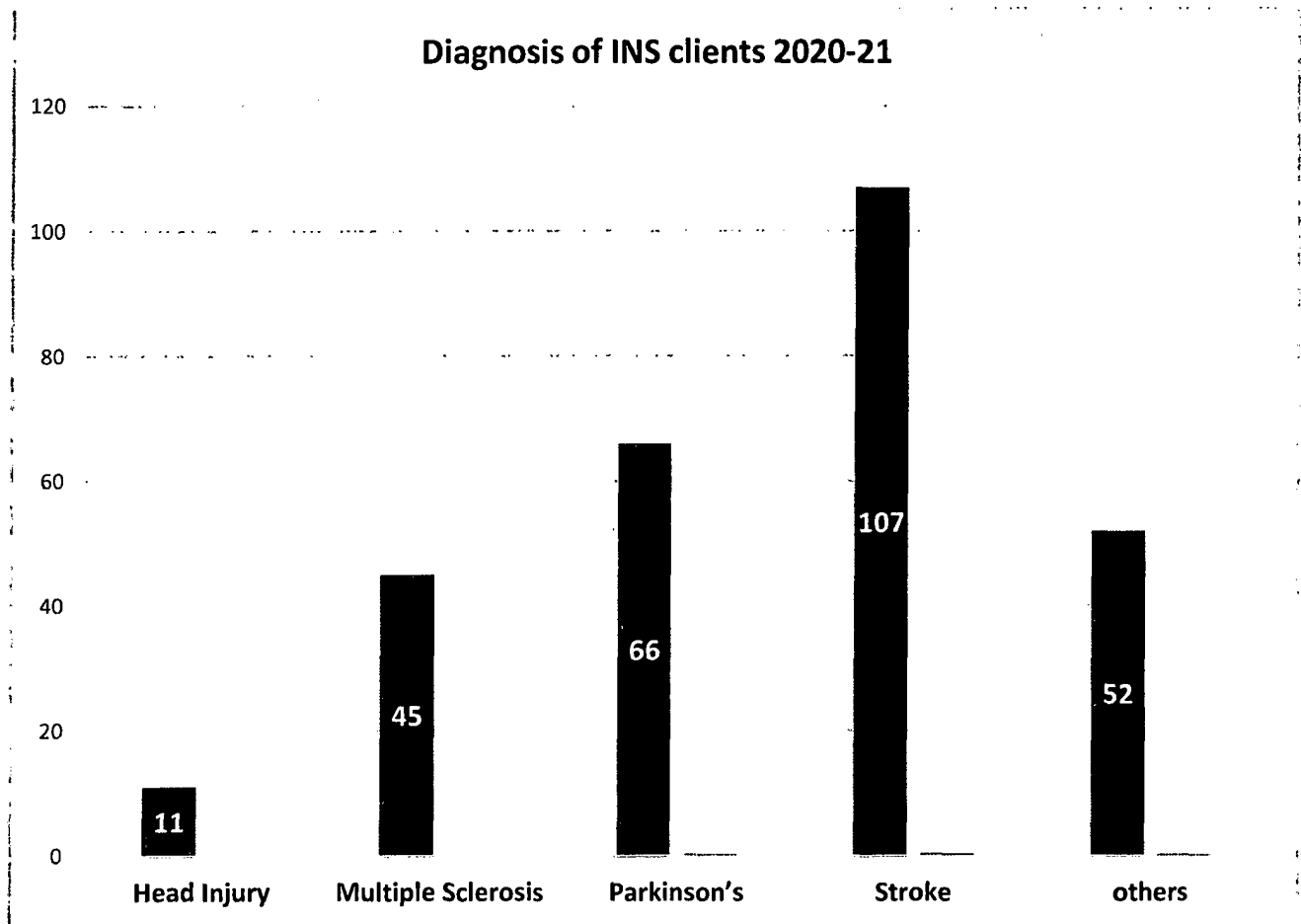
Client referrals by diagnosis 2020-21



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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.

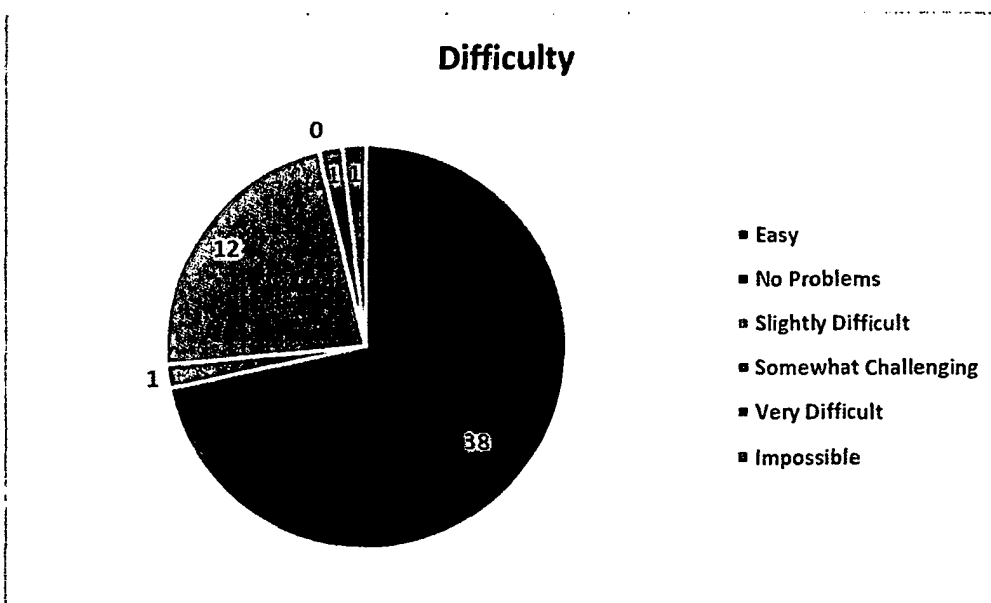
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From INS Client Feedback Survey Report July 2020:

"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.

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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

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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.

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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
- Trelux Charitable Trust
- Vandervell Foundation

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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

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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

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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:

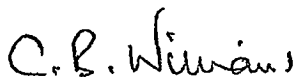
- ☐ select suitable accounting policies and then apply them consistently.
- ☐ make judgments and estimates that are reasonable and prudent.
- ☐ state whether applicable accounting standards have been followed; and
- ☐ prepare the financial statements on the going concern basis unless it is inappropriate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



Chris Williams
Trustee, INS

INTEGRATED NEUROLOGICAL SERVICES

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2021

			2021		2020
		Unrestricted	Restricted	Total Funds	Total Funds
	Notes	Funds	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		<u>164,242</u>	<u>376,429</u>	<u>540,671</u>	<u>600,399</u>
Expenditure on:-					
Raising funds	6	29,783	-	29,783	35,021
Charitable activities	6	81,615	371,799	453,414	560,056
Total		<u>111,398</u>	<u>371,799</u>	<u>483,197</u>	<u>595,077</u>
Net income		52,844	4,630	57,474	5,322
Transfer between funds		5,006	(5,006)	-	-
Net movement in funds		<u>57,850</u>	<u>(376)</u>	<u>57,474</u>	<u>5,322</u>
Reconciliation of funds					
Total funds brought forward		140,512	17,376	157,888	152,566
Total funds carried forward		<u>198,362</u>	<u>17,000</u>	<u>215,362</u>	<u>157,888</u>

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	<u>46</u>	<u>121</u>
Change in cash and cash equivalents in the year	31,385	16,347
Cash and cash equivalents at the beginning of the year	<u>187,288</u>	<u>170,941</u>
Cash and cash equivalents at the end of the year	<u><u>218,673</u></u>	<u><u>187,288</u></u>

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	<u><u>31,339</u></u>	<u><u>16,226</u></u>

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

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.

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

(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
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(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.

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

(CONTINUED)

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
	<u>242,501</u>	<u>215,107</u>

2) (b) Grants	2021		2021	2020
	Unrestricted	Restricted	Total	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
	<u>40,316</u>	<u>117,820</u>	<u>158,136</u>	<u>164,653</u>

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

**FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)**

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
	<u>284,283</u>	<u>370,981</u>

	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
	<u>-</u>	<u>258,609</u>	<u>258,609</u>	<u>325,664</u>

4) Income from other activities	2021	2020
	£	£
Sundry income	13,841	14,190
	<u>13,841</u>	<u>14,190</u>

5) Investment income	2021	2020
	£	£
Deposit interest	46	121
	<u>46</u>	<u>121</u>

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

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	<u>287,410</u>	<u>117,978</u>	<u>77,809</u>	<u>483,197</u>

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	<u>6,396</u>	<u>49,741</u>	<u>61,841</u>	<u>117,978</u>

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	<u>1,232</u>	<u>13,389</u>	<u>63,188</u>	<u>77,809</u>

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

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

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

(CONTINUED)

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
	<u>287,410</u>	<u>338,392</u>
	2021	2020
Staff numbers (average)	<u>8</u>	<u>10</u>
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
	<u>8.10</u>	<u>8.20</u>

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

	2021	2020
£60,001 - £70,000	<u>-</u>	<u>-</u>

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.

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

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	-
	<u>74,552</u>	<u>18,268</u>

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
	<u>86,002</u>	<u>52,371</u>

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

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

14a) Analysis of net assets between funds - current year				2021	
	Unrestricted Funds £	Restricted Funds £	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				2020	
	Unrestricted Funds £	Restricted Funds £	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

INTEGRATED NEUROLOGICAL SERVICES

NOTES TO THE ACCOUNTS

**FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)**

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

Date: 2 December 2021