

BRITISH ACOUSTIC NEUROMA
ASSOCIATION CIO

Trustees' Report and Financial Statements

Unaudited

For the year ended 31 March 2021

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS
TRUSTEES AND ADVISORS

FOR THE YEAR ENDED 31 MARCH 2020

Trustees	K Frampton Chair A Wadeson Vice Chair J Gibbons Treasurer S Lloyd B Jackson (appointed May 2020) AP Wainwright (Resigned 30 September 2020)
Charity Registered Number	1165065
Principal Office	Tapton Innovation Centre Brimington Road Chesterfield Derbyshire S41 0TZ
Chief Executive Officer	J Dixon
Accountant Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ Monmouth Building Society John Frost Square Newport South Wales NP20 1PX

Report of the Chair



As Chair of Trustees, I wish to extend my thanks to everyone who is involved with or has supported BANA during the past year.

This includes the staff team: - Julie Dixon who as CEO manages and oversees every aspect of the charity, Heather Trueman who largely supports our members and support groups and Ayedole who has responsibility for the finances. All are part time. Also, my fellow trustees who are all committed to seeing BANA fulfil our aims and ambitions and develop our work further and of course our wonderful members, supporters and donors. I am so grateful to you all in whatever capacity you are involved. Thank you most sincerely.

At the heart of BANA's work is our USP of being the only UK charity that wholly supports those with Acoustic Neuroma (also known as Vestibular Schwannomas), their families, carers and other support networks. We aim to connect, support, share experiences, reduce social isolation, improve mental wellbeing and support innovative research as well as providing useful resources to help those affected by Acoustic Neuromas understand more about their conditions and sign posting to other support if appropriate. These vital activities form the solid foundation of BANA.

We are developing better links with healthcare professionals and although there is still work to do, we are beginning to ensure that all those who meet patients within healthcare are aware of the support services BANA can provide. Through these partnerships BANA is developing and learning. We are grateful to be invited to attend the British Skull Base Society (BSBS) yearly conference. This year, held in London, Julie, Heather and myself attended over two days and Julie was given the opportunity to speak to the specialist nurses, informing other professionals of the support services and brochures BANA provides.

We continue to welcome people, (patients and families) through our support groups up and down the country, developing support through the first Northern Ireland meeting.

During the year BANA was able to invite some of our members to take part in research studies around symptoms and effects developing our information and knowledge further for all, which is so rewarding.

Our social media pages continue to grow and spread the word about our support and are a source that is trusted and valued by our members.

There are new challenges that have appeared over the last month with Covid -19 and lockdown across the country causing so much difficulty and anxiety for BANA and our members. We hope this will be short-lived.

Finally, can I say again a big thank you to our numerous supporters. We are reliant on the generosity of fundraisers and donors and those taking

part in events to raise funds for BANA. We really could not continue without your support and we are committed to spending the money you raise wisely.

Our members are invaluable too, with membership income vital to support our continuing work.

I am hugely grateful to our volunteers too, whether you help with publishing our magazine, proof read, make and sell, or take part in challenge events or simply pull on a blue shirt and send in a selfie for Wear Blue for BANA Day, you are all amazing and we are very grateful. Thank you!

Here's looking forward to another successful year in 2019/20. There is, as always much to do!

Best wishes to everyone.

The Trustees Report For year ended 31 March 2021

The trustees present their annual report together with the financial statements of the charity for the year. 1 April 2020 to 31 March 2021. The trustees confirm that the annual report and financial statements of the charity comply with the current statutory requirements, the requirements of the charity's governing document and the provisions for the Statement of Recommended Practice (SORP) (FRS 102)

Objectives and activities

Our vision

- That Acoustic Neuroma is no longer a life-changing diagnosis and those affected have access to appropriate support. Having opportunities to connect, share experiences, have access to appropriate information and timely opportunities of social support.
- That we are the 'come to' charity for Acoustic Neuroma support

Our mission statement

- To be trusted, impartial and be a reliable source of information and support

Our objectives

- Assist and support people who have been diagnosed or have been treated for Acoustic Neuroma. Along with other related conditions
- To support family, friends, carers and other support networks
- Promote and support research assisting rehabilitation and quality of life for people affected by Acoustic Neuroma

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)

Objectives and activities (continued)

1. Main activities are undertaken to further the charity's purposes for the public benefit

BANA is the only national charity and UK organisation that wholly supports those diagnosed with Acoustic Neuroma. Providing the best support and information possible to all members of BANA along with their family, friends, carers and support networks. The charity will also provide support and information to all people affected by Acoustic Neuroma and to professionals, including health and social care organisations.

Each member pays a yearly membership of £23 (£30 if a joint membership with one other) to help cover running costs.

Renewing the membership every year allows us to ensure our database is relative.

Support is provided in a variety of ways. Our support groups are hosted by volunteers around the UK. Both in person and virtual. Where members and non-members can attend (who are requested to contribute to attendance). Our listening ear programme provides peer to peer support by volunteers to members and non-members. The Headline News magazine goes out to all members offering information, useful articles and fundraising events. We manage closed forums and social media groups along with information and regularly updated help sheets and leaflets. All our information is available in hard copy and electronically. We work in conjunction with medical establishments and provide support information for their patients.

BANA continues to work at raising awareness with professionals and the public alike. Acoustic Neuroma is a relatively rare condition, not well known. BANA strives to change this perception by working in partnership with other charities, medical establishments and supporting research projects. We have seen our diligent work taking effect with more medical establishments recognising the value of BANA to their patients and have seen an increase in medical establishments recommending patients contact and become a member of BANA.

BANA also hosts a yearly conference giving members opportunities to meet and be able to hear from medical professionals about recent research; ways to support their wellbeing and opportunities to meet other BANA members.

A National Acoustic Neuroma Awareness Day is held on 1st July each year with this being expanded into an Awareness week.

Achievements and performance

The support we offer would be impossible without volunteers. People giving up their time and providing their skills and energy to help others affected by Acoustic Neuroma.

Volunteers help in the following ways:

Because of the pandemic, we moved all the in-person support groups to virtual groups and these have steadily grown over the year. We have held at least three a month across the whole of the UK. They have given opportunities for people who would never usually meet to meet. They have proved very helpful to many of our members and non-members.

Support

Medical Advisory Panel

Without our Group Hosts BANA Support Give their time to assist member's

Groups would simply not run. 247 by answering many support enquires. attendees have attended virtual groups around the UK. Our help sheets and leaflets are

checked for accuracy.

Governance

Members volunteer their time to attend Volunteers helped with social media

strategic direction and legal graphic design and fundraising responsibilities of the charity.

For the first time BANA had no option by to put out a call to action to members. To help us to continue to ensure that BANA would be able to move forward and still be available to those with Acoustic Neuroma, their families, friends, carers and other support networks. The members and their supporters rose to the occasion and ensured we would be able to move forward. Thank you.

In 2020 BANA had no option but to cancel their much valued yearly conference and decided to hold it virtually. It turned out to be very successful. We held two webinars and had 168 people register and log in on the day. With the day bringing together people and their families and support networks from across the country. Many people commented how much they enjoyed the format.

We also decided to move our Awareness Day online taking this opportunity to extend from a day to 3 days. So many members wore 'Wear blue for BANA' to raise awareness on 1st July followed by three webinars. We reached out to over 240 people, with several people coming in from Europe.

Many of those with Acoustic Neuroma temporarily lost their specialist support and/or had their surgery postponed due to the pandemic. As a

consequence, we saw an increase in people phoning BANA for support. We were lucky to received funding from The Big Lottery allowing us to provide short term therapy sessions. We were able to support 52 members with four counselling sessions each. We also took many support calls. Those ringing are often distressed and anxious because of their temporary loss of medical support along with the issues that came with it. Many of those who rang have never met anyone with or heard of the condition.

Our key areas of support offered:

- Listening skills
- Information given
- Signposting to other support services.

Our Listening Ear volunteers continue to be a great source of support to others, those that ring are encouraged to engage with this volunteer service. Our volunteers all have personal experience of being diagnosed with Acoustic Neuroma. Whether they have had surgery, radiotherapy or are on a wait, watch, rescan programme. forty-three people received support via this service. We also pass on the more complex questions to the Medical Advisory Panel for advice.

Our magazine Headline News was temporarily suspended. In its place, we sent weekly MailChimp electronically, keeping all members up to date with all changes and informing them about virtual support groups and opportunities.

We couldn't do what we do without our wonderful fundraisers. Once again they rose to the occasion by doing several individual fundraisers that made a difference when so much had to be cancelled. There are so many dedicated people supporting our cause. We are always truly grateful for your support.

We could not end this period of reporting without mentioning what we continue to experience at present. We went into lockdown in early March 2020 with all support groups suspended indefinitely and the launch of our new Northern Ireland group being cancelled only a week before launch. We have continued to do our best to support those who have had surgery cancelled and the many who have temporarily lost their specialist nurse contact with reduced staff on duty. We have continued to explore ways to keep in touch and support as many people as possible. We have put in place virtual support groups for members that have been well received. We have been successful in gaining funding to support members.

Financial review
Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Reserves policy

We continue to make savings in our expenses and manage risk appropriately. Securing core and project funding and moving to a more secure sustainable future. Our procedures and policies are updated regularly and reflect good practice reducing and minimising risk in general. We continue to raise revenue through subscriptions, donations, legacy, fundraising and sponsorship events. We are grateful to all our supporters who are so successful in their endeavours.

We will maintain our reserves policy, reflecting adequate levels of working capital required to meet the legal responsibilities of the charity.

Structure, governance and management

Constitution

The British Acoustic Neuroma Association is a registered incorporated charity and also known under the working name BANA. This report along with the financial statement has been prepared following the policies as set out in the Constitution adopted 6 January 2016.

Method of appointment or election of trustees

The management of the charity is the responsibility of the trustees who are elected and co-opted under the terms of the Constitution. The board meets at least four times per year to regularly review strategy, budget and performance. All trustees give their time voluntarily and receive no benefits from the charity. Potential conflicts of interest are stated at the start of each meeting ensuring transparency is maintained. All trustees receive relevant documents and given copies of the Business Plan. They are also able to attend inexpensive training courses as they arise.

Organisational structure and decision making

BANA's Board of Trustees is the overarching governors of the charity with delegated authority for the day to day management of all charity matters falling to the appointed CEO.

During this time one trustee resigned. With two new trustees appointed who will broaden the scope of skills of trustees. That will enhance the Boards knowledge and enrich the charity as a whole. We employ two part-time posts a CEO and a Community Support Administrator. Along with several volunteers carrying out essential roles across the charity. Our office is manned daily to ensure those who contact us can access the information needed.

Plans for future periods

Future development

We will continue to ensure that as many people as possible are aware of BANA, and continue our work to increase awareness of Acoustic Neuroma. Along with its physical, psychological and social after-effects. We will support and assist in innovative research moving towards a place

where Acoustic Neuroma is no longer a life-changing diagnosis. We continue to build on the success of the fifth Acoustic Neuroma Awareness Day and will work to develop this as a week-long event. We will build on developing our local media profile around the UK and continue to provide reliable resources for information for members. We will be developing and improving our website. We will be exploring opportunities to improve our Headline magazine and ways to improve our communication with BANA members. We also wish to increase the number of support groups around the UK. While developing and improving our delivery of virtual support and interesting and informative webinars. Working towards ensuring no person with an Acoustic Neuroma is without support.