

Totnes Natural Health Centre

Charity Number 279033

Trustees' Report and Accounts for the year ending 30 June 2025

Totnes Natural Health Centre

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Totnes Natural Health Centre

Charity Number: 279033

Trustees' Annual Report

For the Year Ending 30 June 2025

1. Reference and Administrative Details

Charity Name: Totnes Natural Health Centre

Charity Number: 279033

Principal Address:

Waterside
the Plains
Totnes
South Devon
TQ9 5DW

2. Trustees and Management

The following individuals served as Trustees during the reporting period:

- Chris Meeson – Chairperson
- Ursula Athene
- Valerie Belcher
- Esther Watson
- Maggie Rosier – (until July 2025)
- Samuel Plumb – (until June 2025)

Staff

- Susannah Hall – Centre Manager until April 2025
- Anne Monnington – Centre Manager from April 2025

The role of **Secretary** continued to rotate between Committee members during the year.

There is currently **no designated Treasurer** on the Committee. Financial advice is sought from independent advisors as required. The Trustees continue to try and recruit for a **Volunteer Treasurer**.

3. Structure, Governance and Management

The Charity was originally established by two Trust Deeds dated **2nd and 7th September 1974**, and subsequently amended by the **Constitution of the Totnes Natural Health Centre dated 18th September 1978**, the wording of which was agreed with the Charity Commission when the charity was registered.

Management of the charity is undertaken by a **Management Committee of Trustees**, elected during the year and ratified at the **Annual General Meeting (AGM)**.

Officers including Chair, Secretary and Treasurer are normally elected from the membership.

The AGM is held in the spring or autumn. Last meeting was 4.3.25

4. Objects of the Charity

The charity is established according to its Constitution to:

1. **Relieve sickness** by the practice, support and promotion of all methods of healing and natural therapeutics designed to relieve human suffering and distress.
2. **Promote research and training** of students in such methods of healing and natural therapeutics and to publish the useful results of such research.

5. Public Benefit

The Trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities.

The Totnes Natural Health Centre exists to support the health and wellbeing of the local community through the provision of complementary

therapies, information including education and support relating to natural approaches to health.

Therapies are delivered by qualified practitioners who donate therapy time each week to the Centre. Therapies are offered on a **donation basis**, allowing access for people who might otherwise be unable to afford such therapies. Therapists are interviewed, and have recognised qualification and insurance.

The Centre also promotes education and understanding of natural health approaches through community engagement, workshops, open days and educational opportunities for the public.

Annual open days provided for the public to visit the centre and see what therapies are offered as well as trying out bite size therapies.

Attendance at the local Holistic Fair, in order to promote both the Centre, and the Therapists within it to the public.

The Trustees believe these activities demonstrate the charity's commitment to providing **clear public benefit through the relief of sickness and the promotion of health and wellbeing within the community.**

6. Activities and Services

As one of the earliest Natural Health Centres established in the UK, the charity has now provided **almost fifty years of service to the local community.**

The Centre continues to offer **low-cost complementary therapies through a donation system**, despite the financial and social challenges experienced since the pandemic.

The donation rates suggested have been recently reviewed after a long period of remaining the same. The scope of the donations covers all incomes, and remains voluntary.

Therapists who volunteer at the Centre donate **three hours of therapy time each week.**

Clients receiving therapy are invited to donate according to their means.

This represents a significantly reduced cost compared with standard private therapy fees.

Additional assistance is provided through the **Lucia Fern Croft Memorial Trust Fund**, which enables individuals experiencing serious illness or financial hardship to access therapy sessions free of charge when they would otherwise be unable to do so.

Therapists may book treatment rooms for **private sessions, workshops, classes and courses** at a subsidised rate. These bookings contribute to the Centre's charitable income, whilst supporting our volunteers in developing or sustaining their professional practices.

Some therapists also book regular **templated slots for their own practice**, which are reserved in advance and paid for whether or not they are filled.

The Trustees ensure that **private bookings do not take precedence over donation therapy sessions**, maintaining the Centre's commitment to community access, in accordance with its charitable objectives.

Rooms may very occasionally be booked by practitioners not affiliated with the Centre, where occupancy allows and with the Manager's discretion charged at a higher fee.

7. Therapies Offered

The therapies available vary depending on the volunteer practitioners currently donating their time. During the year these included:

- Acupuncture
- Alexander Technique
- Astrology
- Bach Flower Remedies
- Counselling
- Craniosacral Therapy
- Embodied Awakening / Meditation
- Fascia Release Bodywork
- Homeopathy
- Medical Herbalism / Plant Spirit Medicine
- Holistic Massage

Hypnotherapy
Indian Head Massage
Reflexology
Reiki
Somatic Therapy
Sound Therapy
Shamanic Healing
Shiatsu
Tarot Reading
Transpersonal Therapy
Tui Na (Chinese Medical Massage)
Tibetan Bowl Sound Bath
Yoga

8. Employees

The charity employs **three members of staff**.

Centre Manager (20 hours per week)

Responsible for daily management, administration, communications, financial awareness, banking, coordination of volunteers, and support for therapists. The Manager also assists in recruitment and provides induction for new therapists.

Cleaner

provides a minimum of **three hours cleaning per week**.

Bookkeeper

Maintains records of donations and therapist payments, organises financial records and works closely with the charity's accountant/Independent Examiner to prepare financial information required for the Charity Commission annual return.

9. Volunteers

The reception desk continues to be **entirely staffed by volunteers**.

New volunteers receive training from experienced reception staff and are overseen by the Centre Manager. They are supported by a regularly updated **Receptionists' Handbook**.

Reception volunteers provide a vital role as the **first point of contact**, welcoming clients, explaining the donation system and assisting visitors in finding appropriate therapies. They also support Open days and Holistic fairs locally.

A **Volunteer Reception Coordinator** manages the rota, arranges cover for absences and supports receptionist meetings with the manager.

The Trustees greatly value the commitment and generosity of all volunteers who support the Centre.

10. Financial Review

The financial position of the charity has remained relatively stable during the year, despite the challenging financial environment.

Income is generated primarily through **donations for therapy sessions and contributions from therapists for room rental**. The charity does not receive regular grant funding and relies significantly on the goodwill of volunteer therapists and reception staff.

During the year the Trustees focused on careful management of expenditure and reviewing service providers to ensure the most appropriate and cost-effective arrangements.

There were fewer unexpected maintenance costs during the year. However, the charity experienced a **significant increase in leasehold service charges of approximately 42%**, together with rising utilities and general operating costs.

Reserve Funds

The trustees maintain reserve funds in **interest-bearing accounts with the Charity Bank**. These are reviewed annually and the best interest rates secured with the appropriate Charity bank in this year it remains with the Charity bank. This is to ensure the charity can continue to operate and meet financial obligations in the event of adversity.

The accounts are prepared on a **Receipts and Payments basis**, which is appropriate for a charity of this size.

11. Centre Activity during the Year June 24/25

Both Centre Managers during the year continually reviewed service contracts including utilities, broadband and insurance to ensure the best available value.

The Centre now uses **Octopus Energy** (renewable energy) as its provider for gas and electricity.

Trustees/ Manager also continued to review safety procedures and internal building maintenance in order to maintain a safe and welcoming environment.

External maintenance responsibility is held by the Leaseholders.

Safety checks include:

- Health and Safety Assessment (October 2023/2024)
- Electrical Installation Condition Report (EICR) – five-year inspection completed in 2023
- Annual boiler maintenance
- Annual insurance renewals
- Annual servicing and replacement of fire extinguishers where required

A **full Fire Risk Assessment** was undertaken in January 2025 in accordance with updated legal requirements.

A **security camera** has been installed in the reception area to operate when the Centre is unattended (following several minor thefts, and inappropriate use of keys).

Work on both Skedda (Therapists booking system) and investigation into suitable charity assisted booking software for clients was investigated fully by the new manager, who has extensive experience in this field. This resulted in the decision to use the practice management software that is Cliniko for on line booking.

12. Communications and Community Engagement

The Centre has continued to increase its use of **social media** to promote the Centres therapies, workshops and volunteer opportunities. Engagement and followers appear to be steadily increasing.

The refinement of the Centre's **new website** was completed during the year. The website promotes the charity's services, provides information about therapies and offers a platform for advertising courses and events.

A second **Open Day** was held in **June 2024**, providing an opportunity to introduce the new website and update the local community about the therapies currently available at the Centre.

13. Volunteer Engagement and Governance

The Trustees encourage opportunities for reception volunteers to meet informally, share updates and raise suggestions or concerns.

Trustees invite items for discussion at their **monthly meetings** from members of the Centre community. Suggestions can be submitted via a form displayed on the reception noticeboard or by contacting a Trustee.

Minutes of meetings, annual accounts and annual reports are available on the **reception noticeboard** to ensure transparency.

14. Plans for the Year (June 2025 – June 2026)

During the coming year the Trustees plan to hold discussions with both committee members and the wider Centre community in order to:

- Identify ways to ensure the **long-term sustainability of the Centre** in light of significant increases in leasehold service charges and utilities.
- To review the Constitution objects to adapt and facilitate better representation of the processes in place at the centre currently, and in the future.
- To recruit more Trustees, up to a maximum of nine, particularly a Treasurer, to the committee.
- Continue developing the Centre's role in **community health education**, including talks, workshops and outreach activities.

- Strengthen volunteer engagement and therapist participation in supporting the charity's aims.
- Go live with on line booking systems for both clients and Therapists in order to provide a better service and engage a wider public to our Charity.
- Following a generous donation of £150,000 from the closure of a similar local natural health charity, the Trustees must continue to plan their own processes for utilisation of the money for public benefit, within the restrictions placed in the Deed.
- Continue to develop partnerships with other local Charities.
- Consider how we provide education currently within our structure, and how this can be improved to provide more educational focus for the general public.
- To determine and plan redecoration of the tired therapy spaces and public places.

15. Trustees' Responsibilities Statement

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom accounting standards.

The law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity.

In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and apply them consistently
- observe the methods and principles of the applicable Charities Statement of Recommended Practice (SORP)
- make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011.

They are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud and other irregularities.

16. Acknowledgement

The Trustees would like to express their sincere thanks to the therapists, reception volunteers and supporters whose generosity of time, experience and goodwill make the work of the Totnes Natural Health Centre possible.

Their contribution enables the charity to continue supporting the health and wellbeing of the local community.

This report is provided by the Committee of Trustees and is presented by Christine Meeson (Chair)

A handwritten signature in dark ink, appearing to read 'C Meeson'.

Signature
Chair of Trustees
28 /03/2026

Independent Examiner's Report to the Trustees of the Totnes Natural Health Centre

I report to the trustees on my examination of the accounts of the Totnes Natural Health Centre ('the Charity') for the year ended 30 June 2025.

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 Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity'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

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

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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: 

Name: Nigel Langley

Address: Ribbonwood, Rowsells Lane, Totnes, Devon TQ9 5AG

Date: 27 March 2026

TOTNES NATURAL HEALTH CENTRE
RECEIPTS AND PAYMENTS ACCOUNTS
for the year ended 30 June 2025

Receipts and Payments

	Unrestricted funds £	Restricted funds £	Total funds £	2024 £
Receipts				
Donations	22,726	-	22,726	20,177
Practitioners' room rents	8,717	-	8,717	7,150
Meeting room hire	6,537	-	6,537	6,560
Miscellaneous	397	-	397	80
Interest received	2,479	-	2,479	1,981
Total receipts	40,856	-	40,856	35,948
Payments				
Salary and pension contributions	18,584	-	18,584	16,066
Service charges, rates and water	10,257	-	10,257	9,433
Light and heat	3,373	-	3,373	3,594
Telephone and broadband	352	-	352	472
Stationery & postage	211	-	211	248
Marketing and advertising	715	-	715	1,013
Repairs & maintenance & safety checks	1,163	-	1,163	1,441
Equipment	740	-	740	553
Cleaning	2,315	-	2,315	2,480
Linen and laundry	538	-	538	433
Consumables	981	-	981	668
Bookkeeping, accountancy and payroll fees	1,799	-	1,799	3,208
Insurance	446	-	446	436
Volunteer & employee care	1,311	-	1,311	585
Software	1,008	-	1,008	363
Miscellaneous expenses	576	-	576	383
Zettle fees	194	-	194	180
Total payments	44,563	-	44,563	41,556
Net (payments)	(3,707)	-	(3,707)	(5,608)
Cash funds last year end	68,027	-	68,027	73,635
Cash funds this year end	64,320	-	64,320	68,027

Statement of Assets and Liabilities at 30 June 2025

Cash funds	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Lloyds Bank current account	638	-	638
Lloyds Bank instant access savings account	11,609	-	11,609
Charity Bank deposit account	51,825	-	51,825
Cash in hand	248	-	248
Total cash funds	64,320	-	64,320

Assets retained for the charity's own use

	Fund to which asset belongs
Leasehold premises	Unrestricted
Equipment, furniture and fittings	Unrestricted

Other monetary assets (debtor)	£	
Paypal/Zettle	733	Unrestricted

Liabilities

	£	Fund to which liability relates
Stags	2,739	Unrestricted
Channons accountants (for payroll calculations)	225	Unrestricted
Total liabilities	2,964	

These accounts are signed by a trustee on behalf of all the trustees:

Signature of a trustee:



Name of the trustee signatory:

CHRISTINE A. HEESON

Date of approval:

24.3.2026.