

**ANNUAL REPORT TO THE BOARD OF DIRECTORS ON THE UNAUDITED ACCOUNTS
OF LEICESTERSHIRE MULTIPLE SCLEROSIS THERAPY CENTRE LTD, FOR THE YEAR ENDED 31/12/2019**

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Leicestershire Multiple Sclerosis Therapy Centre Ltd for the year ended 31/12/2019 and set out on pages 6 to 13 from the Company's accounting records and from the information and explanations you have given us.

This report is made solely to the Board of Directors of Leicestershire Multiple Sclerosis Therapy Centre Ltd, as a body in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Leicestershire Multiple Sclerosis Therapy Centre Ltd and state those matters that we have agreed to the Board of Directors of Leicester Multiple Sclerosis Therapy Centre Ltd, as a body, in this report, in accordance with the requirements of the as detailed on their website. To the fullest permitted by law, we do not accept or assure responsibility to anyone other than Leicestershire Multiple Sclerosis Therapy Centre Ltd and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Leicestershire Multiple Sclerosis Therapy Centre Ltd has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profitability of Leicestershire Sclerosis therapy Centre Ltd. You consider that Leicestershire Multiple Sclerosis Centre Ltd is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Leicestershire Multiple Sclerosis Therapy Centre Ltd. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.

It has been a year where having been made aware in 2018 that the Charity needs to bring its overheads and expenses in line with income received a great deal of progress has been made in the 2017 accounts the shortfall was £40,252 in the 2018 accounts the shortfall was £29,783 where as in 2019 it is now down to £16,175 LEICESTERSHIRE MULTIPLE SCLEROSIS THERAPY CENTRE LTD has sufficient Funds in hand to cover these and ended 2019 with a Bank balance of £70k.

Leicestershire Multiple Sclerosis Therapy Centre Limited

Financial Statements For December 2020

Charity number 710925
Company number 02374648

Leicestershire Multiple Sclerosis Therapy Centre Limited

Chairmans Annual report of the Trustees

For the year ended 31 December 2020

Charity number 710925

Company number 02374648

Leicestershire Multiple Sclerosis Therapy Centre (the Centre)

The Trustees are please to present their annual report together with the financial statements of the Centre for the year ending 31 December 2020. The financial statements comply with the Charity Reporting and Accounting regulations UK 2016. Charities Act 2011, The Companies Act 2006, and The Memorandum of Articles Association.

At the time of writing, the corona virus restrictions are on-going and the impact of this on the Centre's activities will be referred to later in the report.

Objectives and activities

Our vision: Empowering and enabling people living with Multiple Sclerosis (MS) and other health conditions to actively manage their lives.

Our mission: to deliver coordinated, holistic, and person-centered support services and therapies to people living with MS and other health conditions assisting them in managing their daily lives.

The Centre's objectives and principal activities are:

To aid and improve, for the public benefit, the condition of those living with MS and other health conditions by any lawful means including any of the following: -

- By bringing together persons living with MS, persons interested in MS and any other health conditions.
- By providing advice, guidance and moral and practical support for persons living with MS and any other health conditions.
- By providing therapy, including oxygen therapy, for persons living with MS or other symptoms or conditions in accordance with the protocols and guidelines of the principal company and with the prior written consent of the principal company.
- To improve the physical, mental, emotional, and social health and wellbeing of people living with MS, other health conditions, and their families/carers, to achieve their potential and ensure that they have the confidence and capacity to be active members and contributors in their local communities and civil society.

The main activities employed to assist the Centre in meeting its objectives in 2020 included the following:

- Provision of a facility where self-management support, information and advice is available that will enable people living with MS and other long-term conditions, and their family/carers, to manage their lives.
- Individual physiotherapy sessions and group physiotherapy classes are offered to people living with MS and other health conditions.
- Holistic therapies including acupuncture, reflexology, massage, Hopi ear candles, and aromatherapy.
- Oxygen therapy for people living with MS and a wide range of other health conditions.

Changes to the board of trustees.

Following the AGM June 2020, Elizabeth (Liz) Sexton stepped down as trustee. The trustees would like to thank Liz for all the hard work and support she has given to the Centre in her role as a trustee. Ryan Archer joined as a trustee June 2020.

The trustees established three strategic sub-groups to help improve the decision-making process and the development of key strategic strands. 1. Financial Sustainability. 2. Marketing and Branding. 3. Forward Thinking/planning. The trustees have used outside sources to help with Marketing and Branding, some of which are based at De Montfort University.

Impact of COVID-19

While the COVID-19 pandemic has caused many difficulties and uncertainties, it has also provided the Centre with an opportunity to step back and re-assess. With the need to adapt to a “new normal”, the Centre has taken into consideration what is needed to continue and ensure it acts with care and diligence in the best interest of its members, consistent with the Centre’s purposes.

Assessing risks and resilience

The trustees, the staff, and volunteers, have shown considerable resilience during these unprecedented times. They have adapted quickly, managed risks and finances, and contingency plans. They have work hard to find new ways in which to engage with the members.

Due to the impact that COVID-19 was having on the Centre, the decision was made to ask staff to take voluntary redundancy. Susan Puglia, Lorna Harris, and Mark Emmet all agreed to take voluntary redundancy. Joy Nobis agreed to reduce her hours from 33 to 20 a week.

A strong governance framework

One of the key outcomes of this last year has been the trustees have had to think differently about how they govern and adapt to rapidly changing circumstances. However, it is imperative that governance changes are managed effectively and continue to be in the best interests of the Centre. The trustees have been dedicated and worked hard to provide good strong leadership and a clear strategic direction.

The Centre, in responding to the many challenges brought about by COVID-19 restrictions, has adapted quickly to members needs and the changing environment. Over the year the Centre operated four different service delivery models.

- All services and therapies operated normally throughout the first quarter of 2020, until the 25th of March 2020 when lockdown restrictions forced the closure of all services based at the Centre.
- Throughout the lockdown period from 25th March - 13th May 2020, the Centre did not completely close its support services. During the two months of closure, the Centre was proactive and innovative, using Zoom and telephone support to ensure it continued to provide vital services.
- From 13th May the Centre opened on a restricted and controlled basis, offering limited oxygen therapy adhering to robust COVID-19 compliant practices. It also maintained the Zoom and telephone services.
- From 1st September, limited physiotherapy sessions commenced on a one-one basis, adhering to robust COVID-19 compliant practices.

Additionally, the Centre has:

- Actively engaged and updated with its members and supporters through social media platforms and regular newsletters.
- Utilised the Governments Job retention scheme, to help with the efficient management of our finances, resources, and services.
- Actively sourced emergency COVID-19 funding opportunities to support ongoing service developments and financial sustainability of the charity.
- Actively engaged the trustees, staff, and volunteers in developing contingency plans and assessing and minimising risks.

Service Developments

From March to December 2020, the Centre has:

- Developed and implemented the necessary policy and practice guidance and compliance for reopening restricted Centre based services on the 13th May. Commenced oxygen therapy over the five days.
- Developed online physiotherapy group sessions via Zoom.
- Carried out staffing and operational review processes.

Achievements and performance

- Maintained our values, and our purpose, and most of our services.
- Minimised the financial risk to the Centre.
- Retained our core staff team.
- Worked collaboratively in responding to contingency planning, client needs, assessing operational risks and in developing policies and practices.
- Successfully raised funds to sustain the Centre and maintained and developed services.
- Maintained our relationship with members and volunteers.

Fundraising

The Centre would like to take this opportunity to thank Graham Bee Trustee/Fundraising coordinator for all his hard work in helping to find the much-needed funds to keep the Centre up and running, and all the members and friends of the Centre who have supported them all the way through COVID-19. The Centre is extremely grateful for the help received from trusts and foundations who supported and funded our charity during COVID-19 which helped to maintain vital services to its members and supported the sustainability of the Centre. These include: The National Lottery Community funding, Foyle Foundation, Morrisons Foundation, Leicester City Football Club's "Gift of a Wish", Leicestershire County Council communities fund, and Leicester City Council. The Centre would also like to thank Ryan Archer and the Young Farmers for the Tractor Run held in December, and Maureen Nixon, the quiz master.

Risk management

The trustees regularly undertake a review of the risks to which the Centre is exposed, particularly business, operational and financial risks. The Centre has introduced procedures and reporting regimes to mitigate and manage risks. Internal control systems are designed to meet the Centre's operating needs, the risks to which it is exposed, and to provide reasonable assurance against misstatement or loss. The Centre ensures the Health and Safety policy outline procedures to ensure compliance with health and safety of staff, volunteers, members, and visitors to the Centre. Internal control risks are minimised by the implementation of procedures for authorisation of all transaction and projects. Other policies are in place covering the protection of vulnerable adults, GDPR-data protection, complaints, confidentiality, volunteering, and equal opportunities. The Centre operates regular procedures to monitor the receipt of income, and capital expenditure.

Future plans

The trustees welcome fresh ideas, enthusiasm, and commitment being shown by new trustees, and the invaluable support provided by every trustee. Our current circumstances are informing the strategic and recovery planning which both staff and trustees have undertaken over the last few months. The strategic review will help us to formulate our overall strategic objectives and provide the foundations for our future long term development. It will define who we are, and what we want to do.

The Centre is actively developing strategies to plan for the future. Key to moving forward and growing the Centre is building on its learning and achievements, diversifying its income stream, creating a shared vision, mission, values, and principles. The work has already started with the strategic groups:

- Financial Stability - meeting on a regular basis with treasurer, accountant, Company secretary and chairman.
- Forward Thinking and Planning - focusing on what we need to do and how to get there.
- Marketing and Branding - help from De Montfort University who have looked at bench marking and marketing for the future. The University is also looking at how the website could be improved.

Reserve's policy

A portion of the reserves is designated for emergency or planned expenditure. The trustees consider that 12 months of operating costs is an appropriate level of general funds to maintain under normal operations. With the current COVID-19 situation, these funds are being carefully monitored and general funds supplemented where possible through grants to ensure the Centre can resume and re-establish operations once restrictions are lifted, and an appropriate method of service delivery is agreed.

Leicestershire Multiple Sclerosis Therapy Centre Limited Chairmans Annual report of the Board of Trustees For the year ended 31 December 2020

Reference and administration details:

Company number	02374648	
Charity number	710925	
Registered office & Operational address	31 Freemans Common Leicester LE2 7SQ	
Independent Examiner	Barbara Breeze Clulow Bookkeeping & Forensic Services Limited 8 Melbourne Street Coalville LE67 3QT	
Bankers	Barclays Leicester LE87 2BB	
	Market Harborough Building Society Welland House, The Square, Northampton Rd, Market Harborough LE16 7PD	
Directors and Trustees	Steve Wilson. Graham Bee Elizabeth Woods Richard Hughes Susan West Christopher Emmet Lloyd Wells Lesley Butcher Ryan Archer Howard Proudman Roger Griebel	Chair Vice Chair Company Secretary Treasurer

Structure, Governance, and management.

Governing document

The Centre is a charitable company limited by guarantee, incorporated on 21 April 1989. Registered as a charity 26th August 1985. The company was established under a memorandum of association, which established the objects and powers of the Centre, and is governed under its articles of association. In the event of the Centre being wound up, members are required to contribute an amount not exceeding £1.00. The Centre (Leicestershire Multiple Sclerosis Therapy Centre Limited) was formally known as A.R.M.S. Leicestershire Limited but changed its name on 18th February 2000.

Recruitment and appointment of board of trustees.

The original members of the company consisted of the founder member and ordinary members. The founder member was ARMS (Action and Research for Multiple Sclerosis Limited), but this no

longer operates. The Centre now consists of members, who are persons with MS or those with an interest in promoting the objects of the Centre. The trustees are selected from the members of the Centre, excluding employees.

The trustees, including directors of the Centre, are charity trustees for the purpose of the charity law. Under the requirements of the Memorandum of Articles of Association, the trustees are elected to serve for three years. They must take a break after three terms.

The trustees seek to ensure that the needs of the members are appropriately reflected throughout the diversity of the trustee body. There is a mix of members who use the facilities offered by the Centre, and others who have an interest in the aims of the Centre and can offer appropriate business, clinical, or relevant skills. All members, apart from employees, are eligible to become trustees. The Centre has members with large variety of race, colour, and creeds.

Trustee induction and training

Many new trustees are already familiar with the practical work of the Centre, having either used the facilities or volunteered to help in the operation of the Centre prior to taking up the role of trustee.

New trustees are invited and encouraged to attend short briefing sessions to familiarise themselves with the Centre and the context within which it operates. These are led by the chair of trustees and the Centre manager and will cover:-

- The obligations of the trustees.
- The main documents which set out the operational framework for the Centre, including the memorandum of articles.
- Resourcing and the current financial position as set out in the latest published accounts.
- Future plans and objectives.

Information is provided drawing from the various regulator publications, and this will be distributed to all new trustees along with the Memorandum of Articles and the latest financial statement.

Trustees are encouraged to attend any appropriate training events and any notes from these are circulated to other trustees to ensure the key learning points are shared.

Organisational structure

The Centre has up to 11 trustees who meet every three months, on a formal basis. Trustees will be invited to contribute their skills and expertise in agreed sub-groups for certain projects. In addition, the Centre manager communicates regularly for the purpose of taking forward specific work areas. The trustees are responsible for the strategic direction and policy of the Centre.

A scheme of delegation is in place. Day to day responsibility for the provision of the services rests with the Centre manager, who oversees operational management of the Centre and individual supervision of the staff team. The manager also carries out fundraising activities and ensures that the team contributes to develop their skills and working practices in line with good practice.

The trustees would like to acknowledge the continued and valued contribution to the smooth running of the Centre from its dedicated group of volunteers. Volunteers contribute to all aspects of service delivery including the operation of the oxygen chamber, essential maintenance and repair, and cleaning and hygiene input. The trustees also act in a voluntary role and make considerable input to the direction of the Centre.

Related parties

In so far as it is complementary to the charity's objects, the Centre is guided by both local and national policy. The Centre is a member of the MS National Centres (MSNTC), an umbrella charity registered in England, Wales, and Scotland. As a member of the MSNTC, the Centre benefits from reduced oxygen prices, training, and the provision of national standards for the delivery of oxygen therapy. MSNTC holds open meetings around the UK to enable Centres to communicate and share ideas and best practice. The representation of other Centres within this group has proved invaluable to the Centre in establishing improved links within the MS community and identifying relevant policy developments and prospective treatments and how they may be funded.

Responsibilities of the trustees.

The trustees are responsible for preparing an annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Centre's trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the Centre and of the income and expenditure, of the Centre for that period. In preparing the financial statements, the trustees are required to:

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

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Centre and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for

safeguarding the assets of the Centre and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Signed:



Steve Wilson
Trustee/Chair

Registered office
31 Freemans Common Road
Leicester
LE2 7SQ

Leicestershire Multiple Sclerosis Therapy Centre Limited
Chairmans Annual report of the Board of Trustees
For the year ended 31 December 2020

I report on the accounts of the charity for the year ended 31 December 2020 which are set out on pages 12 to

Respective responsibilities of trustees and examiner

The charity trustees are responsible for the preparation of the accounts in accordance with the terms of the charity, The Trustee Act 2000 and the Charity Reporting and Accounting regulations UK 2016.

Independent examiners statement

In the course of my examination, no matter has come to my attention-

- 1.
-

Name Barbara Breeze
Clulow Bookkeeping & Forensic Services Limited
8 Melbourne Street
Coalville
LE67 3QT
Date

Leicestershire Multiple Sclerosis Therapy Centre Limited

Financial Statements For December 2020

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Structure, Governance, and management.

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Signed:



Steve Wilson
Trustee/Chair

Registered office
31 Freemans Common Road
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Independent examiners statement

In the course of my examination, no matter has come to my attention-

- 1.
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Name Barbara Breeze
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