

# Chilterns Neuro Centre Ltd

England & Wales · Charity number 800853

## Details

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Other names	CHILTERNs FRIENDS OF ARMS LIMITED, CHILTERNs MS CENTRE LTD, CHILTERNs MULTIPLE SCLEROSIS CENTRE
Status	Registered
Legal form	Charitable company
Company number	<a href="#">02294557</a>
Registered	1989-02-07
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Address	Oakwood Close Wendover Aylesbury HP22 5LX
Phone	01296696133
Email	<a href="mailto:info@chilternsneurocentre.org">info@chilternsneurocentre.org</a>
Website	<a href="http://www.chilternsneurocentre.org">www.chilternsneurocentre.org</a>

## Activities

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**Objects:** TO AID AND IMPROVE FOR THE PUBLIC BENEFIT IN THE AREA OF BENEFIT THE CONDITION OF THOSE SUFFERING FROM MULTIPLE SCLEROSIS BY ANY LAWFUL MEANS. (FOR FULL DETAILS SEE CLAUSE 3 OF MEMORANDUM OF ASSOCIATION)

**Activities:** The charity provides a range of symptom management therapies and treatments to support people who have been diagnosed with Multiple Sclerosis (MS), Parkinson's Disease (PD) and Stroke survivors to give them better control over their lives. It also aims to provide direct care, support and counselling for patients, their carers and families, all conducted in a welcoming inclusive environment

## Classification

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

## Geography

- **Area of benefit:** THE AREA OF THE THREE CHILTERN HUNDREDS OF AYLESBURY AND THE AREA OF THE CHILTERN OR SUCH OTHER PART OR PARTS OF THE UNITED KINGDOM
- Buckinghamshire
- Central Bedfordshire
- Hertfordshire
- Milton Keynes
- Oxfordshire
- Slough
- Windsor And Maidenhead

## Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£1,421,103	£1,277,292	£2,804,459	31
2023-12-31	£1,045,445	£1,196,170	£2,661,001	29
2022-12-31	£840,198	£981,829	£2,812,051	26
2021-12-31	£968,514	£782,691	£2,953,681	25
2020-12-31	£1,012,496	£923,416	£2,767,858	34

## Trustees

Name	Role	Appointed
DARAYUS SAM MOTIVALA		2015-06-21
JOHN BEDFORD		2013-07-04
Karen Cross		2022-07-27
LIZ LAWRENCE-BLAKE		2019-05-19
Simon Fraser Turner		2015-10-22

**Chilterns Neuro Centre Ltd**

England & Wales - Charity number 800853

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# Accounts

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# ANNUAL REPORT 2024



Registered Company Number:  
02294557 (England & Wales)  
Registered Charity Number:  
800853



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**Coming to the Centre changed my life, and with everyone's support I gradually got some of my enthusiasm back. I started to become the 'old/new' Sam.**

**Sam Purvis  
Centre Member**

”

# Welcome to the Chilterns Neuro Centre

## Report of the Trustees for the Year Ended

### 31 December 2024

As I reflect on 2024, I am filled with immense pride at what the Chilterns Neuro Centre has accomplished in what has been a truly remarkable year of growth and community impact. Building on the successful expansion we achieved in 2023 when we opened our services to people with Parkinson's and stroke survivors alongside our MS members, 2024 has seen us strengthen these relationships and reach even more people across our community. Our membership has grown to over 800 people, demonstrating the vital need for the specialised neurological support we provide.

This year has been marked by extraordinary community spirit and fundraising success. Our Pop-Up Art Weekend celebrated its 20th anniversary, raising an impressive £21,530 for the charity, while Run Prestwood generated an incredible £9,089 through the dedication of hundreds of runners. These events showcase not just the generosity of our supporters, but the strength of the community that has grown around the Centre.

The Centre continued to provide a comprehensive range of therapy services, from physiotherapy and hydrotherapy to counselling and occupational therapy, all delivered by our skilled team of professionals. We have enhanced our physiotherapy programmes, developed new group activities, and strengthened our counselling and wellbeing support. The feedback from our annual member survey demonstrates the profound impact of this work, with 98% of members stating they would recommend the Centre to others with neurological conditions.

This year marked an important milestone in our financial sustainability journey. After the planned investment in expanded services during 2023, we achieved a significant turnaround with a net income of £143,811 compared to a deficit of £150,725 in the previous year. This positive result demonstrates the effectiveness of our strategic planning and the generous support of our donors, supporters and the wider community.

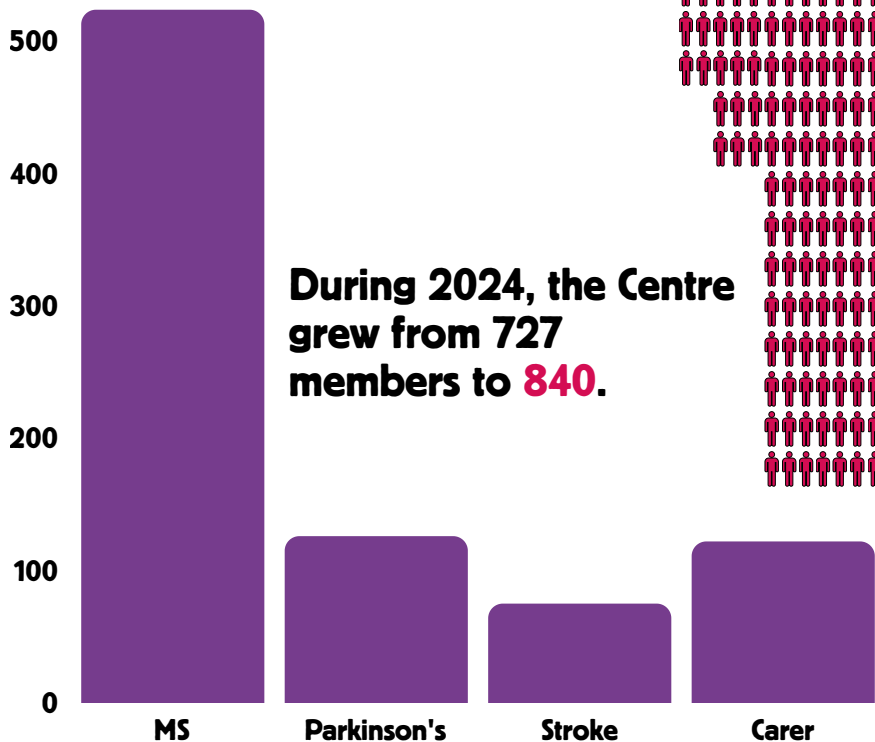
I want to express my heartfelt gratitude to our incredible team of staff, Trustees and volunteers, who make our impact in the community possible. Our volunteers are the beating heart of our charity, contributing thousands of hours and bringing warmth and expertise to every aspect of our work.

Their commitment ensures that we can continue to provide life-enhancing treatments and create a welcoming, supportive environment for all our members and their families.

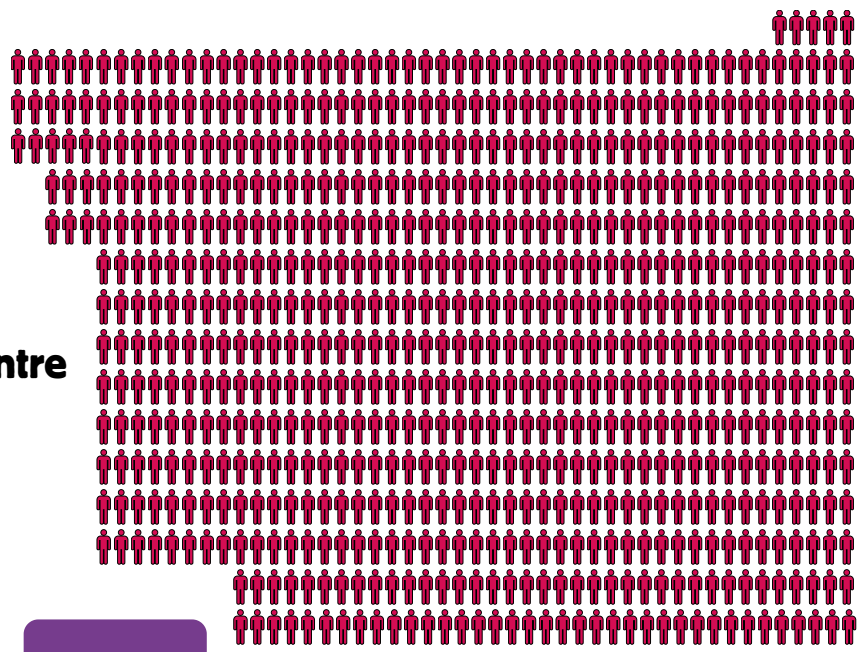
**Liz Lawrence-Blake**  
**Chair of Trustees**



# Member Statistics 2024

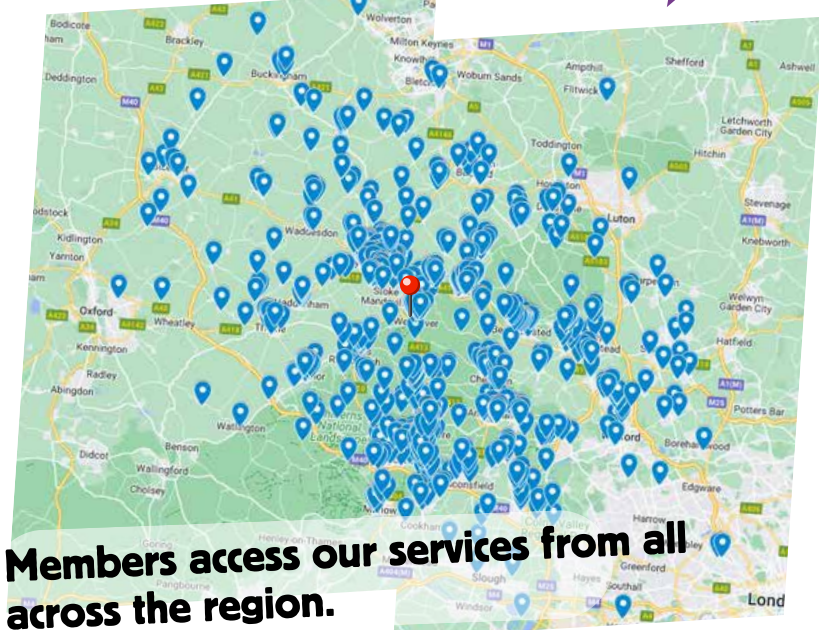


During 2024, the Centre grew from 727 members to **840**.

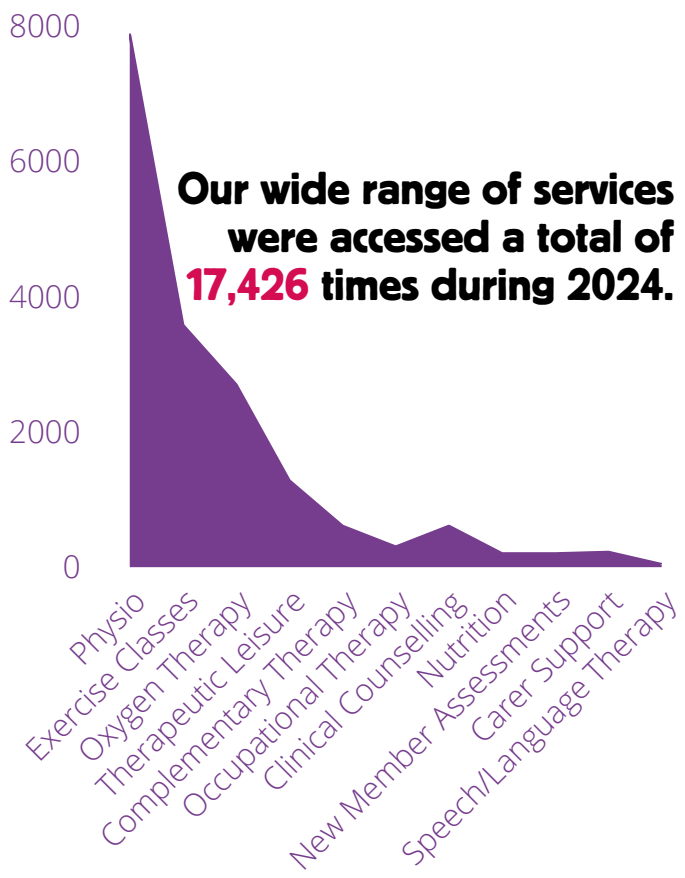


**685** members received direct support from the Centre during 2024. On average, **369** members were supported every month.

**“Thanks to the Centre, I am able to manage my condition in a way that is just not possible elsewhere. It helps with both my physical, social and mental wellbeing.”**



**Members access our services from all across the region.**



**Our wide range of services were accessed a total of 17,426 times during 2024.**

**“The Centre has changed my life. Its network of people, carers and support gives me purpose.”**

**Kenny, Centre Member**

# Report of the Trustees: strategic report

## Finance

Following our successful transition to a multi-condition Centre in 2023, our primary goal for 2024 was to consolidate this expansion while maintaining financial sustainability. We delivered a positive net surplus of £143,811, demonstrating the effectiveness of our multi-condition expansion strategy.

Total income reached £1,421,103, representing a remarkable 36% increase from the previous year's £1,045,445. This growth was driven by exceptional performance across all income streams, particularly in donations and legacies which increased to £1,147,039 from £811,047 in 2023.

The financial result shows improved efficiency in our operations. This financial stability has enabled us to invest in staff training, development and wellbeing initiatives and enhance our service delivery across all neurological conditions we support.

## Strategic Objectives Achieved in 2024

1. Service Integration: Successfully integrated Parkinson's and stroke services into all our core offerings
2. Community Engagement: Expanded our volunteer programme to over 90 regular volunteers
3. Fundraising Diversification: Achieved record performance in community events and corporate partnerships
4. Digital Innovation: Enhanced our member communication systems
5. Clinical Excellence: Maintained high satisfaction rates while expanding capacity by 13%

## Risk Management

The Board continues to work closely with our Health and Safety adviser to monitor and mitigate operational risks. Key focus areas in 2024 included cybersecurity enhancement, clinical governance for our expanded services, and financial resilience planning.

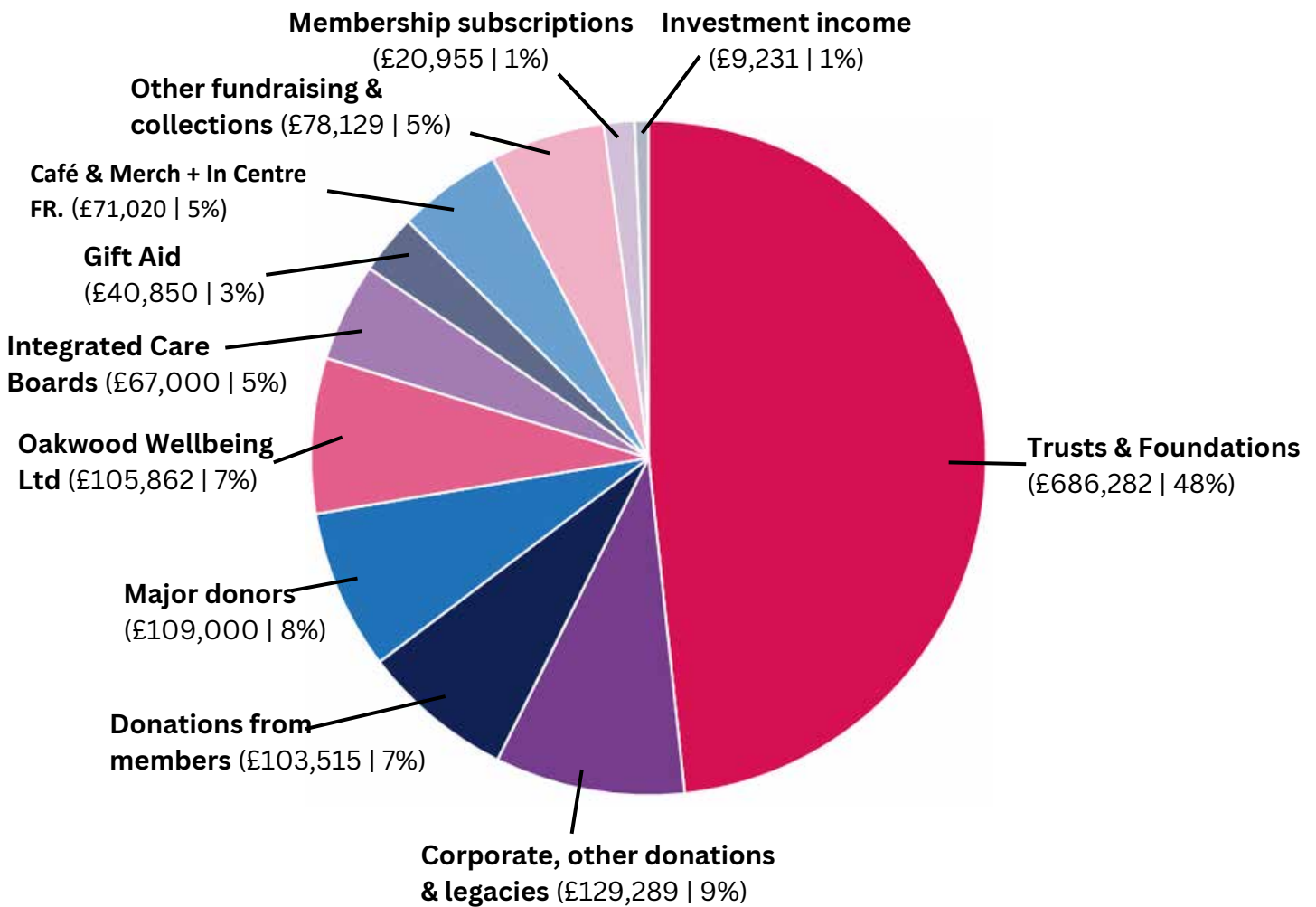
## Future Plans

Looking ahead to 2025-2027, we are developing a new strategic plan that will focus on sustainable growth, enhanced clinical outcomes measurement, and exploring opportunities to share our successful multi-condition model with other Centres in the neurological charity sector.

# How we are supported

## Our Income

The charity undertakes a broad range of fundraising activities, including events and sponsorship, applications to grant-making trusts, corporate, individual and community donations. All activities are in line with the Code of Fundraising Practice set by the Fundraising Regulator, of which the Centre is a member.



# Fundraising

## Corporate Support

Our corporate alliances generated over £69,000 in 2024, representing a 50% increase on the previous year. We are grateful to our established Corporate Friends who provide regular monthly support and we were delighted to welcome several new multi-year partnerships.

Our strategic associations with Ashridge Home Care, Steering Developments, and Hollister Incorporated have continued to flourish during the year, and we have welcomed new associations with Better Mobility and Laybrook, providing both financial support and collaborative opportunities that directly benefit our members.

**“Both our organisations share a deep commitment to supporting people in leading more independent and fulfilling lives, and we look forward to working together to make a positive difference in our communities.”**

**Michael Harrison**  
Product Specialist, Laybrook

**“Our whole company’s ethos is about good customer service and meeting people’s mobility needs, which aligns perfectly with the values of the Centre. Between us we can help people live life to the full.”**

**Jeanette Warner**  
Director, Better Mobility

## Individual giving and member donations

All services continue to be offered free of charge to members. However, many members do make regular donations – along with our supporters – and this support remains absolutely crucial to our operations.

While the cost of living continues to impact donation levels, we've seen an increase in the number of regular donors, with around 28% of members now making monthly contributions. Our legacy programme continues to develop, with new legacy pledges received during the year.

## Trusts

Grants income in 2024 totalled £466,252 made up of £364,310 for specific projects and £101,942 in unrestricted funding. Our thanks go to all the grant-makers whose support we can acknowledge publicly:

- Aims2Cure
- Aston Clinton Charitable Foundation
- Bucks Masonic Centenary Fund
- Doris Field Charitable Trust
- Ernest Hecht Charitable Foundation
- Garfield Weston Foundation
- James Tudor Foundation
- King/Cullimore Charitable Trust
- National Lottery Community Fund
- Rectory Foundation
- Sir Jules Thorn Charitable Trust
- The Bouttell Bequest
- The Childwick Trust
- The David Family Foundation
- The E M MacAndrew Trust
- The February Foundation
- The Gosling Foundation
- The Julia Mary Wood Charitable Trust
- The Lionel Abel-Smith Trust
- The Souter Charitable Trust
- The Spurrell Charitable Trust
- Thomas Hickman’s Charity
- William Harding’s Charity

Funding was received for the following projects:

- Oxygen Therapy (£5,500)
- Physiotherapy Programme (£112,601)
- Physiotherapy Equipment (£5,625)
- Clinical Services (£150,000)
- Pilates Programme (£14,400)
- Wellbeing Programme (£45,000)
- Clinical Alarm Upgrade (£8,500)
- Clinical Computers Upgrade £12,684)
- Total (£364,310)

We were particularly grateful for further instalments of our three-year grant from the National Lottery Community Fund's Reaching Communities programme, to help fund our range of clinical services and treatments from 2023-2025, and to the Ernest Hecht Charitable Foundation for three significant grants to fund laptops for our therapists, a clinical alarm system and salaries for our Physiotherapy team.



We were also delighted to be chosen as one of the Edward Gostling Foundation's Legacy Partners to receive a £230,000 Deed of Gift Restricted Fund from their spend-out programme. This is restricted to maintaining our reserves at three months' expenditure for the next five years, to give our charity some much-needed financial stability in difficult economic times. The total gift is shown in our 2024 SOFA for accounting purposes. The gift has been invested into a managed Investment fund, to generate further funds over the restricted period.



## Community and events

Community and events had another positive year raising £124,470 a slight increase on the previous year. Our Pop-Up Art Weekend celebrated its 20th anniversary and raised an impressive £21,530, while Run Prestwood generated an incredible £9,089.

The Charity Golf Day at Stocks Golf Club proved highly successful, along with our second year at the Astonbury Festival, and we benefited from £909 donated through our partnership with Runaway Racing. The growth in community-led fundraising demonstrates the strong local support for our work.

## Legacy and in-memory

Legacy and in-memory gifts totalled £19,878 in 2024, a very similar figure to that of 2023. We have raised the profile of legacy giving through our communications and have been notified of several additional legacy pledges. These gifts provide crucial long-term sustainability for the Centre.

## Oakwood Wellbeing Ltd

Oakwood Wellbeing Limited (OWL), our wholly-owned subsidiary, continued its strong performance in 2024. The company generated £105,862 in outside usage income, with net profits of £56,649 being gift-aided to the charity. Combined with service charges, OWL contributed £89,192 to the Centre's operations, demonstrating the continued value of maximising the use of our specialist facilities, and we have expanded our offering to include specialised training workshops for healthcare professionals.



# Annual Member Survey 2024



In total there were 261 responses, 32% of the Centre's membership. The total number was an increase on last year and the percentage of membership was the same.

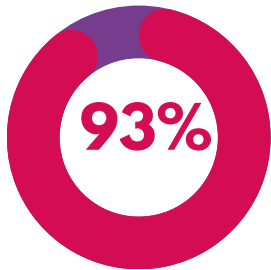
99% of members stated they would recommend the Centre to someone with a neurological condition or their carer.



91% of members agreed the Centre helped manage their symptoms at least most of the time.



74% of members agreed the Centre helped them stay active in the community at least most of the time.



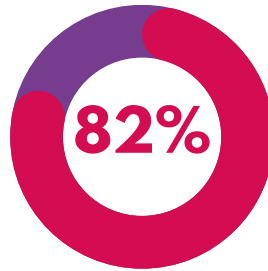
93% of members agreed the Centre helped improve their physical health at least most of the time.



86% of members agreed the Centre helped maintain their independence at least most of the time.



90% of members agreed the Centre helped improve their mental health at least most of the time.



82% of members agreed the Centre helped increase their social contact and reduce feelings of loneliness at least most of the time.

**“The Centre has been like a breath of fresh air to me and the support I’ve received from everyone has been second to none. The staff, volunteers and other members have all been so warm and supportive and it has made an incredible difference to my recovery.”**

**“It is a wonderfully supportive community and a centre of excellent clinical care.”**

**“It is the missing piece to my jigsaw. I have friends - members and volunteers - and advice, encouragement and support.”**



**“The Centre is a great place, everyone is lovely and very welcoming and we are very grateful for the support we’ve been given.”**

# Our volunteers

We simply cannot operate the Chilterns Neuro Centre without our incredible team of volunteers who give their time so generously. We now have around 90 regular volunteers who collectively contribute over 12,000 hours every year.

Our volunteers are the beating heart of our charity, working across every aspect of our operations - from reception and café services to running specialised programmes like oxygen therapy, supporting fundraising events and providing administrative assistance.

"Volunteering at the Centre has enriched my life in ways I never expected. The resilience and positivity of our members inspires me every day, and knowing I'm contributing to their wellbeing gives me a tremendous sense of purpose."

Patricia Williams, Centre Volunteer

"I started volunteering after retiring, looking for something meaningful to do. Five years later, I can't imagine my week without my time at the Centre. The friendships I've made and the skills I've developed have been incredible."

David Thomson, Centre Volunteer

**Many thanks to all our lovely volunteers for your wonderful loyalty to our charity and those who we support.**

**90**  
**volunteers**

**twelve thousand**  
**hours** **each year** **volunteered**

**approximate**  
**saving to the**  
**charity**  
**each year**

**£146,000**

# Therapy services

The Centre has continued to provide a comprehensive range of clinical services to support members' physical and mental wellbeing. We follow NICE guidelines and our philosophy centres on empowering members to effectively self-manage their conditions while providing expert professional support.

Our therapy team, which also includes contractors and volunteers, includes specialists in physiotherapy, hydrotherapy, occupational therapy, acupuncture, clinical counselling, dietetics, speech and language therapy and massage therapy. All our clinicians have specialist neurological expertise and provide care in both individual and small group settings.

## Service Highlights for 2024:

- Physiotherapy: Expanded programme with additional staff members and new equipment
- Exercise Classes: Daily classes both in-person and via Zoom, adapted for all ability levels
- Wellbeing Programs: Enhanced yoga, Pilates, and mindfulness offerings
- Therapeutic Leisure: Art groups, Boccia, gardening, crafts, singing group and book club
- Oxygen Therapy: Continued popularity with dedicated volunteer team support

Multi-Condition Integration and Service Expansion: All services are now fully integrated across MS, Parkinson's and stroke member communities. We have strengthened relationships with specialist nurses and local support groups, while investing in condition-specific training for our team.



During January 2024 alone, we provided direct support to 351 of our members who accessed our services over 1,500 times, demonstrating the high demand for our expanded multi-condition services.

### **Growing Our Community Impact**

2024 marked our first full year as the Chilterns Neuro Centre, having successfully rebranded from the Chilterns MS Centre in 2023. This transformation has enabled us to welcome many new members while honouring our 39-year heritage of supporting people with MS.

### **Expanded Reach**

Our multi-condition approach has allowed us to support 840 members across three neurological conditions, creating a more diverse and vibrant community. The integration has been remarkably successful, with members across all conditions participating in shared activities and supporting each other.

### **Community Partnerships**

We have developed new partnerships with:

- Local Parkinson's UK groups
- Stroke Association regional branches
- NHS neurological rehabilitation services
- Regional neurotherapy networks



# Administrative details

## Company details

Registered company number 02294557 (England and Wales)  
Registered charity number 800853  
Registered office and principal address  
Chilterns Neuro Centre  
Oakwood Close, Wendover, Aylesbury,  
Buckinghamshire. HP22 5LX

## Trustees

Liz Lawrence-Blake (Chair)  
Ian Summerfield (resigned February 2025)  
Henry Snow (Treasurer) (resigned February 2025)  
John Bedford  
Robert Carter (resigned February 2025)  
Karen Cross (appt Vice Chair March 2025)  
Alison Heywood (resigned February 2025)  
Darayus Motivala  
Simon Turner

## Company Secretary

Liz Lawrence-Blake LLB (Hons) barrister-at-law

## Chief Executive

Richard Parkin

## Leadership Team

Jody Barber - Head of Integrated Clinical Services  
Stella Kubale - Head of Fundraising  
Lou Grace - Deputy Head of Integrated Clinical Services  
Annette Cockroft - Deputy Head of Integrated Clinical Services (appt April 2024)  
Eileen Inman - Finance Manager  
Andrew Scott - Communications Manager  
Dhiren Patel - Facilities Manager  
Jo Kendall - Oakwood and Clinical Administration Manager (appt January 2024)

## Patrons

Trishna Bharadia BA (Hons)  
The Earl of Buckinghamshire Lord Carlile of Berriew KC  
Prof Gavin Giovannoni MBBCh PhD FCP FRCP FRCPATH  
Derek K Townsend DL

## Telephone numbers

01296 696133 (Reception)  
01296 823040 (Fundraising)  
01296 823047 (Finance office)  
Website / Email  
www.chilternsneurocentre.org  
info@chilternsneurocentre.org

## Social media

Facebook: [www.facebook.com/ChilternsNeuro](http://www.facebook.com/ChilternsNeuro)  
X: @ChilternsNeuro  
LinkedIn: ChilternsNeuro  
Instagram: @ChilternsNeuro

## Auditors

Dux Advisory Limited  
Kennel Club House  
Gatehouse Way  
Aylesbury  
Buckinghamshire  
HP19 8DB

## Bankers

National Westminster Bank Plc  
22 Market Square  
Aylesbury  
Bucks HP20 1PR

Lloyds Bank Plc  
79 High Street  
Chesham  
Buckinghamshire HP5 1DE

Santander  
1st Floor  
Operations Block  
Bridle Road  
Bootle  
Merseyside L30 4GB

# Structure, governance and management

## Governing document

Chilterns Neuro Centre Ltd is registered with the Charity Commission for England and Wales and was incorporated as a company limited by guarantee on 9 September 1988. The charity is governed by its Articles of Association as amended at the Annual General Meeting held on 26 July 2018.

## Organisational structure

The Board of Trustees is responsible for overall management and governance, meeting monthly to set strategic direction, agree on budgets, and monitor performance. Day-to-day management is delegated to Chief Executive Richard Parkin, supported by the Leadership Team.

## Governance

The CEO and Chair meet regularly, with the Leadership Team providing monthly written reports to Trustees. Risk management, Human Resources, Health and Safety, and feedback from sub-committees form part of trustee meeting agendas.

## Five Permanent Committees:

- Clinical Governance Committee
- Income Generation and Finance Committee
- Facilities and Support Services Committee
- Human Resources Committee
- Health and Safety Committee

**“ I am committed to my regular exercise regime. It is not an investment in exercise for the sake of exercise, it is an investment in my future self.**

**Jenny, Centre Member**

**”**

## **Recruitment and appointment of new Trustees**

The Board works to maintain an appropriate balance of skills, knowledge, and experience. All Trustees are elected by membership, with one-third retiring by rotation at the AGM. New Trustees receive induction, including governance information and role descriptions. The Board ensures balance between Trustees with direct experience of neurological conditions and those without, ensuring beneficiary interests are represented while maintaining objective decision-making.

## **Staff pay**

Clinical staff pay is benchmarked to NHS Agenda for Change scales, while non-clinical staff salaries are benchmarked against similar positions in comparable charities. The Board approved a cost-of-living pay increase effective January 2024.

## **Risk management**

The Board, CEO, and Leadership Team continuously review and monitor organisational risks, with specialist Health and Safety advice provided by our volunteer adviser.

## **Public benefit**

The Trustees have complied with their duty to have regard to the guidance on public benefit published by the Charity Commission in exercising their duties or powers.

The activities of the charity are focused on providing significant support for those with MS, Parkinson's and stroke survivors through treatment and therapy, informal advice and peer support.

## **Performance**

The charity's performance is monitored monthly using a range of activity reports and indicators. These inform the Board of Trustees and governance committees and enable the leadership team to measure performance against strategic objectives and inform future planning.

Work has begun on the strategic objectives for 2025-2027 with a completion date set for mid 2025.

## **Workplace pension**

All eligible staff are enrolled in a workplace pension scheme and the charity made contributions in line with the statutory requirements.

## **Professional development and training**

All employed clinical staff are supported by professional training as appropriate and appraisals.

Other staff are also supported if possible, to ensure their training needs are met and they develop additional skills within their roles. Training programmes for clinicians around the expansion to other conditions is ongoing.

## Louise's story



Louise Rivers can testify to how life can change in an instant. On Easter Sunday in 2020 she was relaxing at home with her family when she suddenly experienced pins and needles in her leg. She initially dismissed her symptoms, but she quickly deteriorated and within four minutes, her husband recognised that she was having a stroke.

At the age of 44, Louise found herself unable to look after her family and home, so her husband, who she calls an absolute superstar, quickly became main carer to her and her son, whilst maintaining his full-time job.

Following several weeks of treatment in hospital, Louise continued her recovery with the Bucks Early Discharge Support Team where one of its members introduced her to the then MS Centre. The Centre had recently begun a trial to open up its services to people with Parkinson's and stroke survivors.

"I can honestly say that from my very first visit and assessment, I felt such a positive vibe at the Centre. A little spark of hope for my future was ignited for me that day, something I'd not felt since having my stroke."

Since then, Louise hasn't looked back and has tried many of the classes, treatments and therapies on offer at the Centre. "I've worked with so many of the amazing individuals in their incredibly diverse team."

"The physios and staff who provide these classes are both supportive and knowledgeable, helping me push to increase my fitness. They somehow manage to make me smile during exercise, even on my 'down' days by making exercise fun."

"Even when I'm struggling with my mobility, Centre staff use their knowledge and experience to help me adapt my approach so I can continue to engage in physical activity. I've received support from the physiotherapy team on a knee injury and have recently been having acupuncture to help with pain after hurting my back."

"The staff have supported me through these issues and helped me to get back on track. This has been amazing and a definite boost to my mental wellbeing. On top of all this, I've even had a wonderful Indian head massage at the Centre, which was an absolute treat!"

"Visiting the Centre is definitely a huge highlight of my week. It's a very special place and I am forever grateful for everyone there who supports me on my journey. I've gained so much and continue to do more than I ever expected by working with their truly amazing team."



# Financial overview

The main points of the results for 2024 are:

Income for the year continued the strong recovery that began in 2023, reaching £1.4 million - a 36% increase. This demonstrates the success of our diversified fundraising strategy and the continued support of our community as we establish ourselves as a multi-condition centre.

## Income

The underlying income performance shows consistent growth as we recover from pandemic impacts and establish our expanded service model.

	2022	2023	2024
	Post-Covid Recovery	Multi-Condition Launch	Established Expansion
<b>Total Income Reported</b>	<b>£841k</b>	<b>£1,045k</b>	<b>£1,421k</b>
Underlying Income	£841k	£1,045k	£1,421k
	<b>+7%</b>	<b>+24%</b>	<b>+36%</b>

The Oakwood Wellbeing Limited trading subsidiary continued strong performance, benefiting from increased facility rentals and expanded service offerings to external organisations.



## Expenditure

Total expenditure increased to £1,277k from £1,196k in 2023, representing careful cost management while expanding services. Investment in additional clinical staff and enhanced facilities was largely offset by improved operational efficiency.

## Cash flow

For the first time since our expansion began, we achieved a positive cash flow with income exceeding expenditure by £123k. Our cash reserves have strengthened to £497k, providing operational cover and positioning us well within our 3 - 6 months reserves policy.

## Resource management

Our financial strategy continues to focus on sustainable service delivery and fundraising diversification. We successfully increased clinical capacity while maintaining our commitment to free services for all members.

## Performance indicators

The proportion of expenditure on the provision of treatments has fallen in the year. Although expenditure in this area has increased, the larger increase in the fundraising division reflects the continuing investment in this area.

## Fundraising multiple

	2023	2024
Fundraising Income	£849k	£945k
Fundraising Costs	£243k	£255k
<b>Fundraising Multiple</b>	<b>3.5</b>	<b>3.7</b>

**2023**  
**78p** of every £1  
on care and support

**2024**  
**77p** of every £1  
on care and support

## Reserves

The Group's total reserves at 31 December 2024 were £2,805k, of which £355k were restricted, leaving £2,450k of unrestricted general reserves. Free reserves reached £527k (£339k unrestricted), providing 3 months operational cover - within our reserves policy.

# Statement of the Trustee's responsibilities

The Trustees (who are also directors of the Chilterns Neuro Centre for the purposes of company law) are responsible for preparing the Trustees' 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 Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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 2019 (FRS 102);
- Make judgments 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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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



## Sven's story



Sven Kuster originally came across the Chilterns Neuro Centre by chance and has since become a huge advocate for the wonderful staff, beneficial programmes, encouragement and support he receives.

“At the Centre, I’m taking full advantage of all the classes on offer. Once I’d joined I had a course of physiotherapy and attended a series of workshops on Falls Prevention.

“I’ve since had acupuncture sessions and more recently some hydrotherapy. On top of all that, to improve my strength and balance, I take part in daily exercise classes either in person or via Zoom which really has made a difference, giving me far more confidence in myself when I’m moving around.

“I have nothing but praise for the Centre staff and was especially grateful when I received some urgent acupuncture and physio following a trapped nerve.

“The Falls Prevention course proved to be invaluable. As well as practical skills such as how to get up from a fall, I have learnt how to reduce my risk of having a fall by making simple changes to my home.

“The advice I received included removing clutter, wearing well-fitting shoes rather than socks to avoid slipping on floors, ensuring hallways and staircases are well-lit and rearranging my home to provide clear pathways and lessen climbing, bending and stretching too much.

“Before coming to the Centre I felt lost and didn’t have contact with any other people with MS. I now have so much more confidence when talking about my MS. I have made good friends who can truly understand and support me.

“Spending time with family and friends has always been a priority for me and, although I have lost a certain amount of independence, particularly being slightly restricted in what I can do and where I can go, I still hope to be able to travel sometime in the future.

“From originally having the Centre recommended to me, I am now the one recommending the Centre to others.

“My advice for anyone thinking about coming to the Centre is don’t wait.

“Go for it!

“The staff are really great and always make time for you and you’ll meet some wonderful people.”



# Statement as to disclosure of information to auditors

Insofar as the Trustees are aware:

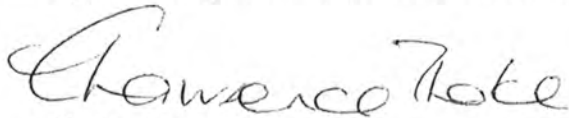
- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

## Auditors

Dux Advisory Ltd will be proposed for reappointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

Approved by order of the board of trustees on 30 July 2025



**Liz Lawrence-Blake**  
**Chair of Trustees**



# **Independent auditor's report to the members and Trustees of Chilterns Neuro Centre Ltd.**

## **Opinion**

We have audited the financial statements of Chilterns Neuro Centre Ltd. (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 December 2024 in this report, which comprises a consolidated statement of financial activities, a consolidated balance sheet and a consolidated cash flow statement, and notes to the financial statements, including a summary of significant accounting policies, and the companies' balance sheet.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 December 2024, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

## **Basis for Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you, where:

- The Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Report of the Trustees has been prepared in accordance with applicable legal requirements.

## **Matters on which we are required to report by exception**

In light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 require us to report to you if, in our opinion:

- Adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company's financial statements are not in agreement with the accounting records and returns; or certain disclosures of directors' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

## **Responsibilities of Trustees**

As explained more fully in the Trustees' responsibilities statement set out in this report, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations or have no realistic alternative but to do so.

## **Auditor's responsibilities for the audit of the financial statements**

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mr S Brownsmith FCA  
Senior Statutory Auditor  
For and on behalf of Dux Advisory Ltd, Statutory Auditor  
Kennel Club House  
Gatehouse Way  
Aylesbury  
Buckinghamshire, HP19 8DB



August 2025

Dux Advisory is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.



**CHILTERN'S NEURO CENTRE LTD.**  
**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

	Notes	Unrestricted Funds £	Restricted Funds £	31.12.2024 Total funds £	31.12.2023 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>	3	559,729	587,310	1,147,039	811,047
Donations and legacies					
<b>Charitable activities</b>	6	66,996	0	66,996	66,996
Provision of treatments, care and support for people with MS, Parkinson's & Stroke	4	197,837	0	197,837	165,443
Other trading activities	5	9,231	0	9,231	1,959
Investment income					
		<u>833,793</u>	<u>587,310</u>	<u>1,421,103</u>	<u>1,045,445</u>
<b>Total</b>					
 <b>EXPENDITURE ON</b>					
Raising funds	7	292,353	0	292,353	261,408
<b>Charitable activities</b>	8	667,509	317,431	984,939	934,762
Provision of treatments, care and support for people with MS, Parkinson's & Stroke					
		<u>959,862</u>	<u>317,431</u>	<u>1,277,292</u>	<u>1,196,170</u>
<b>Total</b>					
 <b>NET INCOME/(EXPENDITURE)</b>		(126,069)	269,879	143,811	(150,725)
 <b>Transfers between funds</b>	23	44,940	(44,940)	0	0
		<u>(81,128)</u>	<u>224,939</u>	<u>143,811</u>	<u>(150,725)</u>
<b>Net movement in funds</b>					
 <b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		2,531,324	130,002	2,661,326	2,812,051
<b>TOTAL FUNDS CARRIED FORWARD</b>	23	<u>2,450,196</u>	<u>354,941</u>	<u>2,805,137</u>	<u>2,661,326</u>

The notes on pages 29-43 form part of these financial statements

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure has arisen from continuing activities.

**CHILTERNES NEURO CENTRE LTD.**  
**CONSOLIDATED BALANCE SHEET**  
**AT 31 DECEMBER 2024**

**(REGISTERED NUMBER: 02294557)**

	Notes	Group		Charity	
		31.12.2024	31.12.2023	31.12.2024	31.12.2023
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	14	2,372,677	2,405,276	2,372,677	2,405,276
Investments	15	0	1,999	100	2,099
		<u>2,372,677</u>	<u>2,407,275</u>	<u>2,372,777</u>	<u>2,407,375</u>
<b>CURRENT ASSETS</b>					
Stocks	16	2,144	4,436	2,144	4,436
Debtors	17	102,991	43,363	126,394	148,223
Cash at bank		497,254	373,904	454,201	268,541
		<u>602,389</u>	<u>421,703</u>	<u>582,739</u>	<u>421,200</u>
<b>CREDITORS</b>					
Amounts falling due within one year	18	(74,144)	(57,881)	(55,261)	(57,800)
		<u>528,245</u>	<u>363,822</u>	<u>527,478</u>	<u>363,400</u>
<b>NET CURRENT ASSETS</b>					
		<u>2,900,922</u>	<u>2,771,097</u>	<u>2,900,255</u>	<u>2,770,776</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
<b>CREDITORS</b>					
Amounts falling due after more than one year	19	(95,796)	(109,774)	(95,796)	(109,774)
		<u>2,805,126</u>	<u>2,661,323</u>	<u>2,804,459</u>	<u>2,661,002</u>
<b>NET ASSETS</b>					
<b>FUNDS</b>					
	23				
PRIOR YEAR RETAINED EARNINGS		322			
SETTLEMENT OF PRIOR YEAR RE BY GIFT AID		0			
Capital		0	0	0	0
Unrestricted		2,440,196	2,531,324	2,439,527	2,531,000
Restricted		364,943	130,002	364,943	130,002
		<u>2,805,139</u>	<u>2,661,326</u>	<u>2,804,471</u>	<u>2,661,002</u>

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

and were



Liz Lawrence-Blake  
Trustee



Karen Cross  
Trustee

The notes on pages 29 to 44 form part of these financial statements.

**CHILTERNNS NEURO CENTRE LTD.**  
**CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

	Notes	31.12.2024 £	31.12.2023 £
<b>Cash flows from operating activities:</b>			
Cash generated from operations	1	193,595	(83,330)
Interest paid		(8,592)	(8,762)
<b>Net cash provided by / (used in) operating activities</b>		<u>185,003</u>	<u>(92,092)</u>
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		(58,532)	(34,643)
Interest received		9,231	1,959
<b>Net cash provided by / (used in) investing activities</b>		<u>(49,301)</u>	<u>(32,684)</u>
<b>Cash flows from financing activities:</b>			
Loan repayments in year		(12,355)	(11,775)
<b>Net cash provided by / (used in) financing activities</b>		<u>(12,355)</u>	<u>(11,775)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		123,347	(136,550)
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>373,907</u>	<u>510,457</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>497,254</u></u>	<u><u>373,907</u></u>

The notes on pages 29-43 form part of these financial statements

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**1 RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.12.2024	31.12.2023
	£	£
<b>Net income/(expenditure) for the reporting period (as per the consolidated statement of financial activities)</b>	143,811	(150,725)
Donated professional services and donated facilities are		
<b>Adjustments for:</b>		
Depreciation charges	91,130	81,896
Interest received	(9,231)	(1,959)
Interest paid	8,593	8,762
(Increase)/decrease in stocks	2,292	(1,948)
(Increase)/decrease in debtors	(59,628)	(19,521)
Increase/(decrease) in current creditors excluding bank loans and overdrafts	16,628	165
Net cash provided by / (used in) operating activities	<u>193,595</u>	<u>(83,330)</u>

**2 ANALYSIS OF CHANGES IN NET DEBT**

	At 01.01.2024	Cash Flows	Other non cash changes	At 31.12.2024
	£	£	£	£
Cash	373,907	123,347		497,254
Loans falling due within one year	(5,694)		(1,623)	(7,317)
Loans falling due after more than one year	(109,774)	12,356	1,623	(95,795)
	<u>258,439</u>	<u>135,703</u>	<u>0</u>	<u>394,142</u>

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**1 STATUTORY INFORMATION**

Chilterns Neuro Centre Ltd. is a private company limited by guarantee incorporated in England and Wales. The registered office is Oakwood Close, Wendover, Aylesbury, Buckinghamshire HP22 5LX.

The presentation currency of the financial statements is the Pound Sterling (£) and the financial statements are rounded to the nearest £.

**2 ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued in October 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', and the Companies Act 2006.

Chilterns MS Centre Ltd. meets the definition of a public benefit entity under FRS102. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

At the date of approving these financial statements the trustees believe the charity has sufficient resources to ensure continued operational existence for the foreseeable future. The financial statements have therefore been prepared on the basis that the charity is a going concern.

**Preparation of consolidated financial statements**

The consolidated financial statements incorporate those of the Chilterns MS Centre and its wholly owned subsidiary Oakwood Wellbeing Limited on a line by line basis. Details of the subsidiary results are given in note 15. As permitted by section 408 of the Companies Act 2006, the SOFA of the parent company is not presented as part of these financial statements.

**Income**

Governance costs include those related to the cost of governance of the charity and its assets and are primarily associated with the compliance with constitutional and statutory requirements.

Recognition of income from donations will be deferred if the donor has specified the donation must be spent in a future accounting period(s) or if certain conditions have been imposed which must be met before the charity has unconditional entitlement. The gift aid associated with a donation is recognised when the donation is received by the charity. Gifts in kind are included at valuation at the time of the gift.

Subscription income is recognised in the year to which it relates and deferred in so much as it relates to a subsequent period.

The charity receives grants from Integrated Care Boards which are accrued in accordance with calculations based on monthly clinical activity data provided.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the estate that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. The charity was notified of a legacy for £100,000 during 2023, but due to probate delays and now estate asset liquidation the charity are not expecting to receive these funds until well in to 2026 at the earliest.

**2 ACCOUNTING POLICIES - continued**

**Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS102), the general volunteer time of the charity's volunteers is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain the services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**Expenditure**

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

**Raising funds**

Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

**Charitable activities**

The costs of charitable activities are those directly incurred in support of the charity's objectives and include the costs of running the building owned and used by the charity.

**Governance costs**

Governance costs include those related to the cost of governance of the charity and its assets and are primarily associated with the compliance with constitutional and statutory requirements.

**Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**2 ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

Tangible assets are stated at cost less accumulated depreciation. The cost of minor additions or those below £500 are not capitalised. Depreciation is provided at the following annual rates in order to write off the cost of each asset, less estimated residual value, over its estimated useful life.

Freehold property	- 2% straight line (50 years)
Plant and machinery etc.	- 10%/33.3% straight line (3 to 10 years)
Main pool	- 6.67% straight line (15 years)
Pool refurbishment	-13.3% straight line (7.5 years, or to the end of life of the main pool if shorter)
Oxygen chamber	- 4% straight line (25 years)

**Stocks**

Stocks are valued at the lower of cost and net realisable value on a FIFO basis after making due allowance for obsolete and slow moving items.

**Taxation**

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

**Fund accounting**

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

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

Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

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

**Leasing commitments**

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

**Pension costs and other post-retirement benefits**

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

**Cash and cash equivalents**

Cash and cash equivalents include cash in hand and deposits held on call with the charity's banks.

**CHILTERN NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**2 ACCOUNTING POLICIES - continued**

**Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments. The trustees are of the opinion that the charity does not currently have any Financial Instruments falling within the definition of Section 12 of FRS 102.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

*Basic financial assets*

Basic financial assets, which include debtors and cash and cash equivalents, are initially measured at transaction price including costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

*Basic financial liabilities*

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method. Financial liabilities classified as payable within one year are not amortised.

*Derecognition of financial liabilities*

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**Critical accounting estimates and judgements**

There have been no judgements made by the trustees in applying the accounting policies which have had a significant effect on the amounts recognised in the financial statements.

There have been no assumptions concerning the future, and other key sources of estimation uncertainty at the year end that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

**3 DONATIONS AND LEGACIES**

	Unrestricted Funds £	Restricted Funds £	31.12.2024 Total £	31.12.2023 Total £
Donations from members	103,515	0	103,515	113,778
Gift aid	40,850	0	40,850	49,372
Other donations and legacies	126,289	3,000	129,289	101,497
Fundraising and collections	289,075	584,310	873,385	546,400
	<u>559,729</u>	<u>587,310</u>	<u>1,147,039</u>	<u>811,047</u>

Other donations and legacies include £13,840 (2023: £17,549) being the value of goods and services donated to the charity during the year.

**CHILTERNERS NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**4 OTHER TRADING ACTIVITIES**

	31.12.2024	31.12.2023
	£	£
Sales	71,020	50,122
Membership subscriptions	20,955	18,199
Outside usage	105,862	97,122
	<u>197,837</u>	<u>165,443</u>

**5 INVESTMENT INCOME**

	31.12.2024	31.12.2023
	£	£
Bank interest receivable	<u>9,231</u>	<u>1,959</u>

**6 INCOME FROM CHARITABLE ACTIVITIES**

	31.12.2024	31.12.2023
	£	£
Provision of treatments, care and support for people with MS, Parkinson's and stroke	<u>66,996</u>	<u>66,996</u>
Contributions from Clinical Commissioning Groups	<u>66,996</u>	<u>66,996</u>

**7 RAISING FUNDS**

**Raising donations, legacies and outside usage**

	31.12.2024	31.12.2023
	£	£
Staff costs	260,509	237,257
Fundraising Events	15,594	14,044
Sundries	3,721	1,679
Travel & subsistence	0	74
Cost of goods sold	12,529	8,354
Interest payment to parent	0	0
Giftaid payment to parent	0	0
Service fee paid to parent	0	0
	<u>292,353</u>	<u>261,408</u>

**CHILTERN'S NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**8 CHARITABLE ACTIVITIES COSTS**

	Direct costs	Support costs (See note 9)	Totals
	£	£	£
Provision of treatments, care and support for people with MS, Parkinson's and stroke	<u>765,419</u>	<u>219,520</u>	<u>984,939</u>
2023 comparatives	<u>720,669</u>	<u>214,093</u>	<u>934,762</u>

**9 SUPPORT COSTS**

	Management	Information technology	Human resources	Governance costs	Totals
	£	£	£	£	£
Provision of treatments, care and support for people with MS, Parkinson's and stroke	<u>185,507</u>	<u>23,113</u>	<u>2,092</u>	<u>8,808</u>	<u>219,520</u>

Support costs, included in the above, are as follows:

	31.12.2024	31.12.2023
	£	£
Support Salaries	157,114	157,311
Social security	10,434	10,433
Pensions	4,488	3,459
Postage, printing and stationery	7,752	5,927
Travel	11	283
Sundries	5,708	11,299
IT costs	23,113	17,946
HR costs	2,092	2,397
Auditors' remuneration	<u>8,808</u>	<u>5,038</u>
	<u>219,520</u>	<u>214,093</u>

**10 NET INCOME/(EXPENDITURE)**

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

	31.12.2024	31.12.2023
	£	£
Auditors' remuneration	8,808	5,038
Depreciation - owned assets	91,130	81,896
Hire of plant and machinery	<u>5,004</u>	<u>1,240</u>

**CHILTERN NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**11 TRUSTEES' REMUNERATION AND BENEFITS**

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

**Trustees' expenses**

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

**12 STAFF COSTS**

	31.12.2024	31.12.2023
	£	£
Wages and salaries	817,686	720,147
Social security costs	64,585	59,468
Other pension costs	20,953	19,312
	<u>903,224</u>	<u>798,927</u>

	31.12.2024	31.12.2023
Therapy staff	18	18
Fundraising staff	7	6
Facilities staff	2	2
Administrative staff	4	3
	<u>31</u>	<u>29</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.12.2024	31.12.2023
£60,001 - £70,000	<u>3</u>	<u>1</u>

**13 2023 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted £	Restricted £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	466,141	344,906	811,047
<b>Charitable activities</b>			
Contributions from <b>The Integrated Care Board</b>			66,996
Other trading activities	165,443	0	165,443
Investment income	1,959	0	1,959
<b>Total</b>	<u>700,539</u>	<u>344,906</u>	<u>1,045,445</u>

**CHILTERN'S NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**13 2023 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
<b>EXPENDITURE ON</b>			
Raising funds	238,055	0	238,055
<b>Charitable activities</b>			
Provision of treatments, care and support for people with MS, Parkinson's and stroke	592,521	151,253	743,774
<b>Total</b>	<u>830,576</u>	<u>151,253</u>	<u>981,829</u>
<b>NET INCOME/(EXPENDITURE)</b>	(135,328)	(6,303)	(141,631)
<b>Transfers between funds</b>	13,533	(13,533)	0
<b>Governance costs include those related to the cost of gover</b>	<u>(121,795)</u>	<u>(19,836)</u>	<u>(141,631)</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	2,910,672	43,010	2,953,682
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>2,788,877</u></u>	<u><u>23,174</u></u>	<u><u>2,812,051</u></u>

**14 TANGIBLE FIXED ASSETS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

	Freehold property	Fixtures and fittings	Totals
	£	£	£
<b>COST</b>			
At 1 January 2024	2,468,960	700,374	3,169,334
Additions	0	58,532	58,532
Disposals	0	0	0
At 31 December 2024	<u>2,468,960</u>	<u>758,906</u>	<u>3,227,866</u>
<b>T</b>			
<b>DEPRECIATION</b>			
At 1 January 2024	278,279	485,779	764,058
Charge for year	25,123	66,008	91,130
Disposals	0	0	0
At 31 December 2024	<u>303,402</u>	<u>551,787</u>	<u>855,188</u>
<b>NET BOOK VALUE</b>			
At 31 December 2024	<u><u>2,165,558</u></u>	<u><u>207,119</u></u>	<u><u>2,372,677</u></u>
At 31 December 2023	<u><u>2,190,681</u></u>	<u><u>214,595</u></u>	<u><u>2,405,276</u></u>

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**15 FIXED ASSET INVESTMENTS**

	Group		Charity	
	31.12.2024	31.12.2023	31.12.2024	31.12.2023
	£	£	£	£
<b>MARKET VALUE</b>				
Unlisted investment in subsidiary companies.	0	0	100	100
Other unlisted investments	0	1,999	0	1,999
	<u>0</u>	<u>1,999</u>	<u>100</u>	<u>2,099</u>

Other unlisted investments comprised of a donated set of 4 commemorative platinum coins listed at their purchase price, these were disposed of during the year for a nominal amount.

Unlisted investment in subsidiary companies.

The charity holds 100 shares of £1 each in its wholly owned trading subsidiary company Oakwood Wellbeing Limited which was incorporated in the United Kingdom on 7 September 2016 (registration number 10363280). Profits from the subsidiary are paid to the charity under the gift aid payment scheme. A summary of the financial performance of the subsidiary for the period 1 January to 31 December 2024 (1 January to 31 December 2023) is:-

	31.12.2024	31.12.2023
	£	£
Income	105,862	97,122
Less direct operating expenditure	(16,321)	(10,999)
Less service charge from parent charity	(32,892)	(22,000)
Net profit	<u>56,649</u>	<u>64,123</u>
Total equity brought forward	220	167
Profit for the financial year	56,649	64,123
Amount gift aided to the charity - prior year profits	0	(70)
Amount gift aided to the charity - current year profits	(56,300)	(64,000)
Total equity carried forward	<u>569</u>	<u>220</u>

The net contribution Oakwood Wellbeing Limited made to the parent charity in the year was £89,192 (2023: £86,000) being the total of the service charge and gift aided profit.

**16 STOCKS**

	Group		Charity	
	31.12.2024	31.12.2023	31.12.2024	31.12.2023
	£	£	£	£
Stocks	<u>2,144</u>	<u>4,436</u>	<u>2,144</u>	<u>4,436</u>

**17 DEBTORS**

	Group		Charity	
	31.12.2024	31.12.2023	31.12.2024	31.12.2023
	£	£	£	£
Trade debtors	14,863	26,924	6,239	17,148
Prepayments and accrued income	88,126	16,439	88,128	16,439
Amounts owed by group undertakings	0	0	32,027	114,636
	<u>102,989</u>	<u>43,363</u>	<u>126,394</u>	<u>148,223</u>

**Funds received as agents**

During the year the charity received £26,006 (2023: £18,485) as an agent for exhibitors at its annual art exhibition. The exhibitors donated £10,004 (2023: £6,785) in total to the charity and the charity therefore paid the balance of £16,002 (2023: £11,700) to the exhibitors.

**CHILTERNENEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**18 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	Group		Charity	
	31.12.2024	31.12.2023	31.12.2024	31.12.2023
	£	£	£	£
Bank loans and overdrafts (see note 20)	7,317	5,694	7,317	5,694
Trade creditors	14,335	18,032	14,254	17,951
Social security and other taxes	26,451	20,353	26,451	20,353
Accruals and deferred income	26,029	13,802	7,227	13,802
	<u>74,132</u>	<u>57,881</u>	<u>55,249</u>	<u>57,800</u>

Deferred income amounting to £3,469 (2023: £12,833) at the balance sheet date comprises grants received with time related restrictions and membership income received in advance.

**19 CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	Group		Charity	
	31.12.2024	31.12.2023	31.12.2024	31.12.2023
	£	£	£	£
Bank loans (see note 20)	<u>95,796</u>	<u>109,774</u>	<u>95,796</u>	<u>109,774</u>

**20 LOANS**

An analysis of the maturity of loans is given below:

	Group		Charity	
	31.12.2024	31.12.2023	31.12.2024	31.12.2023
	£	£	£	£
Amounts falling due within one year on demand:				
Bank loans	<u>7,317</u>	<u>5,694</u>	<u>7,317</u>	<u>5,694</u>
Amounts falling due between two and five years:				
Bank loans - 2-5 years	<u>38,024</u>	<u>29,780</u>	<u>38,024</u>	<u>29,780</u>
Amounts falling due in more than five years:				
Bank loans more than 5 years by instalments	<u>57,772</u>	<u>79,994</u>	<u>57,772</u>	<u>79,994</u>

**21 OPERATING LEASE COMMITMENTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

Minimum lease payments fall due as follows:

	31.12.2024	31.12.2023
	£	£
Other operating leases		
Expiring:		
between two and five years	<u>106,849</u>	<u>930</u>
	<u>106,849</u>	<u>930</u>

**CHILTERN NEURO CENTRE LTD.****NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 DECEMBER 2024****22 SECURED DEBTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

The following secured debts are included within creditors:

31.12.2024	31.12.2023
£	£
<u>103,113</u>	<u>115,468</u>

The bank loan is secured by two legal charges, the first being over the freehold property of the charity and all associated assets. The charity entered into a bank loan agreement for £475,000 in 2012 so as to finance its new building. This loan was restructured in 2012 at a value of £216,736 and is repayable over a period of 15 years commencing January 2015 at an interest rate of 2.75% above base rate. The trustees believe that the charity will receive sufficient donations to be able to repay this loan in line with its terms. The second legal charge is fixed and floating over the charity and all its assets present and future.

**23 MOVEMENT IN FUNDS**

<b>Unrestricted funds</b>	At 01.01.2024	Income	Expenditure	Transfers	At 31.12.2024
	£	£	£	£	£
Group - General fund	<u>2,531,324</u>	<u>833,793</u>	<u>(959,861)</u>	<u>44,940</u>	<u>2,450,196</u>
Charity - General fund	<u>2,531,000</u>	<u>816,331</u>	<u>(942,748)</u>	<u>44,940</u>	<u>2,449,523</u>

**Restricted funds - Charity (also comprising that of the Group)**

	At 01.01.2024	Income	Expenditure	Transfers	At 31.12.2024
	£	£	£	£	£
Reception & Garden Furniture	1,567	0	0	0	1,567
Physiotherapy Equipment	17,344	14,125	0	(31,125)	344
Owens building infrastructure Fund	3,815	0	0	(3,815)	(0)
Occupational Therapy Fund	0	3,000	(2,054)	0	946
Hardship Fund	150	0	(150)	0	0
Allergan Fund	5,192	(0)	0	0	5,192
Aims2Cure Pilates Fund	2,844	14,400	(6,796)	0	10,448
Rothschild Wellbeing Fund	0	45,000	(31,093)	0	13,907
Leisure Group Fund	134	(0)	(0)	0	134
Physio salaries	12,439	112,601	(122,041)	0	2,999
Oxygen	1,517	5,500	(5,297)	0	1,720
National Lottery	75,000	150,000	(150,000)	0	75,000
St James	10,000	0	0	(10,000)	0
The Edward Gostling Fund	0	230,000	0	0	230,000
Ernest Hecht Fund	0	12,684	0	0	12,684
	<u>130,002</u>	<u>587,310</u>	<u>(317,431)</u>	<u>(44,940)</u>	<u>354,941</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,661,326</u>	<u>1,421,103</u>	<u>(1,277,292)</u>	<u>0</u>	<u>2,805,137</u>
	<u>2,661,002</u>	<u>1,403,641</u>	<u>(1,260,178)</u>	<u>0</u>	<u>2,804,471</u>

The transfer between funds reflects expenditure on capital items in accordance with the terms of the fund.

**CHILTERN NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**23 MOVEMENT IN FUNDS - COMPARATIVES**

	At 01.01.2023	Income	Expenditure	Transfers	At 31.12.2023	
	£	£	£	£	£	
<b>Unrestricted funds</b>						
	<u>2,788,877</u>	<u>700,539</u>	<u>(966,759)</u>	<u>8,667</u>	<u>2,531,324</u>	
Charity - General fund	<u>2,788,613</u>	<u>689,487</u>	<u>(955,771)</u>	<u>8,667</u>	<u>2,531,000</u>	
<b>Restricted funds</b>						
Reception & Garden Furniture	1,567	0	0	0	1,567	
Physiotherapy Equipment	687	17,000	(343)	0	17,344	
Owens building infrastructure Fund	3,815	0	0	0	3,815	
Hardship Fund	200	0	(50)	0	150	
Oxygen	6,373	3,500	(8,358)	0	1,517	
Pool Uv Filters	0	8,667	0	(8,667)	0	
National Lottery Community Fund	0	150,000	(75,000)	0	75,000	
Physio Salaries	0	106,939	(94,500)	0	12,439	
Allergan Fund	9,886	0	(4,693)	0	5,192	
Aims2Cure Pilates Fund	0	10,800	(7,956)	0	2,844	
Rothchilds Wellbeing fund	0	25,000	(25,000)	0	0	
Hobson Charity	0	10,000	(10,000)	0	0	
Leisure / Therapy Group	646	0	(512)	0	134	
St James'	0	13,000	(3,000)	0	10,000	
	<u>23,174</u>	<u>344,906</u>	<u>(229,412)</u>	<u>(8,667)</u>	<u>130,002</u>	#
<b>GROUP - TOTAL FUNDS</b>	<u>2,812,051</u>	<u>1,045,445</u>	<u>(1,196,171)</u>	<u>0</u>	<u>2,661,326</u>	
<b>CHARITY - TOTAL FUNDS</b>	<u>2,811,787</u>	<u>1,034,393</u>	<u>(1,185,183)</u>	<u>0</u>	<u>2,661,002</u>	

The Reception & Garden Furniture Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the refit of the Centre reception area.

The Physiotherapy Equipment Fund relates to donations received by the charity where they wish for the funds to be applied towards the purchase of physiotherapy equipment.

The Occupational Therapy Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on Occupational therapy services.

The Hardship Fund relates to a donation received by the charity where the donor has agreed to support members unable to pay membership fees through financial hardship.

The Allergan Fund relates to a donation received by the charity where the donor has stated they wish for the donation to be spent on fundraising costs.

**CHILTERNNS NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**23 MOVEMENT IN FUNDS (CONTINUED)**

The National Lottery Community Fund relates to donations received by the charity where the donor has stated they wish for the donations to be spent on the provision of physiotherapy services.

The Rothschild Wellbeing Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of wellbeing activities.

The Leisure Group Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on therapeutic leisure group activities.

The Physiotherapy Salaries Fund relates to donations received by the charity where the donors stated that the funds should be used to fund the provision of physiotherapy.

The Oxygen Supplies Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the operational costs of the oxygen chamber.

The St James Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spend on counselling.

The Edward Gostling Fund is an endowment fund that has been granted to meet operating costs of charitable activities should free reserves fall below 3 months of operational expenditure.

The Ernest Hecht Fund relates to donations received by the charity where the donor has stated they wish for the donations to be spent on the provision of physiotherapy services.

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**24a ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS**

	Unrestricted funds	Restricted funds	
	£	£	£
Tangible fixed assets	2,372,677	0	2,372,677
Fixed asset investment	0	0	0
Current Assets	247,446	354,943	602,389
Creditors falling due within one year	(74,132)	0	(74,132)
Creditors falling due after more than one year	(95,796)	0	(95,796)
	<u>2,450,195</u>	<u>354,943</u>	<u>2,805,139</u>

**24b ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS (PRIOR YEAR)**

	Unrestricted funds	Restricted funds	31 December 2023 Total
	£	£	£
Fixed asset investment	2,452,529	0	2,452,529
Current Assets	1,999	0	1,999
Creditors falling due within one year	513,613	130,002	643,615
Creditors falling due after more than one year	(61,897)	0	(61,897)
	<u>(117,367)</u>	<u>0</u>	<u>(117,367)</u>
	<u>2,788,877</u>	<u>130,002</u>	<u>2,918,879</u>

**24 PENSION COMMITMENTS**

During the year the charity contributed a total of £21,316 (2023: £19,312) to defined contribution schemes. This cost has been charged as an expense and analysed across activities in accordance with the allocation of the related employee salaries. At 31 December 2024, based on the employee salaries at the time, there was an annualised commitment of £22,830 (2022: £20,083).

**25 RELATED PARTY DISCLOSURES**

The total employee benefits of the key management personnel of the Group and Charity were £303,226 (2023: £313,208). Key management personnel comprise the chief Executive officer together with the senior leadership team.

The charitable company has one subsidiary, Oakwood Wellbeing Limited as detailed in note 15 above. During the year, this subsidiary made payments under the gift aid payment scheme to the charitable company of £56,300 (2022: £64,000).

**26 ULTIMATE CONTROLLING PARTY**

Chilternes Neuro Centre Ltd. is an incorporated charity under the control of the trustees collectively.

**27 COMPANY LIMITED BY GUARANTEE**

The liability of each member is limited to £10 by guarantee.



Chilterns Neuro Centre Ltd.

Oakwood Close, Wendover, Buckinghamshire HP22 5LX

01296 696133 | [info@chilternsneurocentre.org](mailto:info@chilternsneurocentre.org)

[www.chilternsneurocentre.org](http://www.chilternsneurocentre.org)

Registered charity no: 800853 | Registered company no: 02294557

**Chilterns Neuro Centre Ltd**

England & Wales - Charity number 800853

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# Accounts

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# ANNUAL REPORT 2023



Registered Company Number:  
02294557 (England & Wales)  
Registered Charity Number:  
800853

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**The Centre has given me so much support  
and the therapies and treatments on offer  
have helped me get my life back.**

**Karen Harris  
Centre Member**

”

# Welcome to the Chilterns Neuro Centre

## Report of the Trustees for the Year Ended

### 31 December 2023

I am so proud to be the Chair of a charity which has embraced so much change in the last 5 years and come out thriving and stronger than ever.

Not only did we adapt and change throughout Covid, but we also then put a pilot together to expand our services to other neuro conditions. After a successful pilot, we went live in 2023 with changing from a single condition charity to providing services to Parkinson's and Stroke members, as well as MS. This has been a great success, and I joined an exercise group for Parkinson's in March 2024 with Parkinson's members who are delighted to be benefiting from the wide range of services we provide. All these changes were huge and none of them could have happened without the hard work and dedication of our clinical team.

During 2023, we also changed our name to the Chilterns Neuro Centre (the Centre) – which was to reflect the addition of other neurological conditions being treated at the Centre.

We have rebranded with a modern new logo and our corporate colours now include a vibrant pink that really stands out in the crowds at Fundraising events.

This was a huge change and could not have been done without the support of the fundraising and communications team and the committee of trustees who ensured this occurred on time and in budget.

The financial result for 2023 reflected the continuing difficult conditions for raising funds for most charities; however, despite this, we have achieved significant growth of over 20% in our fundraising income for the year which is an outstanding effort by our fundraising team.

We now have a level of operational resources close to pre-pandemic levels which will enable us to accommodate some growth in services for MS, Parkinson's and Stroke members.

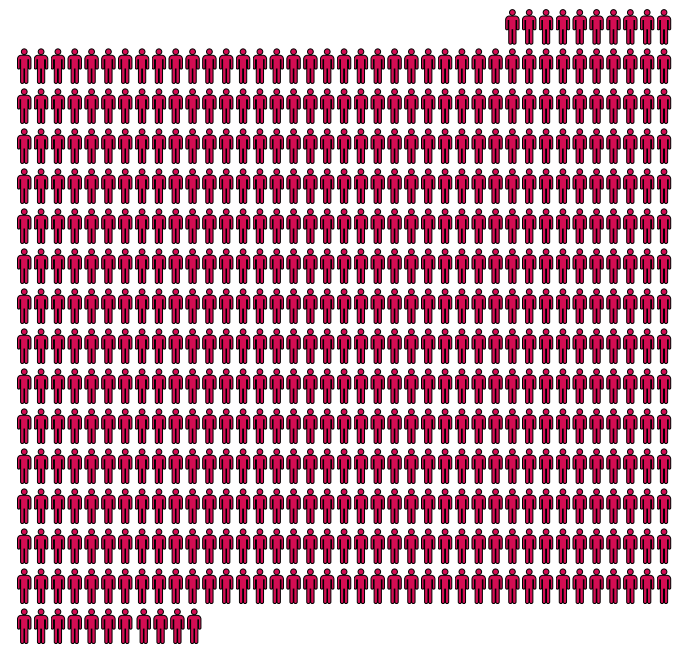
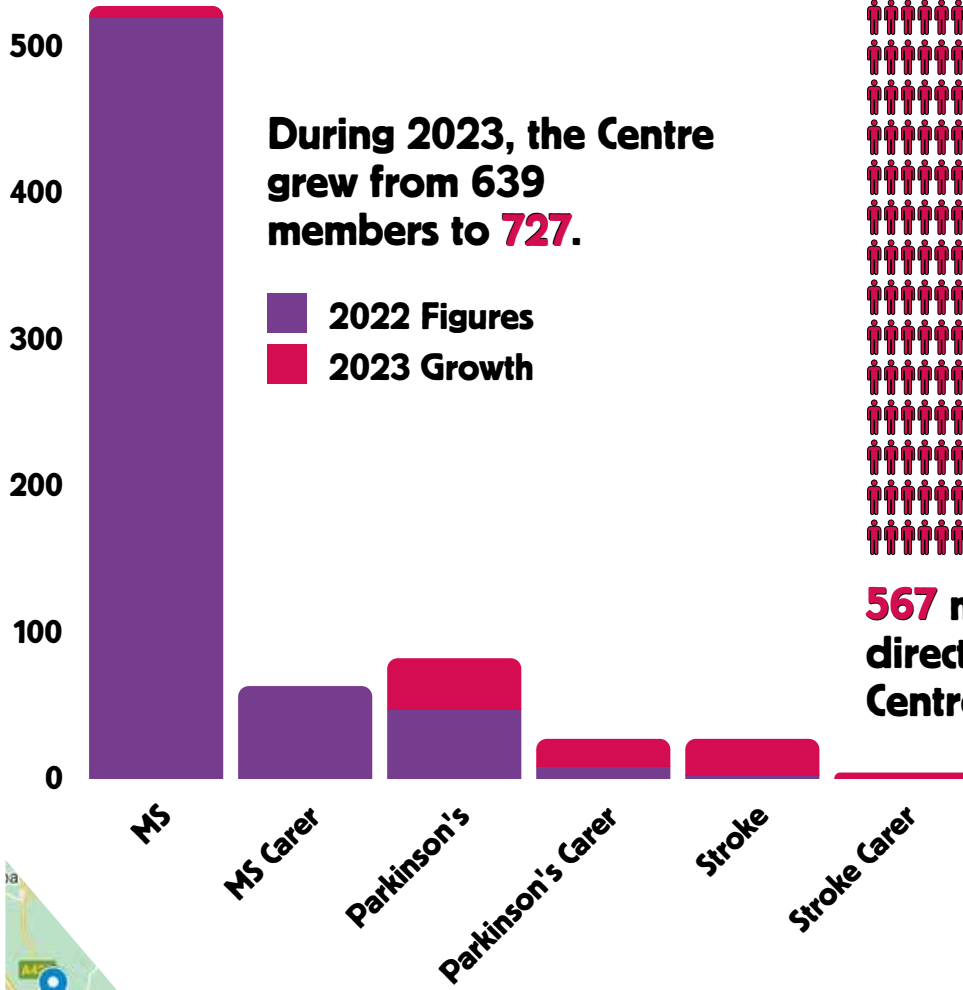
The Centre would not be able to survive without the contribution of volunteers at every level of the organisation. I am personally grateful to every one of them. We also are fortunate to have a dedicated and professional group of staff who are focused directly or indirectly on maintaining and improving the services offered by the Centre.

I have been Chair of the Charity for nearly a year (as I write this), having been a trustee for 6 years, and find the days that I am working at the Centre to be uplifting. It is an amazing charity that does so much for its members, and I thank all the volunteers and our employees personally for all that they do.

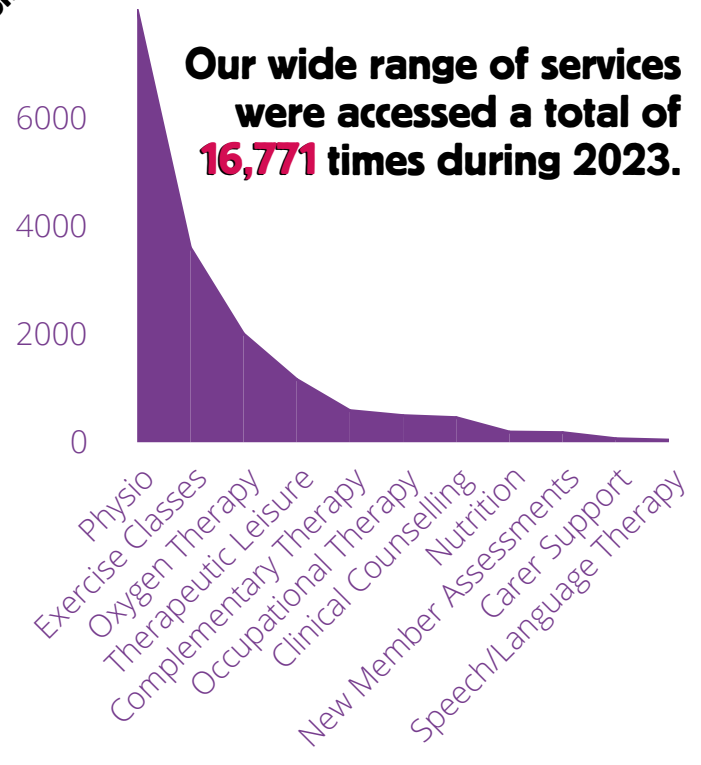
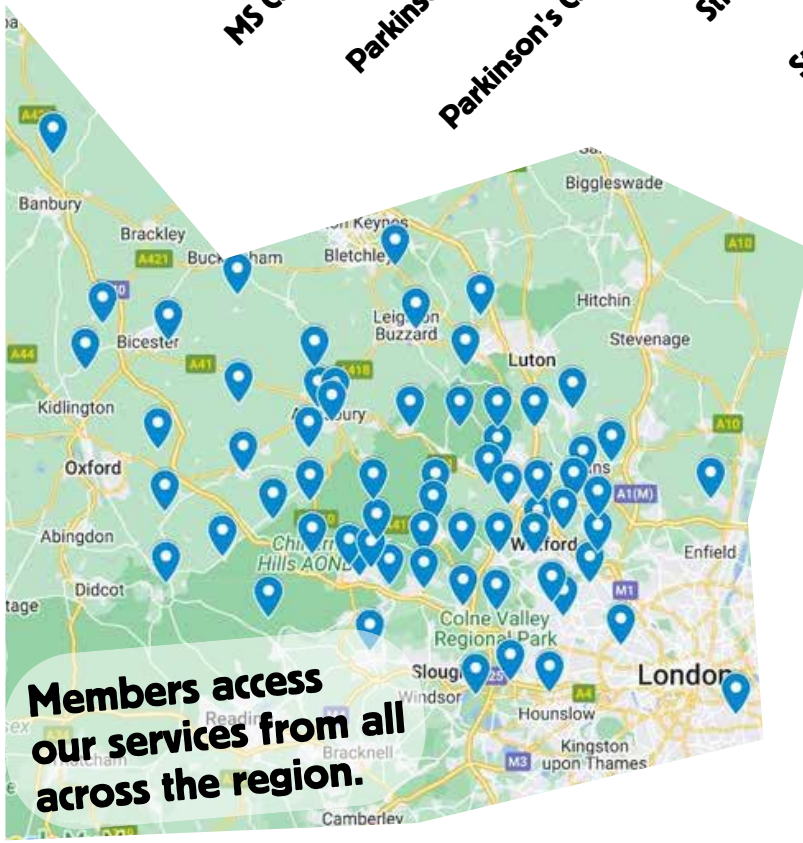
**Liz Lawrence-Blake**  
**Chair of Trustees**



# Member statistics 2023



**567** members received direct support from the Centre during 2023.



**“Thanks to the Centre, I am able to be part of a community, and able to access five star treatment with amazing understanding staff” - Centre Member**

# Report of the Trustees: strategic report

## Finance

Having made a firm commitment at the end of 2022 to go live with the successful completion of our 2 pilot schemes offering services to both Parkinson’s and stroke members, the main goal for 2023 was to increase revenue and staff resources to pre-pandemic levels, to sustain the planned output of increased service delivery. In a difficult national landscape for fundraising, we managed to achieve an encouraging result of a 24% increase in income for the year.

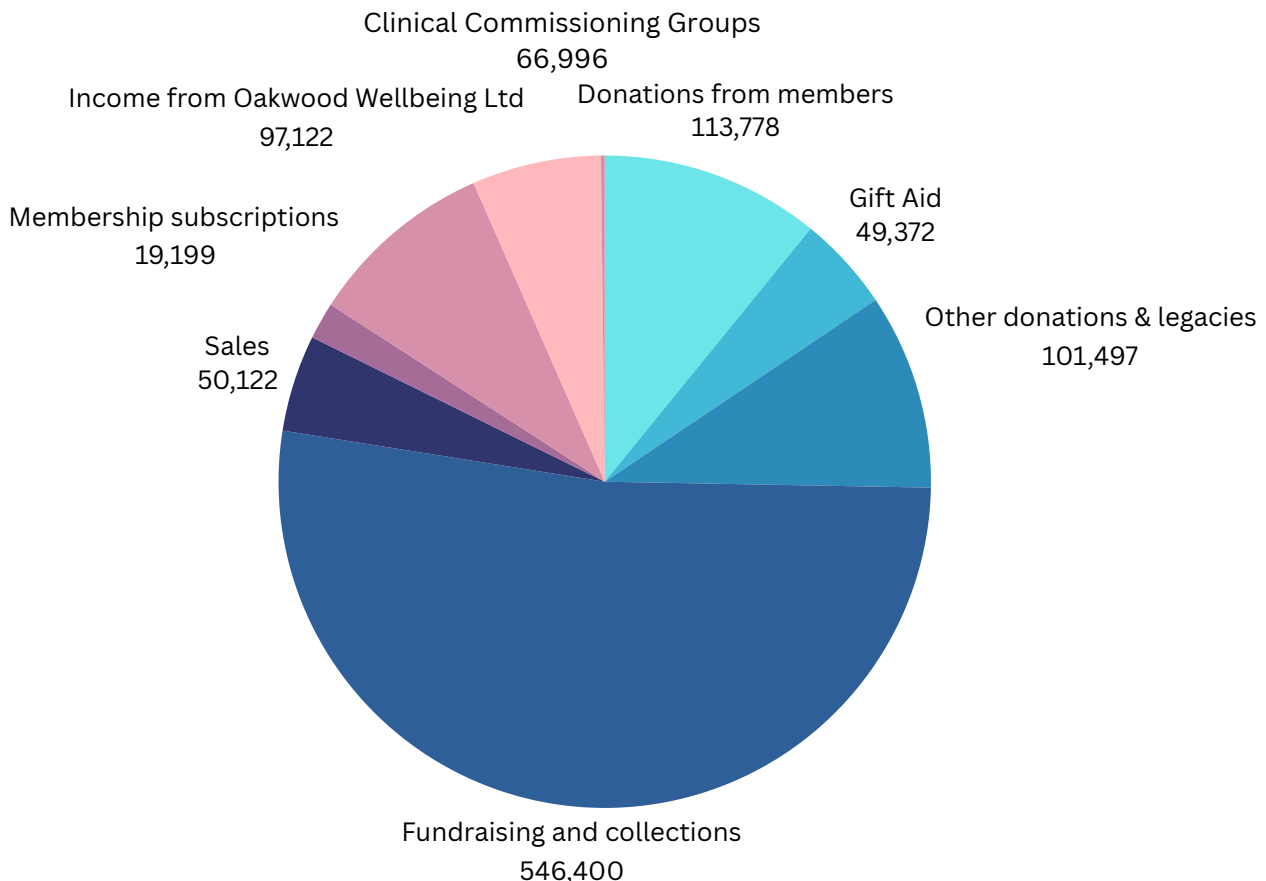
The financial result for the year was a deficit of £151k and a net cash outflow of £137k. The closing reserves position (net current assets) was £364k. The outcome is discussed in more detail in the financial report below, and the Trustees consider that the financial result is satisfactory.

## How we are supported

### Our income

The charity undertakes a broad range of fundraising activities including events and sponsorship, applications to grant making trusts, corporate, individual and community donations. All activities are in line with the Code of Fundraising Practice set by the Fundraising Regulator, of which the Centre is a member.

### Income chart



# How we are supported

## Fundraising

### Corporate

The generosity of our corporate supporters came to just over £46,000 in 2023; an 8% increase on 2022.

Our corporate support comes in a variety of way, from sponsorship of our events to donations and gift in kind contributions. We are also fortunate to have a number of regular 'Corporate Friends' who donate to the Centre each month.

2023 saw us sign a number of strategic multi-year corporate associations which benefit the Centre both financially and through directly contributing to our vision. These were Ashridge Home Care, Steering Developments and Hollister Incorporated.

**“At Ashridge Home Care, one of our values is to work with and support local charities and we continue to enjoy a corporate partnership with the Chilterns Neuro Centre. Over the last year, our team have taken part in various fundraising activities, however we have also been able to collaborate on significant work with family carers who rely on the Centre and deliver training especially in relation to dementia. We look forward to another year of working together and raising the profile of the fantastic work the Centre does.”**

**Louise Joslin  
Managing Director, Ashridge Home Care**

## Member donations and individual giving

All services are offered free of charge to members. However, many members and supporters kindly donate both time and money when they can. This makes a huge difference to our work.

We are actively trying to encourage more regular donations from members. Whilst we recognise that not everyone is in a position to do this themselves, we are also asking them to stimulate support and donations from their family, friends and contacts.

At present around 22% of members give a financial donation monthly, this is the same percentage as 2022 but we have a larger membership so there is an increase in number of gifts. However, the cost of living crisis has affected the size of gift so overall this income stream has not increased. In 2024 we hope to encourage more regular gifts whilst ensuring that everyone will still be able to get the treatment and support they need from us, even if they cannot make regular donations.

## Trusts

Grants income in 2023 totalled £370,006 made up of £331,906 for specific projects and £38,100 in unrestricted funding. Our thanks also go to all the other grant makers whose support we can acknowledge publicly:

1. Aims2Cure
2. Aston Clinton Charitable Foundation
3. Doris Field Charitable Trust
4. Ernest Hecht Charitable Foundation
5. Edward Gostling Foundation
6. King/Cullimore Charitable Trust
7. Kop Gill Climb Fund through Heart of Bucks
8. PF Charitable Trust
9. Shanly Foundation
10. The February Foundation
11. The Gosling Foundation
12. The Hobson Charity
13. The Souter Charitable Trust
14. The Stockwell-Cliffe Charitable Trust
15. The Julia Mary Wood Charitable Trust
16. The Lionel Abel-Smith Trust
17. The Puttenham Trust
18. The Spurrell Charitable Trust
19. William Harding's Charity

A grant was received from the National Lottery Community Fund to help fund our range of clinical services and treatments for three years from 2023-2025.



A Grant was received from the Thriving Communities Fund to support our members residing in Buckinghamshire. The Fund aims to provide financial support for Fairhive residents as well as local voluntary and community organisations.



Funding was received for the following projects:

- Oxygen Therapy (£3,500)
- Physiotherapy Programme (£106,939)
- Physiotherapy Equipment (£17,000)
- Clinical Services (£150,000)
- Gas and Electricity (£10,000)
- Pilates Programme (£10,800)
- Hydrotherapy Pool Cover (£8,667)
- Wellbeing Programme (£25,000)
- **Total (£331,906)**

## **Community and events**

We are seeing a strong growth in this income stream and it contributed £123,000 to the Centre; a 26% uplift on 2022. This was made up of some of our well-established regular events including our largest fundraiser of the year; the Pop Up Art Weekend which had a record breaking year bringing in just under £21,000. Other very well attended events were Run Prestwood, our Golf Day and Astonbury Festival. In addition, there were so many supporters doing their own events for the Centre; from sponsored walks, band nights and our incredible marathon runner! We believe there is still room for growth here and will continue to focus on our community work in 2024.

## **Legacy and in-memory**

Every year the Centre receives a number of gifts which are either left in people's Wills or are donated in memory of someone to whom the Centre has been important. These gifts totalled £19,000 in 2023 which is a huge contribution to the Centre. We also raised the profile of legacy giving in 2023 and have been made aware of a number of legacy pledgers to our charity, for which we are immensely grateful. In 2024 we hope to continue to raise the profile of legacy giving more as this is a wonderful way of supporting the Centre and helping to ensure that it will be here for generations to come.

## **Oakwood Wellbeing Ltd**

Oakwood Wellbeing Limited (OWL), a wholly-owned subsidiary of the Chilterns Neuro Centre, was set up in 2016 to generate income for the Centre from its main resources: the premises, specialist equipment and staff. OWL operates on a commercial basis, outside the Centre's busiest hours with all profits gifted free of tax to the charity. The refurbished Hydro pool and specialist clinical treatment rooms are hired out to external companies which has enabled us to raise £86,000 for the charity in 2023.



# Our volunteers

We simply would not be able to run the Chilterns Neuro Centre without the incredible team of volunteers we have supporting us and giving up their time so generously.

We have a team of about 86 regular volunteers who, between them, contribute over 10,000 hours every year.

From working behind reception to serving in the cafe, from running the oxygen therapy service to supporting the fundraising and communications team, volunteers are crucial to the running of the Centre.

Our volunteers embody the spirit of community and compassion that defines the Chilterns Neuro Centre. Their dedication goes beyond expectation and they inspire us all with their selflessness and unwavering commitment to making a positive impact on the lives of those affected by MS, Parkinson's and strokes."

Cathy Garner  
Volunteer Coordinator at the Centre

**Many thanks to all our lovely volunteers for your wonderful loyalty to our charity and those who we support.**



"I enjoy a sense of doing something worthwhile by giving something that others will benefit from and enjoy having a good time while they are at the Centre."

Chas Burton  
Centre Volunteer

"I am proud to be part of the Centre and have developed so much as a person through my role and the people I have met. Volunteering at the Centre has enriched my life."

Lisa Tervit  
Centre Volunteer



# Clinical

The charity has continued to provide a broad range of clinical services to support members in their physical and mental wellbeing. We follow NICE guidelines and our ethos is to assist members in effective self-management of their conditions. We also recognise the importance of supporting our carer members and have helped them with practical advice, social events and yoga workshops.

We are very fortunate to have physiotherapy, hydrotherapy, occupational therapy, acupuncture, clinical counselling, dietetics, speech and language therapy and massage clinicians, all of whom provide a high level of specialist neurological expertise. Members benefit from their input and are seen in either 1:1 or small group settings. Hyperbaric oxygen therapy continues to be popular with our members and we are extremely grateful to our skilled team of volunteers that operate this service.

It is well recognised that movement and regular exercise are important components of effectively managing neurological conditions. We have therefore held daily exercise classes, both in-person and via Zoom, catering for members with a range of abilities. We have also been able to continue our popular weekly yoga and pilates sessions.

We have been pleased to see our social and therapeutic leisure groups' activities thriving throughout the year. Thanks to the support of our amazing volunteers, we have been able to run regular art groups, Boccia games, gardening and craft sessions, a singing group and a book club. We have been able to expand many of these as we've welcomed new members and demand has increased.

We have now extended all of the above services to Parkinson's and stroke members alongside our MS members, whilst making changes to our referral process and fostering new relations with local specialist nurses and patient support groups. Staff training and professional development have also been key to the success of this stage and will continue as we expand to include a broader range of neurological conditions.

# Becoming the Chilterns Neuro Centre

Following a successful pilot project to open up our services to people with Parkinson's and stroke survivors that began in 2022, the Trustees decided to make the arrangement permanent.

A significant learning from the pilot project was that the name of the charity, its vision, mission and values no longer reflected all of our community and was less inclusive and welcoming to our new members than we would like. To address this, the board established a subcommittee to look into what was needed and to ensure we encompassed everything the charity had become without losing our heritage.

Over a busy few months, the sub-committee ran a number of focus groups to capture all the thoughts and input from a wide variety of members, staff, supporters and volunteers. Along with research into other similar charities and some professional input to help us bring it all together

In July 2023, we rebranded as the Chilterns Neuro Centre and this was launched with a new vision, mission and values and, of course, the colour scheme that has brightened up the Centre.

## Vision

Chilterns Neuro Centre strives to create a community in which people affected by neurological conditions can live life to the full.

## Mission

Chilterns Neuro Centre is a charity that enhances the quality of life of individuals, families and communities of people affected by neurological conditions.

## Values

### Welcoming

We are committed to creating a diverse, inclusive community that helps people in safe and happy surroundings.

### Caring

We believe deeply in delivering the highest standards of care, therapy and treatments that improve people's quality of life.

### Empowering

With dedicated support we encourage people to aim for and achieve more and to work towards greater personal goals.

### Improving

By working and developing together we want to make a positive difference and will continue to strive for better with an ambitious and determined approach.

# Administrative details

## Company details

Registered company number 02294557 (England and Wales)  
Registered charity number 800853  
Registered office and principal address  
Chilterns Neuro Centre  
Oakwood Close, Wendover, Aylesbury,  
Buckinghamshire. HP22 5LX

## Trustees

Liz Lawrence-Blake LLB (Hons) (Chair, appt May 2023)  
Ian Summerfield (Vice Chair, appt May 2023)  
Henry Snow ACA (Treasurer)  
John Bedford  
Robert Carter BA (Hons)  
Karen Cross  
Alison Heywood DBO  
Darayus Motivala BSc (Hons)  
Simon Turner  
Justin Stephenson (resigned Dec 2023)

## Company Secretary

Liz Lawrence-Blake LLB (Hons) barrister-at-law

## Chief Executive

Richard Parkin (appt 2 January 2023)

## Leadership Team

Jody Barber - Head of Integrated Clinical Services (appt Jun 2023)  
Lou Grace - Deputy Head of Integrated Clinical Services  
Stella Kubale - Head of Fundraising  
Eileen Inman - Finance Manager  
Andrew Scott - Communications Manager  
Terry Baldwin – Head of Facilities and Business Development (resigned Dec 2023)  
Dhiren Patel - Facilities Manager (appt Jan 2024)

## Patrons

Trishna Bharadia BA (Hons)  
The Earl of Buckinghamshire Lord Carlile of Berriew KC  
Prof Gavin Giovannoni MBBCh PhD FCP FRCP FRCPATH  
Derek K Townsend DL

## Telephone numbers

01296 696133 (Reception)  
01296 823040 (Fundraising)  
01296 823047 (Finance office)  
Website / Email  
www.chilternsneurocentre.org  
info@chilternsneurocentre.org

## Social media

Facebook: www.facebook.com/  
ChilternsNeuro  
Twitter: @ChilternsNeuro  
LinkedIn: ChilternsNeuro  
Instagram: @ChilternsNeuro

## Auditors

Haines Watts  
Statutory Auditor  
Milton House  
Gatehouse Rd,  
Gatehouse Industrial Area,  
Aylesbury  
HP19 8EA

## Bankers

National Westminster Bank Plc  
22 Market Square  
Aylesbury  
Bucks HP20 1PR

Lloyds Bank Plc  
79 High Street  
Chesham  
Buckinghamshire HP5 1DE

Santander  
1st Floor  
Operations Block  
Bridle Road  
Bootle  
Merseyside L30 4GB

# Structure, governance and management

## Governing document

Chilterns Neuro Centre Ltd is registered with the Charity Commission for England and Wales; it was incorporated as a company limited by guarantee on 9 September 1988. The charity was governed by its Memorandum and Articles of Association as adopted on 22 December 2004 until the Annual General Meeting on 21 June 2016 when new Articles of Association were approved and adopted by the members.

They were further amended at the Annual General Meeting held on 26 July 2018.

## Organisational structure

The Board of Trustees is responsible for the overall management and governance of the charity and meets every month. The Board sets the strategic direction and policy for the charity, agrees on an annual budget and monitors performance against it.

The day-to-day management is delegated to the Chief Executive, Richard Parkin, who was appointed in January 2023 following the retirement of Andy Graham. He is supported by the leadership team.

The Leadership Team (LT) comprises Stella Kubale, Head of Fundraising; Jody Barber, Head of Integrated Clinical Services; Lou Grace, Deputy Head of Integrated Clinical Services; Eileen Inman, Finance Manager; Andrew Scott, Communications Manager and Dhiren Patel, Facilities Manager who was appointed in January 2024 following the retirement of Terry Baldwin in December 2023.

## Governance

The CEO and the Chair of Trustees meet on a regular basis. For governance purposes, and in order to maintain good lines of communication, the LT provides monthly written reports to the Trustees including any resolutions required by the Board. This provides a coordinated approach to the running and development of the charity.

Risk management, Human Resources Health and Safety and complaints, as well as feedback from the various sub-committees, form part of the agenda for trustee meetings. Each of the Trustees works on one or more of the charity's governance sub-committees.

There are five permanent committees: Clinical, Income Generation and Finance, Facilities and Support Services, Human Resources, and Health and Safety. Governance committee meetings are held with formal agendas and notes taken.

The Trustees review policies and operating procedures as part of a programme of continual improvement for effective control of the operation of the charity.

## Recruitment and appointment of new Trustees

In accordance with the Articles of Association, the Board is authorised to appoint new Trustees as additions to the Board or to fill vacancies. The Board works to ensure it has members with the appropriate balance of skills, knowledge and experience to enable it to operate effectively.

All Trustees are elected by the membership. A third of the Board retires by rotation at the Annual General Meeting but may seek re-election. On appointment to the Board, Trustees receive a copy of the Memorandum and Articles of Association of the Company and Charity Commission and Good Governance information and a role description.

The Board believes that the Trustees bring the skills, knowledge and experience necessary to guide and govern the charity's activities effectively.

At the AGM in May 2023, Liz Lawrence-Blake stepped up from Vice-chair to be appointed Chair. Ian Summerfield was appointed as Vice Chair. Henry Snow stepped down as Interim Chair, and remains a Trustee on the board. Justin Stephenson resigned his position on the Board in December 2023.

The Board ensures there is a balance of Trustees who have MS, Parkinson's or stroke survivors, or close experience of those conditions, and those who do not have any connection to those conditions.

As a result, the Trustees are able to ensure that the interests of our beneficiaries are represented by people with direct, first-hand knowledge and experience of MS, Parkinson's and strokes in particular, but decisions taken are in the best interests of the charity overall.

## Staff pay

The charity benchmarks clinical staff pay to the NHS Agenda for Change pay scales and benchmarks all non-clinical staff salaries against similar positions in similar-sized charities. Key management personnel are benchmarked in the same way.

The Board is very aware of the current cost of living pressures and approved a pay raise for staff in November 2023, which became effective on 1 January 2024.

## Risk management

The Board, in conjunction with the Chief Executive and Leadership Team, continues to review and monitor risk within the charity.

The Trustees are grateful for the continued guidance provided by the specialist Health and Safety Adviser, who works voluntarily with the Health and Safety Committee.

“

Hydrotherapy gives me the confidence to push my boundaries, knowing that if I fall I only have a splash to worry about.

Maria de Courcy-Wadwell  
Centre Member

”

## **Public benefit**

The Trustees have complied with their duty to have regard to the guidance on public benefit published by the Charity Commission in exercising their duties or powers.

The activities of the charity are focused on providing significant support for those with MS, Parkinson's and stroke survivors through treatment and therapy, informal advice and peer support.

## **Performance**

The charity's performance is monitored monthly using a range of activity reports and indicators. These inform the Board of Trustees and governance committees and enable the leadership team to measure performance against strategic objectives and inform future planning.

Work has begun on the strategic objectives for 2025-2027 with a completion date set for mid 2024.

## **Workplace pension**

All eligible staff are enrolled in a workplace pension scheme and the charity made contributions in line with the statutory requirements.

## **Professional development and training**

All employed clinical staff are supported by professional training as appropriate and appraisals.

Other staff are also supported if possible, to ensure their training needs are met and they develop additional skills within their roles. Training programmes for clinicians around the expansion to other conditions is ongoing.

“

**My ongoing treatment has given me the ability to stand as an able-bodied person and the movement and stretches I am led through each week have enabled me to maintain a better quality of life.**

**Nigel Mabbett  
Centre Member**

”

## Jane's story



Like many other people in their 20s, Jane Matthews was enjoying life to the full – working hard, partying hard and not thinking too much about the future. Her MS diagnosis brought her face to face with a very different future to the one she had pictured.

“When I received my diagnosis, I was very uncertain about the future and, looking back now, I realise it was a really miserable time. I was struggling to accept the diagnosis and was worrying too much about what would happen to me in later life.

“I dread to think what my life would be like without the Centre now. I think it would feel like an uphill struggle every day. The Centre is there for me at every turn – in early 2022, I slipped over and broke my ankle pretty badly. The Centre assessed me for physio and gave me a course of hydrotherapy which was so helpful in my recovery. During that difficult time, it made me feel like I was doing something positive.”

Being able to continue to carry on working is a really positive thing for Jane, who is an accountant, specialising in payroll. The fact that she has a desk job has made it easier for her to stay working, but she mainly attributes her ability to continue work to the treatments and support she receives at the Centre.

“Receiving Oxygen at the Centre enables me to live a pretty normal life and is the main reason I have been able to continue working. Without it, there is no way that I would have the energy to work as much as I do and I want to be able to work for as long as I can. Being able to access WiFi during my treatment is brilliant as I can even continue to work in the oxygen tank and it fits in with my life.”

Jane is keen to work, walk and stay independent for as long as possible. “With the support of the Centre, I know that’s achievable. To anyone with a diagnosis like mine, who wants those things too – I’d highly recommend having a look at the Centre.

“It might not be for you, but then it might be the best thing you have ever done and, like me, it may enable you to continue working and doing the things you love. The people are amazing and you are always made to feel welcome, so what have you got to lose?”

Jane’s mindset has changed completely from the person who struggled with accepting her MS and worried about her future. “I can honestly say that having MS has improved my life. It is a very positive thing in my life and a huge, huge part of that is because I found the Centre. I feel like I have control over my MS, it does not have control over me, and that is because the Centre empowers me and is an extremely positive place!”



# Financial overview

The main points of the results for 2023 are:

Income for the year showed a significant increase from 2022. This was a planned aggressive growth from the back of two years' worth of sustainability planning and making the decision to become a multi-condition centre a reality in 2023

## Income

The following table demonstrates the underlying income performance for the past three years.

	2021	2022	2023
	12 Months Covid	No Covid	No Covid
	£000s	£000s	£000s
<b>Total Income Reported</b>	<b>968</b>	<b>841</b>	<b>1,045</b>
Significant Unbudgeted Event	180		
Underlying Income	788	841	1,045
	<b>-3%</b>	<b>+7%</b>	<b>+24%</b>

We have seen a fundamental recovery in income for the charity as the effect of the pandemic reduces. The underlying net income for 2023 of £1,045k compares to £840k for the previous year as shown in the table above.

The Oakwood Wellbeing Limited trading subsidiary continues to perform well and has benefited from a gradual but consistent improvement in space rentals and the popularity of the swimming pool with outside groups as well as with members.



## Expenditure

Total expenditure increased to £1,196k from £982k in 2022. The following factors predominantly drove this.

The Trustees had planned for a total expenditure of £1,199k for the year, which included a planned investment in new staff resources to manage our multi-condition expansion. All new roles were filled quickly and with tight budgetary controls in place on expenditure we achieved target spend.

The Centre's running costs continue to increase further as a result of inflationary pressures but not outside the scope of set budgets.

## Cash flow

Cash expenditure exceeded income by £136k during the year. However, we started the year with high cash balances and by the end of 2023 the balance was at £374k. This cash foundation continues to support the delivery of the sustainability strategy by enabling the funding of resources and enhanced service delivery.

## Resource management

Resource planning for service delivery and fundraising for a multi-condition future remains at the heart of the financial strategy for the Centre.

The charity is well placed to deliver a model where establishing a donor journey and achieving clinical excellence is the core principle for the smallest to the largest of donations, and to forge new fundraising relationships as we extend our services to people with other neurological conditions. We were able to increase resources in physiotherapy, occupational therapy, clinical counselling and clinical administration during the year with the support of new funding. We are also working on increasing the effectiveness of the service delivery through a range of capacity increasing initiatives with existing staff.

“

**On top of all the clinical treatment, the social side of the Centre is just as important. The volunteers are unbelievably kind and caring and take time to have a chat which makes a positive difference to my mental health. At the Centre, I know that no one views me as just a 'disabled person'.**

**Ian Cornelius  
Centre Member**

”

## Performance indicators

The proportion of expenditure on the provision of treatments has fallen in the year. Although expenditure in this area has increased, the larger increase in the fundraising division reflects the continuing investment in this area.

### Fundraising multiple

	2023	2022
	£	£
Income raised through fundraising	£811,047	£639,527
Fundraising income classified within other Trading Activities-Sales	£38,307	£29,090
<b>Total – Excluding Oakwood Income and membership fees</b>	<b>£849,354</b>	<b>£668,617</b>
Expenditure on raising funds – including Oakwood direct costs	£261,408	£238,055
Less cost of goods sold	-£8,354	-£6,112
Less Oakwood direct costs	-£10,048	-£7,095
<b>Pure Fundraising Costs</b>	<b>£243,006</b>	<b>£224,848</b>
<b>Fundraising Multiple of income to cost</b>	<b>3.5</b>	<b>3.0</b>

**2023**

**78p of every £1  
on care & support**

**2022**

**76p of every £1  
on care & support**

## Reserves

The Group's total reserves at 31st December 2023 were £2,661k of which £130k were restricted, leaving £2,531k of unrestricted general reserves, most of which is the value of our building and land. In terms of free reserves, the charity held £364k of which £130k was restricted leaving £234k unrestricted. The £364k free reserves provide 3.6 months cover (2022: 5.8) of average expenditure. This level of reserves is within the charity reserves cover banding of 3-6 months and has resulted primarily from strong fundraising and close control of spending to stay within a detailed budget for 2023, coupled with an opening cash reserves figure at the upper end of our banding.

# Statement of the Trustee's responsibilities

The Trustees (who are also directors of the Chilterns Neuro Centre for the purposes of company law) are responsible for preparing the Trustees' 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 Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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 2019 (FRS 102);
- make judgments 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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



## Jacqui's story



Before her Parkinson's diagnosis, life was straightforward for Jacqui Woodhead. "I guess one planned ahead," she says, "but now it's changed completely and I just live from day-to-day, in the moment enjoying everything I do. I'm trying to stay positive."

"The Centre has supported me in many ways. The PD Power classes introduced me to a lot more people with Parkinson's and now I feel like I'm part of a big family."

I have benefited from some counselling and acupuncture and very much enjoy volunteering with the Wild Art group. I also exhibited some of my work in the art exhibition the Centre hosted earlier in the year.

"One of my favourite groups though is the singing group as singing has for a long time been such a big part of my life. I had been a part of a singing group for about fifteen years although, when I first joined all those years ago, I was absolutely terrified. This was before I had Parkinson's.

"To start with, I had no confidence but after we'd done a few concerts, which sounded wonderful, I was hooked. I just enjoy singing with other people and find it to be so uplifting. "When our brilliant singing teacher decided to move away from the area I was delighted to discover that the Centre also had a group so joined immediately."

Singing offers a range of physical benefits. It strengthens the respiratory muscles, improving lung capacity and control over breathing. Singing exercises promote cardiovascular health by enhancing circulation and oxygen distribution throughout the body. On top of that, singing encourages proper posture and core engagement, leading to improved alignment and strengthened core muscles.

"One of the key things for me is that it helps improve my voice projection which people with Parkinson's can often have issues with. I feel like I can be heard again and it helps build confidence!"

"For me, singing in a group just makes me happy. To sing with other people just gives you such a warm glow.

"If someone is thinking of joining the group but is a bit low in confidence, I would encourage them to do so. Most people think they can't sing but actually we all can. No one will judge you at all. Then, the more you do it, the more confidence you gain."



# Statement as to disclosure of information to auditors

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

## Auditors

On 1 April 2024, Haines Watts (Berkhamsted) Limited changed its name to Dux Advisory Ltd. The auditors, Dux Advisory Ltd, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

Approved by order of the board of trustees on 24 April 2023



**Liz Lawrence-Blake**  
Chair of Trustees



# **Independent auditor's report to the members and Trustees of Chilterns Neuro Centre Ltd.**

## **Opinion**

We have audited the financial statements of Chilterns Neuro Centre Ltd. (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 December 2023 in this report, which comprises a consolidated statement of financial activities, a consolidated balance sheet and a consolidated cash flow statement, and notes to the financial statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 December 2023, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

## **Basis for Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Report of the Trustees report has been prepared in accordance with applicable legal requirements.

## **Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- Adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company's financial statements are not in agreement with the accounting records and returns; or certain disclosures of directors' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

## **Responsibilities of Trustees**

As explained more fully in the Trustees' responsibilities statement set out in this report, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations or have no realistic alternative but to do so.

## **Auditor's responsibilities for the audit of the financial statements**

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mr S Brownsmith FCA  
Senior Statutory Auditor  
Dux Advisory Limited  
Kennel Club House  
Gatehouse Way  
Aylesbury  
Buckinghamshire, HP19 8DB

*Dux Advisory Ltd*  
24 April 2024

Dux Advisory is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.



**CHILTERN'S NEURO CENTRE LTD.**  
**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

	Notes	Unrestricted Funds £	Restricted Funds £	31.12.2023 Total funds £	31.12.2022 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	466,141	344,906	811,047	639,527
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS, Parkinson's, Stroke	6	66,996	0	66,996	62,572
Other trading activities	4	165,443	0	165,443	137,739
Investment income	5	1,959	0	1,959	360
<b>Total</b>		<u>700,539</u>	<u>344,906</u>	<u>1,045,445</u>	<u>840,198</u>
<b>EXPENDITURE ON</b>					
Raising funds	7	261,408	0	261,408	238,055
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS, Parkinson's, Stroke	8	705,351	229,411	934,762	743,774
<b>Total</b>		<u>966,759</u>	<u>229,411</u>	<u>1,196,170</u>	<u>981,829</u>
<b>NET INCOME/(EXPENDITURE)</b>		(266,220)	115,495	(150,725)	(141,631)
<b>Transfers between funds</b>	23	8,667	(8,667)	0	0
<b>Net movement in funds</b>		<u>(257,553)</u>	<u>106,828</u>	<u>(150,725)</u>	<u>(141,631)</u>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		2,788,877	23,174	2,812,051	2,953,682
<b>TOTAL FUNDS CARRIED FORWARD</b>	23	<u><u>2,531,324</u></u>	<u><u>130,002</u></u>	<u><u>2,661,326</u></u>	<u><u>2,812,051</u></u>

The notes on pages 29 to 43 form part of these financial statements.

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure has arisen from continuing activities.

**CHILTERN NEURO CENTRE LTD.  
CONSOLIDATED BALANCE SHEET  
AT 31 DECEMBER 2023**

**(REGISTERED NUMBER: 02294557)**

	Notes	Group		Charity	
		31.12.2023	31.12.2022	31.12.2023	31.12.2022
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	14	2,405,276	2,452,529	2,405,276	2,452,529
Investments	15	1,999	1,999	2,099	2,099
		<u>2,407,275</u>	<u>2,454,528</u>	<u>2,407,375</u>	<u>2,454,628</u>
<b>CURRENT ASSETS</b>					
Stocks	16	4,436	2,488	4,436	2,488
Debtors	17	43,363	23,842	148,223	37,942
Cash at bank		373,904	510,457	268,541	495,759
		<u>421,703</u>	<u>536,787</u>	<u>421,200</u>	<u>536,189</u>
<b>CREDITORS</b>					
Amounts falling due within one year	18	(57,881)	(61,897)	(57,800)	(61,663)
<b>NET CURRENT ASSETS</b>		<u>363,822</u>	<u>474,890</u>	<u>363,401</u>	<u>474,526</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>2,771,097</u>	<u>2,929,418</u>	<u>2,770,776</u>	<u>2,929,154</u>
<b>CREDITORS</b>					
Amounts falling due after more than one year	19	(109,774)	(117,367)	(109,774)	(117,367)
<b>NET ASSETS</b>		<u><u>2,661,323</u></u>	<u><u>2,812,051</u></u>	<u><u>2,661,002</u></u>	<u><u>2,811,787</u></u>
<b>FUNDS</b>	23				
Unrestricted		2,531,324	2,788,877	2,531,000	2,788,613
Restricted		130,002	23,174	130,002	23,174
<b>TOTAL FUNDS</b>		<u><u>2,661,326</u></u>	<u><u>2,812,051</u></u>	<u><u>2,661,002</u></u>	<u><u>2,811,787</u></u>

The financial statements were approved and authorised for issue by the Board of Trustees on 24th April 2024 and were signed on its behalf by:-

*Liz Lawrence-Blake*

Liz Lawrence-Blake  
Trustee

*Henry Snow*

Henry Snow  
Trustee

The notes on pages 29 to 43 form part of these financial statements.

**CHILTERN NEURO CENTRE LTD.**  
**CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

	31.12.2023	31.12.2022
	Notes	
	£	£
<b>Cash flows from operating activities:</b>		
Cash generated from operations	1 (83,330)	(11,065)
Interest paid	(8,762)	(5,284)
<b>Net cash provided by / (used in) operating activities</b>	<u>(92,092)</u>	<u>(16,349)</u>
<b>Cash flows from investing activities:</b>		
Purchase of tangible fixed assets	(34,643)	(36,468)
Interest received	1,959	360
<b>Net cash provided by / (used in) investing activities</b>	<u>(32,684)</u>	<u>(36,108)</u>
<b>Cash flows from financing activities:</b>		
Loan repayments in year	<u>(11,775)</u>	<u>(12,835)</u>
<b>Net cash provided by / (used in) financing activities</b>	<u>(11,775)</u>	<u>(12,835)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	(136,550)	(65,291)
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>510,457</u>	<u>575,748</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><u>373,907</u></u>	<u><u>510,457</u></u>

The notes on pages 29 to 43 form part of these financial statements.

**CHILTERN'S NEURO CENTRE LTD.**  
**NOTES TO THE CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**1 RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.12.2023	31.12.2022
	£	£
<b>Net income/(expenditure) for the reporting period (as per the consolidated statement of financial activities)</b>	(150,725)	(141,631)
<b>Adjustments for:</b>		
Depreciation charges	81,896	87,272
Interest received	(1,959)	(360)
Interest paid	8,762	5,284
(Increase)/decrease in stocks	(1,948)	1,505
(Increase)/decrease in debtors	(19,521)	55,469
Increase/(decrease) in current creditors excluding bank loans and overdrafts	165	(18,604)
Net cash provided by / (used in) operating activities	<u>(83,330)</u>	<u>(11,065)</u>

**2 ANALYSIS OF CHANGES IN NET DEBT**

	At 01.01.2023	Cash Flows	Other non cash changes	At 31.12.2023
	£	£	£	£
Cash	510,457	(124,778)	(11,775)	373,904
Loans falling due within one year	(9,876)		4,182	(5,694)
Loans falling due after more than one year	(117,367)		7,593	(109,774)
	<u>383,214</u>	<u>(124,778)</u>	<u>0</u>	<u>258,436</u>

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**1 STATUTORY INFORMATION**

Chilterns Neuro Centre Ltd. is a private company limited by guarantee incorporated in England and Wales. The registered office is Oakwood Close, Wendover, Aylesbury, Buckinghamshire HP22 5LX.

The presentation currency of the financial statements is the Pound Sterling (£) and the financial statements are rounded to the nearest £.

**2 ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued in October 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', and the Companies Act 2006.

Chilterns Neuro Centre Ltd. meets the definition of a public benefit entity under FRS102. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

At the date of approving these financial statements the trustees believe the charity has sufficient resources to ensure continued operational existence for the foreseeable future. The financial statements have therefore been prepared on the basis that the charity is a going concern.

**Preparation of consolidated financial statements**

The consolidated financial statements incorporate those of the Chilterns Neuro Centre Limited and its wholly owned subsidiary Oakwood Wellbeing Limited on a line by line basis. Details of the subsidiary results are given in note 15. As permitted by section 408 of the Companies Act 2006, the SOFA of the parent company is not presented as part of these financial statements.

**Income**

Governance costs include those related to the cost of governance of the charity and its assets and are primarily associated with the compliance with constitutional and statutory requirements.

Recognition of income from donations will be deferred if the donor has specified the donation must be spent in a future accounting period(s) or if certain conditions have been imposed which must be met before the charity has unconditional entitlement. The gift aid associated with a donation is recognised when the donation is received by the charity. Gifts in kind are included at valuation at the time of the gift.

Subscription income is recognised in the year to which it relates and deferred in so much as it relates to a subsequent period.

The charity receives grants from Clinical Commissioning Groups which are accrued in accordance with calculations based on monthly clinical activity data provided.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the estate that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

## **2 ACCOUNTING POLICIES - continued**

### **Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS102), the general volunteer time of the charity's volunteers is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain the services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

### **Expenditure**

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

### **Raising funds**

Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

### **Charitable activities**

The costs of charitable activities are those directly incurred in support of the charity's objectives and include the costs of running the building owned and used by the charity.

### **Governance costs**

Governance costs include those related to the cost of governance of the charity and its assets and are primarily associated with the compliance with constitutional and statutory requirements.

### **Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

**CHILTERN NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**2 ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

Tangible assets are stated at cost less accumulated depreciation. The cost of minor additions or those below £500 are not capitalised. Depreciation is provided at the following annual rates in order to write off the cost of each asset, less estimated residual value, over its estimated useful life.

Freehold property	- 2% straight line (50 years)
Plant and machinery etc.	- 10%/33.3% straight line (3 to 10 years)
Main pool	- 6.67% straight line (15 years)
Pool refurbishment	- 13.3% straight line (7.5 years, or to the end of life of the main pool if shorter)
Oxygen chamber	- 4% straight line (25 years)

**Stocks**

Stocks are valued at the lower of cost and net realisable value on a FIFO basis after making due allowance for obsolete and slow moving items.

**Taxation**

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

**Fund accounting**

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

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

Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

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

**Leasing commitments**

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

**Pension costs and other post-retirement benefits**

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

**Cash and cash equivalents**

Cash and cash equivalents include cash in hand and deposits held on call with the charity's banks.

**CHILTERN NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**2 ACCOUNTING POLICIES - continued**

**Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments. The trustees are of the opinion that the charity does not currently have any Financial Instruments falling within the definition of Section 12 of FRS 102.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

*Basic financial assets*

Basic financial assets, which include debtors and cash and cash equivalents, are initially measured at transaction price including costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

*Basic financial liabilities*

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method. Financial liabilities classified as payable within one year are not amortised.

*Derecognition of financial liabilities*

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**Critical accounting estimates and judgements**

There have been no judgements made by the trustees in applying the accounting policies which have had a significant effect on the amounts recognised in the financial statements.

There have been no assumptions concerning the future, and other key sources of estimation uncertainty at the year end that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

**3 DONATIONS AND LEGACIES**

	Unrestricted Funds £	Restricted Funds £	31.12.2023 Total £	31.12.2022 Total £
Donations from members	113,778	0	113,778	120,836
Gift aid	49,372	0	49,372	27,217
Other donations and legacies	98,497	3,000	101,497	110,154
Fundraising and collections	204,494	341,906	546,400	381,320
	<u>466,141</u>	<u>344,906</u>	<u>811,047</u>	<u>639,527</u>

Other donations and legacies include £17,549 (2022: £3,294) being the value of goods and services donated to the charity during the year.

**CHILTERNERS NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**4 OTHER TRADING ACTIVITIES**

	31.12.2023	31.12.2022
	£	£
Sales	50,122	40,806
Membership subscriptions	18,199	14,840
Outside usage	97,122	82,093
Insurance recovery	0	0
	<u>165,443</u>	<u>137,739</u>

**5 INVESTMENT INCOME**

	31.12.2023	31.12.2022
	£	£
Bank interest receivable	<u>1,959</u>	<u>360</u>

**6 INCOME FROM CHARITABLE ACTIVITIES**

	31.12.2023	31.12.2022
	Provision of treatments, care and support for people with MS, Parkinson's and stroke	Provision of treatments, care and support for people with MS, Parkinson's and stroke
	£	£
Contributions from Clinical Commissioning Groups	<u>66,996</u>	<u>62,572</u>

**7 RAISING FUNDS**

**Raising donations, legacies and outside usage**

	31.12.2023	31.12.2022
	£	£
Staff costs	237,257	212,218
Fundraising Events	14,044	15,395
Sundries	1,679	4,111
Travel & subsistence	74	219
Cost of goods sold	8,354	6,112
Interest payment to parent	0	0
Giftaid payment to parent	0	0
Service fee paid to parent	0	0
	<u>261,408</u>	<u>238,055</u>

**CHILTERN NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**8 CHARITABLE ACTIVITIES COSTS**

	Direct costs	Support costs (See note 9)	Totals
	£	£	£
Provision of treatments, care and support for people with MS, Parkinson's and stroke	720,669	214,093	934,762

**9 SUPPORT COSTS**

	Management	Information technology	Human resources	Governance costs	Totals
	£	£	£	£	£
Provision of treatments, care and support for people with MS, Parkinson's and stroke	188,712	17,946	2,397	5,038	214,093

Support costs, included in the above, are as follows:

	31.12.2023	31.12.2022
	Provision of treatments, care and support for people with MS, Parkinson's and stroke	Provision of treatments, care and support for people with MS, Parkinson's and stroke
	£	£
Support Salaries	157,311	138,966
Social security	10,433	8,505
Pensions	3,459	2,816
Postage, printing and stationery	5,927	4,527
Travel	283	168
Sundries	11,299	(1,853)
IT costs	17,946	8,256
HR costs	2,397	1,898
Auditors' remuneration	5,038	5,600
	<u>214,093</u>	<u>168,883</u>

**10 NET INCOME/(EXPENDITURE)**

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

	31.12.2023	31.12.2022
	£	£
Auditors' remuneration	5,038	5,600
Depreciation - owned assets	81,896	87,272
Hire of plant and machinery	<u>1,240</u>	<u>1,240</u>

**CHILTERN'S NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**11 TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 December 2023 nor for the year ended 31 December 2022.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 December 2023 nor for the year ended 31 December 2022.

**12 STAFF COSTS**

	31.12.2023	31.12.2022
	£	£
Wages and salaries	720,147	601,277
Social security costs	59,468	49,318
Other pension costs	19,312	16,015
	<u>798,927</u>	<u>666,610</u>

	31.12.2023	31.12.2022
Therapy staff	18	15
Fundraising staff	6	6
Facilities staff	2	2
Administrative staff	3	3
	<u>29</u>	<u>26</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.12.2023	31.12.2022
£60,001 - £70,000	<u>1</u>	<u>0</u>

**13 2022 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted £	Restricted £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	494,577	144,950	639,527
<b>Charitable activities</b>			
Contributions from Clinical Commissioning Groups	62,572	0	62,572
Other trading activities	137,739	0	137,739
Investment income	360	0	360
<b>Total</b>	<u>695,248</u>	<u>144,950</u>	<u>840,198</u>

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**13 2022 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>EXPENDITURE ON</b>			
Raising funds	238,055	0	238,055
<b>Charitable activities</b>			
Provision of treatments, care and support for people with MS, Parkinson's and Stroke	592,521	151,253	743,774
<b>Total</b>	<u>830,576</u>	<u>151,253</u>	<u>981,829</u>
<b>NET INCOME/(EXPENDITURE)</b>	(135,328)	(6,303)	(141,631)
<b>Transfers between funds</b>	13,533	(13,533)	0
<b>Net movement in Funds</b>	<u>(121,795)</u>	<u>(19,836)</u>	<u>(141,631)</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	2,910,672	43,010	2,953,682
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>2,788,877</u></u>	<u><u>23,174</u></u>	<u><u>2,812,051</u></u>

**14 TANGIBLE FIXED ASSETS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

	Freehold property £	Fixtures and fittings £	Totals £
<b>COST</b>			
At 1 January 2023	2,468,960	665,731	3,134,691
Additions	0	34,643	34,643
Disposals	0	0	0
At 31 December 2023	<u>2,468,960</u>	<u>700,374</u>	<u>3,169,334</u>
<b>DEPRECIATION</b>			
At 1 January 2023	255,089	427,073	682,162
Charge for year	23,190	58,706	81,896
Disposals	0	0	0
At 31 December 2023	<u>278,279</u>	<u>485,779</u>	<u>764,058</u>
<b>NET BOOK VALUE</b>			
At 31 December 2023	<u><u>2,190,681</u></u>	<u><u>214,595</u></u>	<u><u>2,405,276</u></u>
At 31 December 2022	<u><u>2,213,871</u></u>	<u><u>238,658</u></u>	<u><u>2,452,529</u></u>

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**15 FIXED ASSET INVESTMENTS**

	Group		Charity	
	31.12.2023	31.12.2022	31.12.2023	31.12.2022
	£	£	£	£
<b>MARKET VALUE</b>				
Unlisted investment in subsidiary companies.	0	0	100	100
Other investments	1,999	1,999	1,999	1,999
	<u>1,999</u>	<u>1,999</u>	<u>2,099</u>	<u>2,099</u>

Unlisted investment in subsidiary companies.

The charity holds 100 shares of £1 each in its wholly owned trading subsidiary company Oakwood Wellbeing Limited which was incorporated in the United Kingdom on 7 September 2016 (registration number 10363280). Profits from the subsidiary are paid to the charity under the gift aid payment scheme. A summary of the financial performance of the subsidiary for the period 1 January to 31 December 2023 (1 January to 31 December 2022) is:-

	31.12.2023	31.12.2022
	£	£
Income	97,122	82,093
Less direct operating expenditure	(10,999)	(11,784)
Less service charge from parent charity	(22,000)	(23,700)
Net profit	<u>64,123</u>	<u>46,609</u>
Total equity brought forward	167	201
Profit for the financial year	64,123	46,609
Amount gift aided to the charity - prior year profits	(70)	(201)
Amount gift aided to the charity - current year profits	(64,000)	(46,442)
Total equity carried forward	<u>220</u>	<u>167</u>

The net contribution Oakwood Wellbeing Limited made to the parent charity in the year was £86,000 (2022: £70,142) being the total of the service charge and gift aided profit.

Other investments

A collection of 2017 Alderney wedding 4 platinum proof sovereign coins in sealed collection box.

**16 STOCKS**

	Group		Charity	
	31.12.2023	31.12.2022	31.12.2023	31.12.2022
	£	£	£	£
Stocks	<u>4,436</u>	<u>2,488</u>	<u>4,436</u>	<u>2,488</u>

**17 DEBTORS**

	Group		Charity	
	31.12.2023	31.12.2022	31.12.2023	31.12.2022
	£	£	£	£
Trade debtors	26,924	13,384	17,148	6,183
Prepayments and accrued income	16,439	10,458	16,439	10,458
Amounts owed by group undertakings	0	0	114,636	21,301
	<u>43,363</u>	<u>23,842</u>	<u>148,223</u>	<u>37,942</u>

**Funds received as agents**

During the year the charity received £18,485 (2022: £16,172) as an agent for exhibitors at its annual art exhibition. The exhibitors donated £6,785 (2022: £5,437) in total to the charity and the charity therefore paid the balance of £11,700 (2022: £10,735) to the exhibitors.

**CHILTERN NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**18 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	Group		Charity	
	31.12.2023	31.12.2022	31.12.2023	31.12.2022
	£	£	£	£
Bank loans and overdrafts (see note 20)	5,694	9,876	5,694	9,876
Trade creditors	18,032	18,848	17,951	18,616
Social security and other taxes	20,353	18,476	20,353	18,476
Accruals and deferred income	13,802	14,697	13,802	14,695
	<u>57,881</u>	<u>61,897</u>	<u>57,800</u>	<u>61,663</u>

Deferred income amounting to £12,833 (2022: £3,600) at the balance sheet date comprises grants received with time related restrictions and membership income received in advance.

**19 CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	Group		Charity	
	31.12.2023	31.12.2022	31.12.2023	31.12.2022
	£	£	£	£
Bank loans (see note 20)	<u>109,774</u>	<u>117,367</u>	<u>109,774</u>	<u>117,367</u>

**20 LOANS**

An analysis of the maturity of loans is given below:

	Group		Charity	
	31.12.2023	31.12.2022	31.12.2023	31.12.2022
	£	£	£	£
Amounts falling due within one year on demand:				
Bank loans	<u>5,694</u>	<u>9,876</u>	<u>5,694</u>	<u>9,876</u>
Amounts falling due between two and five years:				
Bank loans - 2-5 years	<u>29,780</u>	<u>46,278</u>	<u>29,780</u>	<u>46,278</u>
Amounts falling due in more than five years:				
Bank loans more than 5 years by instalments	<u>79,994</u>	<u>71,089</u>	<u>79,994</u>	<u>71,089</u>

**21 OPERATING LEASE COMMITMENTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

Minimum lease payments fall due as follows:

	31.12.2023	31.12.2022
	£	£
Other operating leases		
Expiring:		
between two and five years	<u>930</u>	<u>930</u>
	<u>930</u>	<u>930</u>

**CHILTERN NEURO CENTRE LTD.****NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 DECEMBER 2023****22 SECURED DEBTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

The following secured debts are included within creditors:

	31.12.2023	31.12.2022
	£	£
	<u>115,468</u>	<u>127,243</u>

The bank loan is secured by two legal charges, the first being over the freehold property of the charity and all associated assets. The charity entered into a bank loan agreement for £475,000 in 2012 to finance its new building. This loan was restructured in 2012 at a value of £216,736 and is repayable over a period of 15 years commencing January 2015 although this has been extended by 2 years for a repayment holiday taken during the Covid pandemic this extends the loan period to 31.12.2031. The interest rate is 2.75% above the base rate. The trustees believe that the charity will receive sufficient donations to be able to repay this loan in line with its terms. The second legal charge is fixed and floating over the charity and all its assets present and future.

**23 MOVEMENT IN FUNDS**

<b>Unrestricted funds</b>	At 01.01.2023	Income	Expenditure	Transfers	At 31.12.2023
	£	£	£	£	£
Group - General fund	<u>2,788,877</u>	<u>700,539</u>	<u>(966,759)</u>	<u>8,667</u>	<u>2,531,324</u>
Charity - General fund	<u>2,788,613</u>	<u>689,487</u>	<u>(955,771)</u>	<u>8,667</u>	<u>2,531,000</u>

**Restricted funds - Charity (also comprising that of the Group)**

	At 01.01.2023	Income	Expenditure	Transfers	At 31.12.2023
	£	£	£	£	£
Reception & Garden Furniture	1,567	0	0	0	1,567
Physiotherapy Equipment	687	17,000	(343)	0	17,344
Owens building infrastructure Fund	3,815	0	0	(0)	3,815
Hardship Fund	200	0	(50)	0	150
Allergan Fund	9,886	(0)	(4,693)	0	5,192
Aims2Cure Pilates Fund	0	10,800	(7,956)	0	2,844
Rothschild Wellbeing Fund	0	25,000	(25,000)	0	0
Leisure Group Fund	646	(0)	(512)	0	134
Pool UV filters	0	8,667	0	(8,667)	0
Physio salaries	0	106,939	(94,500)	0	12,439
Oxygen	6,373	3,500	(8,358)	0	1,515
National Lottery	0	150,000	(75,000)	0	75,000
Hobson Charity	0	10,000	(10,000)	0	0
St James'	0	13,000	(3,000)	0	10,000
	<u>23,174</u>	<u>344,906</u>	<u>(229,412)</u>	<u>(8,667)</u>	<u>130,002</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,812,051</u>	<u>1,045,445</u>	<u>(1,196,171)</u>	<u>0</u>	<u>2,661,326</u>
	<u>2,811,787</u>	<u>1,034,393</u>	<u>(1,185,183)</u>	<u>0</u>	<u>2,661,002</u>

The transfer between funds reflects expenditure on capital items in accordance with the terms of the fund.

**CHILTERNES NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**23 MOVEMENT IN FUNDS - COMPARATIVES**

	At 01.01.2022	Income	Expenditure	Transfers	At 31.12.2022
	£	£	£	£	£
<b>Unrestricted funds</b>					
	<u>2,910,672</u>	<u>695,248</u>	<u>(830,576)</u>	<u>13,533</u>	<u>2,788,877</u>
Charity - General fund	<u>2,910,473</u>	<u>683,395</u>	<u>(818,792)</u>	<u>13,533</u>	<u>2,788,613</u>
<b>Restricted funds</b>					
Reception & Garden Furniture	1,567	0	0	0	1,567
Physiotherapy Equipment	1,085	0	(398)	0	687
Owens building infrastructure Fund	3,815	0	0	0	3,815
Hardship Fund	250	0	(50)	0	200
Exercise Programme	226	0	(226)	0	0
National Lottery Community Fund	1,629	0	(1,629)	0	0
COVID19 Fund	3,633	0	0	(3,633)	0
Allergan Fund	9,886	0	0	0	9,886
Aims2Cure Pilates Fund	450	4,550	(5,000)	0	0
Rothchilds Wellbeing fund	9,636	5,000	(14,636)	0	0
Aylesbury TC & Paradigm	9,000	5,000	(14,000)	0	0
Leisure Group Fund	1833	500	(1,687)	0	646
Pool UV Filters	0	9,900	0	(9,900)	0
Physio Salaries	0	107,000	(107,000)	0	0
Oxygen	0	13,000	(6,627)	0	6,373
	<u>43,010</u>	<u>144,950</u>	<u>(151,252)</u>	<u>(13,533)</u>	<u>23,174</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,953,682</u>	<u>840,198</u>	<u>(981,828)</u>	<u>0</u>	<u>2,812,051</u>
<b>CHARITY - TOTAL FUNDS</b>	<u>2,953,483</u>	<u>828,345</u>	<u>(970,044)</u>	<u>0</u>	<u>2,811,788</u>

The Reception & Garden Furniture Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the refit of the Centre reception area.

The Physiotherapy Equipment Fund relates to donations received by the charity where they wish for the funds to be applied towards the purchase of physiotherapy equipment.

The Owens Building Infrastructure Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on infrastructure projects or energy saving schemes.

The Hardship Fund relates to a donation received by the charity where the donor has agreed to support members unable to pay membership fees through financial hardship.

The Allergan Fund relates to a donation received by the charity where the donor has stated they wish for the donation to be spent on fundraising costs.

**CHILTERN NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**23 MOVEMENT IN FUNDS (CONTINUED)**

The Aims2Cure Pilates Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of Pilates.

The Rothschild Wellbeing Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of wellbeing activities.

The Leisure Group Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on therapeutic leisure group activities.

The Physiotherapy Salaries Fund relates to donations received by the charity where the donors stated that the funds should be used to fund the provision of physiotherapy.

The Oxygen Supplies Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the operational costs of the oxygen chamber.

The National Lottery Community Fund relates to donations received by the charity where the donor has stated they wish for the donations to be spent on the provision of physiotherapy services.

The Hobson Charity Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spend on utilities.

The St James Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spend on counselling.

**CHILTERNERS NEURO CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**24a ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS**

	Unrestricted funds	Restricted funds	
	£	£	£
Tangible fixed assets	2,405,275	0	2,405,275
Fixed asset investment	1,999	0	1,999
Current Assets	291,701	130,002	421,703
Creditors falling due within one year	(57,881)	0	(57,881)
Creditors falling due after more than one year	(109,774)	0	(109,774)
	<u>2,531,320</u>	<u>130,002</u>	<u>2,661,323</u>

**24b ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS (PRIOR YEAR)**

	Unrestricted funds	Restricted funds	31 December 2022 Total
	£	£	£
Fixed asset investment	2,452,529	0	2,452,529
Current Assets	1,999	0	1,999
Current Assets	513,613	23,174	536,787
Creditors falling due within one year	(61,897)	0	(61,897)
Creditors falling due after more than one year	(117,367)	0	(117,367)
	<u>2,788,877</u>	<u>23,174</u>	<u>2,812,051</u>

**24 PENSION COMMITMENTS**

During the year the charity contributed a total of £19,312 (2022: £16,014) to defined contribution schemes. This cost has been charged as an expense and analysed across activities in accordance with the allocation of the related employee salaries. At 31 December 2023, based on the employee salaries at the time, there was an annualised commitment of £20,083 (2022: £17,979).

**25 RELATED PARTY DISCLOSURES**

The total employee benefits of the key management personnel of the Group and Charity were £313,208 (2022: £251,585). Key management personnel comprise the chief executive officer together with the senior leadership team.

The charitable company has one subsidiary, Oakwood Wellbeing Limited as detailed in note 15 above. During the year, this subsidiary made payments under the gift aid payment scheme to the charitable company of £64,000 (2022: £46,540).

**26 ULTIMATE CONTROLLING PARTY**

Chilterners Neuro Centre Ltd. is an incorporated charity under the control of the trustees collectively.

**27 COMPANY LIMITED BY GUARANTEE**

The liability of each member is limited to £10 by guarantee.



Chilterns Neuro Centre Ltd.

Oakwood Close, Wendover, Buckinghamshire HP22 5LX

01296 696133 | [info@chilternsneurocentre.org](mailto:info@chilternsneurocentre.org)

[www.chilternsneurocentre.org](http://www.chilternsneurocentre.org)

Registered charity no: 800853 | Registered company no: 02294557

**Chilterns Neuro Centre Ltd**

England & Wales - Charity number 800853

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# Accounts

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# ANNUAL REPORT FOR 2022





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“

**Absolutely everyone here, past and present, has been a fantastic support, an amazing help - mentally, emotionally, physically. It would be a massive impact on my life, and a very negative one, if the Centre wasn't here and available to support me.**

**Nathan Higgins  
Centre Member**

”

# Welcome to the Chilterns MS Centre report of The Trustees for the year ended 31 December 2022

2022 was an important year for the Chilterns MS Centre (the Centre) as we began to implement our plan to ensure its long term sustainability. The main elements of the plan are to introduce treatment for other neurological conditions.

The Centre's clear strategy for sustainability has been confirmed by the success of our pilot programmes for Parkinson's and stroke patients during the latter part of the year. Having identified a demand for these services we look forward to meeting the challenge of delivering and enhancing them with professionalism and care for the benefit of all members.

As part of this plan, the Trustees propose to change the name of the Centre to reflect its wider scope of services during the summer of 2023. In future, the charity will be known as the Chilterns Neuro Centre. The charity is grounded in its history of serving MS members and the trustees and all the staff at the Centre will ensure that the services available to those with MS will remain as comprehensive as before the name change.

The financial result for 2022 reflected the continuing difficult conditions for raising funds for most charities; however, we slightly exceeded our fundraising budget for the year. With our continuing close control over expenditure, the cash outflow for the year was £65k.

Although the outlook remains challenging, our strategy for fundraising is for growth in 2023, with attention to maintaining and enhancing more robust income streams. We continue to work vigorously, having already had some encouraging results, and the fundraising team deserve congratulations for their achievements.

With a strong reserves position, we have committed to a level of operational resources in 2023 that will enable growth in services for MS members to return to pre-pandemic levels and for the provision of valuable services to other neurological conditions.

The result projected for 2023 will therefore again be a cash deficit and a lowering of reserves. Moving forward, with our reach into other conditions becoming more established, we plan for income to return closer to pre-pandemic levels or more, and an appropriate balancing of income and expenditure.



The great contribution of staff and volunteers at every level of the organisation cannot be overestimated. We are fortunate to have such a dedicated and professional group of staff who are all focussed directly or indirectly on maintaining and improving the services offered by the Centre. We are equally fortunate to be able to call on the support of the many volunteers who give their time generously and help to create a warm and welcoming environment for members.

Since the end of 2022, we have said goodbye to a number of valued staff members, all of whom have made a great contribution to our progress in the last few years. Andy Graham retired at the end of the year, after several years of dedicated service to the Centre first as head of finance and later as an able and effective Chief Executive. In February 2023 Amy Smissen decided to take on a new role outside of the Centre. Amy is a skilled Occupational Therapist and had been a popular Head of Integrated Clinical Services for two years. She also had a positive effect on many members during her 10 years at the Centre. I am glad to have this opportunity of personally thanking Andy, Amy, Lauren Arnell, Barbara Edmonds and Sharon Deacon for their work.

I will be stepping aside as Chairman at the AGM, although I am standing for re-election as a Trustee. I am delighted to report that Liz Tubb, currently Vice Chair, has agreed to take over the Chair. Liz has been a Trustee for five years and brings many years of experience in legal practice as well as volunteering roles. Ian Summerfield, who has a long association with the Centre and many years of senior commercial experience, will become our new Vice Chair.

It has been a pleasure to act as Chairman for the past twelve months. I would like to give my personal thanks to all of the staff and volunteers who make the Centre what it is, and to all of the Trustees for their hard work, support and advice over the past year.



**Henry Snow**  
**Chair of Trustees**



# The difference we make

From our purpose-built facility nestling in the Chiltern Hills just outside Wendover, Buckinghamshire, we support over 500 people living with MS. During 2022 we also began to offer support to those with Parkinson's and stroke survivors. By the end of 2022 we had 639 members, with 57 of these affected by a condition that was not MS – an increase in membership of 28%.

MS is a long-term condition that affects the central nervous system. It impacts the ability of nerves to conduct electrical impulses to and from the brain, and this produces various symptoms of MS.

Parkinson's is a condition in which parts of the brain become progressively damaged over many years. A person with Parkinson's can also experience a wide range of other physical and psychological symptoms.

A stroke survivor is someone who has suffered a stroke and needs assistance with a number of mobility and other issues.

The increasing level of symptoms and disability experienced by many affected by MS, Parkinson's or stroke can impact work, family and social life.

We don't think having one of these neurological conditions should define our beneficiaries, who become members for just £25\* a year. We can't change their diagnosis but we can meet them on their journey, and help to ensure they are able to live life to the full.

The Centre offers a number of therapies including physiotherapy, Pilates, hydrotherapy, talking therapy, exercise classes, acupuncture, clinical counselling, and oxygen treatment.

It offers our members an opportunity to meet others with similar issues, share their experiences – and get plenty of advice and peer support at the same time.

We believe what the Centre offers makes a huge difference to our members and their families and we intend to continue to ensure that this continues for many years to come.

*\*a hardship fund is available on request should this fee be unattainable for any member.*

**519 MS members  
receive our support**

**49 Parkinson's and  
stroke members  
receive our support**

**896 hours of  
therapy, classes and  
advice are delivered  
each month**

**0 people turned  
away from accessing  
our services**

**71 carer members  
are supported**



## Mat's story



Life before my diagnosis was normal, says Mat Sparrow, a member of the Chilterns MS Centre who has lived with the chronic neurological condition that is multiple sclerosis for over 15 years.

Before coming to the Centre I was doing the best I could, but then in April 2021 I had a big attack which left me unable to walk without a stick and I felt even more fatigued. The attack also caused some of my old symptoms to return, exacerbating the problems I was experiencing.

If I had not sought help it would have been a lot worse with no other help on the horizon.

I was a bit nervous about coming at first and seeing lots of other people with MS. I had a misconception of seeing my future, but this was not the case at all. The Centre has supported me mentally and there is a huge sense of belonging. It's ok to not be ok!

Physically the impact is huge. The fatigue I experienced was overwhelming and I'd wake up in the mornings feeling like I'd been on a big night out. It would be hard to concentrate and my sight, speech and hearing would all be affected. The Centre runs a course on fatigue management and this has helped me pace my day and provided me with some strategies to help with this.

Physiotherapy, Pilates and hydrotherapy have all helped my mobility and strength which makes me feel more like my old self.

I attended a course of acupuncture which I was really sceptical about to begin with but it has really helped with my fatigue and bladder issues.

Being diagnosed with MS has helped put some perspective on life and it has encouraged me to go out and do things that I never normally would have done. I did a London to Paris cycle ride, and I have been cycling around the Goodwood Motor Circuit which was all for charity.

It has made me realise the importance of inclusion so I have become part of the inclusion network at work, helping to ensure that my workplace is accessible to all and everyone is accepted by all. It has been really rewarding and fascinating to listen to other people and what they have faced in life.

Now I am continuing to improve my fitness with the help of the teams at the Centre and enjoying the new phases of my life.

My advice to anyone who has been diagnosed with MS is to accept the help of the Chilterns MS Centre and all that it can offer. It really does make a big difference. There is so much help available and the atmosphere is like a big family.



## Laurel's story



Laurel Miller was diagnosed with Parkinson's in 2014 on March 20th. It's a date that sticks in her mind because it was the day everything changed.

"I was shocked to be told I had a progressive neurological disorder for which there was treatment but no cure. I was frightened and full of despair when I looked online. I expected only the worst for the future.

Time has changed my perspective. Over the years I have had wonderful support from my PD nurse. I have learned a great deal about the condition and the current state of research, and I have a clear picture of how to live as well as I can with Parkinson's. Now I can access support from the Chilterns MS Centre, which is a real bonus!

I joined the pilot programme to include People with Parkinson's early in 2022. I have had a motor symptom assessment by a physiotherapist, joined an online Pilates classes, had one-to-one sessions on foot health, diet and speech and language and a lovely relaxation massage.

Constipation is a severe problem for many people with Parkinson's because it can stop our medication from working; also tremors can lead to weight loss. Sessions with Claire Fenlon helped me review my eating habits to see what I could do to tackle both these areas. Claire is hugely empathetic and caring and gave me really good advice, which has proved very beneficial.

Problems with speech are another feature of Parkinson's – reduced lip and tongue movements mean speech becomes mumbled, vocal cords are affected leading to poor voice quality and reduced pitch range, and less powerful breathing leads to our voices becoming quieter. A speedy referral to the local NHS Speech and Language Department led to a series of sessions with a therapist who taught me how to 'think loud' and also equipped me with daily voice exercises.

It is wonderful to have been able to access services in the caring, friendly and supportive atmosphere of the Centre – every time I go there I am welcomed as a friend. There is nothing overtly clinical about the Centre – it is really a pleasant place to spend time.

I already had a group of 'Parkie Pals' before I joined the MS Centre. I am looking forward to learning more about the needs of people with MS and other neurological conditions as time goes by – we have much in common, and together we will be stronger in sharing our journey, helping the public to understand our needs better and working with researchers to find new treatments to help us."



# Report of the Trustees: strategic report

## Finance

Having endured difficult conditions in every area of activity during the pandemic, 2022 showed a modest recovery in our financial position. Revenue improved and we continued to exercise close control over our costs. The success of our efforts to widen the scope of our services to other neurological conditions, further described below, has met our expectations and the Trustees believe that the charity is well placed to deliver an enhanced range of services in the future.

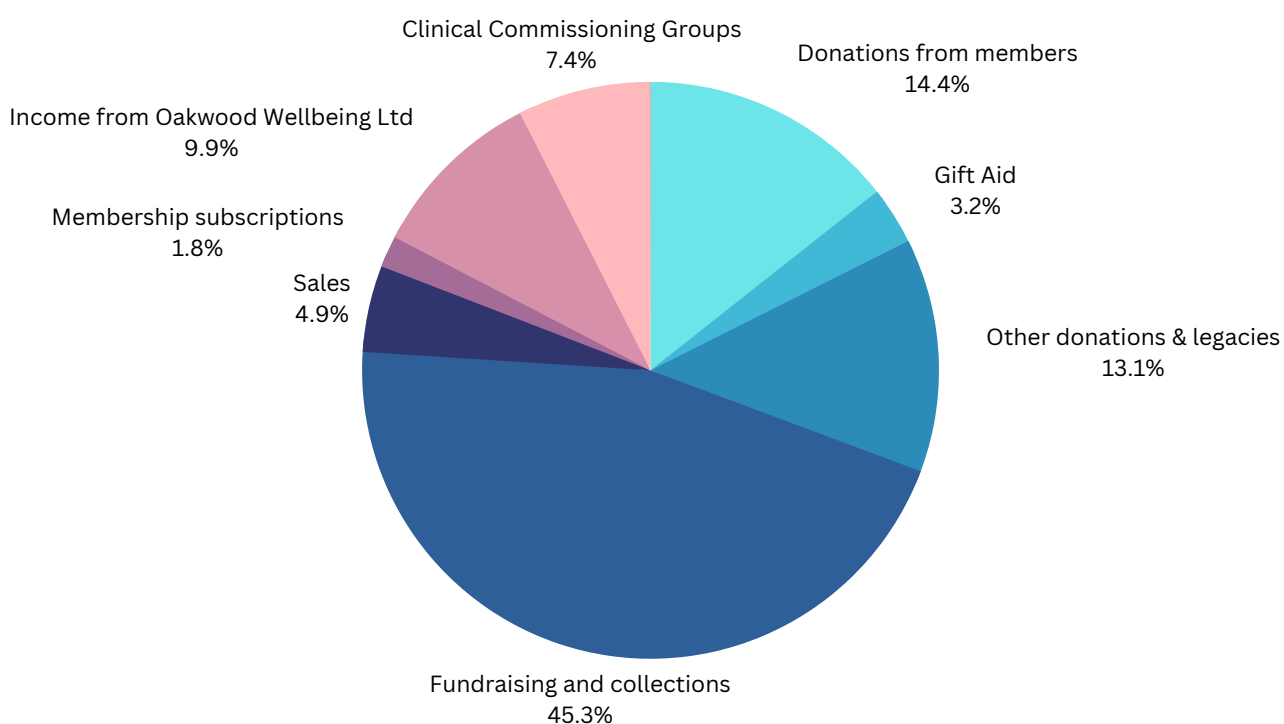
The financial result for the year was a deficit of £142k and a net cash outflow of £65k. The closing reserves position (net current assets) was £475k. The outcome is discussed in more detail in the financial report below, and the Trustees consider that the financial result is satisfactory.

## How we are supported

### Our income

The charity undertakes a broad range of fundraising activities including events and sponsorship, applications to grant making trusts, corporate, individual and community donations. All activities are in line with the Code of Fundraising Practice set by the Fundraising Regulator, of which the Centre is a member.

### Income Chart



# How we are supported

## Fundraising

### Corporate

The generosity of our corporate supporters came to just over £43,000 in 2022.

We are fortunate to have ten corporate friends who regularly give to our Centre and we are immensely grateful for their ongoing support to our members. We also received sponsorship money for some of our Centre organised events such as Run Prestwood, our Golf Day and the Pop Up Art Weekend.

This year also saw organisations fundraising for us through skydives, quizzes and runs as those who have a connection with the Centre joined with their friends and colleagues to help raise money as a team. Local solicitors supported us through our annual Make A Will Month.

Additionally, we are working with organisations to help us raise awareness of the charity to potential members and supporters locally and further afield.

Due to my mum suffering from multiple sclerosis herself and using the Centre prior to covid hitting, I was really keen to work with Stella and the charity to give something back for the great work they are doing. Nationwide provides us with two days of paid volunteering a year and so I knew I wanted to use some of this time to help benefit the Centre and did so by taking part in the Windsor colour run and fundraising alongside this. I managed to rope in another five managers to do it with me and as a result we raised just over £750! I am very excited to continue supporting the Centre into 2023 and hope to organise another event soon to raise even more money for this great charity.

**Casey Osborne, Nationwide**



We are grateful to the following for their generous support, listed alphabetically:

Anglo Dutch; Ashridge Group; BWK Solicitors; EIC Insurance; Emma Stevens Accountancy; Ethical Health Consulting; FWP Consulting; GE Healthcare; Greens; Harpers Estate Agents; iLECSYS; iLECSYS Rail; Machins Solicitors; Nationwide; Penman Sedgwick LLP; RH Amar; Specsavers (Aylesbury); Specsavers Opticians, Hemel Hempstead; Stewart Fantham Solicitors; TPS MyData; Vectec Ltd.

### **Member donations**

All services are offered free of charge to members. However, many members kindly donate both time and money when they can. This makes a huge difference to our work.

We are actively trying to encourage more regular donations from members, but we recognise that not everyone is in a position to do this. At present around 22% of members give a financial donation monthly. We hope to increase this in 2023, but we are very clear that donating monthly is not mandatory and everyone will still be able to get the treatment and support they need from us, even if they cannot make regular donations.

### **Trusts**

Grants income in 2022 totalled £228,350, made up of £144,450 for specific projects and £83,900 in unrestricted funding. We are grateful for major grants from the Garfield Weston Foundation, Edward Gostling Foundation and Ernest Hecht Charitable Foundation. Our thanks also go to all the other grant makers whose support we can acknowledge publicly:

- Arnold Clark Community Fund
- Aston Clinton Charitable Foundation
- BLCF on behalf of London Luton Airport Operations Ltd – Community Trust Fund
- Doris Field Charitable Trust
- Fairhive Homes
- King/Cullimore Charitable Trust
- Kop Hill Climb through Heart of Bucks
- Rectory Foundation
- Shanly Foundation
- The Souter Charitable Trust
- The Stockwell-Cliffe Charitable Trust
- The Bouttell Bequest
- The Childwick Trust
- The Clothworkers' Foundation
- The David Family Foundation
- The E M MacAndrew Trust
- The Hospital Saturday Fund
- The Julia Mary Wood Charitable Trust
- The Lionel Abel-Smith Trust
- The Puttenham Trust
- The Spurrell Charitable Trust
- Thomas Hickman's Charity

Funding was received for the following projects:

Oxygen therapy	£13,000
Physiotherapy programme	£107,000
Pilates programme	£4,550
UV filtration kit for hydro pool	£9,900
Wellbeing programme	£10,000
Unrestricted	£83,900
<b>Total</b>	<b>£228,350</b>

We also received the final £50k instalment of a three-year grant from the National Lottery Community Fund to support our Physiotherapy programme, which was accrued in 2021.

### **Community and events**

After two years of real disruption to this income stream, 2022 was a far stronger year for our community and events activities. Income was over £97,000 (almost double that of 2021).

This was made up of some of our well-established regular events including our largest fundraiser of the year; the Pop Up Art Weekend. Other very well attended events were Run Prestwood, our Golf Day and local Quiz with fish and chips night. In addition, there were so many supporters doing their own events for the Centre; from progressive suppers, band nights, wedding donations and choir collections to Rotary clubs, sponsored head shaves and even a staff running team!

The effects of the cost-of-living crisis were evident however when we sadly had to cancel our Winter Ball after insufficient tickets were sold. Feedback was clear, the ticket prices were fair but as a higher priced item people were less likely to invest at a time of economic uncertainty. We have used this feedback wisely to frame our 2023 calendar of events.

### **Individual giving**

Many supporters make a regular gift to the Centre which creates a steady income stream. For 2023 we are hoping to reach more people and engage them in our work, as well as putting out more appeals for income, and we intend to see this area grow.

We are incredibly lucky to continue receiving regular donations from individuals throughout 2022, and although the average individual monthly donation of £44 fell below the £55 average monthly donation of 2021. This is felt to be a reflection of the continuing effect of rapid and steep inflation rises. The number of donations made in total, however, was marginally increased and we will be concentrating further on reaching a wider audience of supporters yet again in 2023.

## **Legacy and in-memory**

Every year the Centre receives a number of gifts which are either left in people's Wills or are donated in memory of someone to whom the Centre has been important. These gifts are very humbling to receive, and the income goes straight into supporting our members. In 2023 we are hoping to raise the profile of legacy giving more as this is a wonderful way of supporting the Centre and helping to ensure that it will be here for generations to come.

## **Oakwood Wellbeing Ltd**

Oakwood Wellbeing Limited (OWL), a wholly-owned subsidiary of the Chilterns MS Centre, was set up in 2016 to generate income for the Centre from its main resources: the premises, specialist equipment and staff. OWL operates on a commercial basis, outside the Centre's busiest hours with all profits gifted free of tax to the charity. With our COVID-19 safe environment, including air-purifiers, we have focused our attention on maximising potential income. In particular, the refurbished pool and specialist clinical equipment and setting have enabled us to raise £82,093 for the charity in 2022.



## Our volunteers

We simply could not run the Chilterns MS Centre without the huge support we receive from an army of wonderful volunteers. Many thanks to each volunteer who generously gives their time to our cause.

**87 active volunteers**  
**Over 170 hours a week**  
**£81,000 a year**  
**in 2022**

**Garden**  
**Leisure groups**  
**Fundraising**  
**Reception**

**Facilities**  
**Admin**  
**Oxygen**

**Cafe**  
**Buddy scheme**



# Health and safety

Health and safety remain of great importance to the charity. The H&S sub-committee meets monthly and includes Ray Hipkin and Claire Rumney, professional safety advisers, who have volunteered their time and expertise.

## Clinical

The charity has continued to provide a broad range of clinical services to support members in their physical and mental wellbeing. We follow NICE guidelines and our ethos is to assist members in effective self-management of their conditions. We also recognise the importance of supporting our carer members and have helped them with practical advice, social events and workshops. This year, our talented gardening volunteers developed a restful outdoor space to provide some calm respite.

We are lucky to have physiotherapy, hydrotherapy, OT, acupuncture, clinical counselling, dietetics, SALT, and massage clinicians, all of whom provide a high level of specialist neurological expertise. Members really benefit from their input and are seen in either 1:1 or small group settings. Hyperbaric oxygen therapy continues to be popular with our members and we are extremely grateful to our skilled team of volunteers that operate this service. This year we've continued to provide clinical placements for physiotherapy degree students and one of our exercise therapists has just commenced a physiotherapy apprenticeship. It is well recognised that movement and regular exercise are important components of effectively managing MS and other neurological conditions. We have therefore held daily exercise classes, both in-person and via Zoom, catering for members with a range of abilities. We have also been able to continue our popular weekly yoga and pilates sessions.

All members have been pleased to see the reopening of our social activities following Covid and our therapeutic leisure groups are thriving. Thanks to the support of our amazing volunteers, we have been able to run regular art groups, Boccia games, gardening and craft sessions, a singing group and a book club. We have been able to expand many of these as we've welcomed new members and demand has increased.

We have learnt valuable lessons from the pilot projects mentioned elsewhere and adapted our services for other neurological conditions. We have made changes to our referral process and fostered relations with local specialist nurses and patient support groups. Staff training and professional development have also been key to the success of this stage and will continue as we expand to include a broader range of neurological conditions

# Becoming the Chilterns Neuro Centre

Following a successful pilot project in 2022, we are pleased that we have now opened our doors and fully support people with Parkinson's or who have experienced Strokes and welcome them into our community. We continue to look to support other neuro conditions along with assessing and monitoring capacity and facility usage and will continue to adjust resources to meet the changes as funding and recruitment allow.

A significant learning from the pilot project was that the name of the charity, its vision, mission and values no longer reflected all of our community and was less inclusive and welcoming to our new members than we would like. To address this, the board established a subcommittee to look into what was needed and to ensure we encompassed everything the charity had become without losing our heritage.

Over a busy few months, the sub-committee ran a number of focus groups to capture all the thoughts and input from a wide variety of members, staff, supporters and volunteers. Along with research into other similar charities and some professional input to help us bring it all together, we are excited to propose that the charity will have a new name of Chilterns Neuro Centre from July 2023 with a strapline underneath of Treating, Supporting & Empowering.

To support the revised name we have updated our corporate profile and reinforced and enhanced the statements which we hope more accurately reflect our vision, mission and values.

## **Vision**

Chilterns Neuro Centre strives to create a community in which people affected by neurological conditions can live life to the full.

## **Mission**

Chilterns Neuro Centre is a charity that enhances the quality of life of individuals, families and communities of people affected by neurological conditions.

## **Values**

- Welcoming - We are committed to creating a diverse, inclusive community that helps people in safe and happy surroundings.
- Caring - We believe deeply in delivering the highest standards of care, therapy and treatments that improve people's quality of life.
- Empowering - With dedicated support we encourage people to aim for and achieve more and to work towards greater personal goals.
- Improving - By working and developing together we want to make a positive difference and will continue to strive for better with an ambitious and determined approach.

We believe these will provide a strong basis for the future of the charity going forwards.

# Administrative details

## Company details

Registered company number 02294557 (England and Wales)  
Registered charity number 800853  
Registered office and principal address  
Chilterns MS Centre  
Oakwood Close, Wendover, Aylesbury,  
Buckinghamshire. HP22 5LX

## Trustees

Henry Snow ACA (Chair, appointed May 2022)  
Catherine Golds DipIWM PgD (Resigned May 2022)  
Liz Tubb LLB (Hons) Vice Chair  
John Bedford  
Robert Carter BA Hons  
Alison Heywood DBO  
Darayus Motivala BSc(Hons)  
Justin Stephenson  
Simon Turner  
Karen Cross, appointed Jul 2022  
Ian Summerfield, appointed Jul 2022

## Company Secretary

Liz Tubb LLB (Hons) barrister-at-law

## Chief Executive

Richard Parkin (appointed January 2023)  
Andy Graham (Resigned December 2022)

## Leadership Team

Amy Smissen - Head of Integrated Clinical Services  
(resigned Feb 2023)  
Lou Grace - Deputy Head of Integrated Clinical Services  
Stella Kubale - Head of Fundraising  
Eileen Inman - Finance Manager  
Gemma Hill - Communications Manager (resigned  
January 2022)  
Andrew Scott - Communications Manager (appointed  
January 2022)  
Terry Baldwin – Head of Facilities and Business  
Development

## Patrons

Trishna Bharadia BA (Hons)  
The Earl of Buckinghamshire Lord Carlile of Berriew QC  
Prof Gavin Giovannoni MBBCh PhD FCP FRCP FRCPATH  
Derek K Townsend DL

## Telephone numbers

01296 696133 (Reception)  
01296 823040 (Fundraising)  
01296 823047 (Finance office)  
Website / Email  
www.chilternsmcentre.org  
info@chilternsmcentre.org

## Social media

Facebook: www.facebook.com/  
ChilternsMSCentre  
Twitter: @ChilternsMS  
Linkedin: Chilterns MS Centre  
Instagram: chilternsmcentre

## Auditors

Haines Watts  
Statutory Auditor  
Milton House  
Gatehouse Rd,  
Gatehouse Industrial Area,  
Aylesbury  
HP19 8EA

## Bankers

National Westminster Bank Plc  
22 Market Square  
Aylesbury  
Bucks HP20 1PR

Lloyds Bank Plc  
79 High Street  
Chesham  
Buckinghamshire HP5 1DE

Santander  
1st Floor  
Operations Block  
Bridle Road  
Bootle  
Merseyside L30 4GB

# Structure, governance and management

## Governing Document

Chilterns MS Centre Ltd is registered with the Charity Commission for England and Wales; it was incorporated as a company limited by guarantee on 9 September 1988. The charity was governed by its Memorandum and Articles of Association as adopted on 22 December 2004 until the Annual General Meeting on 21 June 2016 when new Articles of Association were approved and adopted by the members. They were further amended at the Annual General Meeting held on 26 July 2018.

## Organisational Structure

The Board of Trustees is responsible for the overall management and governance of the charity and meets on a monthly basis. The Board sets the strategic direction and policy for the charity, agrees on an annual budget and monitors performance against it. The day-to-day management is delegated to the Chief Executive, Richard Parkin, who was appointed in January 2023 following the retirement of Andy Graham. He is supported by the leadership team. The Leadership Team (LT) comprises Stella Kubale, Head of Fundraising; Lou Grace, acting Head of Integrated Clinical Services; Eileen Inman, Finance Manager; Andrew Scott, Communications Manager, and Terry Baldwin, Head of Facilities and Business Development.

## Governance

The CEO and the Chair of Trustees meet on a regular basis. For governance purposes, and in order to maintain good lines of communication, the LT provides monthly written reports to the Trustees including any resolutions required by the Board. This provides a coordinated approach to the running and development of the charity. Risk management, Human Resources Health and Safety and complaints, as well as feedback from the various sub-committees, form part of the agenda for trustee meetings. Each of the Trustees works on one or more of the charity's governance sub-committees.

There are five permanent committees: Clinical, Income Generation and Finance, Facilities and Support Services, Human Resources, and Health and Safety. Governance committee meetings are held with formal agendas and notes taken. The Trustees review policies and operating procedures as part of a programme of continual improvement for effective control of the operation of the charity.

In 2022, an additional sub-committee, the Rebranding Committee, was established to consider how best to reflect the widening of the work of the Centre to treating other neurological conditions.

## Recruitment and Appointment of New Trustees

In accordance with the Articles of Association, the Board is authorised to appoint new Trustees as additions to the Board or to fill vacancies. The Board works to ensure it has members with the appropriate balance of skills, knowledge and experience to enable it to operate effectively.

All Trustees are elected by the membership. A third of the Board retires by rotation at the Annual General Meeting but may seek re-election. On appointment to the Board, Trustees receive a copy of the Memorandum and Articles of Association of the Company and Charity Commission and Good Governance information and a role description. The Board believes that the Trustees bring the skills, knowledge and experience necessary to guide and govern the charity's activities effectively.

At the AGM in May 2022 Catherine Golds, after two years as Chair, retired from the Board. Henry Snow was appointed as Interim Chair supported by Liz Tubb as Vice Chair. The Board has appointed Liz Tubb to take over from Henry as Chair with effect from the AGM in May 2023. In addition during the year we welcomed Karen Cross and Ian Summerfield to the Board. Ian will replace Liz as Vice Chair.

The Board ensures there is a balance of Trustees who have MS, Trustees who have close relatives who have MS and other neurological conditions and those who do not have any connection to those conditions. As a result, the Trustees are able to ensure that the interests of our beneficiaries are represented by people with direct, first-hand knowledge and experience of MS in particular, but decisions taken are in the best interests of the charity overall.

With the decision to open the Centre to other neurological conditions, the Board already has a Trustee with experience of a relative with another neurological condition.

## Staff Pay

The charity benchmarks clinical staff pay to the NHS Agenda for Change pay scales and benchmarks all non-clinical staff salaries against similar positions in similar size charities. Key management personnel are benchmarked in the same way.

The board is very aware of the current cost of living pressures and approved a pay rise to staff in October 2022.

## Risk Management

The Board, in conjunction with the Chief Executive and Leadership Team, continues to review and monitor risk within the charity. The Trustees are grateful for the continued guidance provided by the specialist Health and Safety advisers referred to above, who work on a voluntary basis with the Health and Safety Committee.

“

**Getting support from the Centre has the potential to have a fundamental impact on your quality of life, whether that be physical, mental or emotional.**

**Trishna Bharadia  
Member and Patron**

”

## **Public Benefit**

The Trustees have complied with their duty to have regard to the guidance on public benefit published by the Charity Commission in exercising their duties or powers. The activities of the charity are focused on providing significant support for those with MS through treatment and therapy, informal advice and peer support.

## **Performance**

The charity's performance is monitored on a monthly basis using a range of activity reports and indicators. These inform the Board of Trustees and governance committees and enable the leadership team to measure performance against strategic objectives and inform future planning. Three year strategic objectives have been set for 2022-2024.

## **Workplace Pension**

All eligible staff are enrolled in a workplace pension scheme and the charity made contributions in line with the statutory requirements.

## **Professional Development and Training**

All employed clinical staff are supported by professional training as appropriate and appraisals.

Other staff are also supported if possible, to ensure their training needs are met and they develop additional skills within their roles. Specific training continued to be undertaken on COVID-19 protocols for all relevant staff and volunteers. A training programme for clinicians around the expansion to other conditions is underway.

“

**The Centre gives you a sense of belonging, community and support with whatever you need. From Facebook groups to Centre activities I would advise anyone with MS to get involved and get support according to your need.**

**Steve Rose  
Centre Member**

”

# Financial overview

The main points of the results for 2022 are:

Income for the year showed a significant reduction from 2021. This was partly due to some unbudgeted receipts in 2021 which were not repeated, including the benefit of a significant insurance claim and a generous legacy donation, but also to the continuing unfavourable conditions for charitable giving generally. Nonetheless, the budgeted revenue for the year was exceeded.

The strategic move to widen the charity's reach to other neurological conditions should, over time, improve our ability to raise funds. This will combine with careful management of investment in additional resources to enhance our services.

Despite inevitable increases in energy and other costs, we continued to exercise close control over expenditure. As a result, net cash outflow was £65k, and the closing net current assets figure was £475k.

## Income

The following table demonstrates the underlying income performance for the past three years and the continued impact of the pandemic in 2021.

	2019	2020	2021	2022
	No Covid	9 Months Covid	12 Months Covid	No Covid
	£000s	£000s	£000s	£000s
<b>Total Income Reported</b>	<b>1065</b>	<b>1012</b>	<b>968</b>	<b>841</b>
Significant Unbudgeted Event		196	180	
Underlying Income	1065	816	788	841
<b>vs 2019 Baseline</b>		<b>-23%</b>	<b>-26%</b>	<b>-21%</b>

We continue to see a modest recovery in income for the charity as the effect of the pandemic reduces. The underlying net income for 2022 of £841k compares to £788k for the previous year as shown in the table above.

The Oakwood Wellbeing Limited trading subsidiary continues to perform well and has benefited from a gradual improvement in space rentals and the popularity of the swimming pool with outside groups as well as with members.

## Expenditure

Total expenditure increased to £982k from £783k in 2021. This was predominantly driven by the following factors.

Expenditure on raising funds increased to £238k (2021: £154k). This reflected a reinvestment in staffing in this area as part of our strategy for future growth.

The Centre's running costs increased significantly in 2022 as a result of general price inflation and unsurprisingly particularly high increases in insurance and utilities in particular. Staff costs also increased following pay increases which took effect in October. Keeping a tight control on expenditure remains an essential part of our financial management process.

The Trustees had planned for a total expenditure of £1,025k, but the difficulties in filling staff vacancies across the year have led to some savings on projected expenditure. However, the requirement to fill vacancies as they arise remains.

## Cash Flow

Cash expenditure exceeded income by £65k during the year. However, we started the year with unusually high cash balances and by the end of 2022 the balance remained at £510k. This cash foundation continues to support the delivery of the sustainability strategy by enabling funding of resources and enhanced service delivery. The relevant costs are reflected in the charity's budgeted expenditure for 2023 and beyond.

## Resource Management

Resource planning for service delivery and fundraising for a multi condition future remains at the heart of the financial strategy for the Centre.

Andy Graham retired at the end of the year, after several years of dedicated service to the Centre first as head of finance and later as an able and effective Chief Executive.

“

**My journey has not been easy but meeting professionals like you has made a significant difference for me. All you have suggested or helped me to gain access to has happened. It has never taken years or not at all. You are fab and it is lovely to come somewhere where I don't feel different, intimidated or self-conscious.**

**Lorna Ashton-Scott  
Centre Member**

”

Richard Parkin has taken over as our new CEO from January 2023. He brings several years of experience in finance and corporate administration.

The charity is well placed to deliver a model where establishing a donor journey is the core principle for the smallest to the largest of donations, and to forge new fundraising relationships as we extend our services to people with other neurological conditions.

Whilst the clinical team remained largely stable in overall shape in 2022, we continue with plans to increase resources in physiotherapy, occupational therapy, speech and language therapy and clinical administration as resources and opportunities allow. We are also working on increasing the effectiveness of the service delivery through a range of capacity increasing initiatives with existing staff.

### Performance Indicators

The proportion of expenditure on the provision of treatments has fallen in the year. Although expenditure in this area has increased, the larger increase in the fundraising division reflects the continuing investment in this area.

The fundraising multiple shows how much income was raised per pound of investment in fundraising costs. The increase in costs primarily reflects the changes in the fundraising team structure implemented in late 2021 and 2022 in line with our future strategy. Although the multiple has fallen it remains satisfactory.

	2022	2021
	£	£
Income raised through fundraising excluding furlough income	£639,527	£763,743
Fundraising income classified within other Trading Activities-Sales	£29,090	£10,478
<b>Total – Excluding Oakwood Income and membership fees</b>	<b>£668,617</b>	<b>£774,221</b>
Expenditure on raising funds – including Oakwood direct costs	£238,055	£154,489
Less cost of goods sold	-£6,112	-£4,294
Less Oakwood direct costs	-£7,095	-£8,975
<b>Pure Fundraising Costs</b>	<b>£224,848</b>	<b>£141,220</b>
<b>Fundraising Multiple of income to cost</b>	<b>3.0</b>	<b>5.5</b>

**2021**  
**80p** of every £1  
 on care & support

**2022**  
**76p** of every £1  
 on care & support

## Oakwood Wellbeing Limited

Income generated from Oakwood in the year was £82k (2021: £61k). This is a satisfactory result, and Oakwood's activity is expected to increase in 2023.

All profits from the trading subsidiary are paid to the Charity through the HMRC approved "Gift Aid Payment" scheme.

### Reserves

The Group's total reserves at 31st December 2022 were £2,812k of which £23k were restricted, leaving £2,789k of unrestricted general reserves, most of which is the value of our building and land. In terms of free reserves the charity held £475k of which £23k were restricted leaving £452k unrestricted.

The £475k free reserves provide 5.8 months cover (2021: 8.8) of average expenditure. This level of reserves is comfortably above the charity target of four months, and has resulted primarily from the relatively successful performance in 2022 as well as the opening cash position.

Whilst high, these reserves provide financial protection in times of ongoing uncertainty and the funds to underpin investment in our future strategy.

“

To cut a long story short, the Centre has already helped me in ways I couldn't have imagined, and they continue to do so. Because I've been lucky and don't suffer as badly as many people with MS I've always felt that MS is just something I have to put up with, there's no cure so I just have to get on with it. But now I realise there are things that can be done and help available from the Centre which isn't readily accessible via the NHS.

Centre Member

”

## Statement of the Trustees responsibilities

The Trustees (who are also directors of the Chilterns MS Centre for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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 2019 (FRS 102);
- make judgments 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

# Statement as to disclosure of information to auditors

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

## Auditors

The auditors, Haines Watts, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

Approved by order of the board of trustees on 17th April 2023

Henry Snow  
Chair of Trustees

A handwritten signature in black ink, appearing to read 'Henry Snow', written in a cursive style.

# Independent auditor's report to the members and Trustees of Chilterns MS Centre Ltd.

## Opinion

We have audited the financial statements of Chilterns MS Centre Ltd. (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 December 2022 in this report, which comprise a consolidated statement of financial activities, a consolidated balance sheet and a consolidated cash flow statement, and notes to the financial statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 December 2022, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

## Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## **Conclusions Relating to Going Concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

## **Other Information**

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **Opinions on Other Matters Prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Report of the Trustees has been prepared in accordance with applicable legal requirements.

## **Matters on Which We are Required to Report by Exception**

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

## **Responsibilities of Trustees**

As explained more fully in the Trustees' responsibilities statement set out in this report, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations or have no realistic alternative but to do so.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which it operates. We determined that the following laws and regulations were most significant: The Companies Act 2006, The Charities Act 2011, UK GAAP, the UK Corporate Governance Code, UK corporate tax laws, Occupational Health and Safety regulations, and the Data Protection Act.
- We obtained an understanding of how the charity are complying with those legal and regulatory frameworks and made enquiries to the management of known or suspected instances of fraud and non-compliance with laws and regulations. We corroborated our enquiries through our review of board minutes, other relevant meeting minutes and review of correspondence with regulatory bodies.

We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the audit team included:

- Identifying and assessing the controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates and judgments.
- Identifying and testing journal entries, in particular journal entries posted with unusual account combinations.
- Assessing the extent of compliance with the relevant laws and regulations.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations are from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

## Use of Our Report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

### Auditor details

Mr S Brownsmith FCA  
Senior Statutory Auditor  
For and on behalf of Haines Watts (Berkhamsted) Limited, Statutory Auditor  
Milton House, Gatehouse Rd,  
Gatehouse Industrial Area,  
Aylesbury, HP19 8EA



17 April 2023

Haines Watts is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

	Notes	Unrestricted Funds £	Restricted Funds £	31.12.2022 Total funds £	31.12.2021 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	494,577	144,950	639,527	765,123
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS	6	62,572	0	62,572	29,580
Other trading activities	4	137,739	0	137,739	173,795
Investment income	5	360	0	360	16
<b>Total</b>		<u>695,248</u>	<u>144,950</u>	<u>840,198</u>	<u>968,514</u>
<b>EXPENDITURE ON</b>					
Raising funds	7	238,055	0	238,055	154,489
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS	8	592,521	151,253	743,774	628,202
<b>Total</b>		<u>830,576</u>	<u>151,253</u>	<u>981,829</u>	<u>782,691</u>
<b>NET INCOME/(EXPENDITURE)</b>		(135,328)	(6,303)	(141,631)	185,823
<b>Transfers between funds</b>	23	13,533	(13,533)	0	0
<b>Net movement in funds</b>		<u>(121,795)</u>	<u>(19,836)</u>	<u>(141,631)</u>	<u>185,823</u>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		2,910,672	43,009	2,953,682	2,767,858
<b>TOTAL FUNDS CARRIED FORWARD</b>	23	<u><u>2,788,877</u></u>	<u><u>23,174</u></u>	<u><u>2,812,051</u></u>	<u><u>2,953,681</u></u>

The notes on pages 34 to 48 form part of these financial statements.

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure has arisen from continuing activities.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED BALANCE SHEET**  
**AT 31 DECEMBER 2022**

**(REGISTERED NUMBER: 02294557)**

	Notes	Group		Charity	
		31.12.2022	31.12.2021	31.12.2022	31.12.2021
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	14	2,452,529	2,503,333	2,452,529	2,503,333
Investments	15	1,999	1,999	2,099	2,099
		<u>2,454,528</u>	<u>2,505,332</u>	<u>2,454,628</u>	<u>2,505,432</u>
<b>CURRENT ASSETS</b>					
Stocks	16	2,488	3,993	2,488	3,993
Debtors	17	23,842	79,311	37,942	78,823
Cash at bank		510,457	575,748	495,759	574,431
		<u>536,787</u>	<u>659,052</u>	<u>536,189</u>	<u>657,247</u>
<b>CREDITORS</b>					
Amounts falling due within one year	18	(61,897)	(83,818)	(61,663)	(82,312)
<b>NET CURRENT ASSETS</b>		<u>474,890</u>	<u>575,234</u>	<u>474,526</u>	<u>574,935</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>2,929,418</u>	<u>3,080,566</u>	<u>2,929,154</u>	<u>3,080,367</u>
<b>CREDITORS</b>					
Amounts falling due after more than one year	19	(117,367)	(126,885)	(117,367)	(126,885)
<b>NET ASSETS</b>		<u><u>2,812,051</u></u>	<u><u>2,953,681</u></u>	<u><u>2,811,787</u></u>	<u><u>2,953,482</u></u>
<b>FUNDS</b>	23				
Unrestricted		2,788,877	2,910,672	2,788,613	2,910,473
Restricted		23,174	43,009	23,174	43,009
<b>TOTAL FUNDS</b>		<u><u>2,812,051</u></u>	<u><u>2,953,681</u></u>	<u><u>2,811,787</u></u>	<u><u>2,953,482</u></u>

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

17th April 2023



Henry Snow  
Trustee



Ian Summerfield  
Trustee

The notes on pages 34 to 48 form part of these financial statements.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

	31.12.2022	31.12.2021
	Notes	
	£	£
<b>Cash flows from operating activities:</b>		
Cash generated from operations	1 (11,065)	304,792
Interest paid	(5,284)	(4,154)
<b>Net cash provided by / (used in) operating activities</b>	<u>(16,349)</u>	<u>300,638</u>
<b>Cash flows from investing activities:</b>		
Purchase of tangible fixed assets	(36,468)	(100,063)
Interest received	360	16
<b>Net cash provided by / (used in) investing activities</b>	<u>(36,108)</u>	<u>(100,047)</u>
<b>Cash flows from financing activities:</b>		
Loan repayments in year	<u>(12,835)</u>	<u>(8,810)</u>
<b>Net cash provided by / (used in) financing activities</b>	<u>(12,835)</u>	<u>(8,810)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	(65,291)	191,781
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>575,748</u>	<u>383,967</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><u>510,457</u></u>	<u><u>575,748</u></u>

The notes on pages 34 to 48 form part of these financial statements.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**1 RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.12.2022	31.12.2021
	£	£
<b>Net income/(expenditure) for the reporting period (as per the consolidated statement of financial activities)</b>	(141,631)	185,823
Donated professional services and donated facilities		
<b>Adjustments for:</b>		
Depreciation charges	87,272	76,926
Interest received	(360)	(16)
Interest paid	5,284	4,154
(Increase)/decrease in stocks	1,505	(2,307)
(Increase)/decrease in debtors	55,469	32,132
Increase/(decrease) in current creditors excluding bank loans and overdrafts	(18,604)	8,080
Net cash provided by / (used in) operating activities	<u>(11,065)</u>	<u>304,792</u>

**2 ANALYSIS OF CHANGES IN NET DEBT**

	At 01.01.2022	Cash Flows	Other non cash changes	At 31.12.2022
	£	£	£	£
Cash	575,748	(52,456)	(12,835)	510,457
Loans falling due within one year	(13,191)		3,317	(9,874)
Loans falling due after more than one year	(126,885)		9,518	(117,367)
	<u>435,672</u>	<u>(52,456)</u>	<u>0</u>	<u>383,216</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**1 STATUTORY INFORMATION**

Chilterns MS Centre Ltd. is a private company limited by guarantee incorporated in England and Wales. The registered office is Oakwood Close, Wendover, Aylesbury, Buckinghamshire HP22 5LX.

The presentation currency of the financial statements is the Pound Sterling (£) and the financial statements are rounded to the nearest £.

**2 ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued in October 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', and the Companies Act 2006.

Chilterns MS Centre Ltd. meets the definition of a public benefit entity under FRS102. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

At the date of approving these financial statements the trustees believe the charity has sufficient resources to ensure continued operational existence for the foreseeable future. The financial statements have therefore been prepared on the basis that the charity is a going concern.

**Preparation of consolidated financial statements**

The consolidated financial statements incorporate those of the Chilterns MS Centre and its wholly owned subsidiary Oakwood Wellbeing Limited on a line by line basis. Details of the subsidiary results are given in note 15. As permitted by section 408 of the Companies Act 2006, the SOFA of the parent company is not presented as part of these financial statements.

**Income**

Governance costs include those related to the cost of governance of the charity and its assets and are primarily associated with the compliance with constitutional and statutory requirements.

Recognition of income from donations will be deferred if the donor has specified the donation must be spent in a future accounting period(s) or if certain conditions have been imposed which must be met before the charity has unconditional entitlement. The gift aid associated with a donation is recognised when the donation is received by the charity. Gifts in kind are included at valuation at the time of the gift.

Subscription income is recognised in the year to which it relates and deferred in so much as it relates to a subsequent period.

The charity receives grants from Clinical Commissioning Groups which are accrued in accordance with calculations based on monthly clinical activity data provided.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the estate that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

## **2 ACCOUNTING POLICIES - continued**

### **Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS102), the general volunteer time of the charity's volunteers is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain the services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

### **Expenditure**

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

### **Raising funds**

Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

### **Charitable activities**

The costs of charitable activities are those directly incurred in support of the charity's objectives and include the costs of running the building owned and used by the charity.

### **Governance costs**

Governance costs include those related to the cost of governance of the charity and its assets and are primarily associated with the compliance with constitutional and statutory requirements.

### **Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**2 ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

Tangible assets are stated at cost less accumulated depreciation. The cost of minor additions or those below £500 are not capitalised. Depreciation is provided at the following annual rates in order to write off the cost of each asset, less estimated residual value, over its estimated useful life.

Freehold property	- 2% straight line (50 years)
Plant and machinery etc.	- 10%/33.3% straight line (3 to 10 years)
Main pool	- 6.67% straight line (15 years)
Pool refurbishment	-13.3% straight line (7.5 years, or to the end of life of the main pool if shorter)
Oxygen chamber	- 4% straight line (25 years)

**Stocks**

Stocks are valued at the lower of cost and net realisable value on a FIFO basis after making due allowance for obsolete and slow moving items.

**Taxation**

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

**Fund accounting**

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

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

Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

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

**Leasing commitments**

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

**Pension costs and other post-retirement benefits**

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

**Cash and cash equivalents**

Cash and cash equivalents include cash in hand and deposits held on call with the charity's banks.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**2 ACCOUNTING POLICIES - continued**

**Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments. The trustees are of the opinion that the charity does not currently have any Financial Instruments falling within the definition of Section 12 of FRS 102.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

*Basic financial assets*

Basic financial assets, which include debtors and cash and cash equivalents, are initially measured at transaction price including costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

*Basic financial liabilities*

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method. Financial liabilities classified as payable within one year are not amortised.

*Derecognition of financial liabilities*

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**Critical accounting estimates and judgements**

There have been no judgements made by the trustees in applying the accounting policies which have had a significant effect on the amounts recognised in the financial statements.

There have been no assumptions concerning the future, and other key sources of estimation uncertainty at the year end that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

**3 DONATIONS AND LEGACIES**

	Unrestricted Funds £	Restricted Funds £	31.12.2022 Total £	31.12.2021 Total £
Donations from members	120,836	0	120,836	113,595
Gift aid	27,217	0	27,217	26,051
Other donations and legacies	109,654	500	110,154	214,172
Fundraising and collections	236,870	144,450	381,320	409,925
Furlough grant	0	0	0	1,380
	<u>494,577</u>	<u>144,950</u>	<u>639,527</u>	<u>765,123</u>

Other donations and legacies include £3,294 (2021: £5,295) being the value of goods and services donated to the charity during the year.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**4 OTHER TRADING ACTIVITIES**

	31.12.2022	31.12.2021
	£	£
Sales	40,806	18,452
Membership subscriptions	14,840	14,435
Outside usage	82,093	60,847
Insurance recovery	0	80,061
	<u>137,739</u>	<u>173,795</u>

**5 INVESTMENT INCOME**

	31.12.2022	31.12.2021
	£	£
Bank interest receivable	<u>360</u>	<u>16</u>

**6 INCOME FROM CHARITABLE ACTIVITIES**

	31.12.2022	31.12.2021
	Provision of treatments, care and support for people with MS	Provision of treatments, care and support for people with MS
	£	£
Contributions from Clinical Commissioning Groups	<u>62,572</u>	<u>29,580</u>

**7 RAISING FUNDS**

**Raising donations, legacies and outside usage**

	31.12.2022	31.12.2021
	£	£
Staff costs	212,218	132,918
Fundraising Events	15,395	12,721
Sundries	4,111	4,456
Travel & subsistence	219	100
Cost of goods sold	6,112	4,294
	<u>238,055</u>	<u>154,489</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**8 CHARITABLE ACTIVITIES COSTS**

	Direct costs	Support costs (See note 9)	Totals
	£	£	£
Provision of treatments, care and support for people with MS	574,891	168,883	743,774

**9 SUPPORT COSTS**

	Management	Information technology	Human resources	Governance costs	Totals
	£	£	£	£	£
Provision of treatments, care and support for people with MS	153,129	8,256	1,898	5,600	168,883

Support costs, included in the above, are as follows:

	31.12.2022	31.12.2021
	£	£
Support salaries	138,966	161,549
Social security	8,505	9,728
Pensions	2,816	3,623
Postage, printing and stationery	4,527	3,360
Travel	168	35
Sundries	(1,853)	(2,207)
IT costs	8,256	13,267
HR costs	1,898	2,548
Auditors' remuneration	5,600	4,700
	<u>168,883</u>	<u>196,603</u>

**10 NET INCOME/(EXPENDITURE)**

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

	31.12.2022	31.12.2021
	£	£
Auditors' remuneration	5,600	4,700
Depreciation - owned assets	87,272	76,926
Hire of plant and machinery	<u>1,240</u>	<u>1,240</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**11 TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 December 2022 nor for the year ended 31 December 2021.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 December 2022 nor for the year ended 31 December 2021.

**12 STAFF COSTS**

	31.12.2022	31.12.2021
	£	£
Wages and salaries	601,277	490,448
Social security costs	49,318	35,263
Other pension costs	16,015	12,146
	<u>666,610</u>	<u>537,857</u>

	31.12.2022	31.12.2021
Therapy staff	15	13
Fundraising staff	6	5
Facilities staff	2	4
Administrative staff	3	3
	<u>26</u>	<u>25</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.12.2022	31.12.2021
£60,001 - £70,000	<u>0</u>	<u>0</u>

**13 2021 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted £	Restricted £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	586,473	178,650	765,123
<b>Charitable activities</b>			
Contributions from Clinical Commissioning Groups	29,580	0	29,580
Other trading activities	173,795	0	173,795
Investment income	16	0	16
<b>Total</b>	<u>789,864</u>	<u>178,650</u>	<u>968,514</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**13 2021 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
<b>EXPENDITURE ON</b>			
Raising funds	154,479	0	154,479
<b>Charitable activities</b>			
Provision of treatments, care and support for people with MS	431,599	196,603	628,202
<b>Total</b>	<u>586,078</u>	<u>196,603</u>	<u>782,681</u>
<b>NET INCOME/(EXPENDITURE)</b>	203,786	(17,953)	185,833
<b>Transfers between funds</b>	67,901	(67,901)	0
<b>Net movement in funds</b>	<u>271,687</u>	<u>(85,854)</u>	<u>185,833</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	2,663,663	104,195	2,767,858
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>2,935,350</u></u>	<u><u>18,341</u></u>	<u><u>2,953,681</u></u>

**14 TANGIBLE FIXED ASSETS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

	Freehold property	Fixtures and fittings	Totals
	£	£	£
<b>COST</b>			
At 1 January 2022	2,468,960	629,263	3,098,223
Additions	0	36,468	36,468
Disposals	0	0	0
At 31 December 2022	<u>2,468,960</u>	<u>665,731</u>	<u>3,134,691</u>
<b>DEPRECIATION</b>			
At 1 January 2022	231,899	362,991	594,890
Charge for year	23,190	64,082	87,272
Disposals	0	0	0
At 31 December 2022	<u>255,089</u>	<u>427,073</u>	<u>682,162</u>
<b>NET BOOK VALUE</b>			
At 31 December 2022	<u><u>2,213,871</u></u>	<u><u>238,658</u></u>	<u><u>2,452,529</u></u>
At 31 December 2021	<u><u>2,237,061</u></u>	<u><u>266,272</u></u>	<u><u>2,503,333</u></u>

The additions and disposals in the year relate to pool assets removed and replaced.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**15 FIXED ASSET INVESTMENTS**

	Group		Charity	
	31.12.2022	31.12.2021	31.12.2022	31.12.2021
	£	£	£	£
<b>MARKET VALUE</b>				
Unlisted investment in subsidiary companies.	0	0	100	100
Other unlisted investments	1,999	1,999	1,999	1,999
	<u>1,999</u>	<u>1,999</u>	<u>2,099</u>	<u>2,099</u>

Unlisted investment in subsidiary companies.

The charity holds 100 shares of £1 each in its wholly owned trading subsidiary company Oakwood Wellbeing Limited which was incorporated in the United Kingdom on 7 September 2016 (registration number 10363280). Profits from the subsidiary are paid to the charity under the gift aid payment scheme. A summary of the financial performance of the subsidiary for the period 1 January to 31 December 2022 (1 January to 31 December 2021) is:-

	31.12.2022	31.12.2021
	£	£
Income	82,093	60,847
Less direct operating expenditure	(11,784)	(16,346)
Less service charge from parent charity	(23,700)	(15,000)
Net profit	<u>46,609</u>	<u>29,501</u>
Total equity brought forward	201	98
Profit for the financial year	46,609	29,501
Amount gift aided to the charity - prior year profits	(201)	(98)
Amount gift aided to the charity - current year profits	(46,442)	(29,300)
Total equity carried forward	<u>167</u>	<u>201</u>

The net contribution Oakwood Wellbeing Limited made to the parent charity in the year was £70,240 (2021: £44,398) being the total of the service charge and gift aided profit.

**16 STOCKS**

	Group		Charity	
	31.12.2022	31.12.2021	31.12.2022	31.12.2021
	£	£	£	£
Stocks	<u>2,488</u>	<u>3,993</u>	<u>2,488</u>	<u>3,993</u>

**17 DEBTORS**

	Group		Charity	
Trade debtors	13,384	61,967	6,183	56,070
Prepayments and accrued income	10,458	17,344	10,458	17,344
Amounts owed by group undertakings	0	0	21,301	5,409
	<u>23,842</u>	<u>79,311</u>	<u>37,942</u>	<u>78,823</u>

**Funds received as agents**

During the year the charity received £16,172 (2021: £5,202) as an agent for exhibitors at its annual art exhibition. The exhibitors donated £5,437 (2021: £1,971) in total to the charity and the charity therefore paid the balance of £10,735 (2021: £3,231) to the exhibitors.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**18 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	Group		Charity	
	31.12.2022	31.12.2021	31.12.2022	31.12.2021
	£	£	£	£
Bank loans and overdrafts (see note 20)	9,876	13,192	9,876	13,192
Trade creditors	18,848	37,382	18,616	37,119
Social security and other taxes	18,476	12,534	18,476	12,534
Accruals and deferred income	14,697	20,710	14,695	19,467
	<u>61,897</u>	<u>83,818</u>	<u>61,663</u>	<u>82,312</u>

Deferred income amounting to £3,600 (2021: £4,425) at the balance sheet date comprises grants received with time related restrictions and membership income received in advance.

**19 CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	Group		Charity	
	31.12.2022	31.12.2021	31.12.2022	31.12.2021
	£	£	£	£
Bank loans (see note 20)	<u>117,367</u>	<u>126,885</u>	<u>117,367</u>	<u>126,885</u>

**20 LOANS**

An analysis of the maturity of loans is given below:

	Group		Charity	
	31.12.2022	31.12.2021	31.12.2022	31.12.2021
	£	£	£	£
Amounts falling due within one year on demand:				
Bank loans	<u>9,876</u>	<u>13,192</u>	<u>9,876</u>	<u>13,192</u>
Amounts falling due between two and five years:				
Bank loans - 2-5 years	<u>46,278</u>	<u>57,265</u>	<u>46,278</u>	<u>57,265</u>
Amounts falling due in more than five years:				
Bank loans more than 5 years by instalments	<u>71,089</u>	<u>69,620</u>	<u>71,089</u>	<u>69,620</u>

**21 OPERATING LEASE COMMITMENTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

Minimum lease payments fall due as follows:

	31.12.2022	31.12.2021
	£	£
Other operating leases		
Expiring:		
between two and five years	<u>930</u>	<u>3,409</u>
	<u>930</u>	<u>3,409</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**22 SECURED DEBTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

The following secured debts are included within creditors:

31.12.2022	31.12.2021
£	£
<u>127,243</u>	<u>140,077</u>

The bank loan is secured by two legal charges, the first being over the freehold property of the charity and all associated assets. The charity entered into a bank loan agreement for £475,000 in 2012 so as to finance its new building. This loan was restructured in 2012 at a value of £216,736 and is repayable over a period of 15 years commencing January 2015 at an interest rate of 2.75% above base rate. The trustees believe that the charity will receive sufficient donations to be able to repay this loan in line with its terms. The second legal charge is fixed and floating over the charity and all its assets present and future.

**23 MOVEMENT IN FUNDS**

<b>Unrestricted funds</b>	At 01.01.2022	Income	Expenditure	Transfers	At 31.12.2022
	£	£	£	£	£
Group - General fund	<u>2,910,672</u>	<u>695,248</u>	<u>(830,576)</u>	<u>13,533</u>	<u>2,788,877</u>
Charity - General fund	<u>2,910,473</u>	<u>683,395</u>	<u>(818,792)</u>	<u>13,533</u>	<u>2,788,613</u>

**Restricted funds - Charity (also comprising that of the Group)**

	At 01.01.2022	Income	Expenditure	Transfers	At 31.12.2022
	£	£	£	£	£
Reception & Garden Furniture	1,567	0	0	0	1,567
Physiotherapy Equipment	1,085	0	(398)	0	687
Owens building infrastructure Fund	3,815	0	0	(0)	3,815
Hardship Fund	250	0	(50)	0	200
Exercise Programme	226	0	(226)	0	0
National Lottery Community Fund	1,629	0	(1,629)	0	0
COVID19 Fund	3,633	0	0	(3,633)	(1)
Allergan Fund	9,886	(0)	(0)	0	9,886
Aims2Cure Pilates Fund	450	4,550	(5,000)	0	0
Rothschild Wellbeing Fund	9,636	5,000	(14,636)	0	0
Aylesbury Town Council & Paradigm Fund	9,000	5,000	(14,000)	0	0
Leisure Group Fund	1,833	500	(1,687)	0	646
Pool UV filters	0	9,900	0	(9,900)	0
Physio salaries	0	107,000	(107,000)	0	0
Oxygen	0	13,000	(6,627)	0	6,373
	<u>43,010</u>	<u>144,950</u>	<u>(151,252)</u>	<u>(13,533)</u>	<u>23,174</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,953,682</u>	<u>840,198</u>	<u>(981,828)</u>	<u>0</u>	<u>2,812,051</u>
	<u>2,953,483</u>	<u>828,345</u>	<u>(970,044)</u>	<u>0</u>	<u>2,811,787</u>

The transfer between funds reflects expenditure on capital items in accordance with the terms of the fund.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**23 MOVEMENT IN FUNDS - COMPARATIVES**

	At 01.01.2021	Income	Expenditure	Transfers	At 31.12.2021
	£	£	£	£	£
<b>Unrestricted funds</b>					
	<u>2,663,663</u>	<u>789,864</u>	<u>(610,756)</u>	<u>67,901</u>	<u>2,910,672</u>
Charity - General fund	<u>2,663,567</u>	<u>773,479</u>	<u>(594,474)</u>	<u>67,901</u>	<u>2,910,473</u>
<b>Restricted funds</b>					
Computers	650	0	0	(650)	0
Tring Lions Building Fund	5,500	0	0	(5,500)	0
Reception & Garden Furniture	1,567	0	0	0	1,567
Physiotherapy Equipment	1,640	0	(555)	0	1,085
Owens building infrastructure Fund	11,000	0	(1,770)	(5,415)	3,815
Hardship Fund	250	0	0	0	250
Exercise Programme	10,994	15,972	(26,740)	0	226
Pool Refurbishment Fund	56,336	0	0	(56,336)	0
National Lottery Community Fund	0	100,000	(98,371)	0	1,629
COVID19 Fund	5,669	12,100	(14,135)	0	3,634
Allergan Fund	10,589	0	(704)	0	9,885
Aims2Cure Pilates Fund	0	4,550	(4,100)	0	450
Rothchilds Wellbeing fund	0	35,000	(25,364)	0	9,636
Aylesbury TC & Paradigm	0	9,000	0	0	9,000
Leisure / Therapy Group	0	2,028	(196)	0	1,832
	<u>104,195</u>	<u>178,650</u>	<u>(171,935)</u>	<u>(67,901)</u>	<u>43,009</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,767,858</u>	<u>968,514</u>	<u>(782,691)</u>	<u>0</u>	<u>2,953,681</u>
<b>CHARITY - TOTAL FUNDS</b>	<u>2,767,762</u>	<u>952,129</u>	<u>(766,409)</u>	<u>0</u>	<u>2,953,482</u>

The Reception & Garden Furniture Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the refit of the Centre reception area.

The Physiotherapy Equipment Fund relates to donations received by the charity where they wish for the funds to be applied towards the purchase of physiotherapy equipment.

The Owens Building Infrastructure Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on infrastructure projects or energy saving schemes.

The Hardship Fund relates to a donation received by the charity where the donor has agreed to support members unable to pay membership fees through financial hardship.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**23 MOVEMENT IN FUNDS (CONTINUED)**

The National Lottery Community Fund relates to donations received by the charity where the donor has stated they wish for the donations to be spent on the provision of physiotherapy services.

The COVID-19 Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the response to COVID-19.

The Allergan Fund relates to a donation received by the charity where the donor has stated they wish for the donation to be spent on fundraising costs.

The Aims2Cure Pilates Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of Pilates.

The Rothschild Wellbeing Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of wellbeing activities.

The Aylesbury Town Council and Paradigm Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on wellbeing activities.

The Leisure Group Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on therapeutic leisure group activities.

The Pool UV Filters Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on UV filters for the hydro pool

The Physiotherapy Salaries Fund relates to donations received by the charity where the donors stated that the funds should be used to fund the provision of physiotherapy.

The Oxygen Supplies Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the operational costs of the oxygen chamber.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**24a ANALYSIS OF GROUP NET ASSETS BETWEEN**

	Unrestricted funds	Restricted funds	
	£	£	£
Tangible fixed assets	2,452,528	0	2,452,528
Fixed asset investment	1,999	0	1,999
Current Assets	513,613	23,174	536,787
Creditors falling due within one year	(61,897)	0	(61,897)
Creditors falling due after more than one year	(117,367)	0	(117,367)
	<u>2,788,876</u>	<u>23,174</u>	<u>2,812,051</u>

**24b ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS (PRIOR YEAR)**

	Unrestricted funds	Restricted funds	31 December 2021 Total
	£	£	£
Fixed asset investment	2,503,333	0	2,503,333
Current Assets	616,043	43,009	659,052
Creditors falling due within one year	(83,818)	0	(83,818)
Creditors falling due after more than one year	(126,885)	0	(126,885)
	<u>2,910,672</u>	<u>43,009</u>	<u>2,953,681</u>

**24 PENSION COMMITMENTS**

During the year the charity contributed a total of £16,014 (2021: £12,146) to defined contribution schemes. This cost has been charged as an expense and analysed across activities in accordance with the allocation of the related employee salaries. At 31 December 2022, based on the employee salaries at the time, there was an annualised commitment of £17,979 (2021: £13,076).

**25 RELATED PARTY DISCLOSURES**

The total employee benefits of the key management personnel of the Group and Charity were £251,585(2021: £224,942). Key management personnel comprise the chief operating officer together with the senior leadership team.

The charitable company has one subsidiary, Oakwood Wellbeing Limited as detailed in note 15 above. During the year, this subsidiary made payments under the gift aid payment scheme to the charitable company of £46,540 (2021: £29,398).

**26 ULTIMATE CONTROLLING PARTY**

Chilterns MS Centre Ltd. is an incorporated charity under the control of the trustees collectively.

**27 COMPANY LIMITED BY GUARANTEE**

The liability of each member is limited to £10 by guarantee.





Chilterns MS Centre Ltd.

Oakwood Close, Wendover, Buckinghamshire HP22 5LX

01296 696133 | [info@chilternsmcentre.org](mailto:info@chilternsmcentre.org)

[www.chilternsmcentre.org](http://www.chilternsmcentre.org)

Registered charity no: 800853 | Registered company no: 02294557

**Chilterns Neuro Centre Ltd**

England & Wales - Charity number 800853

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# Accounts

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# ANNUAL REPORT FOR 2021



## Our Vision

**Our vision is for a world in which local people living with MS can live life to the full**

## Our Mission

**Our mission is to provide the knowledge, tools, treatment and community to empower people living with MS to thrive**

**We Put People First – by being inclusive and showing respect to ourselves and others**

**We Act with Integrity – by being honest and trustworthy**

## Our Values

**We are One Team – we build positive relationships, support each other and grow together**

**We Deliver a Professional Service – we are accountable and follow professional standards to improve quality of life**

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The Chiltern MS Centre has helped me immensely following my diagnosis of MS, not only with the direct support they offer in the form of courses and treatments, but also by offering a safe space to meet other people with MS. It offers a great community and I have been coming here on a regular basis - initially to learn about fatigue management and then to improve my fatigue through regular oxygen treatments. They offered counselling and speech therapy, which helped with finding tools to manage my cognitive fatigue. Other services include hydrotherapy or Pilates to help me with balance and the list goes on - there is such a variety of help they can offer! **Claudia**

## **WELCOME TO THE CHILTERN MS CENTRE REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2021**

Our success as a charity relies on people, whether that be our dedicated team of staff, all the volunteers who support us, our generous donors or our beneficiaries who bring our community at the Chilterns MS Centre alive. 2021 proved to be another challenging year, but with a real sense of hope and positivity from everyone connected to the Centre, we were able to re-open more and more services to our members. After very much 'surviving' in 2020, we really began to 'thrive' once more.

We were delighted to re-start hydrotherapy in our pool after extensive renovations, re-introduce Pilates and increase our oxygen sessions as more volunteers who run the service returned to us and new volunteers were trained. We re-opened our cafe, a hub for our members, and re-started our therapeutic leisure groups. From extensive positive feedback, we know how the Zoom exercise classes we set up during the pandemic have made such a difference to the lives of over 120 people, so we continued with these but now offer 'hybrid' classes with both online and in-centre participants.

Once again, fundraising was impacted by COVID-19, particularly community and events but we rose to the challenge by moving some events online: our pop-up art weekend became a virtual art shop website and Run Prestwood became 'The Virtual Edition'. Later in the year, we were able to run some face to face events including a skydive and quiz.

With our strict COVID-19 protocols, including air purifiers, we concentrated on letting our facilities when they were not in use for MS activities through Oakwood Wellbeing Limited, our trading subsidiary. It has been a successful year in re-building our hires and gift-aiding the profits from Oakwood to the charity.

As ever, we were overwhelmed by support from many generous donors, trusts and fundraisers, without them we simply could not continue our work. With a substantial legacy and receiving our business interruption insurance payment, it became time for us to look forward. We have started building more clinical capacity, very welcome at a time when our waiting lists are increasing in line with demand for services, particularly physiotherapy.

Our main strategic priority for 2021 was to secure the financial stability of the charity through [Developing a strategy for a sustainable future](#). The 'Our Future Centre' project was led by a committee that included trustees, staff and member representatives. It involved extensive desk-top and field research into income opportunities, operating models, and the provision of other local neurological services. I would like to thank the other MS Centres, many of whom treat other neuro conditions, who supported this research.

# WELCOME TO THE CHILTERN MS CENTRE REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2021

The decision on our future direction is bold - we are piloting opening our services to other neurological conditions. Altruistically, we want those whose life is impacted by conditions such as Parkinson's and stroke to have access to the services on offer to those with MS at our Centre. We also believe this will open up further funding opportunities, giving us a stronger financial future. Our expertise in dealing with the impact of a long term neurological condition, developed over the last 37 years with MS, will enable us to help so many others in desperate need of ongoing emotional, social and physical support in our local community.

Considerable time and focus has enabled us to **Build a stakeholder-focused marketing strategy** with our new 'brand story', centring our communications around our members. Case studies illustrate the day to day impact our community, treatments and therapies have on the lives of people with MS. We are so grateful to those members who have shared their personal struggles with their MS journey and the difference we make to them at the Centre.

Work continues on **Developing a member journey with self-management at its heart**. Our exercises classes are one example where our members are doing supervised physiotherapy, effectively managing their own rehabilitation and maintenance programme. A range of other services can be accessed, simply by signing up, to support members on their MS journey.

Focus on the wellbeing of our staff has contributed to our objective of **Creating a Team culture which engenders commitment and where our people are valued**. A policy was written and circulated to the staff, we surveyed the staff which had positive results and following this we held a workshop facilitated by an executive coach. The staff have set up a wellbeing committee whose initiatives have included increasing social interaction amongst the team and improving their working environment.

I would like to thank all our staff, including those who have left us within the last year, for their hard work and positive impact on the charity - your dedication makes all the difference.

As a charity we are filled with hope and optimism for the future and a sense of real excitement that not only can we connect with people on their MS journey, but with others on their journeys with other neurological conditions. As ever, we thank our funders, whether that be an individual, corporate, community group or trust - without you everything we do and hope to do in the future just simply would not be possible.

**CATHERINE GOLDS**  
**CHAIR OF TRUSTEES**



# The Difference We Make

At the Chilterns MS Centre we support almost 500 people living with Multiple Sclerosis (MS) from our purpose-built Centre nestling in the Chiltern Hills just outside Wendover, Buckinghamshire.

Multiple Sclerosis (MS) is a long-term condition that affects the central nervous system. It impacts the ability of nerves to conduct electrical impulses to and from the brain, and this produces the various symptoms of MS.

The increasing level of symptoms and disability experienced by many can affect working, family and social life.

But we don't think having MS should define our beneficiaries, who become members for just £25 a year. We can't change their diagnosis but we can meet them on their journey, and help to keep life going in the direction they want.

Our Centre offers a number of therapies including physiotherapy, Pilates, hydrotherapy, talking therapy and oxygen treatment.

It offers people with MS an opportunity to meet others on their own MS journey – and get plenty of advice and peer support.

Then they can head back out into the world, recharged and ready to think about the things that really matter. Work. Hobbies. Friends. Planning their next holiday.

With our help, we make our members a little less MS, a little more them.

**497 MS members  
receive our support**

**765 hours of  
therapy, classes and  
advice are delivered  
each month**

**0 people turned  
away from accessing  
our services**

**47 carer members  
are supported**

# Gareth's Story

“ I used to be an active footballer, but my legs started to not do the things they should and I was getting pins and needles down my back every time I bent my head down. That’s when I was diagnosed with MS.

Everything started to get worse so I began a course of **Physiotherapy** at the Centre. And over time I have tried many of the services available there. I have **Hydrotherapy** to maintain movement in my arms and legs, acupuncture to help my bladder and I am about to try **Oxygen therapy** to help with my fatigue.

One of the things that has made a big difference to my life was going on the **Fatigue Management Course** to understand my fatigue better. I love to keep fit and active and I used to really go for it at the gym. But it used to take me a couple of days to recover and I thought I may have to give that up too. Going on the course has helped me to realise that it is ok to take regular breaks and go for shorter gym sessions. This way I can still feel the benefit and continue doing something I really enjoy.

Unfortunately I can’t play football any more but along with the gym I can also keep walking my Cockerpool. By walking for two to three minutes then having a rest, I can walk him for much longer than I could before, which is great. I wouldn’t have done that before going on the course.

Coming to the Centre initially was scary but now I really look forward to coming here. Everyone is so friendly. Coming to the Centre really helps keep me motivated. ”

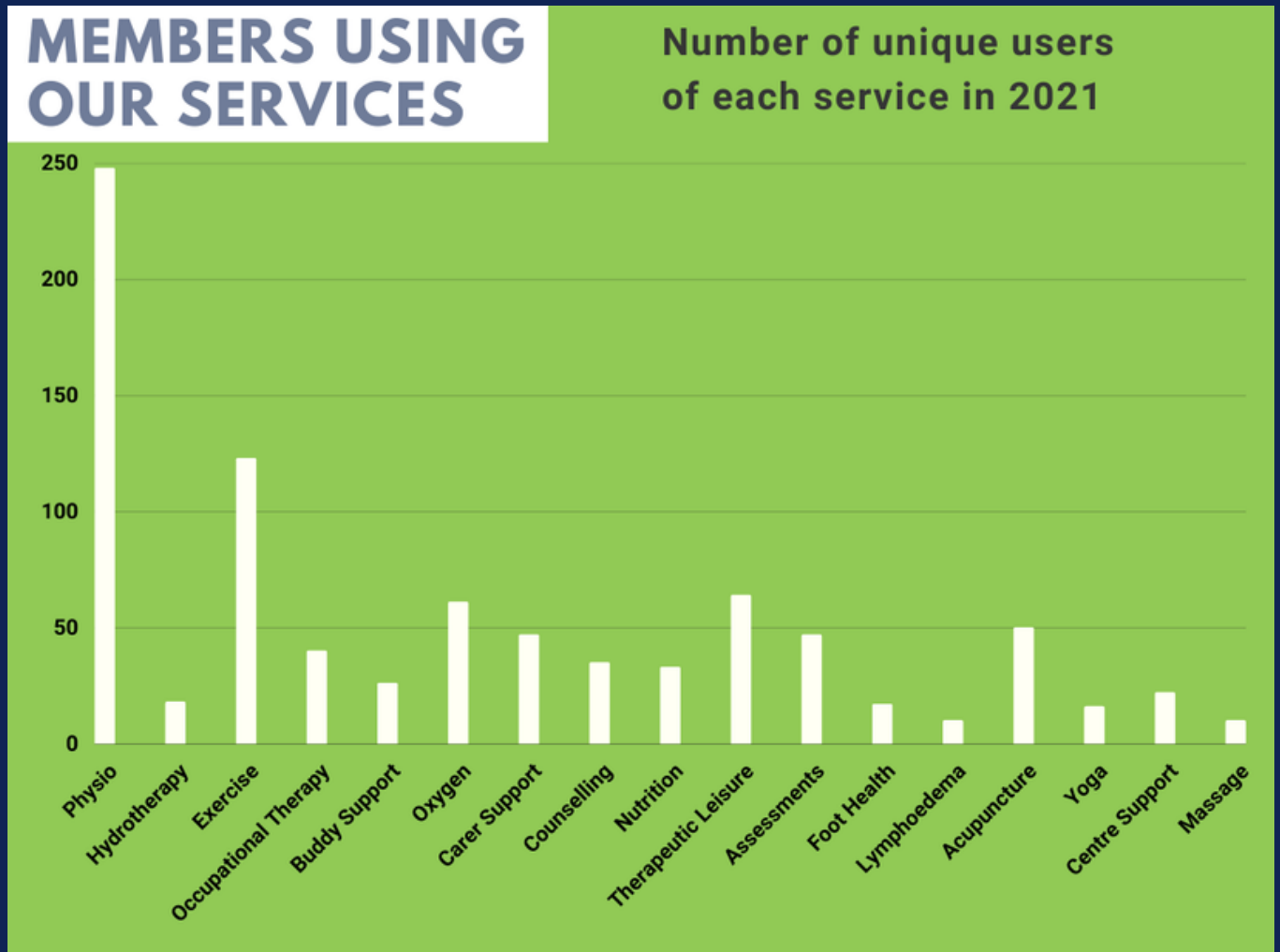
Sheryl, Gareth’s wife, echoes his thoughts.

“ Since Gareth has been attending the MS centre he has a much better understanding of his fatigue, this has enabled him to enjoy life and realise that it is okay to rest when he’s feeling tired. Gareth’s mental health has improved dramatically, he is less frustrated because he is now able to listen to his body more following the support he has received at the Centre. Gareth really enjoys attending and feels people are listening to his needs and he is offered various treatments to help improve his wellbeing. ”

Gareth has been pro-active in trying to understand and improve his symptoms. This is the self-management approach that we encourage all of our members to take, under the guidance of our expert clinical team.



# The Difference We Make



We offer a wide range of services and by providing the treatment, tools, knowledge and a community of health professionals and peers, **we are developing a member journey with self-management at its heart**. Our activities promote this approach and encourage members to take an active role in, and make informed decisions about their own wellbeing.

Our dietician runs a monthly weight management group and we ran a nutrition workshop and produced a video around MS Diets. Recipe swap sessions give advice on nutrition and also on simplifying food preparation including equipment that can be used.

We have run education sessions for families and carers which have looked at topics such as manual handling and nutrition. The Stress and Anxiety Management Workshop run by our counsellor got great feedback, as does our Fatigue Management Programme – run both in-centre and online earlier in the year.

All members can also access our Therapeutic Leisure Group Programme – in-centre and via Zoom including our art group, online quiz, social group, book club and Boccia club.

# The Difference We Make

## Wellbeing Services

Our Wellbeing programme aims to provide support and activities that improve the mental and physical wellbeing of our members. It includes our social groups, art group, counselling, nutritional advice, carers' support and occupational therapy.

It really is therapy – it makes me feel less isolated.

It's like being part of a big family, I feel so much better after I have attended the social and art groups, I really look forward to them.



Conversation with the counsellor helps me a lot. It boosted my confidence again and opened a new chapter in my life. She has helped me identify coping mechanisms and given me time to be able to explore and vent my fears and concerns. Being able to talk things through with someone who is unbiased has enabled me to work on what's best for me.

I immediately felt at ease in the Art group and steadily got more confident, and I honestly think it played a really huge part in me getting myself into a much healthier headspace.

As I live on my own it really gives me the opportunity to socialise and also meet others with MS.

I've been diagnosed with MS six years and the thought of attending the centre scared me, I almost felt like I was giving in to the MS if I attended, that I didn't need help or support. A huge thank you for your help, guidance and support over the last few months. You've really helped me become more positive and aware of my limits.

# The Difference We Make

In December we conducted a survey to get feedback from our members on the services we provide and how they benefit from them. We had 119 responses, 113 from people with MS and six from carers. At the Chilterns MS Centre, we understand how important it is to support family and friends that may be caring for a loved one who had MS through our [Carers Support](#).

It is a very friendly and supportive environment with a huge range of therapy options available. All staff and volunteers go out of their way to tailor their help to individual needs and I am extremely grateful for all the assistance and advice that I've been given.

I receive wonderful help with my condition, maintain my independence and feelings of self-worth.

The Centre is an essential resource for anyone dealing with MS and I can't imagine trying to cope without it.

**93%** of respondents agreed with the statement: "The Centre provides services that I can't access anywhere else."

**85%** said the treatment or support they receive helps them to manage their symptoms and improves their physical health 'always' or 'most of the time'

**85%** said the treatment or support they receive improves their mental health and wellbeing 'always' or 'most of the time'

**57%** said the treatment or support they receive helps them to be more active

**78%** said the treatment or support they receive helps them to maintain their independence

It has helped me to come to terms with my diagnosis and enables me to feel more positive about the future. Meeting fellow MS members has also been invaluable.

I rely on the oxygen treatment to help me continue working. The social interaction with others is also very important to me.

# Sarah's Story

“ After diagnosis I felt shocked and alone. I was told to come back in a year by my neurologist with no signposting to any help or support. I was very lucky that my GP knew about the Centre and referred me straight away. I honestly don't know what I would have done without the support of the Centre. It's not just the physical support it's the emotional support that is important to me too.

I was diagnosed late in life, and looking back I'm sure I have had MS for many years and it now explains a few incidents. On holiday once I nearly capsized a boat full of people as my leg buckled. I nearly fell back and capsized the boat but was saved by burly fishermen! I felt very embarrassed but it's obvious now that it was MS making my leg give way.

When I started **Physiotherapy** at the Centre I had a grandchild on the way and couldn't bear the thought of not being able to get down on the floor to play and have the connection with the baby. My physio showed me how to lower myself down and what to use to get back up again safely. This is also great to know if I ever fall too. It is such a joy to be able to indulge them with my time and energy. It was really important to me to participate in their lives.

My granddaughter loves riding my mobility scooter with me off-road. I love being able to get down and play with them - as long as nobody watches me get up!

I also attended **Exercise classes** there is something wonderful about being with people who understand how difficult it is. The support you get from other members is wonderful because they absolutely get it. We are very frank with each other but our humour keeps us going.

My life has changed a lot but try not to dwell too much on what I can't manage. My mother was a great example of finding ways to cope and accepting things. I always try to focus on the positive and the things I can still do. Life is limited by fatigue but I've learned, with the **Fatigue** course to pace myself and to delegate.

It has been harder during lockdown to maintain my exercise but that's the nature of lockdown. But the support from the Centre has been there all the way through. I know if I had a problem I could get in touch. It's like a safety blanket knowing that you have somewhere to turn. The Centre is fundamental to the wellbeing of people with MS. I can't imagine being without it. That's why I do everything I can to fundraise - even shaving my head! ”



# The Difference We Make

## Pilates

Our new Pilates instructor began to put people through their paces again in 2021 with an intensive six-week programme - tailored to each member personally and followed up with monthly 'maintenance' sessions - and the results have been very positive.

The monitoring measures we use show improvements in balance, strength, walking distance and general reported wellbeing for people taking part.

I have only recently been diagnosed – and in many ways am near the start of that journey. It has been really important for me to find a way to positively manage the reality of living with MS. Pilates sessions have been hugely impactful. Friendly, focused and always with a plan. I feel like we are making progress all the time. It has given me confidence to tackle life with MS and I'm immensely grateful for your help. **Tim**

Just wanted to say how much I enjoy my Pilates sessions. They're helping me so much with my balance & strengthening my core & other muscles. I used to have an issue with falling over, Pilates has helped massively. **Julie**



## Physiotherapy

Our physiotherapy services remain one of the most valued amongst our members. With Covid-19 protocols in place we were unable to offer as many appointments. Unfortunately this did impact on our waiting lists and reduction of this is a focus for 2022.



I have two young grandchildren that my wife and I look after once a week and I feel that it's really helped me to do that. And I think my son and two daughters and my wife all feel more relaxed about the MS situation because I'm going to the Centre and getting help there. **Dennis**

# Peter's Story

Peter was diagnosed with multiple sclerosis over 20 years ago and his mobility has been affected greatly by it. Before the pandemic he was relying on his mobility scooter to get around and suffered from terrible pain in his back and legs for years because of his MS.

Peter takes a proactive approach to manage his symptoms himself, and recognised the benefits of joining in with **Exercise classes** at the Centre and the pandemic spurred him on to do even more, with classes on Zoom at home, and more recently face-to-face classes at the Centre.

“ I was taking up to 10 tablets a day to manage the nerve pain in my lower back. The pain was excruciating and made getting out of bed and going down the stairs really slow and difficult. I would scream out in pain every day doing it.

I have always done some of the exercise classes at the Centre, but normally only once a week. When the pandemic started and the Centre began to do a number of Zoom exercise classes each week, I decided to join in. I didn't have much else to do and joining in helped me to keep connected to the Centre and to my friends in it.

I have been doing several classes a week for over a year now. I have also started to come in for face-to-face classes too. These are much harder as my therapist can see exactly what I am doing, or doing wrong, and can correct me. Since doing all these, my back has strengthened and I am no longer in pain. I don't take any pain relief and can get up and down the stairs more easily now.

This has had such an impact on my daily life. I can now get around on my walker rather than relying 100% on my mobility. And when we go to the Garden Centre I can now sit at the table properly and join in with the conversation rather than sitting away from everyone on my scooter.



I feel that with the Centre supporting me, I have taken control of some of my symptoms through exercise and have gained much more movement and independence this year. ”

The Centre's exercise classes form part of the **Physiotherapy** programme. Not only are they about keeping active, they also include rehabilitation techniques to help strengthen and restore function to different parts of the body. These used to be offered as occasional physio groups but have been integrated into regular classes so more people can benefit from them. Many members, including Peter, have benefitted from these without even realising they are doing their own supervised physiotherapy.

# The Difference We Make

## Hydrotherapy

After extensive renovations thanks to the Band Trust, the first patients dipped their toes in the water again in 2021. As well as one to one hydrotherapy, our open pool sessions enable members to benefit further from this fantastic facility.

The hydro pool is a lifeline for people coming to the centre. It's so helpful for physiotherapy and it helps with the pain. It also gives you extra ability to stand which I wouldn't be able to do normally on dry land. **Karen**

It's a great way for me to exercise as I am not scared of falling over and it allows me to strengthen the specific muscle groups that I need to work on to keep me mobile and upright. This improves overall balance and gives me the confidence to walk. **Lynn**



## Creating Our Team Culture

We couldn't make the difference to the lives of our members without the incredible team at the Centre. Our objective is to **Create a Team culture which engenders commitment and where our people are valued.**

In early 2021 we wrote and circulated a Staff Mental Health and Wellbeing Policy and conducted a Staff Wellbeing survey in March and September. The results were positive and where the scale was - 1 Strongly disagree to 5 Strongly agree, all the following statements scored an average of 4.

- I feel valued in my role
- I have a clear understanding of the shared goals / objectives of the Centre
- I am satisfied with the physical work environment
- I am able to speak to my line manager if I have a problem at work
- I feel the overall wellbeing of staff at the Centre is regarded as important

In March we held an all staff workshop co-facilitated by an Executive Coach. Feedback included "Lovely to take time out to reflect on wellbeing and know my colleagues all have it as an important focus too" and "Very useful session with lots of practical advice."

Feedback also indicated general increase in confidence levels for managing an emotional conversation with a colleague and to manage their own emotional wellbeing at work. We now have a Wellbeing Committee whose informal initiatives include encouraging more social interaction amongst all areas of the team; a social WhatsApp group for staff; Christmas do; a staff wellbeing notice board in our staff room and improving the staff room environment.

# Jane's Story

Jane is a very independent woman. She loves her job in finance and going out with her friends. But she also has MS. Her first episode left her paralysed from the waist down. Unable to walk or do anything for herself, she was at her most vulnerable. But once she had her diagnosis she decided to take control. Sometimes the pain makes the little things harder to do but she just gets on and does it anyway.

“ Having the diagnosis was the best thing. I consider myself lucky because it opened up access to medication and support, which had been unavailable to me for the previous 18 months. It was a really scary time. But it was better to have a diagnosis than a question mark hanging over me.

At first MS took over my life. I felt very negative. But now it's a part of me I see it as a positive thing. I've completely changed my life for my health. I gave up smoking and eat much more healthily than before. I never used to exercise but now I go walking and do 3 bike rides a week.

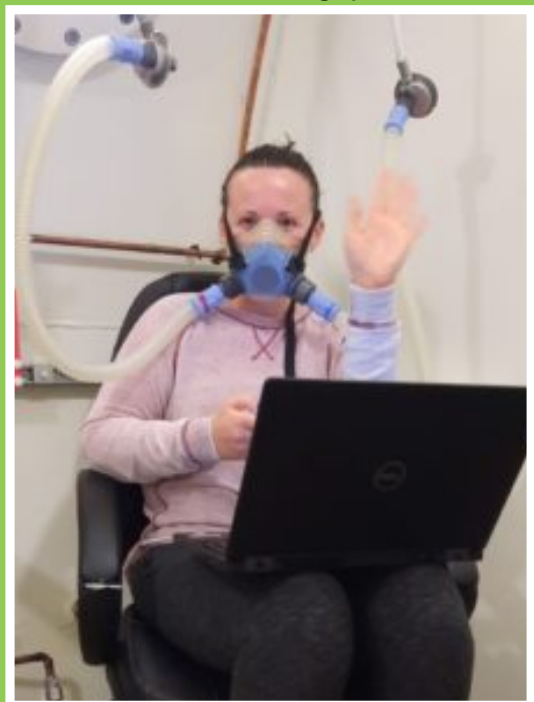
I have this for life and that can feel oppressing. But I just want to concentrate on what I can do day to day to be able to live independently and work for as long as possible. I also want to walk for as long as possible. Rather than think “I have to do this every day forever” I just focus on what I have to do today.

I'm also lucky because my work is really supportive of my situation and it feels like they want me to work for them for as long as possible. I don't suffer with fatigue too much and I think this is because they let me take time away to have my **Oxygen treatment** every week at the Centre.

I would 100% recommend someone joining the Centre. They can offer so much. Sadly the NHS don't have long term care available for people with MS and the Centre fills that gap. It's a brilliant place to go and to be part of.

It's reassuring to be around people who know exactly what you are going through. It makes you feel like you're not alone. The MS Centre is so amazing for putting people in touch with other people. I find hearing other people's stories a positive influence too. I've met lots of friends there.

As MS became part of my life, I found I really valued my time at the Centre. Joining the Centre has been one of the things that has really saved my life since I've been diagnosed. I can see it would be easy to become overwhelmed, but having access to the Centre has helped me stay in control. ”



# How We Can Make An Even Bigger Difference

## Our Future Centre and Opening to Other Neurological Conditions

Our financial results have been encouraging for the last two years but, as explained further in the Financial Review, this is down to significant unbudgeted events such as the very substantial legacy and insurance award this year. Stripping back these 'windfalls' COVID-19 has reduced income by some 26% and this decline remains a key risk. Over the last three years, we have reduced costs which has had an impact on service levels, and there is little to no scope for further cost reduction. We therefore have no choice but to seek a new direction to increase income and [Develop a strategy for a sustainable future.](#)

The sustainability committee conducted extensive research across other large therapy centres in other areas of the country. Our Centre stands out as having a wide range of services and a very effective fundraising team because we have invested in driving income from that direction. This is a strength we should be proud of and build on. Some centres charge for services, which we decided is not the right pathway for many reasons but mainly because it adversely impacts those who can least afford it. Currently the majority of other centres in the UK offer services to a wider group of patients than to those with MS.

Our research identified some significant gaps in provision of services for other neurological conditions which we could support and this would develop a wider reach of fundraising opportunities generating much needed income. So we took the bold decision to open the Chilterns MS Centre to other neurological conditions.

We are conducting a pilot with small numbers so that we can learn more for a larger scale opening later in 2022. Extensive planning has been under way over the last 6 months to enable us to prepare for welcoming those, initially with Parkinson's Disease and then stroke, to our community.

The pilot has included a period of development of necessary procedures, protocols and training of staff. Following liaison with Parkinson's specialist nurses locally, a self-referral form has been developed and the first assessments for those with Parkinson's took place in February 2022. We are also undergoing a programme of clinical capacity building to enable us to welcome those with other conditions.

As a charity we strongly believe we can make a real difference in the future to the lives of those living with other neurological conditions in the same way as we have been doing for decades for people with MS at our incredible purpose-built facility.

# How We Can Make An Even Bigger Difference

## Our Objectives for 2022 and Beyond

We have set four clear, measurable strategic objectives for a three year period from 2022-2024 to enable us to ensure we are achieving our vision.

### **Providing a range of treatments and services to our MS Community which make a difference to their everyday lives**

- a. Increasing our MS/carer members by 10% each year (approx. 50 members)
- b. Increasing membership of people newly diagnosed with MS (at least half newly diagnosed)
- c. Increasing our number of MS members using our services by 5% each year
- d. Reducing our waiting times and list for services by 50%
- e. Ensuring all services positively impact the symptoms of MS

### **Introducing other neurological conditions to the Centre**

- a. Introduction of two new conditions being treated in the Centre for a pilot by Q1 2022. Minimum of 30 participants receiving treatment with monitoring and evaluation in place by Q2
- b. Signed up a total of 60 members with other neurological conditions by the end of 2022 (this would make up 10% of our membership)
- c. Continue to recruit minimum of 50 new members in Y2 and Y3

### **Continue to foster a positive team culture**

- a. Staff retention – turnover no greater than 15%
- b. Continue to develop the Wellbeing Programme and with all staff attending part of the programme at least once a quarter
- c. All staff to have clear objectives by end of Q2 2022 with appraisals once a year and six month check in
- d. Regular staff communications, at least monthly

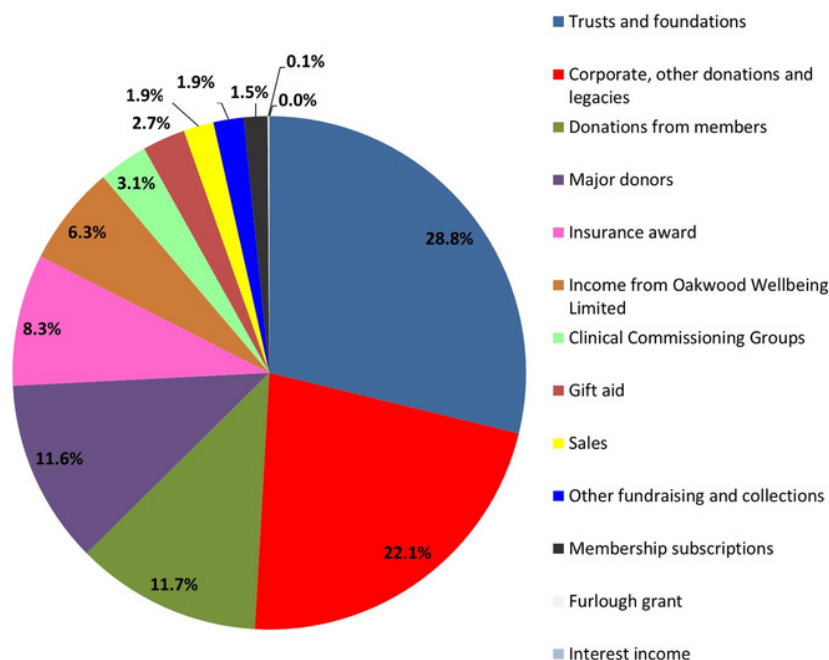
### **Increased activity in local community**

- a. Income generation fundraising strategy (including Oakwood) to deliver increase in income by minimum of 20% by 2024
- b. Engaging with new audiences that are potential members and inspiring our existing supporters/membership
- c. Rebrand completed in line with new conditions by Q4 2022 and rolled out throughout Y2

# How We Are Supported

## Our Income

The charity undertakes a broad range of fundraising activities including events and sponsorship, applications to grant making trusts, corporate, individual and community donations. All activities are in line with the Code of Fundraising Practice set by the Fundraising Regulator, of which the Centre is a member.



## Major Donors

We have benefitted from the generosity of some incredible major donors this year. We have been fortunate to receive three sizeable gifts which have made a huge difference to the work we do. On behalf of all of us at the Chilterns MS Centre a huge thank you to those donors who are making such an impact on our local MS Community.

In 2022 we are looking to embark on a more structured strategy to support our major donors more closely.

## Corporate

We are aware that COVID-19 has not just affected the charity sector, but also businesses, so we continue to be humbled by the support and generosity from our corporate supporters.

Our corporate relationships include;

- Our corporate friends; Local businesses who give monthly donations to support our work
- Two Charity of the Year relationships
- Events Sponsorship – which even included a corporate kindly honouring the sponsorship of an event which had to be cancelled due to COVID-19
- Two solicitors waiving fees for Make A Will Month
- Supermarket community fund awards
- Gift in Kind support for services such as printing, design as well as donations of prizes.

# How We Are Supported

## Our Income

### Corporate

The generosity of these partnerships amounted to just over £40,000. All of this money goes directly to the Centre to benefit our members.

In 2022 we are hoping to connect with more local businesses to create more long term partnerships with businesses who want to have an impact on their local community. We are also hoping to be able to offer more sponsorship packages as our face to face events begin to take place again.

I requested that the Centre be selected as the charity of the year because it means so much to me. I have been coming to the centre since 2015 and they have always supported me so I want to do the same in return. I am unable to volunteer regularly for the centre because of work, so having the support from ULS is (I hope) a close 2nd best! The Centre is such a huge part of my life and it really helps me manage my work effectively so having the support from work for the centre is amazing!

Jane Matthews, Finance Manager at ULS Technology

### Our grateful thanks to

Ashridge Group, Co-op Local Community Fund, Emma Stevens Accountancy, FWP Consulting, GE Healthcare, Groundwork UK, Greens, iLECSYS, iLECSYS Rail, Leasehold Management Services Ltd, Penman Sedgwick LLP, Puddingstone Distillery, Specsavers (Aylesbury), Specsavers (Hemel Hempstead), TPS My Data, Vectec Ltd. ULS Technology and Universal Care.

### Member Donations

All our services are offered free of charge to our members. However, many choose to donate both time and money when they are able – for this, we are truly thankful. We're especially grateful to our members who have continued donating, even when our services were so different due to the impact of COVID-19.

As part of the 'Our Future Centre' project, we have asked our members to consider making a regular monthly donation if they are able to afford to. Many of our members already support us in this way. Monthly donations help stabilise our income and ensure we are here to support members for many years to come. Our suggested donation is £40 a month, as it costs on average £138 per member each month to run our services. But we do recognise that this will not be possible for everyone. We have reassured members that donating monthly is not mandatory and everyone will still be able to get the treatment and support they need from us, even if they cannot make regular donations.

# How We Are Supported

## Our Income

### Trusts

We were supported by 21 grant makers in 2021 who gave £278,500 in total - making a huge difference to our ability to meet the needs of local people with MS at a time when other income was badly affected by the pandemic. Funding included £44,000 to help develop our Wellbeing services and £101,850 in unrestricted grants, and the total was 3% higher than 2020.

We are particularly grateful for a further £100,000 from the National Lottery Community Fund, as part of their three-year support for our Physiotherapy programme, and to the Ernest Hecht Charitable Foundation and the Rothschild Foundation for their major grants.

TRUST INCOME	
Physiotherapy	£100,000
Exercise Therapy	£16,000
Wellbeing	£44,000
Pilates	£4,550
Utilities	£9,600
Air Purifiers	£2,500
Unrestricted	£101,850
<b>Total</b>	<b>£278,500</b>

Our thanks also go to all the other grant makers whose support we can acknowledge publicly:

- The Lionel Abel-Smith Trust
- Aylesbury Town Council
- The February Foundation
- Heart of Bucks' Coronavirus Stabilisation Fund
- PF Charitable Trust
- Sport England's Moving Our Communities Fund, via Heart of Bucks
- Vale of Aylesbury Housing Trust
- Aims to Cure
- The Childwick Trust
- The Edward Gostling Foundation
- Thomas Hickman's Charity
- Paradigm Housing's Community Fund
- The Puttenham Trust
- The Spurrell Charitable Trust
- The Julia Mary Wood Charitable Trust

# How We Are Supported

## Our Income

### Community and Events

2021 began with further uncertainty on our community and events programme due to the ongoing pandemic but with some lateral thinking, we were able to move some of our well-established face to face events online. Our Pop Up Art Weekend became the 'Virtual Art Shop'; an online art exhibition which raised a total of £2,270. The very successful Run Prestwood road race which nominates us as the chosen charity became 'Run Prestwood The Virtual Edition'. Our supporters chose their challenge, 5k, 10k or 15k, picked their race date and planned a route over the May bank holiday weekend, raising a fantastic total of £5,085.

Towards the end of the year, with restrictions lifting, we were able to get back to some normality and organised a Skydive, a Bridge Day and we finished the year with a well-attended Quiz Night. All of these were fully COVID-19 compliant and the extra measures we took meant everyone felt safe and delighted to be supporting us again. One 'quizzier' said: "I want to say a big thank you, it takes a lot to organise any event during COVID-19 times!".

We were also incredibly lucky to have many supporters organising their own events for the centre, from cake sales, Rotary collections and sponsored walks. We are very privileged to have such wonderful support from our local community.

Ian, who walked 2,021 miles throughout 2021 raised over £1,300 for the Centre and said 'Walking over 2,000 miles this year has been challenging, from both a time and effort perspective (averaging nearly six miles a day), but I made it! I know how much of a lifeline the Centre is to the members and I am pleased to have raised vital funds to help them continue to make such a difference.'

Overall in 2021 we raised £51,269 from community and events. This is well below pre-pandemic income as we still faced so many restrictions and cancellations, including our Golf Day and Ball.

As always, we thank everyone who helped our fundraising throughout another difficult year. Despite the challenges we still had amazing support from individuals, clubs, volunteers, donors, eventers and sponsored fundraisers.

### Social Media as Fundraising Channel

A sum of £4,024 was raised through Facebook and Instagram in 2021. Most donations were through birthday fundraisers that our members set up.



# How We Are Supported

## Our Income

### Individual Giving

We are incredibly lucky to continue receiving regular donations from individuals throughout 2021. We increased the number of individual donations received from supporters by 12% in 2021, which is a reflection of the generosity of our community. We are looking at investing more in this area in 2022 to ensure we are fully supporting our individual donors.

### Oakwood Wellbeing Ltd

Oakwood Wellbeing Limited (OWL), a wholly-owned subsidiary of the Chilterns MS Centre, was set up in 2016 to generate income for the Centre from its main resources: the premises, specialist equipment and staff. OWL operates on a commercial basis, outside the Centre's busiest hours with all profits gifted free of tax to the charity. With our COVID-19 safe environment, including air-purifiers, we have focused our attention on maximising potential income. In particular, the refurbished pool and specialist clinical equipment and setting have enabled us to raise £60,847 for the charity in 2021.

## Our Volunteers

We simply could not run the Chilterns MS Centre without the huge support we receive from an army of wonderful volunteers. Many thanks to each volunteer who generously gives their time to our cause.



Volunteering has to be a two-way arrangement with the volunteer getting as much out of it as the charity. My role certainly achieves this and more. I love being involved with the art weekend and get a real buzz out of seeing how the funds raised make a difference to the users of the Centre. You know that whatever you do as a volunteer at CMSC, you are an important part of the service. It's a friendly welcoming place to be. **Rowena**



# Administrative Details

## Company Details

Registered Company Number 02294557 (England and Wales)

Registered Charity Number 800853

Registered Office and Principal Address

Chilterns MS Centre

Oakwood Close, Wendover, Aylesbury,

Buckinghamshire. HP22 5LX

## Trustees

Catherine Golds DipIWM PgD Chair

Liz Tubb LLB (Hons) Vice-Chair

John Bedford

Robert Carter BA Hons

Alison Heywood DBO

Darayus Motivala BSc(Hons)

Henry Snow ACA

Justin Stephenson

Simon Turner

## Company Secretary

Liz Tubb LLB (Hons) barrister-at-law

## Chief Executive

Andy Graham ACA

## Leadership Team

Amy Smissen - Head of Integrated Clinical Services

Lou Grace - Deputy Head of Integrated Clinical Services

Stella Kubale - Head of Fundraising (Appointed

September 2021)

Eileen Inman - Finance Manager

Gemma Hill - Communications Manager (resigned

January 2022)

Andrew Scott - Communications Manager (appointed

February 2022)

Terry Baldwin - Facilities Manager

## Patrons

Trishna Bharadia BA (Hons)

The Earl of Buckinghamshire Lord Carlile of Berriew QC

Prof Gavin Giovannoni MBChB PhD FCP FRCP FRCPATH

J P G Naylor Esq

Derek K Townsend DL

## Telephone Numbers

01296 696133 (Reception)

01296 823040 (Fundraising)

01296 823047 (Finance office)

## Website / Email

[www.chilternsmcentre.org](http://www.chilternsmcentre.org)

[info@chilternsmcentre.org](mailto:info@chilternsmcentre.org)

## Social Media

Facebook: [www.facebook.com/ChilternsMSCentre](http://www.facebook.com/ChilternsMSCentre)

ChilternsMSCentre

Twitter: @ChilternsMS

Linkedin: Chilterns MS Centre

Instagram: chilternsmcentre

## Auditors

Haines Watts

Statutory Auditor

Milton House

Gatehouse Rd,

Gatehouse Industrial Area,

Aylesbury

HP19 8EA

## Bankers

National Westminster Bank Plc

22 Market Square

Aylesbury

Bucks HP20 1PR

Lloyds Bank Plc

79 High Street

Chesham

Buckinghamshire HP5 1DE

Santander

1st Floor

Operations Block

Bridle Road

Bootle

Merseyside L30 4GB

# STRUCTURE, GOVERNANCE AND MANAGEMENT

## Governing Document

Chilterns MS Centre Ltd is registered with the Charity Commission for England and Wales; it was incorporated as a company limited by guarantee on 9 September 1988. The charity was governed by its Memorandum and Articles of Association as adopted on 22 December 2004 until the Annual General Meeting on 21 June 2016 when new Articles of Association were approved and adopted by the members. They were further amended at the Annual General Meeting held on 26 July 2018.

## Organisational Structure

The Board of Trustees is responsible for the overall management and governance of the charity and meets on a monthly basis. The Board sets the strategic direction and policy for the charity, agrees on an annual budget and monitors performance against it. The day-to-day management is delegated to its Chief Executive, Andy Graham, who was promoted from COO in 2021, he is supported by the leadership team. The Leadership Team (LT) comprises Amy Smissen, Head of Integrated Clinical Services and her deputy Lou Grace; Eileen Inman, Finance Manager; Gemma Hill, Communications Manager, and Andrew Scott who took this post following the resignation of Gemma in January, and Terry Baldwin, Facilities Manager. Stella Kubale was recruited into the post of Head of Fundraising in September.

## Governance

The CEO and the Chair of Trustees meet on a weekly basis. For governance purposes, and in order to maintain good lines of communication, the LT provides monthly written reports to the Trustees including any resolutions required by the Board. This provides a coordinated approach to the running and development of the charity. Risk management, Health and Safety and complaints feature on the governance groups' agendas, and feedback from the various sub-committees form part of the agenda for trustee meetings. All of the Trustees work on one or more of the charity's governance sub-committees. There are five permanent committees: Clinical, Income Generation and Finance, Facilities and Support Services, Human Resources, and Health and Safety. Governance committee meetings are held with formal agendas and notes taken. The Trustees review policies and operating procedures as part of a programme of continual improvement for effective control of the operation of the charity.

In 2021, an additional sub-committee, the Sustainability Committee, led the research on the 'Our Future Centre' project. It comprised trustees, the Chief Executive, members of the leadership team and Centre members. It met fortnightly and the report and recommendations were submitted to the board in July. The outcome was then communicated to the membership.

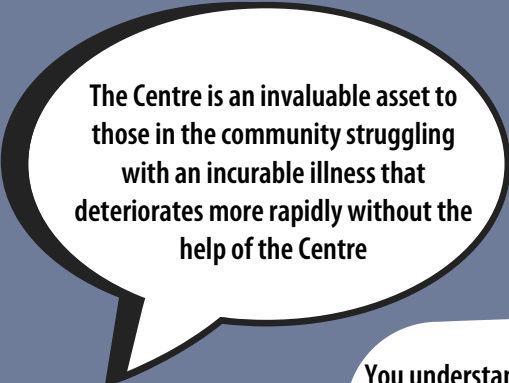
## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Recruitment and Appointment of New Trustees

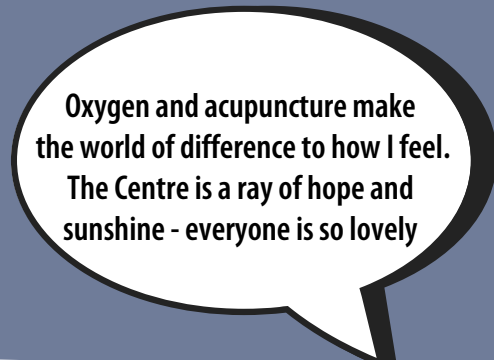
In accordance with the Articles of Association, the Board is authorised to appoint new Trustees as additions to the Board or to fill vacancies. The Board works to ensure it has members with the appropriate balance of skills, knowledge and experience to enable it to operate effectively. All Trustees are elected by the membership. A third of the Board retire by rotation at the Annual General Meeting but may seek re-election. On appointment to the Board, Trustees receive a copy of the Memorandum and Articles of Association of the Company and Charity Commission and Good Governance information and a role description. The Board believes that the Trustees bring the skills, knowledge and experience necessary to guide and govern the charity's activities effectively.

There were no movements in the Board in 2021. Catherine Golds, continued as Chair supported by Liz Tubb as Vice-Chair. After 8 years on the board, serving two as Vice-Chair and two as Chair, Catherine has announced her intention not to stand for re-election at the AGM in May in 2022 and will retire from the Board. Henry Snow has been appointed as interim Chair. In addition a skills audit has been undertaken and recruitment of new Trustees is underway.

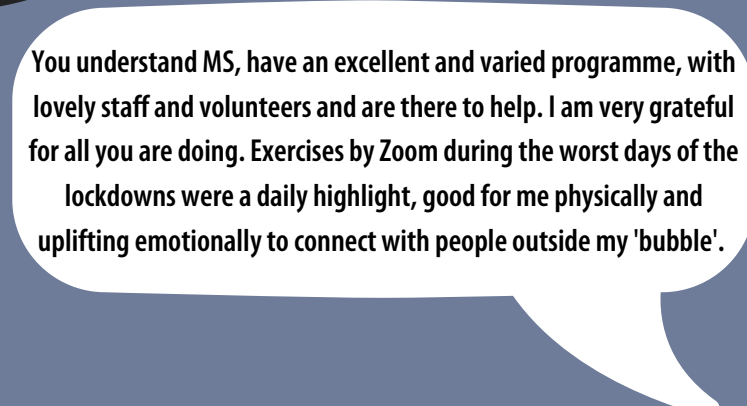
The Board ensures there is a balance of Trustees who have MS, Trustees who have close relatives who have MS and those who do not have any connection to MS. As a result, the Trustees are able to ensure that the interests of our beneficiaries are represented by people with direct, first-hand knowledge and experience of MS but decisions taken are in the best interests of the charity overall. With the decision to open the Centre to other neurological conditions, the Board already has a Trustee with experience of a relative with another neurological condition.



**The Centre is an invaluable asset to those in the community struggling with an incurable illness that deteriorates more rapidly without the help of the Centre**



**Oxygen and acupuncture make the world of difference to how I feel. The Centre is a ray of hope and sunshine - everyone is so lovely**



**You understand MS, have an excellent and varied programme, with lovely staff and volunteers and are there to help. I am very grateful for all you are doing. Exercises by Zoom during the worst days of the lockdowns were a daily highlight, good for me physically and uplifting emotionally to connect with people outside my 'bubble'.**

# STRUCTURE, GOVERNANCE AND MANAGEMENT

## Staff Pay

The charity benchmarks clinical staff pay to the NHS Agenda for Change pay scales and benchmarks all non-clinical staff salaries against similar positions in similar size charities. Key management personnel are benchmarked in the same way.

Staff had not had a rise since October 2018 and this was proving challenging in terms of staff recruitment and retention as we had fallen well behind market rates. After deliberations at the board, and with an improved cash flow in 2021, the board approved a pay rise to staff to be awarded in January 2022.

## Risk Management

The Board, in conjunction with the Chief Executive and Leadership Team, continues to review and monitor risk within the charity. The Trustees are grateful for the continued guidance provided by a specialist Health and Safety adviser who works on a voluntary basis with the Health and Safety Committee.

## Public Benefit

The Trustees have complied with their duty to have regard to the guidance on public benefit published by the Charity Commission in exercising their duties or powers. The activities of the charity are focused on providing significant support for those with MS through treatment and therapy, informal advice and peer support.

## Performance

The charity's performance is monitored on a monthly basis using a range of activity reports and indicators. These inform the Board of Trustees and governance committees and enable the leadership team to measure performance against strategic objectives and inform future planning. Three year strategic objectives have been set for 2022-2024.

## Workplace Pension

All eligible staff are enrolled in a workplace pension scheme and the charity made contributions in line with the statutory requirements.

## Professional Development and Training

All employed clinical staff are supported by professional training as appropriate and appraisals. Other staff are also supported if possible, to ensure their training needs are met and they develop additional skills within their roles. Specific training continued to be undertaken on COVID-19 protocols for all relevant staff and volunteers. A training programme for clinicians around the expansion to other conditions is underway.

## FINANCIAL OVERVIEW

The pandemic which shaped our 2020 results continued to define our financial management in 2021 together with our strategy for future financial sustainability. The cost management actions taken in 2020 provided, as planned, a balance between income and expenditure. 2021 was therefore a year where we could consolidate and settle into operating with all the constraints of COVID-19, and in parallel, plan for a new future where COVID-19 is not such an influencing force.

The two key outcomes of the Sustainability Committee - a focus on seeking monthly donations from members who are able to afford this and a strategic move to widen the charity's reach to other neurological conditions should, over time, improve our ability to raise funds. This will combine with careful management of investment in additional resources to enhance our services.

The highlights of the results for 2021 are: income was £180k stronger than planned, mainly due to an unbudgeted legacy and to our successful business interruption insurance claim; and expenditure was as planned following the actions undertaken in 2020. As a result, cash flow was positive, priming the launch of the sustainability strategy and resource planning for service delivery. During the year the charity has strengthened its fundraising team who are well positioned for increasing future income.

### Income

Income for 2021 was £180k higher than planned. For two years running, overall income has been boosted by large and unbudgeted events, masking the underlying level of income which we used to model our future plans. In 2021 we were highly fortunate to receive a very generous legacy of £100k. In addition, following the pandemic in 2020, we had lodged an insurance claim under our business interruption cover. After protracted negotiations in 2020 and 2021, we secured a settlement of £80k. The following table demonstrates the underlying income performance for the past three years and the continued impact of the pandemic in 2021.

	2019	2020	2021
	No COVID	9 months COVID	12 months COVID
	£'000	£'000	£'000
<b>Total Income Reported</b>	<b>1065</b>	<b>1012</b>	<b>968</b>
<b>Significant Unbudgeted Events</b>		<b>196</b>	<b>180</b>
<b>Underlying Income</b>	<b>1065</b>	<b>816</b>	<b>788</b>
<b>VS 2019 Baseline</b>		<b>Down 23%</b>	<b>Down 26%</b>

## FINANCIAL OVERVIEW

The underlying effect of COVID-19, as for the majority of charities, has continued to hold back income, and is consistent with a sector impact of between 25% to 30%. The underlying net income of £788k was virtually spot on budget (£786k). Compared to 2019, community fundraising continues to be the main stream impacted with the sequential three lockdowns denying any realistic chance of holding events in the community.

Besides this, the only significant movements in income which offset each other are firstly that we did not run a repeat of the COVID-19 appeal which generated £34k in 2020, and secondly a £40k growth in income from the Oakwood Wellbeing Limited trading subsidiary which benefited from a gradual return of space rentals once the lockdowns eased from April 2021.

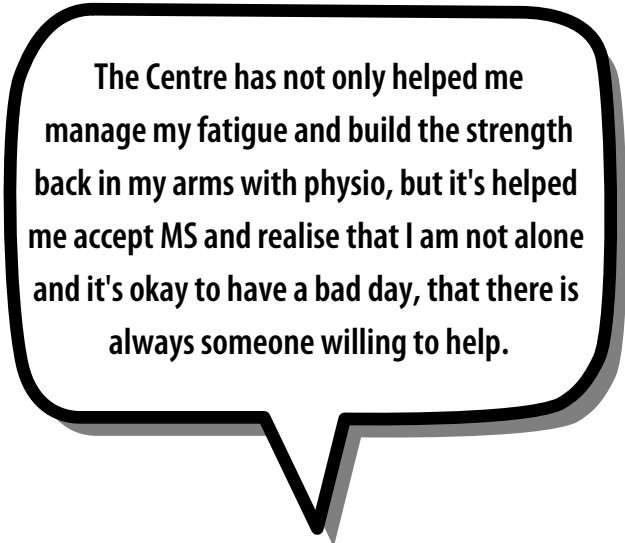
### Expenditure

Total expenditure fell by £140k from £923k in 2020 to £783k in 2021 as planned, which is predominantly driven by the full year effect of the six redundancies made in the period July to August 2020. Expenditure on raising funds was overall flat at around £155k, remaining at a low level compared to £284k in 2019. Whilst this reduced level of investment in fundraising may have coincided with the inevitable downward pressure from COVID-19, the strategy for future growth requires a reinvestment in this area which is already underway.

The £140k reduction in costs for the “provision of treatments, care and support for people with MS” covers both clinical and non-clinical departments all being impacted by staffing changes. Offsetting some of the wage reductions, the Centre’s running costs were higher as the building was operational for a greater period of time than in 2020, and we are seeing greater cost pressure on many overheads including insurance and utilities in particular. Keeping a tight control on expenditure remains an essential part of our financial management process.

### Cash Flow

Cash flow remained positive during the year. The surpluses from 2020 and 2021 which stem from unbudgeted income events have led to a £300k increase in cash reserves from £275k at the start of 2020 to £575k at the end of 2021. This cash foundation will strengthen the delivery of the sustainability strategy by enabling funding of staff resources, initially focused on service delivery and fundraising. The relevant costs are reflected in the charity's budgeted expenditure for 2022 and beyond.



**The Centre has not only helped me manage my fatigue and build the strength back in my arms with physio, but it's helped me accept MS and realise that I am not alone and it's okay to have a bad day, that there is always someone willing to help.**

# FINANCIAL OVERVIEW

## Resource Management

We are well positioned in terms of resource planning for service delivery and fundraising for a multi condition future.

Having reduced staff resources in 2020 and consolidated in 2021, planning has centred on service delivery and fundraising. During 2021, a new Head of Fundraising was appointed, Stella Kubale, with significant experience in high value and major donor income streams.

We have reshaped staff roles around community fundraising during 2021 and recently appointed an additional post to support growth in trusts and foundations.

In combination, the charity is well placed to deliver a model where establishing a donor journey is the core principle for the smallest to the largest of donations, and to forge new fundraising relationships as we extend our services to people with other neurological conditions.

Whilst the clinical team has remained largely stable in overall shape in 2021, additional resources have been approved for 2022 including physiotherapy, occupational therapy, speech and language therapy and clinical administration.

These additional resources together with a range of capacity increasing initiatives will enable a level of support for our MS members closer to pre-pandemic levels and will support an initial level of new members with other conditions.

## Performance Indicators

The proportion of expenditure on the provision of treatments has fallen from 83 pence in every pound in 2020 to 80 pence in 2021. This fall has resulted from the staff restructuring carried out in July to August 2020 which has had a full year effect in 2021.



## FINANCIAL OVERVIEW

### Performance Indicators

The fundraising multiple shows how much income was raised per pound of expenditure on fundraising costs. This multiple increased significantly from 3.4 in 2019 to 5.7 in 2020 due to the reduction in fundraising staff. As described above, the fundraising team structure has been reshaped during the year for our future strategy. This has been managed within the same level of expenditure, but with income falling marginally the multiple has fallen to 5.5. This still remains a strong multiple for our charity sector.

		Note	2021	2020
			£	£
	Income raised through fundraising excluding Furlough income	3	763,743	801,972
	Fundraising income classified within Other Trading Activities - Sales		10,478	36,007
	<b>Total - excluding Oakwood Income and membership fees</b>		<b>774,221</b>	<b>837,979</b>
	Expenditure on raising funds -including Oakwood direct costs	7	154,489	155,771
	Less cost of goods sold	7	-4,294	-3,257
	Less Oakwood direct costs		-8,975	-5,697
	<b>Pure Fundraising Costs</b>		<b>141,220</b>	<b>146,817</b>
	<b>Fundraising Multiple of income to cost</b>		<b>5.5</b>	<b>5.7</b>

### Oakwood Wellbeing Limited

Our trading subsidiary was significantly impacted by COVID-19 in 2020, but with lockdowns easing from April 2021, we were able to restart services for both returning and new clients. Income generated from Oakwood in the year was £60.8k (£20.1k in 2020).

All profits from the trading subsidiary are paid to the Charity through the HMRC approved "Gift Aid Payment" scheme.

## FINANCIAL OVERVIEW

### Reserves

The Group's total reserves at 31st December 2021 were £2,954k of which £43k were restricted, leaving £2,911k of unrestricted general reserves, most of which is the value of our building and land. In terms of free reserves the charity held £575k of which £43k were restricted leaving £532k unrestricted. The £575k free reserves provide 9.8 months cover (6.1 in 2020) of average expenditure. This level of reserves is significantly above the charity target of four months, and has resulted primarily from the unbudgeted insurance award and legacy received in 2021. Without these, the reserves cover would be 6.7 months. Whilst high, these reserves provide financial protection in times of ongoing uncertainty and the funds to underpin investment in our future strategy.

### Finance Strategy

The charity now has a clear strategy for sustainability, informed by an extensive exercise carried out by the Sustainability Committee in 2021, and with a starting point shaped by our response to the pandemic.

With a strong reserves position, we have committed to a level of operational resource in 2022 that will enable growth in services for MS members to return closer to pre-pandemic levels and also to support the early stages of our widening of services to other neurological conditions.

At the same time our strategy for fundraising is for modest growth in 2022, but with greater attention to building more robust streams within a 'donor journey framework'.

The result predicted for 2022 will therefore be a cash deficit and a lowering of reserves.

Moving into 2023 and 2024, with our reach into other conditions becoming more established, we plan for income to return closer to pre-pandemic levels or more, a balancing of income and expenditure, with reserves settling at around five months' cover.

**It makes so much difference to me, both physically and mentally. The centre is like an extended family, so warm, caring and friendly.**



## Statement of the Trustees' Responsibilities

The Trustees (who are also directors of the Chilterns MS Centre for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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 2019 (FRS 102);
- make judgments 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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



Doing the skydive was such an amazing opportunity to support a great cause while getting an incredible adrenaline rush at the same time! I know just what a special and important place the centre is for so many people and I am proud to have contributed in a small way to helping them continue doing what they do. **Tim**

# Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

## Auditors

The auditors, Haines Watts, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

Approved by order of the board of trustees on 20th April 2022 and signed on its behalf by:



Catherine Golds - Chair of Trustees

I love going to Boccia as I have made friends and feel part of a little group. We have a good chat and that's nice. We have a great laugh and it's really uplifting! **Carolyn**



# Chilterns MS Centre Ltd.

## Independent Auditor's Report for the Year Ended 31 December 2022

### Opinion

We have audited the financial statements of Chilterns MS Centre Ltd. (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 December 2021 which comprise the Consolidated Statement of Financial Activities, the Charity Statement of Financial Activities, the Consolidated and Charity Balance Sheet, the Consolidated and Charity Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 December 2021, and of the group's and parent charitable company's incoming resources and application of resources, including the group's and parent charitable company's income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis For Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report.

We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions Relating to Going Concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.
- Our responsibilities and the responsibilities of the trustees (who are also the directors of Chilterns MS Centre Ltd. for the purposes of company law) with respect to going concern are described in the relevant sections of this report.

## Other Information

The trustees are responsible for the other information. The other information comprises information included in the Trustees' Report, other than the financial statements and our auditor's opinion thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Opinions on Other Matters Prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Annual Report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Annual Report has been prepared in accordance with applicable legal requirements.

## Matters on Which We are Required to Report by Exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- the parent charitable company has not kept proper and adequate accounting records or returns adequate for our audit have not been received from branches not visited by us; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies' exemption from the requirement to prepare a Strategic Report.

## Responsibilities of Trustees

As explained more fully in the Statement of Trustees' responsibilities on page 31, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations or have no realistic alternative but to do so.

## Auditor's Responsibilities for the Audit of the Financial Statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made under this Act.

The objectives of our audit are to identify and assess the risks of material misstatement of the financial statements due to fraud and error; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud or error; and to respond appropriately to those risks. Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK).

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and noncompliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the group and the parent charitable company and the sector in which they operate. We determined that the following laws and regulations were most significant: The Companies Act 2006, UK GAAP, the UK Corporate Governance Code, UK corporate tax laws, Occupational Health and Safety regulations, the Data protection Act.
- We obtained an understanding of how the group and the parent charitable company are complying with those legal and regulatory frameworks and made enquiries to the management of known or suspected instances of fraud and noncompliance with laws and regulations. We corroborated our enquiries through our review of board minutes, other relevant meeting minutes and review of correspondence with regulatory bodies.
- We assessed the susceptibility of the group's and the parent charitable company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the audit team included:

- Identifying and assessing the controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates and judgments;
- Identifying and testing journal entries, in particular journal entries posted with unusual account combinations; and
- Assessing the extent of compliance with the relevant laws and regulations.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations are from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusions.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

## Use of Our Report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, its members as a body and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Shaun Brownsmith FCA  
Haines Watts  
Chartered Accountants  
4 Claridge Court  
Lower Kings Road  
Berkhamsted  
Hertfordshire  
HP4 2AF

20 April 2022

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

	Notes	Unrestricted Funds £	Restricted Funds £	31.12.2021 Total funds £	31.12.2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	586,473	178,650	765,123	898,054
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS	6	29,580	0	29,580	35,880
Other trading activities	4	173,795	0	173,795	78,416
Investment income	5	16	0	16	146
<b>Total</b>		<b>789,864</b>	<b>178,650</b>	<b>968,514</b>	<b>1,012,496</b>
<b>EXPENDITURE ON</b>					
Raising funds	7	154,479	10	154,489	155,771
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS	8	456,277	171,925	628,202	767,645
<b>Total</b>		<b>610,756</b>	<b>171,935</b>	<b>782,691</b>	<b>923,416</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>179,108</b>	<b>6,715</b>	<b>185,823</b>	<b>89,080</b>
<b>Transfers between funds</b>	23	67,901	(67,901)	0	0
<b>Net movement in funds</b>		<b>247,009</b>	<b>(61,186)</b>	<b>185,823</b>	<b>89,080</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<b>2,663,663</b>	<b>104,195</b>	<b>2,767,858</b>	<b>2,678,778</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	23	<b>2,910,672</b>	<b>43,009</b>	<b>2,953,681</b>	<b>2,767,858</b>

The notes on pages 40 to 54 form part of these financial statements.

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure has arisen from continuing activities.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED BALANCE SHEET**  
**AT 31 DECEMBER 2021**


**(REGISTERED NUMBER: 02294557)**

	Notes	Group		Charity	
		31.12.2021	31.12.2020	31.12.2021	31.12.2020
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	14	2,503,333	2,480,196	2,503,333	2,480,196
Investments	15	1,999	1,999	2,099	2,099
		<u>2,505,332</u>	<u>2,482,195</u>	<u>2,505,432</u>	<u>2,482,295</u>
<b>CURRENT ASSETS</b>					
Stocks	16	3,993	1,686	3,993	1,686
Debtors	17	79,311	111,443	78,823	118,528
Cash at bank		575,748	383,967	574,431	373,827
		<u>659,052</u>	<u>497,096</u>	<u>657,247</u>	<u>494,041</u>
<b>CREDITORS</b>					
Amounts falling due within one year	18	(83,818)	(70,522)	(82,312)	(67,663)
<b>NET CURRENT ASSETS</b>		<u>575,234</u>	<u>426,574</u>	<u>574,935</u>	<u>426,378</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>3,080,566</u>	<u>2,908,769</u>	<u>3,080,367</u>	<u>2,908,673</u>
<b>CREDITORS</b>					
Amounts falling due after more than one year	19	(126,885)	(140,911)	(126,885)	(140,911)
<b>NET ASSETS</b>		<u>2,953,681</u>	<u>2,767,858</u>	<u>2,953,482</u>	<u>2,767,762</u>
<b>FUNDS</b>	23				
Unrestricted		2,910,672	2,663,663	2,910,473	2,663,567
Restricted		43,009	104,195	43,009	104,195
<b>TOTAL FUNDS</b>		<u>2,953,681</u>	<u>2,767,858</u>	<u>2,953,482</u>	<u>2,767,762</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 20th April 2022 and were signed on its behalf by:-



Catherine Golds  
Trustee



Henry Snow  
Trustee

The notes on pages 40 to 54 form part of these financial statements.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

	31.12.2021	31.12.2020
	Notes	
	£	£
<b>Cash flows from operating activities:</b>		
Cash generated from operations	1 304,792	170,493
Interest paid	(4,154)	(4,608)
<b>Net cash provided by / (used in) operating activities</b>	<u>300,638</u>	<u>165,885</u>
<b>Cash flows from investing activities:</b>		
Purchase of tangible fixed assets	(100,063)	(53,111)
Interest received	16	146
<b>Net cash provided by / (used in) investing activities</b>	<u>(100,047)</u>	<u>(52,965)</u>
<b>Cash flows from financing activities:</b>		
Loan repayments in year	<u>(8,810)</u>	<u>(4,260)</u>
<b>Net cash provided by / (used in) financing activities</b>	<u>(8,810)</u>	<u>(4,260)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	191,781	108,660
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>383,967</u>	<u>275,307</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><u>575,748</u></u>	<u><u>383,967</u></u>

The notes on pages 40 to 54 form part of these financial statements.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**1 RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.12.2021	31.12.2020
	£	£
<b>Net income/(expenditure) for the reporting period (as per the consolidated statement of financial activities)</b>	185,823	89,080
<b>Adjustments for:</b>		
Depreciation charges	76,926	70,133
Interest received	(16)	(146)
Interest paid	4,154	4,608
(Increase)/decrease in stocks	(2,307)	(435)
(Increase)/decrease in debtors	32,132	(7,158)
Increase/(decrease) in current creditors excluding bank loans and overdrafts	8,080	14,411
<b>Net cash provided by / (used in) operating activities</b>	<u>304,792</u>	<u>170,493</u>

**2 ANALYSIS OF CHANGES IN NET DEBT**

	At 01.01.2021	Cash Flows	Other non cash changes	At 31.12.2021
	£	£	£	£
Cash	383,967	200,591	(8,810)	575,748
Loans falling due within one year	(7,975)		(5,216)	(13,191)
Loans falling due after more than one year	(140,911)		14,026	(126,885)
	<u>235,081</u>	<u>200,591</u>	<u>0</u>	<u>435,672</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**1 STATUTORY INFORMATION**

Chilterns MS Centre Ltd. is a private company limited by guarantee incorporated in England and Wales. The registered office is Oakwood Close, Wendover, Aylesbury, Buckinghamshire HP22 5LX.

The presentation currency of the financial statements is the Pound Sterling (£) and the financial statements are rounded to the nearest £.

**2 ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued in October 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', and the Companies Act 2006.

Chilterns MS Centre Ltd. meets the definition of a public benefit entity under FRS102. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

At the date of approving these financial statements the trustees believe the charity has sufficient resources to ensure continued operational existence for the foreseeable future. The financial statements have therefore been prepared on the basis that the charity is a going concern.

**Preparation of consolidated financial statements**

The consolidated financial statements incorporate those of the Chilterns MS Centre and its wholly owned subsidiary Oakwood Wellbeing Limited on a line by line basis. Details of the subsidiary results are given in note 15. As permitted by section 408 of the Companies Act 2006, the SOFA of the parent company is not presented as part of these financial statements.

**Income**

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

Recognition of income from donations will be deferred if the donor has specified the donation must be spent in a future accounting period(s) or if certain conditions have been imposed which must be met before the charity has unconditional entitlement. The gift aid associated with a donation is recognised when the donation is received by the charity. Gifts in kind are included at valuation at the time of the gift.

Subscription income is recognised in the year to which it relates and deferred in so much as it relates to a subsequent period.

The charity receives grants from Clinical Commissioning Groups which are accrued in accordance with calculations based on monthly clinical activity data provided.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the estate that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**2 ACCOUNTING POLICIES - continued**

**Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS102), the general volunteer time of the charity's volunteers is not recognised. The trustees annual report contains more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain the services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**Expenditure**

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

**Raising funds**

Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

**Charitable activities**

The costs of charitable activities are those directly incurred in support of the charity's objectives and include the costs of running the building owned and used by the charity.

**Governance costs**

Governance costs include those related to the cost of governance of the charity and its assets and are primarily associated with the compliance of constitutional and statutory requirements.

**Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**2 ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

Tangible assets are stated at cost less accumulated depreciation. The cost of minor additions or those below £500 are not capitalised. Depreciation is provided at the following annual rates in order to write off the cost of each asset, less estimated residual value, over its estimated useful life.

Freehold property	- 2% straight line (50 years)
Plant and machinery etc.	- 10%/33.3% straight line (3 to 10 years)
Main pool	- 6.67% straight line (15 years)
Pool refurbishment	-13.3% straight line (7.5 years, or to the end of life of the main pool if shorter)
Oxygen chamber	- 4% straight line (25 years)

**Stocks**

Stocks are valued at the lower of cost and net realisable value on a FIFO basis after making due allowance for obsolete and slow moving items.

**Taxation**

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

**Fund accounting**

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

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

Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

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

**Leasing commitments**

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

**Pension costs and other post-retirement benefits**

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

**Cash and cash equivalents**

Cash and cash equivalents include cash in hand and deposits held on call with the charity's banks.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**2 ACCOUNTING POLICIES - continued**

**Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments. The trustees are of the opinion that the charity does not currently have any Financial Instruments falling within the definition of Section 12 of FRS 102.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

*Basic financial assets*

Basic financial assets, which include debtors and cash and cash equivalents, are initially measured at transaction price including costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

*Basic financial liabilities*

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method. Financial liabilities classified as payable within one year are not amortised.

*Derecognition of financial liabilities*

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**Critical accounting estimates and judgements**

There have been no judgements made by the trustees in applying the accounting policies which have had a significant effect on the amounts recognised in the financial statements.

There have been no assumptions concerning the future, and other key sources of estimation uncertainty at the year end that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

**3 DONATIONS AND LEGACIES**

	Unrestricted Funds £	Restricted Funds £	31.12.2021 Total £	31.12.2020 Total £
Donations from members	113,595	0	113,595	121,779
Gift aid	26,051	0	26,051	33,500
Other donations and legacies	212,172	2,000	214,172	132,132
Fundraising and collections	233,275	176,650	409,925	514,561
Furlough grant	1,380	0	1,380	96,082
	<u>586,473</u>	<u>178,650</u>	<u>765,123</u>	<u>898,054</u>

Other donations and legacies include £5,295 (2020: £5,853) being the value of goods and services donated to the charity during the year.

The charity benefits greatly from the involvement and enthusiastic support of its many volunteers (details of which are given in our annual report). In accordance with FRS102 and the Charities SORP (FRS 102) the economic contribution of the general volunteers is not recognised in the accounts.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**4 OTHER TRADING ACTIVITIES**

	31.12.2021	31.12.2020
	£	£
Sales	18,452	43,473
Membership subscriptions	14,435	14,883
Outside usage	60,847	20,060
Insurance recovery	80,061	0
	<u>173,795</u>	<u>78,416</u>

**5 INVESTMENT INCOME**

	31.12.2021	31.12.2020
	£	£
Bank interest receivable	<u>16</u>	<u>146</u>

**6 INCOME FROM CHARITABLE ACTIVITIES**

	31.12.2021	31.12.2020
	Provision of treatments, care and support for people with MS	Provision of treatments, care and support for people with MS
	£	£
Contributions from Clinical Commissioning Groups	<u>29,580</u>	<u>35,880</u>

**7 RAISING FUNDS**

**Raising donations, legacies and outside usage**

	31.12.2021	31.12.2020
	£	£
Staff costs	132,918	134,028
Fundraising events	12,721	7,822
Sundries	4,456	10,459
Travel & subsistence	100	205
Cost of goods sold	4,294	3,257
	<u>154,489</u>	<u>155,771</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**8 CHARITABLE ACTIVITIES COSTS**

	Direct costs	Support costs (See note 9)	Totals
	£	£	£
Provision of treatments, care and support for people with MS	431,599	196,603	628,202

**9 SUPPORT COSTS**

	Management	Information technology	Human resources	Governance costs	Totals
	£	£	£	£	£
Provision of treatments, care and support for people with MS	176,088	13,267	2,548	4,700	196,603

Support costs, included in the above, are as follows:

	31.12.2021	31.12.2020
	Provision of treatments, care and support for people with MS	Provision of treatments, care and support for people with MS
	£	£
Support salaries	161,549	197,712
Social security	9,728	12,394
Pensions	3,623	5,157
Postage, printing and stationery	3,360	5,854
Travel	35	106
Subcontractor costs	0	616
Sundries	(2,207)	12,047
IT costs	13,267	14,524
HR costs	2,548	2,089
Redundancy costs	0	19,179
Auditors' remuneration	4,700	5,718
	<u>196,603</u>	<u>275,396</u>

In 2020 Sundries includes a provision for accrued holiday which was partially utilised in 2021 and will be fully utilised no later than December 2022.

**10 NET INCOME/(EXPENDITURE)**

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

	31.12.2021	31.12.2020
	£	£
Auditors' remuneration	4,700	5,718
Depreciation - owned assets	76,926	70,133
Hire of plant and machinery	1,240	1,240

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**11 TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 December 2021 nor for the year ended 31 December 2020.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 December 2021 nor for the year ended 31 December 2020.

**12 STAFF COSTS**

	31.12.2021	31.12.2020
	£	£
Wages and salaries	490,448	605,381
Social security costs	35,263	45,163
Other pension costs	12,146	21,093
	<u>537,857</u>	<u>671,637</u>

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

	31.12.2021	31.12.2020
Therapy staff	13	20
Fundraising staff	5	6
Facilities staff	4	5
Administrative staff	3	3
	<u>25</u>	<u>34</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.12.2021	31.12.2020
£60,001 - £70,000	<u>0</u>	<u>1</u>

Redundancy and termination costs during the year were £nil (2020: £19,179).

During the year and last the charity also used subcontractors to assist with its fundraising and therapy requirements, these costs are included in the costs of generating voluntary income and charitable activities respectively.

**13 2020 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	538,551	359,503	898,054
<b>Charitable activities</b>			
Contributions from Clinical Commissioning Groups	35,880	0	35,880
Other trading activities	78,416	0	78,416
Investment income	146	0	146
<b>Total</b>	<u>652,993</u>	<u>359,503</u>	<u>1,012,496</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**13 2020 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>EXPENDITURE ON</b>			
Raising funds	155,371	400	155,771
<b>Charitable activities</b>			
Provision of treatments, care and support for people with MS	494,178	273,467	767,645
<b>Total</b>	<u>649,549</u>	<u>273,867</u>	<u>923,416</u>
<b>NET INCOME/(EXPENDITURE)</b>	3,444	85,636	89,080
<b>Transfers between funds</b>	82,627	(82,627)	0
<b>Net movement in funds</b>	<u>86,071</u>	<u>3,009</u>	<u>89,080</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	2,577,592	101,186	2,678,778
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>2,663,663</u>	<u>104,195</u>	<u>2,767,858</u>

**14 TANGIBLE FIXED ASSETS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

	Freehold property £	Fixtures and fittings £	Totals £
<b>COST</b>			
At 1 January 2021	2,468,960	597,850	3,066,810
Additions	0	100,063	100,063
Disposals	0	(68,650)	(68,650)
At 31 December 2021	<u>2,468,960</u>	<u>629,263</u>	<u>3,098,223</u>
<b>DEPRECIATION</b>			
At 1 January 2021	208,710	377,904	586,614
Charge for year	23,189	53,737	76,926
Disposals	0	(68,650)	(68,650)
At 31 December 2021	<u>231,899</u>	<u>362,991</u>	<u>594,890</u>
<b>NET BOOK VALUE</b>			
At 31 December 2021	<u>2,237,061</u>	<u>266,272</u>	<u>2,503,333</u>
At 31 December 2020	<u>2,260,250</u>	<u>219,946</u>	<u>2,480,196</u>

The additions and disposals in the year relate to pool assets removed and replaced.

Included in cost or valuation of land and buildings is freehold land of £150,000 (2020 : £150,000).

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**15 FIXED ASSET INVESTMENTS**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
<b>MARKET VALUE</b>				
Unlisted investment in subsidiary companies.	0	0	100	100
Other unlisted investments	1,999	1,999	1,999	1,999
	<u>1,999</u>	<u>1,999</u>	<u>2,099</u>	<u>2,099</u>

Unlisted investment in subsidiary companies.

The charity holds 100 shares of £1 each in its wholly owned trading subsidiary company Oakwood Wellbeing Limited which was incorporated in the United Kingdom on 7 September 2016 (registration number 10363280). Profits from the subsidiary are paid to the charity under the gift aid payment scheme. A summary of the financial performance of the subsidiary for the period 1 January to 31 December 2021 (1 January to 31 December 2020) is:-

	31.12.2021	31.12.2020
	£	£
Income	60,847	20,061
Less direct operating expenditure	(16,346)	(10,031)
Less service charge from parent charity	(15,000)	(7,232)
Net profit	<u>29,501</u>	<u>2,798</u>
Total equity brought forward	98	77
Profit for the financial year	29,501	2,798
Amount gift aided to the charity - prior year profits	(98)	(16)
Amount gift aided to the charity - current year profits	(29,300)	(2,761)
Total equity carried forward	<u>201</u>	<u>98</u>

The net contribution Oakwood Wellbeing Limited made to the parent charity in the year was £44,398 (2020: £10,009) being the total of the service charge and gift aided profit.

**16 STOCKS**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Stocks	<u>3,993</u>	<u>1,686</u>	<u>3,993</u>	<u>1,686</u>

**17 DEBTORS**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Trade debtors	61,967	55,925	56,070	55,481
Prepayments and accrued income	17,344	55,518	17,344	55,518
Loans to group undertakings	0	0	0	3,313
Amounts owed by group undertakings	0	0	5,409	4,216
	<u>79,311</u>	<u>111,443</u>	<u>78,823</u>	<u>118,528</u>

**Funds received as agents**

During the year the charity received £5,022 (2020: £21,069) as an agent for exhibitors at its annual art exhibition. The exhibitors donated £1,971 (2020: £7,396) in total to the charity and the charity therefore paid the balance of £3,231 (2020: £13,673) to the exhibitors.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**18 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Bank loans and overdrafts (see note 20)	13,192	7,975	13,192	7,975
Trade creditors	37,382	8,271	37,119	5,413
Amounts owed to group undertakings	0	0	0	0
Loans to group undertakings	0	0	0	0
Social security and other taxes	12,534	12,369	12,534	12,369
Accruals and deferred income	20,710	41,907	19,467	41,906
	<u>83,818</u>	<u>70,522</u>	<u>82,312</u>	<u>67,663</u>

Deferred income amounting to £4,425 (2020: £5,625) at the balance sheet date comprises grants received with time related restrictions and membership income received in advance.

**19 CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Bank loans (see note 20)	<u>126,885</u>	<u>140,911</u>	<u>126,885</u>	<u>140,911</u>

**20 LOANS**

An analysis of the maturity of loans is given below:

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Amounts falling due within one year on demand:				
Bank loans	<u>13,192</u>	<u>7,975</u>	<u>13,192</u>	<u>7,975</u>
Amounts falling due between two and five years:				
Bank loans - 2-5 years	<u>57,265</u>	<u>60,268</u>	<u>57,265</u>	<u>60,268</u>
Amounts falling due in more than five years:				
Bank loans more 5 years by instalments	<u>69,620</u>	<u>80,643</u>	<u>69,620</u>	<u>80,643</u>

**21 OPERATING LEASE COMMITMENTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

Minimum lease payments fall due as follows:

	31.12.2021	31.12.2020
	£	£
Other operating leases		
Expiring:		
between two and five years	<u>3,409</u>	<u>4,649</u>
	<u>3,409</u>	<u>4,649</u>

**CHILTERN MS CENTRE LTD.****NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 DECEMBER 2021****22 SECURED DEBTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

The following secured debts are included within creditors:

	31.12.2021	31.12.2020
	£	£
Bank loans	<u>140,077</u>	<u>148,886</u>

The bank loan is secured by two legal charges, the first being over the freehold property of the charity and all associated assets. The charity entered into a bank loan agreement for £475,000 in 2012 so as to finance its new building. This loan was restructured in 2012 at a value of £216,736 and is repayable over a period of 15 years commencing January 2015 at an interest rate of 2.75% above base rate. The trustees believe that the charity will receive sufficient donations to be able to repay this loan in line with its terms. The second legal charge is fixed and floating over the charity and all its assets present and future.

**23 MOVEMENT IN FUNDS**

<b>Unrestricted funds</b>	At 01.01.2021	Income	Expenditure	Transfers	At 31.12.2021
	£	£	£	£	£
Group - General fund	<u>2,663,663</u>	<u>789,864</u>	<u>(610,756)</u>	<u>67,901</u>	<u>2,910,672</u>
Charity - General fund	<u>2,663,567</u>	<u>773,479</u>	<u>(594,474)</u>	<u>67,901</u>	<u>2,910,473</u>

**Restricted funds - Charity (also comprising that of the Group)**

	At 01.01.2021	Income	Expenditure	Transfers	At 31.12.2021
	£	£	£	£	£
Computers	650	0	0	(650)	0
Tring Lions Building Fund	5,500	0	0	(5,500)	0
Reception & Garden Furniture	1,567	0	0	0	1,567
Physiotherapy Equipment	1,640	0	(555)	0	1,085
Owens building infrastructure Fund	11,000	0	(1,770)	(5,415)	3,815
Hardship Fund	250	0	0	0	250
Exercise Programme	10,994	15,972	(26,740)	0	226
Pool Refurbishment Fund	56,336	0	0	(56,336)	0
National Lottery Community Fund	0	100,000	(98,371)	0	1,629
COVID-19 Fund	5,669	12,100	(14,135)	0	3,634
Allergan Fund	10,589	0	(704)	0	9,885
Aims2Cure Pilates Fund	0	4,550	(4,100)	0	450
Rothschild Wellbeing Fund	0	35,000	(25,364)	0	9,636
Aylesbury Town Council & Paradigm Fund	0	9,000	0	0	9,000
Leisure Group Fund	0	2,028	(196)	0	1,832
	<u>104,195</u>	<u>178,650</u>	<u>(171,935)</u>	<u>(67,901)</u>	<u>43,009</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,767,858</u>	<u>968,514</u>	<u>(782,691)</u>	<u>0</u>	<u>2,953,681</u>
<b>CHARITY - TOTAL FUNDS</b>	<u>2,767,762</u>	<u>952,129</u>	<u>(766,409)</u>	<u>0</u>	<u>2,953,482</u>

The transfer between funds reflects expenditure on capital items in accordance with the terms of the fund.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**23 MOVEMENT IN FUNDS - COMPARATIVES**

	At 01.01.2020	Income	Expenditure	Transfers	At 31.12.2020
	£	£	£	£	£
<b>Unrestricted funds</b>					
Group - General fund	<u>2,577,592</u>	<u>652,993</u>	<u>(649,549)</u>	<u>82,627</u>	<u>2,663,663</u>
Charity - General fund	<u>2,577,516</u>	<u>643,136</u>	<u>(639,712)</u>	<u>82,627</u>	<u>2,663,567</u>
<b>Restricted funds</b>					
Physiotherapy salaries	33,639	21,500	(55,139)	0	0
Nutritionist programme	788	0	(788)	0	0
Carer Support Fund	3,344	0	(3,344)	0	0
Astrid Computers	1,000	0	(1,000)	0	0
Reception Till	150	0	(150)	0	0
Computers	185	38,867	(859)	(37,543)	650
Tring Lions Building Fund	5,500	0	0	0	5,500
Reception & Garden Furniture	1,567	0	0	0	1,567
Café Coffee Machine	84	0	(84)	0	0
Physiotherapy Equipment	8,521	0	(1,883)	(4,998)	1,640
Owens building infrastructure Fund	11,000	0	0	0	11,000
Hardship Fund	250	0	0	0	250
Oxygen Supplies Fund	636	0	(636)	0	0
Exercise Programme	0	37,408	(26,414)	0	10,994
Pool Refurbishment Fund	21,701	66,797	0	(32,162)	56,336
London Marathon Charitable Fund	12,821	0	(12,821)	0	0
National Lottery Community Fund	0	100,000	(100,000)	0	0
J Hunter Manual Handling Training	0	1,590	(1,590)	0	0
COVID-19 Fund	0	28,836	(18,843)	(4,324)	5,669
Allergan Fund	0	14,505	(316)	(3,600)	10,589
National Lottery COVID-19 Fund	0	50,000	(50,000)	0	0
	<u>101,186</u>	<u>359,503</u>	<u>(273,867)</u>	<u>(82,627)</u>	<u>104,195</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,678,778</u>	<u>1,012,496</u>	<u>(923,416)</u>	<u>0</u>	<u>2,767,858</u>
<b>CHARITY - TOTAL FUNDS</b>	<u>2,678,702</u>	<u>1,002,639</u>	<u>(913,579)</u>	<u>0</u>	<u>2,767,762</u>

The Computers Fund relates to a donation received where the donor stated that the funds should be used to pay for computer equipment.

The Tring Lions Building Fund relates to donations received by the charity where they wish for the funds to be applied towards the cost of tiling for the hydrotherapy pool.

The Reception & Garden Furniture Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the refit of the Centre reception area.

The Physiotherapy Equipment Fund relates to donations received by the charity where they wish for the funds to be applied towards the purchase of physiotherapy equipment.

The Owens Building Infrastructure Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on infrastructure projects or energy saving schemes.

The Hardship Fund relates to a donation received by the charity where the donor has agreed to support members unable to pay membership fees through financial hardship.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**23 MOVEMENT IN FUNDS (CONTINUED)**

The Exercise Programme Fund relates to donations received by the charity where the donor has agreed to fund an exercise programme for people with limited or impaired access to the Centre.

The Pool Refurbishment Fund related to donations received by the charity to be used to support a range of repairs and improvements to the hydrotherapy pool.

The National Lottery Community Fund relates to donations received by the charity where the donor has stated they wish for the donations to be spent on the provision of physiotherapy services.

The COVID-19 Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the response to COVID-19.

The Allergan Fund relates to a donation received by the charity where the donor has stated they wish for the donation to be spent on fundraising costs.

The Aims2Cure Pilates Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of Pilates.

The Rothschild Wellbeing Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of wellbeing activities.

The Aylesbury Town Council and Paradigm Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on wellbeing activities.

The Leisure Group Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on therapeutic leisure group activities.

The Physiotherapy Salaries Fund relates to donations received by the charity where the donors stated that the funds should be used to fund the provision of physiotherapy.

The Nutritionist Fund relates to a donation received where the donor stated that the funds should be used to pay for a Nutritionist.

The Carers Support Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on support for Carers.

The Astrid Computers Fund relates to amounts where the donor has stated that the donation be applied towards the purchase of computers for the Astrid system.

The Reception Till Fund relates to donations received by the charity where the donor has stated they wish for the donation to be applied towards the purchase of a reception till.

The Coffee Machine Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on a coffee machine.

The Oxygen Supplies Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the operational costs of the oxygen chamber.

The London Marathon Charitable Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on venue hire, equipment and wages for the exercise programme.

The J Hunter Manual Handling Training Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on manual handling training.

The National Lottery COVID-19 Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on supporting running costs of the charity.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**24a ANALYSIS OF GROUP NET ASSETS BETWEEN**

	Unrestricted funds	Restricted funds	31 December 2021 Total
	£	£	£
Tangible fixed assets	2,503,333	0	2,503,333
Fixed asset investment	1,999	0	1,999
Current Assets	616,043	43,009	659,052
Creditors falling due within one year	(83,818)	0	(83,818)
Creditors falling due after more than one year	(126,885)	0	(126,885)
	<u>2,910,672</u>	<u>43,009</u>	<u>2,953,681</u>

**24b ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS (PRIOR YEAR)**

	Unrestricted funds	Restricted funds	31 December 2020 Total
	£	£	£
Tangible fixed assets	2,480,196	0	2,480,196
Fixed asset investment	1,999	0	1,999
Current Assets	392,901	104,195	497,096
Creditors falling due within one year	(70,522)	0	(70,522)
Creditors falling due after more than one year	(140,911)	0	(140,911)
	<u>2,663,663</u>	<u>104,195</u>	<u>2,767,858</u>

**24 PENSION COMMITMENTS**

During the year the charity contributed a total of £12,146 (2020: £21,093) to defined contribution schemes. This cost has been charged as an expense and analysed across activities in accordance with the allocation of the related employee salaries. At 31 December 2021, based on the employee salaries at the time, there was an annualised commitment of £13,076 (2020: £13,304).

**25 RELATED PARTY DISCLOSURES**

The total employee benefits of the key management personnel of the Group and Charity were £224,942 (2020: £217,420). Key management personnel comprise the chief operating officer together with the senior leadership team.

The charitable company has one subsidiary, Oakwood Wellbeing Limited as detailed in note 15 above. During the year, this subsidiary made payments under the gift aid payment scheme to the charitable company of £29,398 (2020: £2,777).

**26 ULTIMATE CONTROLLING PARTY**

Chilterns MS Centre Ltd. is an incorporated charity under the control of the trustees collectively.

**27 COMPANY LIMITED BY GUARANTEE**

The liability of each member is limited to £10 by guarantee.

# Going the Distance for MS



Swimmer, runner and member, Claudia pounded the pavements of London for the return of the famous 26.2 miles in October. She did this just two weeks after she completed Swim Serpentine, a two-mile open water swim in London's Hyde Park.

As she also completed Ride London in 2019, Claudia has now completed all of the London Classics too – wow!

As someone living with multiple sclerosis, Claudia has made use of the treatments and services available at the Centre, which have enabled her to keep as well as possible so she can continue doing the activities she loves.

Julie took on the Oxford Half Marathon, wearing her green and blue vest with pride.

She used to work as a therapist as part of the Centre's clinical team, delivering 1-2-1 sessions to support people living with MS.

Julie got in touch with the team after signing up to challenge herself with the 13.1 distance and asked if she could support the Centre.

**Thank you to Claudia, Julie, all our incredible fundraisers, and everyone who has donated to them, for their generous support.**



Chilterns MS Centre Ltd.

Oakwood Close, Wendover, Buckinghamshire HP22 5LX

01296 696133 | [info@chilternsmcentre.org](mailto:info@chilternsmcentre.org)

[www.chilternsmcentre.org](http://www.chilternsmcentre.org)

Registered charity no: 800853 | Registered company no: 02294557

**Chilterns Neuro Centre Ltd**

England & Wales - Charity number 800853

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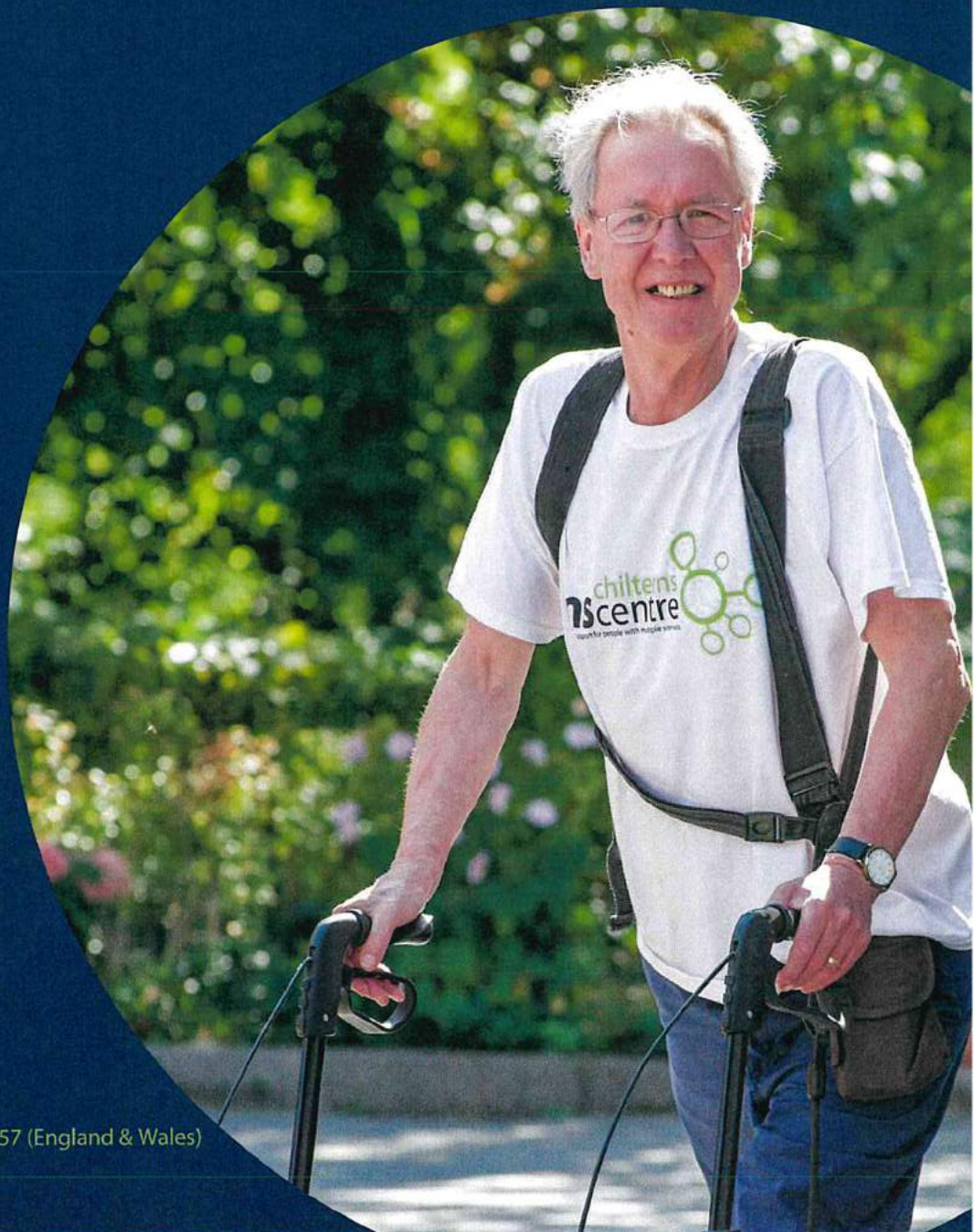
# Accounts

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**ms** chilterns  
**centre**  
care and support for people with multiple sclerosis



# ANNUAL REPORT FOR 2020



Registered Company Number: 02294557 (England & Wales)  
Registered Charity Number: 800853

## Our Vision

Our vision is to be a beacon of excellence and a lifeline to everyone affected locally by multiple sclerosis (MS).

## Our Mission

We believe that local people affected by multiple sclerosis deserve to lead healthier and happier lives. Our mission is to empower them to achieve their goals through physical, practical and emotional support, for both themselves and their families, for as long as they need.



### GILL'S STORY

I have had MS for many years and I started coming to the Centre in 2017. I had been doing classes alternate Saturdays and Yoga on a Monday evening.

When lockdown happened, my husband and I started working from home and I signed up to do the zoom exercise classes. The Centre did a brilliant job and set them up really quickly and they have been a real-life saver for me. There is a variety of classes and they cater for different abilities.

I have seen a physical benefit from them too, like when one class moved from doing spikey ball exercises, toe curl-ups and ankle movement exercises to stamping hard on the spot and I found I could lift my knees up much higher than I normally could when in a sitting position – I was amazed. It has spurred me on to do more feet exercises myself. The other benefit is emotionally connecting with the therapist and others doing the class – seeing all those friendly faces is a great lift.

As I'm sat on a chair all day working from home, the zoom classes give me a reason to have a break and provide a structure to my day. I can't thank the Centre enough!



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"I wanted to thank you all at the Centre for the support that you provided Mum and I over the years and in particularly the Sensory Group in recent times - a genuine highlight of my last few years with Mum and I know she really enjoyed attending. I know how much fun she had in physio too and how much the chance to get out of the house and socialise meant to her. It has been a tough year for everyone and she undoubtedly missed her trips to the Centre. So thank you and please do keep up the hard work and know it is so, so worthwhile. We loved the support packs too and I enjoyed those, particularly over the summer when I was able to spend more time with her outside." **Emma**

## WELCOME TO THE CHILTERN MS CENTRE REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2020

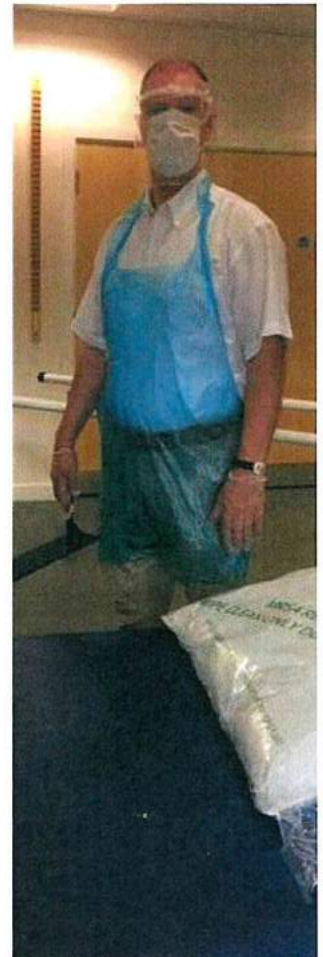
This has been one of the most challenging years in the Centre's 35 year history of supporting people with multiple sclerosis (MS). When we were planning our anniversary celebrations at the start of the year we could not have imagined what lay ahead. The impact of the COVID -19 pandemic is immeasurable. We had to close the doors to the Centre and stop offering face to face treatments, therapies and social groups. Instead, we faced months of financial uncertainty.

With many of our members being vulnerable and shielding, lockdown and social distancing presented potentially devastating impacts on both mental wellbeing and physical health. Our passion and drive to help people affected by MS meant we immediately offered as much of our support as possible remotely. We started Zoom exercise classes, telephone and online consultations and social media groups and by connecting people to us, and each other, we continued to be a lifeline.

The new remote services were well received and enabled us to further our objective to **engage with the wider MS community**. For some, the virtual Centre has presented new opportunities enabling them to engage more often and from the comfort of their own home.

We have been able to **improve communication and strengthen relationships** with a new-look member newsletter and brand new 'Centre Times' supporter newsletter. We are lucky that so many of our members have forged such strong friendships with each other. As a result, our special community is thriving through social media and regular phone calls - connecting carers with each other as well as providing support to members.

Everyone was excited when we reopened in August. We were delighted to see members back at the Centre whose needs could not be met remotely and a face to face intervention was necessary. With strict protocols in place, this remains our policy as the pandemic continues.



Following two years of financial deficit, a key objective for 2020 was to **develop a strategy for a sustainable future** and it was clear that action was needed to ensure long-term financial stability. It was critical that the Board of Trustees monitored the immediate and future financial impact of COVID on the charity. We set up a COVID-19 Committee which met at least every two weeks to ensure we held sufficient funds to meet expenditure, fulfil restricted funding obligations and take necessary actions. Our future financial stability will continue to be the main focus of 2021.

We had a tremendous response to our emergency appeal, our supporters raised funds for us and we had crucial financial assistance from various trusts in our time of need. This, combined with substantial income from the furlough scheme, has enabled the Centre to continue to operate through the challenging months of 2020 and into 2021, albeit in a very different way. We were also very fortunate to receive a very large capital grant for the renovation of our hydrotherapy pool and an upgrade of our IT system.

The charity had business interruption in our insurance policy. However, after initially being optimistic about making a claim, it became clear we could not rely on this income as the Financial Conduct Authority's (FCA)'s business interruption insurance test case was launched in the courts. Still facing financial hardship and a reduced ability to provide treatments, regrettably we had to take action to mitigate the impact of COVID as much as possible through restructuring. It was an extremely difficult time for all of us. A number of staff took the opportunity to take voluntary redundancy and another was unfortunately made redundant. We were very sad to say goodbye to these very loyal and talented members of our team. I would like to thank them for their immeasurable contribution during their time at the charity and wish them well for the future.

It is testament to the incredible hard work of all our staff and volunteers and the amazing support we have received from so many of our wonderful stakeholders that the charity has endured as a going concern through these unprecedented times. I give my heartfelt thanks to everyone involved for supporting us and in doing so, enabling us to continue the vital work we do in helping people with MS.

**CATHERINE GOLDS** Chair of Trustees



MS is an unpredictable, long-term and often disabling condition that affects the central nervous system. It causes a wide range of symptoms including difficulties with walking, balance, impaired vision and bladder problems. 1 in 500 people in the UK have been diagnosed with the condition. Living with MS can be really tough.

### Who We Are

We are a dynamic, local, independent charity positively changing the quality of daily life for people affected by multiple sclerosis (MS) and their families and friends. Our vision is to be a beacon of excellence and a lifeline to everyone affected locally by MS.

### What We Believe

We are an embracing community of support to everyone affected by MS and we believe people with MS deserve to lead healthier and happier lives. Our mission is to help them achieve this by empowering them to manage their symptoms through long-term physical, practical and emotional support.

### Who We Support

If people with MS want to use our services, they can become a member for just £25 a year and we will welcome them into our Centre community. All we ask is that if our members are able to, they make a donation towards the running of the Centre. Many members also make a significant contribution through volunteering and fundraising.

Our membership of 563 people with MS travel to us from across the whole of Buckinghamshire and the surrounding counties of Oxfordshire, Hertfordshire and Bedfordshire.

We recognise the huge impact that MS can also have on the family and friends of people with MS. We are supporting an increasing number of loved ones who are caring for someone with MS – we currently have 51 carers members.



**563** members with MS

**51** carer members

**5%** increase in members

"I have been attending Centre for over 5 years now and it is a lifeline for me. When we went into lockdown, it was difficult at the beginning but the Zoom classes have been of major benefit, both in terms of having an exercise regime and the ability to see and speak with familiar faces on a regular basis, the social aspect being as important as the physical." Mark

# How We Offer Support

## MS Members

People with MS are at the heart of everything we do. Through our support, help and guidance, we aim to positively change the quality of their daily life and keep them independent for as long as possible.

Our range of services usually includes physiotherapy, hydrotherapy, exercise classes, counselling, complementary and occupational therapies. We also support the wellbeing of our members through a number of social, art and gardening groups as well as input from a dietitian.

The COVID-19 pandemic meant we had to totally rethink how we support our members through different and innovative ways. Our aim is to contribute to the maintenance of, and improvements in, their health, mobility, energy, independence and, critically through these challenging and unsettling times, their mental wellbeing.

Through a range of online and telephone sessions, our expert therapists have continued to target and improve specific symptoms and help people to achieve their goals, whether big or small. It may be as simple as enabling them to do something that many take for granted such as putting on a pair of socks in the morning. We have developed new services such as our Buddy scheme where a simple call can make such a difference to a person with MS or their carer.

The charity was first started by people with MS 35 years ago with the ethos of self-help. 2020 was a year when the emphasis on this was more important than ever - we have continued to support, guide, help and advise our members even if we can't see them face to face at our Centre.

- Zoom exercise classes & Yoga
- Staying Sane video clips & tips
- Video /phone physio & counselling consultations
- Virtual coffee mornings, bingo & quizzes
- Postal activity packs
- Interactive workshops
  - Wellbeing
  - Diet
- Weight programme
- Art challenges
- On-line fatigue course
- Buddy scheme
- Outreach physio
- You Tube Resources
  - hand strength
  - skin care
  - good sleep
  - breathing
  - immune function



# How We Offer Support

## Volunteers

Our wonderful volunteers are absolutely vital to the functioning of the charity - we simply wouldn't be able to operate without them and they have continued to be hugely supportive during the pandemic. In March we launched our remote buddy scheme which now supports members and carers with a regular friendly phone call for social support and up to date information about the Centre.

When we restarted face to face appointments in August, our volunteers were there to help us. They have supported us by running the Oxygen chamber, helping on reception and completing the necessary COVID-19 screening checks before members enter the building. Volunteers have also worked behind the scenes with research for the fundraising department, supporting remote clinical initiatives and keeping the gardens looking bright and tidy for those still able to visit the Centre.

## Carers

The wellbeing of family and close friends is just as important, especially if their loved one relies on them for regular care. It can be very difficult and lonely being a carer, particularly during lockdown, so we continued to support them through the pandemic - a voice of someone who cares and understands their situation can be invaluable to them. We have also arranged regular social gatherings on zoom for our carer community.

" Mark hasn't been working and we've been stuck at home due to the pandemic. I'm fairly certain he would have sunk without the support on Zoom. I have really appreciated regular phone contact from my buddy Jenny, who's been a great sounding board. It's good talking to someone who has faced similar issues and has a real understanding

of the difficulties."

Charlotte,  
carer member



" Being part of the MS Centre new Buddy scheme has been really positive for me as a volunteer as well as the person I am calling to support. I really enjoy having a chat and knowing that I am doing something to help and support one of the members in these really challenging times."

Sue,  
Volunteer



# Partnerships

We continue to build productive working relationships with the local Clinical Commissioning Groups, General Practitioners and other bodies that support people with MS, to ensure that they can carry out their core purposes and that the needs of their patients are fully understood and supported by this wider community.

## Paul's Story



Luckily my MS nurse told me about the Centre and I'm so glad I went along. Thanks to their practical and emotional support, I am now learning to live with my MS and not let it define me. I no longer feel isolated and I am heading in the right direction to get my life back on track. But a few years ago, life was very different.

I was a successful chemical engineer when I received the devastating diagnosis of Primary Progressive multiple sclerosis in 2013. My mobility progressively got worse and everyday tasks became more difficult or even impossible and my life began to fall apart. I had to retire from a job I loved, separate from my family and watch my independence disappear. I lost my confidence and sense of purpose. I had little social interaction with others and felt worthless.

In a few short years, I had gone from living life to simply existing. All because I have multiple sclerosis. Now I have amazing friends and a partner I met the Centre who I can be myself with and know I have a safe place that will support me whenever I need. ”

Our physiotherapist Shazia said



I saw Paul after the lockdown in September. His main issues were increased weakness in his right leg and frequent falls. My treatment plan involved strengthening, activating his leg muscles and gait training. I also referred him to the Buckinghamshire wheelchair services and his GP for Paul to be assessed for a FUP (foot splint), which will help his right foot to clear the ground while walking reducing the risk of falls.

Although Paul's condition is progressive, our aim is to keep him independent with transfers, self-care and other daily activities as long as we can. ”



## **OBJECTIVE 1 FOR 2020**

### **ENGAGE WITH THE WIDER MS COMMUNITY**

We pride ourselves on being one of the country's leading MS Centres and it is important to share information with other Centres through MSNTC (Multiple Sclerosis National Therapy Centres). This has been more critical for the wider MS community that relied on their therapy centres during the unprecedented challenges of 2020. We have engaged in regular meetings with our colleagues up and down the country to share and learn on topics such as COVID-19 protocols, equipment and remote services.

At the beginning of lockdown, we were contacted by people with MS who usually use other therapy centres. We were one of the first to offer a range of virtual services and were delighted that we could support them in their time of need.

Another way we measure how we engage with the wider MS community is by how many members join us. We saw a rise in membership of 5% from 2019 to 2020 despite not being able to see new members in person for an assessment at the Centre for a large part of the year. Instead, we did video assessments with our new members so we could signpost them to the resources and treatments that would help them reach their goals.

## **OBJECTIVE 2 FOR 2020**

### **DEVELOP A LONGER TERM STRATEGY TO SECURE A SUSTAINABLE FUTURE**

Following strategic reviews and research in the preceding two years, the charity launched a project early in 2020 to ensure the longer-term financial stability of the Centre. The project started to review further options to reduce costs to match income and to research other possible operating models that would enable further income growth. We had started to communicate to members and give them the opportunity to 'Have Your Say' on the future direction of the charity. The impact of Covid-19 meant resources had to be re-directed with the focus very much on survival through 2020 and beyond. With a fall in the number of appointments due to the crisis and the pressure on income, the charity took the very difficult decision to restructure. Regrettably, this resulted in six redundancies. This relieved some of the financial pressure of 2020 and 2021, but ensuring the future financial stability of the charity remains a key priority. The trustees will continue to focus on a longer-term strategy in 2021.

Whilst the COVID pandemic has undoubtedly raised challenges, our learning and solutions have given us insight into new and in some cases, better ways of supporting people affected by MS which will help towards our sustainability objective.

# OBJECTIVE 3 FOR 2020

## IMPROVE OUR COMMUNICATIONS AND STRENGTHEN OUR RELATIONSHIPS

2020 was a strange year where, in particular, our online communications became even more important than before. We kicked off 2020 with a brand new look to our newsletters, designed in conjunction with our stakeholders. We changed our member newsletter to weekly during the height of the pandemic and grew the number of people receiving it from 484 to 611. It is now fortnightly.

We also launched a new e-newsletter for our supporters – Centre Times – which goes out 4 times a year to 663 people. It has a 59.8% open rate and 18.5% click rate. These are marginally above the industry average for a non-profit organisation.

In a very challenging environment, we continued to build relationships with our stakeholders through mailshots. At the beginning of the lockdown, we made a special effort to contact each supporter with an update on our plans through the pandemic. We did the same at Christmas as well as personalised thankyou's. We also spread the news of our first-ever virtual event – Challenge 35 – to our supporters.

We continued to build our audience on social media. We increased our followers across Facebook, Twitter, Instagram and LinkedIn social media channels. The largest increase was in Instagram followers due to our very successful and well-attended Pop Up Art Weekend which was held in March ahead of the pandemic.



08 January 2021

**The Centre Remains Open During Lockdown**  
 Hello! How nice to see you all! It's not the start of the year that any of us would like to have had, nevertheless, we are here in lockdown once again. The good news is that unless the first lockdown, (school closures and full health opportunities) will continue at the Centre. Sadly our sought-after service is not supported yet further either. We know how much more of you miss the hub and we will only open it when we feel that this is a safe haven for both our members and customer operators. We will be offering more of our support services where possible. If you need additional support or advice about your symptoms please speak to your therapist.

### CLINICAL UPDATE



#### New Home Exercise Classes for 2021

In the new year lockdown it's really important to keep moving the both your physical and mental wellbeing. Exercising outside may be tricky due to the cold, wet weather and shorter days. And with a search going on for a safe way to exercise, we have decided to increase the number of exercise classes that we offer on Zoom. From Monday we will be running 2 sessions per day and have space for half of places. We won't have some of the early birds amongst you - interesting huh?

Times of each class are in the brackets below and are on the calendar on our website. Please note that the sign for this classes will be changing as we have a dedicated exercise team account. To get the new link, or to find out more about which classes are available for you, please email [info@chilternsmscentre.org](mailto:info@chilternsmscentre.org) or speak to your therapist. Regular attendees will be sent the new link.

**Fans**

**1.8K**  
fans

▲ 61 from 1.7K

**Followers**

**1.7K**  
followers

▲ 30 from 1.7K

**Followers**

**376**  
followers

▲ 80 from 296

**Followers**

**181**  
followers

▲ 60 from 121



August 2020

Welcome to the latest edition of Centre Times. We want to update you on all of the great things that we have been doing to continue supporting people affected by multiple sclerosis (MS) during the lockdown, how we are preparing to re-open and show you some great ways that you can support the Centre to help us to reach our 35th birthday in September.

### LATEST NEWS



**Our Virtual Support to our Members**  
 At the start of lockdown our clinical team sprang into action to adapt many of our services into virtual ones to help our members to help improve their physical

...connect to help people feel less isolated and lonely. Offering virtual support, online exercise classes and physio sessions and telephone contact has been one of the most things of this pandemic - and as a result...

## **OBJECTIVES FOR 2021**

### **DEVELOP A STRATEGY FOR A SUSTAINABLE FUTURE**

Our main priority for 2021 is to secure the financial stability of the charity. We will resume our sustainability project and develop a longer-term strategy that ensures we are here to support people affected by MS for many years to come. We will continue our research of operating models to support future income growth.

### **BUILD A STAKEHOLDER-FOCUSED MARKETING STRATEGY**

We will create a compelling narrative to demonstrate the impact we have on the lives of our members. We will communicate this impact to our existing stakeholders to deepen our relationship with them. We will reach out to attract and engage new stakeholders to maximise all opportunities and support our key objectives for the year.

### **DEVELOP A MEMBER JOURNEY WITH SELF-MANAGEMENT AT ITS HEART**

Self-help was at the heart of how the Centre was founded: a group of people with MS had the vision and drive to raise money for an oxygen chamber where they could access this therapy to help improve their symptoms. This principle of self-management forms a key part of how we support our members. We want to truly embed this ethos into the holistic journey that our members take. We will build on our existing outcome measures so we can fully report the positive impact we have on people affected by MS and how we are meeting our mission.

### **CREATE A TEAM CULTURE WHICH ENGENDERS COMMITMENT AND WHERE OUR PEOPLE ARE VALUED**

We aim to create a supportive workplace culture where both our staff and volunteers feel engaged and valued by all their colleagues and our members. We will initiate a wellbeing programme, re-energise our appraisal system for employees and support our people through the challenges that lie ahead to foster a happy, efficient and committed team.

# Achievements and Performance

## Emergency Appeal

The closing of the Centre and cancellation of our live fundraising events and activities hit us hard, and the future looked uncertain as we were unable to bring in the funds required from our usual programme. Reacting to the sudden halt of funds, we set up an emergency appeal and shared this with all of our supporters, members, volunteers and staff. We're delighted this raised over £34k which helped carry the charity through the initial phase of uncertainty. Thank you to everyone who donated to the emergency appeal – this support means we are here today, supporting our members.

## 35th Anniversary

The Centre celebrated its 35th birthday in 2020, and we ran our first-ever virtual fundraising event – Challenge 35. Members, staff, volunteers and supporters alike took on a challenge involving the number 35, and we saw sponsored running, walking, playing tennis, baking, jewellery making, abstaining and crocheting in aid of the Centre raising over £16k.



We may not have celebrated this momentous occasion in the way we planned but this year has highlighted how lucky we are to have such a wonderful network of people in our community willing to get involved and help us. Our supporters found so many different and inventive ways to raise money for us and we are really grateful to each one of them for their efforts.

## New Services

Thanks to the passion and ingenuity of the team at the Centre, our support of people with MS has expanded into new directions as a result of the pandemic. The new services include a 'Buddy scheme' for 35 of our members and 4 of their carers. In addition to this scheme, we kept in touch with 121 members with our 'Centre support'.

Due to difficulties with transport or because they were no longer able to transfer in and out of a car, some of our members were unable to reach us for much-needed physiotherapy when we started to offer face-to-face appointments again. Therefore, we started our 'Outreach service' to help members most in need and travelled to their homes to treat them.

# Achievements and Performance 2020

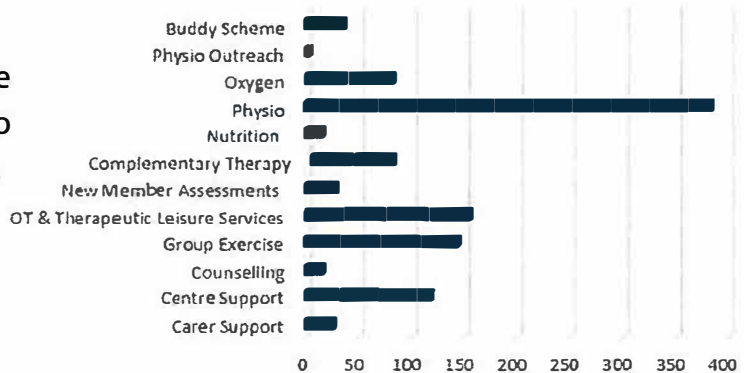
## Counselling

We were delighted when we welcomed a new counsellor to the team in May. With a good understanding of MS and the challenges it presents our members, she has been able to help and support 18 people navigate their way through these very difficult times.

## Physiotherapy and Exercise Therapy

Physio and exercise therapy are key to maintaining, and in some cases improving, the physical health of people with MS. Physio appointments moved to video calls where possible, or by phone. From August, we resumed face-to-face appointments for those members who required hands-on intervention by our highly skilled and experienced team.

No. of members accessing each service



We also ran a number of physio classes for members to help specific symptoms such as core stability and balance. Our generic group exercise therapy classes have been immensely popular with 146 members benefiting from them. For a number of weeks in early autumn, some were held at the Centre but a majority of classes have been run via Zoom, with up to 27 participants. Classes are held for all abilities over the course of a week.

## Oxygen Therapy

We reopened our chambers in September to members with strict COVID-19 protocols in place. Eighty-five of our members have accessed oxygen over the course of the year who primarily report benefits in their energy levels and bladder symptoms. We are only able to operate this service thanks to a dedicated team of trained volunteers.



### Juliet's Story

I have been having weekly core strength exercises on Zoom with one of the physiotherapists. To make sure I got the most out of my class, I received an exercise 'kit bag' for me to use at home. Doing the classes has meant that I have maintained my core stability as much as possible during lockdown. It was remarkable how quickly the Centre got organised and started to offer as much as they could remotely. It has been such a difficult time and they really helped.



# Achievements and Performance 2020

## Online Services and Resources

Undoubtedly one of our biggest achievements of 2020 is the speed at which we moved many of our services online. This included our popular FACETS fatigue management programme. Delivering it this way enabled us to double the number of courses we would usually run. We have also delivered our weight management programme online. We have built up excellent resources on our YouTube channel including videos on diet for the immune system, skin care, hand strength and exercise classes.

## Occupational Therapy

Our vital OT support has also continued throughout the pandemic with video appointments for one to one and a range of online resources. The 'tips for staying sane during isolation' were very popular along with suggestions for getting a good night's sleep. Our 'Enrich programme' for members with complex needs continued with activity packs being posted for families to enjoy with their loved ones.

## Therapeutic Leisure Groups

Our Centre is usually a lively social hub with a cafe in our atrium and a number of regular therapeutic leisure groups. We set up three very successful Facebook groups where our close community can keep in touch. There are 135 members in our Members Group and 123 of these are active which means they comment and react to our posts, as well as create their own posts. The Social and Exercise Group has 117 members, 110 are active and many staff members also interact with this group. It is the first year that staff have really got involved with social media. Sharing strategies for maintaining wellbeing and showing support to each other has been hugely valuable in connecting the Centre's community. We have also been holding Zoom activities, keeping in touch this way has helped keep our community thriving throughout the pandemic. Our most popular activity was a sunflower growing competition with many staff and members involved and posting photos of their prize specimens.

Some of our members were not able to access any online services or activities - a COVID grant helped us provide tablets for those members that were keen to do so. For 25 other members, with the help of one of our team of brilliant volunteers, we have been sending them 'activity packs' of crosswords, quizzes, other puzzles and recipes. Our Angell Art Group has also kept in touch with their own Facebook group. There are 57 members, 48 of which are active members posting pictures of their work, challenges and ideas. Two dedicated volunteers provide regular project suggestions and demonstrations on Facebook.

"One of the great things about the Centre, especially during lockdown, has been the sense of community. Personally, I have found the Members Facebook page helpful and informative." **Patricia**

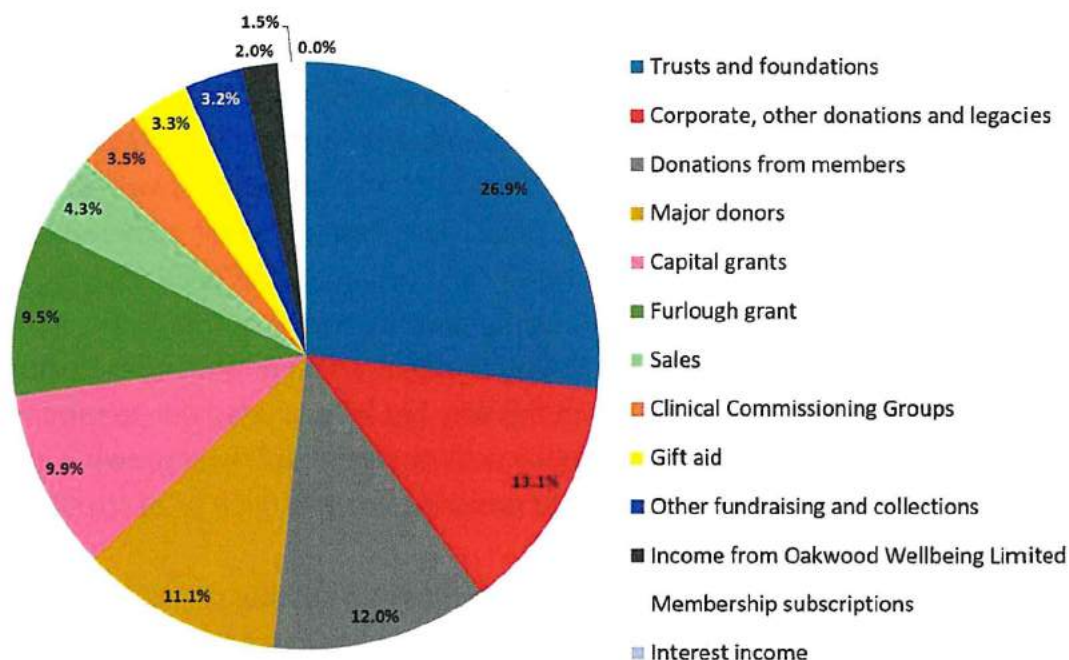
# Income Generation

The fundraising landscape changed rapidly in 2020 with the pandemic having a significant impact on some fundraising streams.

The charity's planned fundraising income usually includes a programme of live events which had to be cancelled from the middle of March onwards. Sales from the café, greetings cards and other items at the Centre were also wiped out. Sponsorship, applications to grant-making trusts, corporate fundraising, individual and community donations thankfully continued throughout the year.

All of the Centre's fundraising activities are in line with the Code of Fundraising Practice set by the Fundraising Regulator, of which the Centre is a member.

## Income 2020



## Major Donors

We are indebted to our major donors, whose philanthropy is critical to the charity. We are truly thankful for their time, effort and generosity which enables us to support people to overcome some of the day-to-day challenges that MS presents.

# Income Generation

## Trusts

This year we were fortunate to receive a revenue income of £270,108 from 26 grant-makers. In a year when other forms of fundraising were badly hit by the pandemic, we are so grateful that this tremendous response enabled us to continue supporting vulnerable people with MS and their families through the crisis. The National Lottery Community Fund supported us not only with the £100,000 grant already pledged for our physiotherapy service in 2020 but also with a further £50,000 awarded this year from their Coronavirus Community Support Fund, distributed on behalf of the Government. Our exercise therapy programme was supported by previously-pledged funding from HS2's Community and Environment Fund and a new grant from the Garfield Weston Foundation.

Some of the Trusts and Foundations that support us regularly made additional gifts this year to meet the costs of delivering services remotely or of buying PPE and making our Centre COVID-safe. Others helped us by de-restricting their gifts, making them earlier than pledged, or relaxing reporting requirements. We would particularly like to thank the Vale of Aylesbury Housing Trust Thriving Community Fund in this regard.

We also need to say a huge 'thank you' to the Band Trust, whose incredible additional £100,000 grant enabled us to deliver two major capital projects that were vital for our charity but would not have happened without this gift; the major refurbishment of our hydrotherapy pool and the upgrade of our ageing IT system. This included the replacement of old PCs with laptops that have helped our staff work remotely where lockdown rules have required home working.



# Income Generation

## Corporate

We have been humbled by the support and generosity from all our corporate partners this year who continued to help us through a really challenging and difficult time for local businesses and would like to thank each and every one of them.

Our corporate partners have supported us in many ways including being a Corporate Friend and making a monthly donation, choosing us as their charity of the year, making one-off donations or sponsoring our Pop-Up Art Weekend or corporate events. We were also awarded funding to create a brand-new online fundraising platform which enabled us to run Challenge 35. Thanks also to all our corporates who took on a personal challenge on behalf of their business to raise funds for us. We ended the year with our first-ever virtual network event which was a real success. We will no doubt be running more virtual networking events in 2021 but we hope to welcome our business partners back for face-to-face events when possible.

## Community

As expected, the Community fundraising programme looked very different in 2020. We were fortunate to run three events before lockdown started, including our flagship Pop-Up Art Weekend. This event is only possible thanks to the wonderful committee of volunteers and we were able to make the Centre safe enough to hold this event just before the national lockdown started in March.

A huge number of people took on personal challenges for us throughout the year: running, three sponsored head shaves and Patrick (pictured on the front cover) completed his #Walk4onehour challenge in September, raising over £6,000! Thanks go to all the individuals, clubs and societies that have supported us this year by making donations, holding (safe) events, or encouraging others to get involved in fundraising for us.



"I took on my own Challenge 35 of 35 walks in 35 different places to support the Centre. Lockdown proved a challenge, as a very sociable person not being able to go out was a nightmare. I never imagined that I would be asking for help with my mental health but fortunately, the Centre's counsellor helped me work through my feelings. I'm not ashamed to admit I struggled. All these services were provided remotely but achieved the same amazing results had I been receiving them face-to-face. I cannot promote the Centre enough." Julie

# Income Generation

## Personal Donations

We've been very fortunate to receive donations from individuals throughout this turbulent year, whether that's a one-off donation or a regular gift. These donations have ensured we made it to our 35th birthday and beyond. They have also kept our services running and allowed us to better plan the future.

## Member Donations

All our services are offered free of charge to our members, however, many choose to donate both time and money when they are able – for this, we are truly thankful. We're especially grateful to our members who have continued donating, even when our services are so different at the moment.

## Social Media as Fundraising Channel

A sum of £4,694 was raised through Facebook and Instagram in 2020 - an increase of £868 on 2019. Most donations were through birthday fundraisers that our members set up.

## Oakwood Wellbeing Limited

Oakwood Wellbeing Limited (OWL), a wholly-owned subsidiary of the Chilterns MS Centre, was set up in 2016 to generate income for the Centre from its main resources: the premises, specialist equipment and staff. The role of OWL is to maximise income potential by using these resources outside of the Centre's busiest hours. It operates on a commercial basis and all profits are gifted free of tax to the Centre.

Unfortunately, it was also hit by the coronavirus pandemic and this year it has generated a contribution of £10,009 for the charity, compared with £51,999 for 2019.

"We love to support the Chilterns MS Centre, so it can help and support people in the local area, and this is driven by our historic and current links with employees and the charity."

Kate Gubbins, GE Healthcare



"A great virtual corporate networking evening with a thought provoking talk and well facilitated. I enjoyed the break out room discussions."

Jonathan Lane,  
Haines Watts

## Administrative Details

### Company Details

Registered Company Number 02294557 (England and Wales)

Registered Charity Number 800853

Registered Office and Principal Address

Chilterns MS Centre

Oakwood Close

Wendover, Aylesbury

Buckinghamshire HP22 5LX

Web: [www.chilternsmcentre.org](http://www.chilternsmcentre.org) Telephone: 01296 696133

### Trustees

Tony Winterbottom BA (Chair) (Resigned 5th July 2020)

Catherine Golds DiplWIM PgD (Vice-Chair) (Appointed Chair 5th July 2020)

Liz Tubb LLB (Hons) (Appointed Vice-Chair 5th July 2020)

John Bedford

Robert Carter BA Hons (Co-opted 26th February 2020 & Elected 5th July 2020)

Alison Heywood DBO

Darayus Motivala BSc(Hons) (Re-elected 5th July 2020)

Henry Snow (Co-opted 30th May 2019 & Elected 5th July 2020)

Justin Stephenson (Co-opted 19th September 2019 & Elected 5th July 2020)

Simon Turner (Re-elected 5th July 2020)

### Company Secretary

Liz Tubb LLB (Hons) barrister-at-law

### Chief Operating Officer

Andy Graham (Appointed 1st January 2020)

### Leadership Team

Faye Chappell - Head of Clinical and Support Services (Resigned 31 July 2020)

Amy Smissen - Head of Integrated Clinical Services (Appointed 7 July 2020)

Sharon Cooper - Interim Head of Fundraising July to December 2020

Eileen Inman - Finance Manager

Gemma Hill - Communications Manager

Terry Baldwin - Facilities Manager

" It was a very big thing to take on board that I needed a wheelchair but following the fatigue course I now see it like wearing my glasses. If I wish to be able to see where I'm going, I need to put on my glasses. If I wish to be able to compete in a swimming race and move away quickly at the end of it then I need to use a wheelchair." **Amanda**

## Administrative Details (Continued)

### Auditors

Haines Watts  
Statutory Auditor  
Milton House  
Gatehouse Rd,  
Gatehouse Industrial Area,  
Aylesbury  
HP19 8EA

### Telephone Numbers

01296 696133 (Reception)  
01296 823040 (Fundraising & Communications team)  
01296 823047 (Finance office)

### Website

[www.chilternsmcentre.org](http://www.chilternsmcentre.org)

### Email

[info@chilternsmcentre.org](mailto:info@chilternsmcentre.org)

### Bankers

National Westminster Bank Plc  
22 Market Square  
Aylesbury  
Bucks HP20 1PR

### Social Media

Facebook: [www.facebook.com/Chilternsmcentre](http://www.facebook.com/Chilternsmcentre)  
Twitter: @Chilternsmcentre  
Linkedin: Chilternsmcentre  
Instagram: chilternsmcentre

### Lloyds Bank Plc

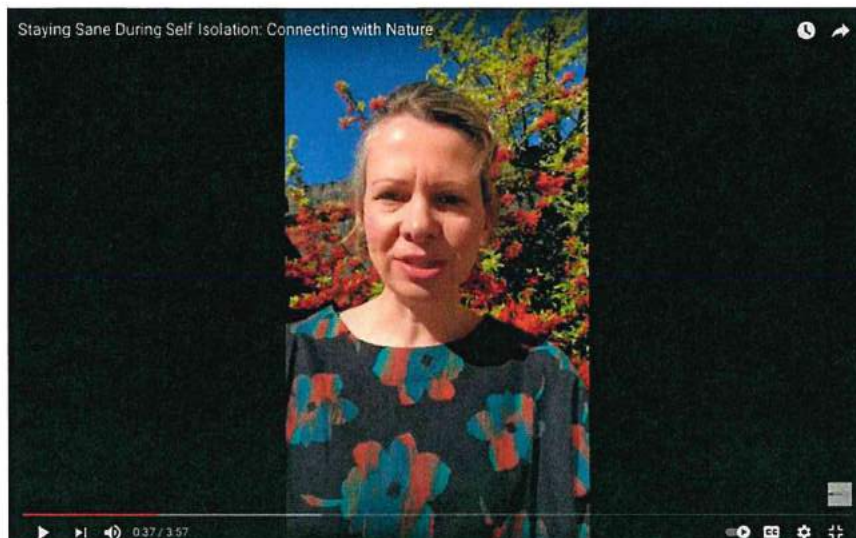
79 High Street  
Chesham  
Buckinghamshire HP5 1DE

### Patrons

Trishna Bharadia  
The Earl of Buckinghamshire  
Lord Carlile of Berriew QC  
Professor Gavin Giovannoni MBBCh PhD FCP FRCP  
FRCPATH  
David Lidington  
J P G Naylor Esq  
Derek K Townsend DL

### Santander

1st Floor  
Operations Block  
Bridle Road  
Bootle  
Merseyside L30 4GB



Staying Sane During Self Isolation: Connecting with Nature

0:37 / 3:57

" The 'staying sane during self-isolation' tips by Amy were brilliant and really helped in those first difficult weeks of lockdown. It was lovely to see a friendly face on the screen!" Kate

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing Document

Chilterns MS Centre Ltd is registered with the Charity Commission for England and Wales; it was incorporated as a company limited by guarantee on 9th September 1988. The charity was governed by its Memorandum and Articles of Association as adopted on 22nd December 2004 until the Annual General Meeting on 21st June 2016 when new Articles of Association were approved and adopted by the members. They were further amended at the Annual General Meeting held on 26th July 2018.

### Organisational Structure

The Board of Trustees is responsible for the overall management and governance of the charity and meets on a monthly basis. The Board sets the strategic direction and policy for the charity, agrees on an annual budget and monitors performance against it. The day-to-day management is delegated to its Chief Operating Officer, Andy Graham who was appointed on 1st January 2020. The COO was supported by the Head of Clinical & Support Services, Faye Chappell who resigned on 1st August. The Centre would like to thank her for the tremendous work she undertook whilst at the Centre. The Leadership Team (LT) now support the COO comprising Amy Smissen, Head of Integrated Clinical Services; Eileen Inman, Finance Manager; Gemma Hill, Communications Manager and Terry Baldwin, Facilities Manager. Sharon Cooper was the interim Head of Fundraising from July-December.

### Governance

The COO and the Chair of Trustees meet on a weekly basis. For governance purposes, and in order to maintain good lines of communication, the LT provides a monthly written report to the Trustees including any resolutions required by the Board. This provides a coordinated approach to the running and development of the charity. Risk management, Health and Safety and complaints feature on the governance groups' agendas, and feedback from the various sub-committees form part of the agenda for trustee meetings. All of the Trustees work on one or more of the charity's governance sub-committees. There are five permanent committees: Clinical, Income Generation and Finance, Facilities and Support Services, Human Resources and Health and Safety. Governance committee meetings are held with formal agendas and notes taken. The Trustees review policies and operating procedures as part of a programme of continual improvement for effective control of the operation of the charity.



## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governance

In March 2020, an additional COVID Committee was set up comprising the Chair of Trustees, Chair of the Clinical Governance Committee, Chair of the HR Committee and the Chair of both the H&S and Income Generation and Finance Committees. In January 2021 a Sustainability Committee was also set up including the Trustees above.

### Recruitment and Appointment of New Trustees

In accordance with the Articles of Association, the Board is authorised to appoint new Trustees as additions to the Board or to fill vacancies. The Board works to ensure it has members with the appropriate balance of skills, knowledge and experience to enable it to operate effectively. All Trustees are elected by the membership. A third of the Board retire by rotation at the Annual General Meeting but may seek re-election. On appointment to the Board, Trustees receive a copy of the Memorandum and Articles of Association of the Company and Charity Commission and Good Governance information and a role description. The Board believes that the Trustees bring the skills, knowledge and experience necessary to guide and govern the charity's activities effectively.

Robert Carter was co-opted as Fundraising Trustee in February 2020, an experienced fundraising and marketing leader with over twenty years experience of working in the not-for-profit sector. His current role is Director of Fundraising and Marketing at the MS Trust so he brings a wealth of relevant knowledge and insight to our charity. Henry Snow and Justin Stephenson, who were co-opted to the Board in 2019, were elected at the AGM on the 5th July 2020.

The Board wishes to record thanks to Tony Winterbottom who joined as Vice-Chair in 2015 and became Chair in 2019. After 5 years on the Board, Tony stood down at the AGM in July.

Catherine Golds, previously Vice-Chair was elected as Chair and Liz Tubb as Vice-Chair.

Two of the current Trustees have MS and two other Trustees have close relatives who have MS. As a result, the Trustees are able to ensure that the interests of our beneficiaries are represented by people with direct, first-hand knowledge and experience of MS.

"I have been taking part in a lot of the great Zoom exercise classes during lockdown but coming back into the Centre again for oxygen and physio has made me feel really connected and not alone with my MS. It has really helped with my symptoms and been especially important to me during these times of isolation." Susan

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Risk Management

The Board, in conjunction with the COO and Leadership Team, continues to review and monitor risk within the charity. The Trustees are grateful for the continued guidance provided by a specialist Health and Safety adviser who works on a voluntary basis with the Health and Safety Committee.

### Public Benefit

The Trustees have complied with their duty to have regard to the guidance on public benefit published by the Charity Commission in exercising their duties or powers. The activities of the charity are focused on providing significant support for those with MS through treatment and therapy, informal advice and peer support.

### Performance

The charity's performance is monitored on a monthly basis using a range of activity reports and indicators. These inform the Board of Trustees and governance committees and enable the leadership team to measure performance against strategic objectives and inform future planning.

### Staff Pay

The charity benchmarks clinical staff pay to the NHS Agenda for Change pay scales and benchmarks all non-clinical staff salaries against similar positions in similar size charities. Key management personnel are benchmarked in the same way. Unfortunately, a decision had to be taken not to award a pay rise in 2020, due to the financial position.

### Workplace Pension

All eligible staff are enrolled in a workplace pension scheme and the charity made contributions in line with the statutory requirements.

### Professional Development and Training

All employed clinical staff are supported by professional training as appropriate and appraisals. Other staff are also supported if possible, to ensure their training needs are met and they develop additional skills within their roles. Specific training was undertaken on COVID-19 protocols for all relevant staff and volunteers.

"I have only been a member for the last two months. Since my assessment for my needs, I have been doing physio which is life-changing as my mobility is very bad now. I have been offered counselling and weight management. As a newly diagnosed person, I feel supported now." Karen

## FINANCIAL OVERVIEW

The financial impact and consequence of COVID-19 have been far-reaching. Given the significant risks to income and cash flow, the COVID Committee monitored cash flow forecasts to the end of 2021 and agreed on remedial actions ensuring confidence that the charity would continue to operate as a going concern.

The key aspects of COVID -19 that have made a financial impact are:-

- An adverse impact on income
- A consequent acceleration of the need to review expenditure
- Balancing the retention of staff for service delivery with utilising the Coronavirus Job Retention Scheme (CJRS) where work was not possible due to the pandemic
- Emergency support and funding

### Adverse Impact on Income

Many charities have been quoting a negative impact of COVID on income in the region of 25% to 30%, and our experience is in line with this. The overall reported income for 2020 is £1,012k which on the surface is only £53k or 5% down on 2019. However, included in the £1,012k are two significant items that need to be deducted to get a fair comparison. Firstly, £96k of furlough grant from the CJRS scheme and secondly, £100k restricted for capital expenditure for the refurbishment of our hydrotherapy pool and a significant overhaul of our IT infrastructure. Excluding these items the income comparative is £816k, a £249k fall (23%) on the prior year income of £1,065k.

The lockdown caused an immediate adverse impact on almost all income streams. Once members were no longer able to attend the Centre for treatments, donations given in a “face to face” setting stopped. Income from the Clinical Commissioning Groups (CCGs), which are tied to service volume, fell by almost 50%. Income from the charity’s trading subsidiary Oakwood Wellbeing Limited also came to a virtual standstill as clients were either unable to attend the Centre or the activities making use of the facilities were not permitted under the various lockdown rules. Community events were cancelled, and our ability to interact with our corporate supporters was equally restricted. Income from our onsite café also stopped. Income from trusts, however, held up much better with many trusts having a longer-term funding strategy, and some specifically diverting funds for “COVID support”.

## FINANCIAL OVERVIEW

### Review of Expenditure

The impact of coronavirus on income meant we needed to accelerate actions to reduce expenditure. Cost efficiency was a key area of focus in 2018 and 2019 resulting in few further opportunities for savings in non-staff costs. As the majority of costs are staff-related (76% in 2019), a reduction in this area, unfortunately, became inevitable. We commenced consultation with staff in July, sadly resulting in six redundancies, of which five were voluntary. Expenditure on raising funds has significantly fallen due to the reorganisation, a member of the team on maternity leave and the amalgamation of team management within existing resources following the resignation of the Head of Fundraising in December 2019. Normally we would have filled such vacancies, but in a period where the fundraising landscape has changed so rapidly, this reduced spend has been appropriate. The costs for the provision of treatments, which include all non-fundraising staff, have also fallen. This is predominantly due to reduced staffing in every department. Whilst this has improved the financial outlook in the short term, future financial stability remains a priority.

### Resource Management

As the pandemic brought about lockdown and activity restrictions, the Centre was unable to provide the level of face-to-face appointments seen in 2019, and from the middle of March to August the Centre was closed for face-to-face appointments. Despite the clinical team diverting resources to online support for our members, about half the staff were placed into the CJRS in April. Team members were flexed in and out of the scheme through to October to match the specific skills needed as our virtual services were developed and deployed. In total, we received £96k furlough grant income. Before the CJRS scheme was extended into 2021, it had been due to finish at the end of October which aligned with the completion of the consultation and redundancies. With resources at the reduced level the charity had no further need to use the CJRS.

"I have been doing weight management with Claire and having counselling sessions with Sharon. Both of which have been an amazing help to me, during the past year especially. Thanks to both ladies and to the Centre." Sue

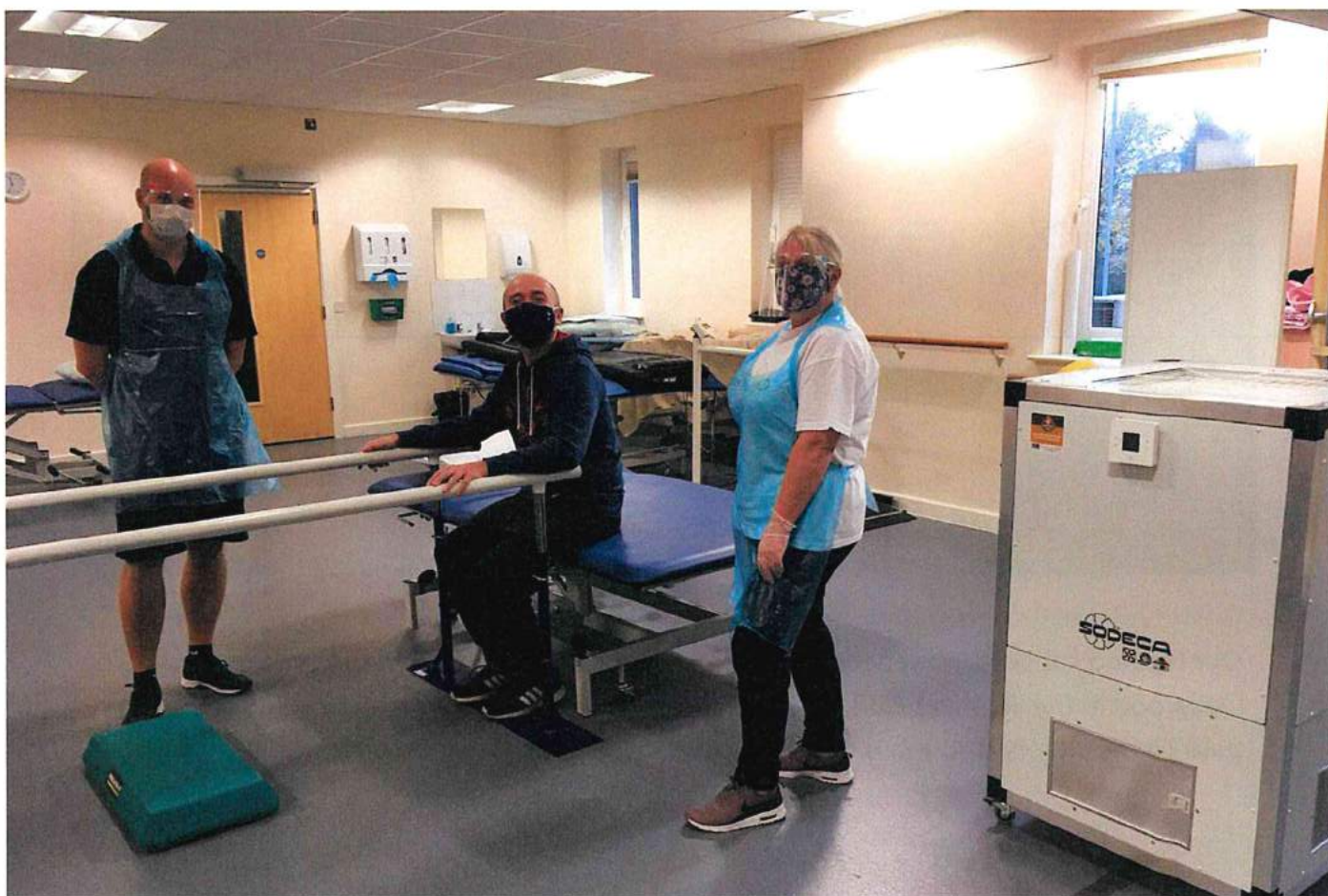
## FINANCIAL OVERVIEW

### Emergency Support and Funding

In order to continue operating, the charity has faced additional costs including personal protective equipment (PPE), enhanced hygiene standards and general cleaning. Additionally, we needed to invest in audiovisual and communication equipment to deliver as many of our services as possible by remote means, either live or streamed.

The most significant areas of funding to combat COVID were: our emergency appeal which raised over £33k; securing grants from Trusts that were available to support charities impacted by COVID-19 raising £19k and securing a 12-month repayment holiday from our loan provider, supporting £12k additional cash flow in the year.

In addition to the Government furlough grant, we made an application to the National Lottery for funding from the £750m allocated by the government to support charities and were successfully awarded a grant of £50k towards the general running costs of the charity.



## FINANCIAL OVERVIEW

### Performance Indicators

Given all the difficulties that the charity has overcome in 2020, we are delighted to report that 83pence in every £1 of expenditure was spent on the provision of treatments, care and support for people affected by MS.

**2019**  
**75p** of every £1  
on care & support

**2020**  
**83p** of every £1  
on care & support

The fundraising multiple shows how much income was raised per pound of investment in fundraising costs. Due to the substantial reduction in staff costs in the fundraising team, this has risen significantly, it includes the £100k income restricted for capital expenditure on the refurbishment of the pool and IT upgrade..

	Note	2020 £	2019 £
<b>Income raised through fundraising</b> - excluding furlough income	3	801,972	820,815
Fundraising income classified within Other Trading Activities - Sales		36,007	35,398
<b>TOTAL - excluding Oakwood income and membership fees</b>		<b>837,979</b>	<b>856,213</b>
<b>Expenditure on raising funds - including Oakwood direct costs</b>	7	155,771	284,370
Less Costs of Goods Sold	7	-3,257	-12,311
Less Oakwood direct costs		-5,697	21,688
<b>Pure fundraising costs</b>		<b>146,721</b>	<b>250,371</b>
<b>Fundraising Multiple of income to cost</b>		5.7	3.4

### Oakwood Wellbeing Limited

Our trading subsidiary has been equally impacted by COVID-19. The income generated by Oakwood in the year was £20k (£77k in 2019). All profits from the trading subsidiary are paid to the charity through the HMRC approved Gift Aid Payment scheme.

## FINANCIAL OVERVIEW

### Reserves

The Group's total reserves at 31st December 2020 were £2,768k of which £104k were restricted, leaving £2,664k of unrestricted general reserves, most of which is the value of our building and land. In terms of free reserves, the charity held £427k of which £104k was restricted leaving £323k unrestricted. The £427k free reserves provide 6.1 months cover (3.3 in 2019) of average expenditure. The closing reserves include approximately £60k of cash that had been planned for capital investment in 2020, but now deferred to 2021. Excluding this additional cash, the cover would be 5.2 months.

Given the significant adverse effect COVID has had on income, the Income Generation and Finance Committee and the main Board of Trustees have devoted considerable time during the year to review and challenge the charity's cash flow projections, which are prepared monthly. The cash flow projection to the end of 2021 shows pure cash reserves cover above four months every month and closing at 4.1 months cover.

### Finance Strategy

Our income outlook for 2021 assumes there will be a continued adverse impact from COVID for the first six months followed by a very small and gradual improvement in the second half of the year.

Moving into 2021 our spending in the fundraising team will increase as maternity leave ends. More importantly, as we exit the pandemic period, we will be closely reviewing the need to align our fundraising resources to a strategy of income growth.

Due to the focus on reducing non-salary costs in previous years, there is very little scope left for further savings here. Given the reduction in staff costs that were made in the second half of 2020, 2021 will benefit from a full year of cost reduction.

The Supreme Court ruling on business interruption insurance will enable a claim to be submitted to our insurers. As the outcome is not certain, any settlement will be treated as income for 2021.

Our focus in 2021 will be on achieving the longer-term financial stability of the charity through researching potential alternative operating models.

"I look forward to the calls from my buddy and enjoy the calls greatly – we have a good connection. I lost my husband in April so she has been a huge support." Diane

## Statement of the Trustees Responsibilities

The Trustees (who are also directors of the Chilterns MS Centre for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these 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 2019 (FRS 102);
- make judgments 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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



## Statement as to Disclosure of Information to Auditors

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

### Auditors

The auditors, Haines Watts, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

Approved by order of the board of trustees on 25th March 2021 and signed on its behalf by:



Catherine Golds - Chair of Trustees

"I have found the Zoom exercise classes absolutely brilliant. To be with a physio and exercise therapist, exercising in my own home, but with a time to stick to is great. It has done my body a power of good, stretching, balance using all muscles to keep supple and mobile. I miss the Centre, but Zoom is excellent." Lynsey



# **Independent Auditor's Report to the Members and Trustees of Chilterns MS Centre Ltd.**

## **Opinion**

We have audited the financial statements of Chilterns MS Centre Ltd. (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31st December 2020 on pages 33-50 which comprise a consolidated statement of financial activities, a consolidated balance sheet and a consolidated cash flow statement, and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31st December 2020, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

## **Basis For Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions Relating to Going Concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other Information

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on Other Matters Prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

## Matters on Which We are Required to Report by Exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

## Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 27, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations or have no realistic alternative but to do so.



## Auditor's Responsibilities for the Audit of the Financial Statements

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Use of Our Report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Mr S Brownsmith FCA  
Senior Statutory Auditor  
For and on behalf of Haines Watts, Statutory Auditor  
Milton House, Gatehouse Rd,  
Gatehouse Industrial Area,  
Aylesbury, HP19 8EA

26 March 2021

Haines Watts is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

	Notes	Unrestricted Funds £	Restricted Funds £	31.12.20 Total funds £	31.12.19 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	538,551	359,503	898,054	820,815
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS	6	35,880	0	35,880	75,672
Other trading activities	4	78,416	0	78,416	168,277
Investment income	5	146	0	146	484
<b>Total</b>		<u>652,993</u>	<u>359,503</u>	<u>1,012,496</u>	<u>1,065,248</u>
 <b>EXPENDITURE ON</b>					
Raising funds	7	155,371	400	155,771	284,370
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS	8	494,178	273,467	767,645	874,304
<b>Total</b>		<u>649,549</u>	<u>273,867</u>	<u>923,416</u>	<u>1,158,674</u>
<b>NET INCOME/(EXPENDITURE)</b>		3,444	85,636	89,080	(93,426)
<b>Transfers between funds</b>	23	82,627	(82,627)	0	0
<b>Net movement in funds</b>		<u>86,071</u>	<u>3,009</u>	<u>89,080</u>	<u>(93,426)</u>
 <b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		2,577,592	101,186	2,678,778	2,772,204
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>2,663,663</u>	<u>104,195</u>	<u>2,767,858</u>	<u>2,678,778</u>

The notes on pages 36 to 50 form part of these financial statements.

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure has arisen from continuing activities.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED BALANCE SHEET**  
**AT 31 DECEMBER 2020**

**(REGISTERED NUMBER: 02294557)**

		Group		Charity	
		31.12.20	31.12.19	31.12.20	31.12.19
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	14	2,480,196	2,497,218	2,480,196	2,497,218
Investments	15	1,999	1,999	2,099	2,099
		<u>2,482,195</u>	<u>2,499,217</u>	<u>2,482,295</u>	<u>2,499,317</u>
<b>CURRENT ASSETS</b>					
Stocks	16	1,686	1,251	1,686	1,251
Debtors	17	111,443	104,285	118,528	110,973
Cash at bank		383,967	275,307	373,827	263,401
		<u>497,096</u>	<u>380,843</u>	<u>494,041</u>	<u>375,625</u>
<b>CREDITORS</b>					
Amounts falling due within one year	18	(70,522)	(61,243)	(67,663)	(56,201)
<b>NET CURRENT ASSETS</b>		<u>426,574</u>	<u>319,600</u>	<u>426,378</u>	<u>319,424</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>2,908,769</u>	<u>2,818,817</u>	<u>2,908,673</u>	<u>2,818,741</u>
<b>CREDITORS</b>					
Amounts falling due after more than one year	19	(140,911)	(140,039)	(140,911)	(140,039)
<b>NET ASSETS</b>		<u><u>2,767,858</u></u>	<u><u>2,678,778</u></u>	<u><u>2,767,762</u></u>	<u><u>2,678,702</u></u>
<b>FUNDS</b>					
Unrestricted	23	2,663,663	2,577,592	2,663,567	2,577,516
Restricted		104,195	101,186	104,195	101,186
<b>TOTAL FUNDS</b>		<u><u>2,767,858</u></u>	<u><u>2,678,778</u></u>	<u><u>2,767,762</u></u>	<u><u>2,678,702</u></u>

The financial statements were approved and authorised for issue by the Board of Trustees on 25th March 2020 and were signed on its behalf by:-



Catherine Golds  
Trustee



Henry Snow  
Trustee

The notes on pages 36 to 50 form part of these financial statements.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

	Notes	31.12.20 £	31.12.19 £
<b>Cash flows from operating activities:</b>			
Cash generated from operations	1	170,493	(124,176)
Interest paid		(4,608)	(5,571)
<b>Net cash provided by / (used in) operating activities</b>		<u>165,885</u>	<u>(129,747)</u>
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		(53,111)	(14,376)
Interest received		146	484
<b>Net cash provided by / (used in) investing activities</b>		<u>(52,965)</u>	<u>(13,892)</u>
<b>Cash flows from financing activities:</b>			
Loan repayments in year		(4,260)	(12,688)
<b>Net cash provided by / (used in) financing activities</b>		<u>(4,260)</u>	<u>(12,688)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		108,660	(156,327)
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>275,307</u>	<u>431,634</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u>383,967</u>	<u>275,307</u>

The notes on pages 36 to 50 form part of these financial statements.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**1 RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.12.20	31.12.19
	£	£
<b>Net income/(expenditure) for the reporting period (as per the consolidated statement of financial activities)</b>	89,080	(93,426)
<b>Adjustments for:</b>		
Depreciation charges	70,133	55,761
Interest received	(146)	(484)
Interest paid	4,608	5,571
(Increase)/decrease in stocks	(435)	80
(Increase)/decrease in debtors	(7,158)	(66,716)
Increase/(decrease) in current creditors excluding bank loans and overdrafts	14,411	(24,962)
<b>Net cash provided by / (used in) operating activities</b>	<u>170,493</u>	<u>(124,176)</u>

**2 ANALYSIS OF CHANGES IN NET DEBT**

	At 1.1.2020	Cash Flows	Other non cash changes	At 31.12.2020
	£	£	£	£
Cash	275,307	112,920	(4,260)	383,967
Loans falling due within one year	(13,107)		5,132	(7,975)
Loans falling due after more than one year	(140,039)		(872)	(140,911)
	<u>122,161</u>	<u>112,920</u>	<u>0</u>	<u>235,081</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**1 STATUTORY INFORMATION**

Chilterns MS Centre Ltd. is a private company limited by guarantee incorporated in England and Wales. The registered office is Oakwood Close, Wendover, Aylesbury, Buckinghamshire HP22 5LX.

The presentation currency of the financial statements is the Pound Sterling (£) and the financial statements are rounded to the nearest £.

**2 ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued in October 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', and the Companies Act 2006.

Chilterns MS Centre Ltd. meets the definition of a public benefit entity under FRS102. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

At the date of approving these accounts the trustees believe the charity has sufficient resources to ensure continued operational existence for the foreseeable future. The accounts have therefore been prepared on the basis that the charity is a going concern.

**Preparation of consolidated financial statements**

The consolidated financial statements incorporate those of the Chilterns MS Centre and its wholly owned subsidiary Oakwood Wellbeing Limited on a line by line basis. Details of the subsidiary results are given in note 15. As permitted by section 408 of the Companies Act 2006, the SOFA of the parent company is not presented as part of these financial statements.

**Income**

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

Recognition of income from donations will be deferred if the donor has specified the donation must be spent in a future accounting period(s) or if certain conditions have been imposed which must be met before the charity has unconditional entitlement. The gift aid associated with a donation is recognised when the donation is received by the charity. Gifts in kind are included at valuation at the time of the gift.

Subscription income is recognised in the year to which it relates and deferred in so much as it relates to a subsequent period.

The charity receives grants from Clinical Commissioning Groups which are accrued in accordance with calculations based on monthly clinical activity data provided.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the estate that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**2 ACCOUNTING POLICIES - continued**

**Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS102), the general volunteer time of the charity's volunteers is not recognised. The trustees annual report contains more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain the services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**Expenditure**

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

**Raising funds**

Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

**Charitable activities**

The costs of charitable activities are those directly incurred in support of the charity's objectives and include the costs of running the building owned and used by the charity.

**Governance costs**

Governance costs include those related to the cost of governance of the charity and its assets and are primarily associated with the compliance of constitutional and statutory requirements.

**Allocation and apportionment of costs**

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**2 ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

Tangible assets are stated at cost less accumulated depreciation. The cost of minor additions or those below £500 are not capitalised. Depreciation is provided at the following annual rates in order to write off the cost of each asset, less estimated residual value, over its estimated useful life.

Freehold property	- 2% straight line (50 years)
Plant and machinery etc.	- 10%/33.3% straight line (3 to 10 years)
Pool	- 6.67% straight line (15 years)
Oxygen chamber	- 4% straight line (25 years)

**Stocks**

Stocks are valued at the lower of cost and net realisable value on a FIFO basis after making due allowance for obsolete and slow moving items.

**Taxation**

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

**Fund accounting**

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

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

Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

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

**Leasing commitments**

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

**Pension costs and other post-retirement benefits**

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

**Cash and cash equivalents**

Cash and cash equivalents include cash in hand and deposits held on call with the charity's banks.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**2 ACCOUNTING POLICIES - continued**

**Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments. The trustees are of the opinion that the charity does not currently have any Financial Instruments falling within the definition of Section 12 of FRS 102.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

*Basic financial assets*

Basic financial assets, which include debtors and cash and cash equivalents, are initially measured at transaction price including costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

*Basic financial liabilities*

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method. Financial liabilities classified as payable within one year are not amortised.

*Derecognition of financial liabilities*

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**Critical accounting estimates and judgements**

There have been no judgements made by the trustees in applying the accounting policies which have had a significant effect on the amounts recognised in the financial statements.

There have been no assumptions concerning the future, and other key sources of estimation uncertainty at the year end that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

**3 DONATIONS AND LEGACIES**

	Unrestricted Funds £	Restricted Funds £	31.12.20 Total £	31.12.19 Total £
Donations from members	121,779	0	121,779	150,497
Gift aid	33,500	0	33,500	55,693
Other donations and legacies	113,037	19,095	132,132	249,814
Fundraising and collections	174,153	340,408	514,561	364,811
Furlough grant	96,082	0	96,082	0
	<u>538,551</u>	<u>359,503</u>	<u>898,054</u>	<u>820,815</u>

Other donations and legacies include £5,853 (2019: £18,332) being the value of goods and services donated to the charity during the year.

The charity benefits greatly from the involvement and enthusiastic support of its many volunteers (details of which are given in our annual report). In accordance with FRS102 and the Charities SORP (FRS 102) the economic contribution of the general volunteers is not recognised in the accounts.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**4 OTHER TRADING ACTIVITIES**

	31.12.20	31.12.19
	£	£
Sales	43,473	77,107
Membership subscriptions	14,883	14,452
Outside usage	20,060	76,718
	<u>78,416</u>	<u>168,277</u>

**5 INVESTMENT INCOME**

	31.12.20	31.12.19
	£	£
Bank interest receivable	<u>146</u>	<u>484</u>

**6 INCOME FROM CHARITABLE ACTIVITIES**

	31.12.20	31.12.19
	Provision of treatments, care and support for people with MS	Provision of treatments, care and support for people with MS
	£	£
Contributions from Clinical Commissioning Groups	<u>35,880</u>	<u>75,672</u>

**7 RAISING FUNDS**

**Raising donations, legacies and outside usage**

	31.12.20	31.12.19
	£	£
Staff costs	134,028	230,911
Fundraising events	7,822	20,296
Sundries	10,459	19,811
Travel & subsistence	205	1,041
Cost of goods sold	3,257	12,311
	<u>155,771</u>	<u>284,370</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**8 CHARITABLE ACTIVITIES COSTS**

	Direct costs £	Support costs (See note 9) £	Totals £
Provision of treatments, care and support for people with MS	492,249	275,396	767,645

**9 SUPPORT COSTS**

	Management £	Information technology £	Human resources £	Governance costs £	Totals £
Provision of treatments, care and support for people with MS	233,886	14,524	21,268	5,718	275,396

Support costs, included in the above, are as follows:

	31.12.20 £	31.12.19 £
Support salaries	197,712	200,636
Social security	12,394	14,346
Pensions	5,157	5,633
Postage, printing and stationery	5,854	9,132
Travel	106	50
Subcontractor costs	616	5,873
Sundries	12,047	484
I T costs	14,524	15,925
H R costs	2,089	2,305
Redundancy costs	19,179	7,060
Auditors' remuneration	5,718	4,200
Legal costs	0	480
	275,396	266,124

In 2020 Sundries includes a provision for accrued holiday which will reverse when taken no later than December 2022. Redundancy costs are now reported separately, whereas in 2019 the £7,060 was included within Sundries.

**10 NET INCOME/(EXPENDITURE)**

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

	31.12.20 £	31.12.19 £
Auditors' remuneration	5,718	4,200
Depreciation - owned assets	70,133	55,761
Hire of plant and machinery	1,240	6,544

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**11 TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 December 2020 nor for the year ended 31 December 2019.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 December 2020 nor for the year ended 31 December 2019.

**12 STAFF COSTS**

	31.12.20	31.12.19
	£	£
Wages and salaries	605,381	787,636
Social security costs	45,163	62,873
Other pension costs	21,093	32,498
	<u>671,637</u>	<u>883,007</u>

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

	31.12.20	31.12.19
Therapy staff	20	24
Fundraising staff	6	7
Facilities staff	5	5
Administrative staff	3	5
	<u>34</u>	<u>41</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.12.20	31.12.19
£60,001 - £70,000	1	0

Redundancy and termination costs during the year were £19,179 (2019: £7,060).

During the year and last the charity also used subcontractors to assist with its fundraising and therapy requirements, these costs are included in the costs of generating voluntary income and charitable activities respectively.

**13 2019 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	579,310	241,505	820,815
<b>Charitable activities</b>			
Contributions from Clinical Commissioning Groups	75,672	0	75,672
Other trading activities	168,277	0	168,277
Investment income	484	0	484
<b>Total</b>	<u>823,743</u>	<u>241,505</u>	<u>1,065,248</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**13 2019 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
<b>EXPENDITURE ON</b>			
Raising funds	284,370	0	284,370
<b>Charitable activities</b>			
Provision of treatments, care and support for people with MS	562,581	311,723	874,304
<b>Total</b>	<u>846,951</u>	<u>311,723</u>	<u>1,158,674</u>
<b>NET INCOME/(EXPENDITURE)</b>	(23,208)	(70,218)	(93,426)
<b>Transfers between funds</b>	13,800	(13,800)	0
<b>Net movement in funds</b>	<u>(9,408)</u>	<u>(84,018)</u>	<u>(93,426)</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	2,587,000	185,204	2,772,204
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>2,577,592</u>	<u>101,186</u>	<u>2,678,778</u>

**14 TANGIBLE FIXED ASSETS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

	Freehold property	Fixtures and fittings	Totals
	£	£	£
<b>COST</b>			
At 1 January 2020	2,468,960	544,739	3,013,699
Additions		53,111	53,111
At 31 December 2020	<u>2,468,960</u>	<u>597,850</u>	<u>3,066,810</u>
<b>DEPRECIATION</b>			
At 1 January 2020	185,520	330,961	516,481
Charge for year	23,190	46,943	70,133
At 31 December 2020	<u>208,710</u>	<u>377,904</u>	<u>586,614</u>
<b>NET BOOK VALUE</b>			
At 31 December 2020	<u>2,260,250</u>	<u>219,946</u>	<u>2,480,196</u>
At 31 December 2019	<u>2,283,440</u>	<u>213,778</u>	<u>2,497,218</u>

Included in cost or valuation of land and buildings is freehold land of £150,000 (2019 : £150,000).

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**15 FIXED ASSET INVESTMENTS**

	Group		Charity	
	31.12.20	31.12.19	31.12.20	31.12.19
	£	£	£	£
<b>MARKET VALUE</b>				
Unlisted investment in subsidiary companies.	0	0	100	100
Other unlisted investments	1,999	1,999	1,999	1,999
	<u>1,999</u>	<u>1,999</u>	<u>2,099</u>	<u>2,099</u>

Unlisted investment in subsidiary companies.

The charity holds 100 shares of £1 each in its wholly owned trading subsidiary company Oakwood Wellbeing Limited which was incorporated in the United Kingdom on 7 September 2016 (registration number 10363280). Profits from the subsidiary are paid to the charity under the gift aid payment scheme. A summary of the financial performance of the subsidiary for the period 1 January to 31 December 2020 (1 January to 31 December 2019) is:-

	31.12.20	31.12.19
	£	£
Income	20,061	76,717
Less direct operating expenditure	10,031	24,702
Less service charge from parent charity	7,232	22,987
Net profit	<u>2,798</u>	<u>29,028</u>
Total equity brought forward	77	61
Profit for the financial year	2,798	29,028
Amount gift aided to the charity - prior year profits	16	61
Amount gift aided to the charity - current year profits	2,761	28,951
Total equity carried forward	<u>98</u>	<u>77</u>

The net contribution Oakwood Wellbeing Limited made to the parent charity in the year was £10,009 (2019: £51,999) being the total of the service charge and gift aided profit.

**16 STOCKS**

	Group		Charity	
	31.12.20	31.12.19	31.12.20	31.12.19
	£	£	£	£
Stocks	<u>1,686</u>	<u>1,251</u>	<u>1,686</u>	<u>1,251</u>

**17 DEBTORS**

	Group		Charity	
	31.12.20	31.12.19	31.12.20	31.12.19
	£	£	£	£
Trade debtors	55,925	57,763	55,481	55,991
Prepayments and accrued income	55,518	46,522	55,518	46,266
Loans to group undertakings	0	0	3,313	6,719
Amounts owed by group undertakings	0	0	4,216	1,997
	<u>111,443</u>	<u>104,285</u>	<u>118,528</u>	<u>110,973</u>

**Funds received as agents**

During the year the charity received £21,069 (2019: £22,348) as an agent for exhibitors at its annual art exhibition. The exhibitors donated £7,396 (2019: £7,582) in total to the charity and the charity therefore paid the balance of £13,673 (2019: £14,766) to the exhibitors.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**18 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	Group		Charity	
	31.12.20	31.12.19	31.12.20	31.12.19
	£	£	£	£
Bank loans and overdrafts (see note 20)	7,975	13,107	7,975	13,107
Trade creditors	8,271	8,152	5,413	7,964
Social security and other taxes	12,369	19,415	12,369	19,415
Accruals and deferred income	41,907	20,569	41,906	15,715
	<u>70,522</u>	<u>61,243</u>	<u>67,663</u>	<u>56,201</u>

Deferred income amounting to £5,625 (2019: £8,845) at the balance sheet date comprises grants received with time related restrictions and membership income received in advance.

**19 CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	Group		Charity	
	31.12.20	31.12.19	31.12.20	31.12.19
	£	£	£	£
Bank loans (see note 20)	<u>140,911</u>	<u>140,039</u>	<u>140,911</u>	<u>140,039</u>

**20 LOANS**

An analysis of the maturity of loans is given below:

	Group		Charity	
	31.12.20	31.12.19	31.12.20	31.12.19
	£	£	£	£
Amounts falling due within one year on demand:				
Bank loans	<u>7,975</u>	<u>13,107</u>	<u>7,975</u>	<u>13,107</u>
Amounts falling due between two and five years:				
Bank loans - 2-5 years	<u>60,268</u>	<u>57,259</u>	<u>60,268</u>	<u>57,259</u>
Amounts falling due in more than five years:				
Bank loans more 5 years by instalments	<u>80,643</u>	<u>82,779</u>	<u>80,643</u>	<u>82,779</u>

**21 OPERATING LEASE COMMITMENTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

Minimum lease payments fall due as follows:

	31.12.20	31.12.19
	£	£
Other operating leases		
Expiring:		
between two and five years	<u>4,649</u>	<u>5,889</u>
	<u>4,649</u>	<u>5,889</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**22 SECURED DEBTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

The following secured debts are included within creditors:

	31.12.20	31.12.19
	£	£
Bank loans	<u>148,886</u>	<u>153,146</u>

The bank loan is secured by two legal charges, the first being over the freehold property of the charity and all associated assets. The charity entered into a bank loan agreement for £475,000 in 2012 so as to finance its new building. This loan was restructured in 2012 at a value of £216,736 and is repayable over a period of 15 years commencing January 2015 at an interest rate of 2.75% above base rate. The trustees believe that the charity will receive sufficient donations to be able to repay this loan in line with its terms. The second legal charge is fixed and floating over the charity and all its assets present and future.

**23 MOVEMENT IN FUNDS**

<b>Unrestricted funds</b>	At 1.1.20	Income	Expenditure	Transfers	At 31.12.20
	£	£	£	£	£
Group - General fund	<u>2,577,592</u>	<u>652,993</u>	<u>(649,549)</u>	<u>82,627</u>	<u>2,663,663</u>
Charity - General fund	<u>2,577,516</u>	<u>643,136</u>	<u>(639,712)</u>	<u>82,627</u>	<u>2,663,567</u>

**Restricted funds - Charity (also comprising that of the Group)**

	At 1.1.20	Income	Expenditure	Transfers	At 31.12.20
	£	£	£	£	£
Physiotherapy salaries	33,639	21,500	(55,139)	0	0
Nutritionist programme	788	0	(788)	0	0
Carer Support Fund	3,344	0	(3,344)	0	0
Astrid Computers	1,000	0	(1,000)	0	0
Reception Till	150	0	(150)	0	0
Computers	185	38,867	(859)	(37,543)	650
Tring Lions Building Fund	5,500	0	0	0	5,500
Reception & Garden Furniture	1,567	0	0	0	1,567
Café Coffee Machine	84	0	(84)	0	0
Physiotherapy Equipment	8,521	0	(1,883)	(4,998)	1,640
Owens building infrastructure Fund	11,000	0	0	0	11,000
Hardship Fund	250	0	0	0	250
Oxygen Supplies Fund	636	0	(636)	0	0
Exercise Programme	0	37,408	(26,414)	0	10,994
Pool Refurbishment Fund	21,701	66,797	0	(32,162)	56,336
London Marathon Charitable Fund	12,821	0	(12,821)	0	0
National Lottery Community Fund	0	100,000	(100,000)	0	0
J Hunter Manual Handling Training	0	1,590	(1,590)	0	0
COVID-19 Fund	0	28,836	(18,843)	(4,324)	5,669
Allergan Fund	0	14,505	(316)	(3,600)	10,589
National Lottery COVID-19 Fund	0	50,000	(50,000)	0	0
	<u>101,186</u>	<u>359,503</u>	<u>(273,867)</u>	<u>(82,627)</u>	<u>104,195</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,678,778</u>	<u>1,012,496</u>	<u>(923,416)</u>	<u>0</u>	<u>2,767,858</u>
<b>CHARITY - TOTAL FUNDS</b>	<u>2,678,702</u>	<u>1,002,639</u>	<u>(913,579)</u>	<u>0</u>	<u>2,767,762</u>

The transfer between funds reflects expenditure on capital items in accordance with the terms of the fund.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**23 MOVEMENT IN FUNDS - COMPARATIVES**

	At 1.1.19	Income	Expenditure	Transfers	At 31.12.19
	£	£	£	£	£
<b>Unrestricted funds</b>					
Group - General fund	<u>2,587,000</u>	<u>823,743</u>	<u>(846,951)</u>	<u>13,800</u>	<u>2,577,592</u>
Charity - General fund	<u>2,586,939</u>	<u>799,343</u>	<u>(822,566)</u>	<u>13,800</u>	<u>2,577,516</u>
<b>Restricted funds</b>					
Head of Clinical Services	20,214	0	(20,214)	0	0
Physiotherapy salaries	41,000	82,000	(89,361)	0	33,639
Nutritionist programme	4,338	0	(3,550)	0	788
Carer Support Fund	6,410	12,500	(15,566)	0	3,344
Pool Filters	4,000	0	0	(4,000)	0
Astrid Computers	1,000	0	0	0	1,000
Reception Till	150	0	0	0	150
Computers	185	0	0	0	185
Tring Lions Building Fund	5,500	0	0	0	5,500
Reception & Garden Furniture	1,567	0	0	0	1,567
Café Coffee Machine	84	0	0	0	84
Physiotherapy Equipment	7,743	1,000	(222)	0	8,521
Owens building infrastructure Fund	11,000	0	0	0	11,000
Butler Caddle Fund	3,800	0	0	(3,800)	0
Hardship Fund	250	0	0	0	250
AFC Support Fund	11,201	0	(11,201)	0	0
Occupational Therapy Fund	13,277	1,000	(14,277)	0	0
Oxygen Supplies Fund	6,197	0	(5,561)	0	636
Exercise Programme	25,587	25,489	(51,076)	0	0
Pool Refurbishment Fund	21,701	0	0	0	21,701
Pool Steps Fund	0	6,000	0	(6,000)	0
London Marathon Charitable Fund	0	13,516	(695)	0	12,821
National Lottery Community Fund	0	100,000	(100,000)	0	0
	<u>185,204</u>	<u>241,505</u>	<u>(311,723)</u>	<u>(13,800)</u>	<u>101,186</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,772,204</u>	<u>1,065,248</u>	<u>(1,158,674)</u>	<u>0</u>	<u>2,678,778</u>
<b>CHARITY - TOTAL FUNDS</b>	<u>2,772,143</u>	<u>1,040,848</u>	<u>(1,134,289)</u>	<u>0</u>	<u>2,678,702</u>

The Head of Clinical Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the salary of the post "Head of Clinical".

The Physiotherapy salary Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the provision of physiotherapy.

The Nutritionist fund relates to a donation received where the donor stated that the funds should be used to pay for a Nutritionist.

The Carers Support Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on support for Carers.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**23 MOVEMENT IN FUNDS (CONTINUED)**

The Pool Filters Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on pool filters.

The Astrid Computers Fund relates to amounts where the donor has stated that the donation be applied towards the purchase of computers for the Astrid system.

The Reception Till Fund and Computers fund relate to donations received by the charity where the donor has stated they wish for the donation to be applied towards the purchase of a reception till and computer equipment respectively.

The Tring Lions Building Fund relates to donations received by the charity where they wish for the funds to be applied towards the cost of tiling for the hydrotherapy pool.

The Reception Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the refit of the Centre reception area.

The Coffee Machine Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on a coffee machine.

The Physiotherapy Equipment Fund relates to donations received by the charity where they wish for the funds to be applied towards the purchase of physiotherapy equipment.

The Owens building infrastructure Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on infrastructure projects or energy saving schemes.

The Butler Caddle Fund relates to donations received by the charity where the donor has agreed to support spend on pool filters, a public address system, pool steps and hydrotherapy salaries.

The Hardship Fund relates to a donations received by the charity where the donor has agreed to support members unable to pay membership fees through financial hardship.

The Agenda For Change Fund relates to donations received by the charity where the donor has agreed to help alleviate the impact of wage increases committed to in 2018.

The Occupational Therapy Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on wages for occupational therapy staff.

The Oxygen and General Operation Costs Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the operational costs of the oxygen chamber.

The Exercise Programme Fund relates to donations received by the charity where the donor has agreed to fund an exercise programme for people with limited or impaired access to the Centre.

The Pool Refurbishment Fund related to donations received by the charity to be used to support a range of repairs and improvements to the hydrotherapy pool.

The Pool Steps Fund related to donations received by the charity to be used to replace the vertical steps with sloping steps with handrails.

The London Marathon Charitable Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on venue hire, equipment and wages for the exercise programme.

The National Lottery Community Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the provision of physiotherapy services.

The J Hunter Manual Handling Training Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on manual handling training.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**23 MOVEMENT IN FUNDS (CONTINUED)**

The COVID-19 Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on the response to COVID-19.

The Allergan Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on fundraising costs.

The National Lottery COVID-19 Fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on supporting running costs of the charity.

**24a ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS**

	Unrestricted funds	Restricted funds	31 December 2020 Total
	£	£	£
Tangible fixed assets	2,480,196		2,480,196
Fixed asset investment	1,999		1,999
Current Assets	392,901	104,195	497,096
Creditors falling due within one year	(70,522)		(70,522)
Creditors falling due after more than one year	(140,911)		(140,911)
	<u>2,663,663</u>	<u>104,195</u>	<u>2,767,858</u>

**24b ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS (PRIOR YEAR)**

	Unrestricted funds	Restricted funds	31 December 2019 Total
	£	£	£
Tangible fixed assets	2,497,218		2,497,218
Fixed asset investment	1,999		1,999
Current Assets	279,657	101,186	380,843
Creditors falling due within one year	(61,243)		(61,243)
Creditors falling due after more than one year	(140,039)		(140,039)
	<u>2,577,592</u>	<u>101,186</u>	<u>2,678,778</u>

**24 PENSION COMMITMENTS**

During the year the charity contributed a total of £21,093 (2019: £32,498) to defined contribution schemes. This cost has been charged as an expense and analysed across activities in accordance with the allocation of the related employee salaries. At 31 December 2020, based on the employee salaries at the time, there was an annualised commitment of £13,304 (2019: £27,480).

**25 RELATED PARTY DISCLOSURES**

The total employee benefits of the key management personnel of the Group and Charity were £217,420 (2019: £224,704). Key management personnel comprise the chief operating officer together with the senior leadership team.

The charitable company has one subsidiary, Oakwood Wellbeing Limited as detailed in note 15 above. During the year, this subsidiary made payments under the gift aid payment scheme to the charitable company of £2,777 (2019: £29,012).

**26 ULTIMATE CONTROLLING PARTY**

Chilterns MS Centre Ltd. is an incorporated charity under the control of the trustees collectively.

**27 COMPANY LIMITED BY GUARANTEE**

The liability of each member is limited to £10 by guarantee.

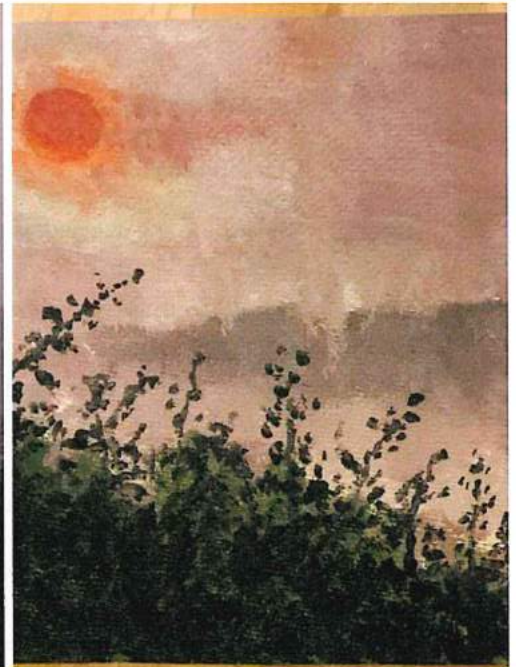
# Kelvin's Story



I had been a somewhat shy person having a cup of tea in the Centre atrium after my great physio sessions. Then I saw another member Paul showing people his latest artwork, I joined in the conversation. I went to the next session and was hooked. You may think the Angell Art group is about art, and in some part it is, but for me, it was the breaking of the ice and I rapidly became good friends with many of the participants. I was now part of the Centre family.

I had last undertaken art some 48 years ago at sixth form college. Our amazing volunteer tutors Gabby & Judith were soon pushing my barriers and perceptions as to what constitutes art. I suddenly found myself enjoying it. So much so, that I've been doing art at home. They continue to push the barriers in lockdown with regular themes and challenges which they introduce via Facebook and WhatsApp.

My latest painting takes its inspiration from a photo of the early morning sun breaking through the mist. I have so much more confidence now.



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