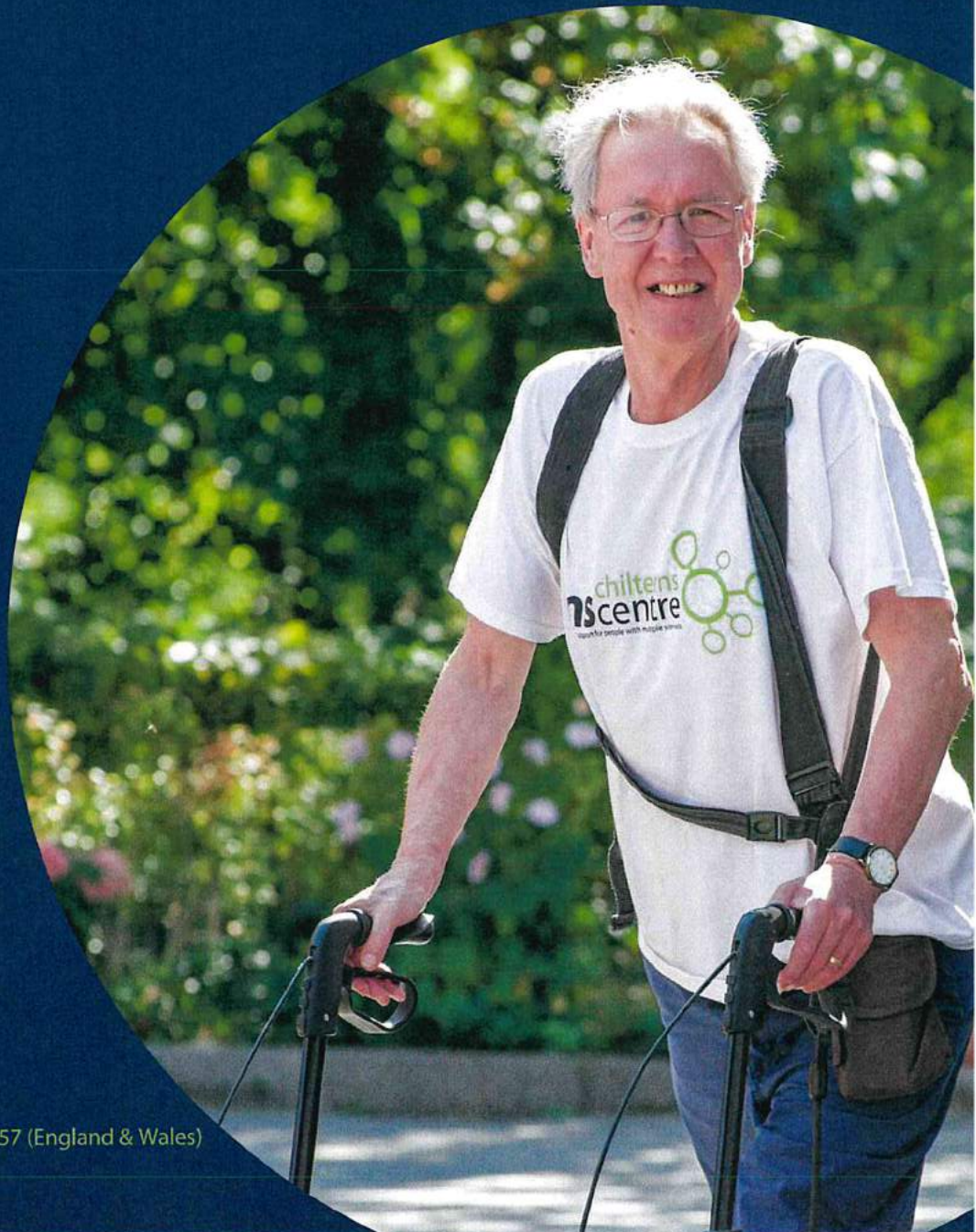


ANNUAL REPORT FOR 2020



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

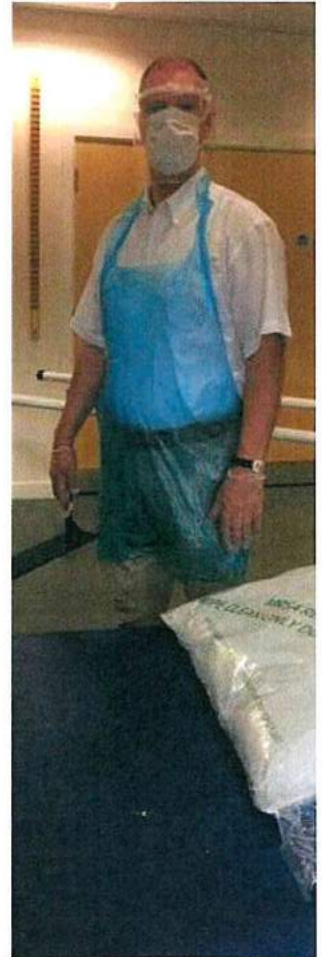
This has been one of the most challenging years in the Centre's 35 year history of supporting people with multiple sclerosis (MS). When we were planning our anniversary celebrations at the start of the year we could not have imagined what lay ahead. The impact of the COVID -19 pandemic is immeasurable. 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.



18 January 2020

The Centre Reopens After Lockdown

Happy New Year to you all! It's not the start of the year that any of us would have had in mind, but we are here in Chilterns once again. The good news is that after the first lockdown, many of our phone and text health appointments will continue at the Centre. Sadly our in-person service is still suspended until further notice. We know how much more of you miss us and we will only open it when we feel the risks are much lower for both our members and volunteer supporters. We will be offering much of our support remotely 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 this new year, it's really important to keep moving. The both our physical and mental wellbeing. Exercising outside may be harder due to the cold, wetter weather and shorter days. And with in-person group exercises off the menu for a few weeks, we have decided to increase the number of exercise classes that we offer on Zoom. From Monday we will be running 3 sessions per day and have space for half of places. We won't have some of the early slots though - starting at 10am.

Times of each class are in the timeline 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 suitable for you, please email info@mscentre.org.uk or speak to your therapist. Regular attention 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

CENTRE TIMES
NEWS & UPDATES FROM THE CHILTERNS MS CENTRE

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 sprung 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 more reassured and happy. Offering virtual support, online exercise classes and physio sessions and telephone contact have been all the ways of this message - and as a result - we

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

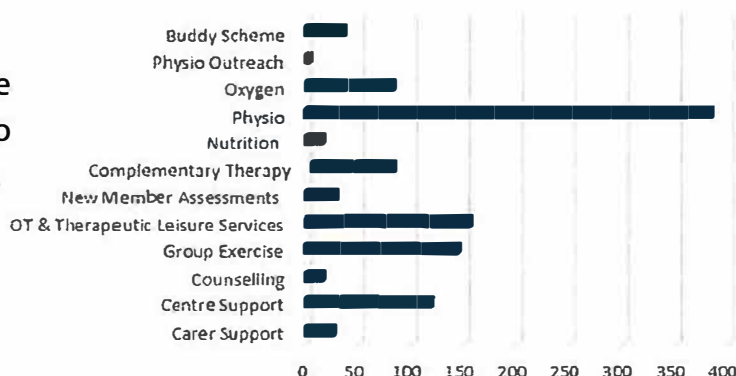
Counselling

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.

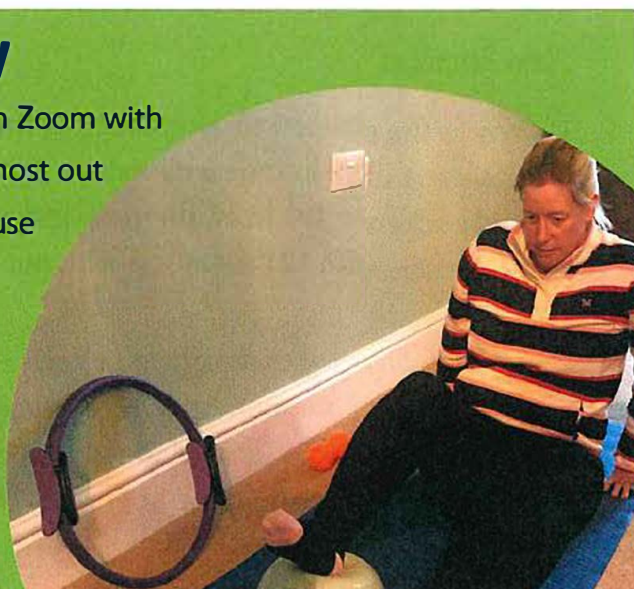
Oxygen Therapy

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

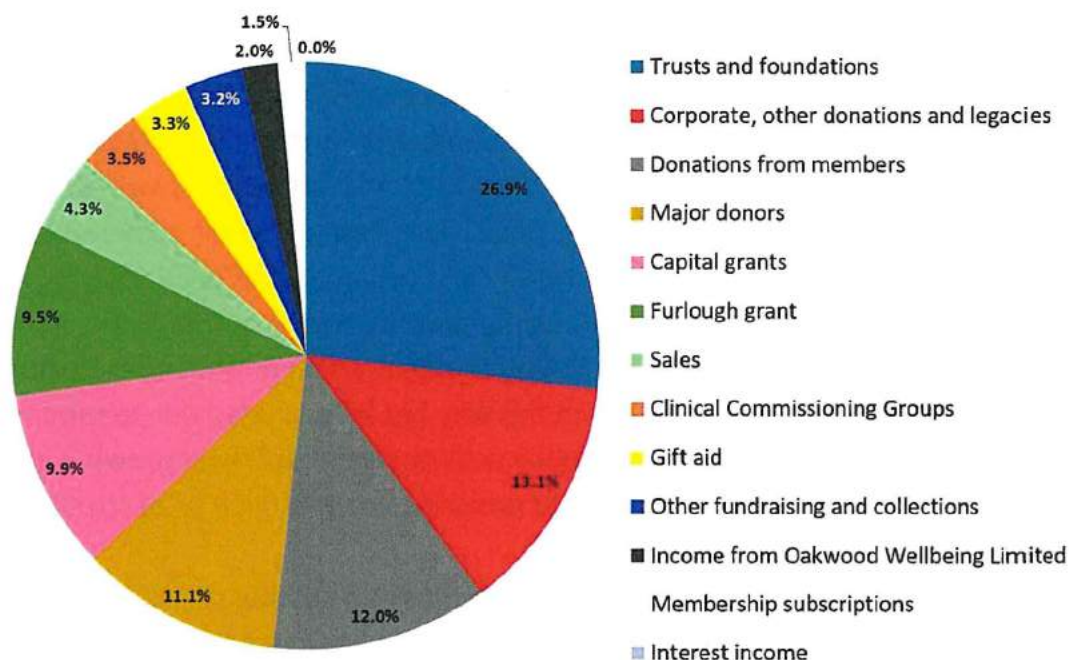
Income Generation

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 Telephone: 01296 696133

Trustees

Tony Winterbottom BA (Chair) (Resigned 5th July 2020)

Catherine Golds DiplWM 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

Email

info@chilternsmcentre.org

Bankers

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

Social Media

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

Lloyds Bank Plc

79 High Street
Chesham
Buckinghamshire HP5 1DE

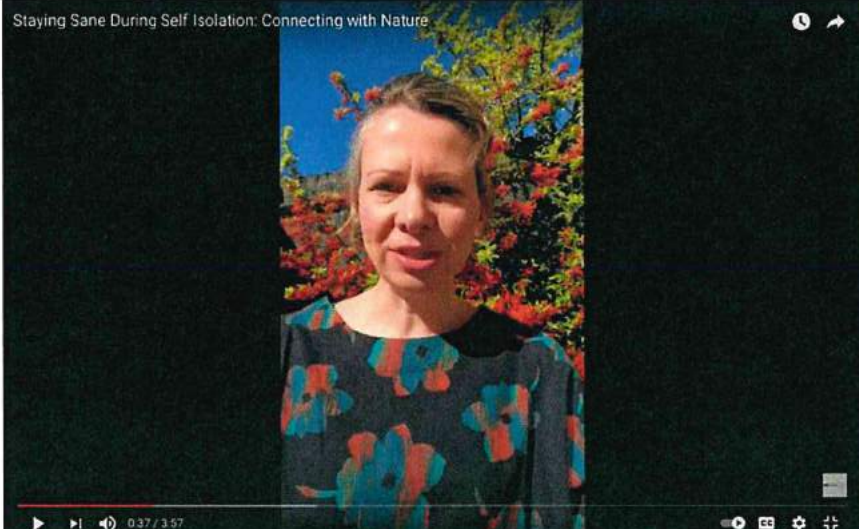
Patrons

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



" 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 £ |
|--|------|----------------|----------------|
| Income raised through fundraising - excluding furlough income | 3 | 801,972 | 820,815 |
| Fundraising income classified within Other Trading Activities - Sales | | 36,007 | 35,398 |
| TOTAL - excluding Oakwood income and membership fees | | 837,979 | 856,213 |
| Expenditure on raising funds - <i>including Oakwood direct costs</i> | 7 | 155,771 | 284,370 |
| Less Costs of Goods Sold | 7 | -3,257 | -12,311 |
| Less Oakwood direct costs | | -5,697 | 21,688 |
| Pure fundraising costs | | 146,721 | 250,371 |
| Fundraising Multiple of income to cost | | 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. 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 £ |
|--|-------|----------------------------|--------------------------|------------------------------|------------------------------|
| INCOME AND ENDOWMENTS FROM | | | | | |
| Donations and legacies | 3 | 538,551 | 359,503 | 898,054 | 820,815 |
| Charitable activities | | | | | |
| 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 |
| Total | | 652,993 | 359,503 | 1,012,496 | 1,065,248 |
| EXPENDITURE ON | | | | | |
| Raising funds | 7 | 155,371 | 400 | 155,771 | 284,370 |
| Charitable activities | | | | | |
| Provision of treatments, care and support for people with MS | 8 | 494,178 | 273,467 | 767,645 | 874,304 |
| Total | | 649,549 | 273,867 | 923,416 | 1,158,674 |
| NET INCOME/(EXPENDITURE) | | 3,444 | 85,636 | 89,080 | (93,426) |
| Transfers between funds | 23 | 82,627 | (82,627) | 0 | 0 |
| Net movement in funds | | 86,071 | 3,009 | 89,080 | (93,426) |
| RECONCILIATION OF FUNDS | | | | | |
| Total funds brought forward | | 2,577,592 | 101,186 | 2,678,778 | 2,772,204 |
| TOTAL FUNDS CARRIED FORWARD | | 2,663,663 | 104,195 | 2,767,858 | 2,678,778 |

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 | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| 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> |
| CURRENT ASSETS | | | | | |
| 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> |
| CREDITORS | | | | | |
| Amounts falling due within one year | 18 | (70,522) | (61,243) | (67,663) | (56,201) |
| NET CURRENT ASSETS | | <u>426,574</u> | <u>319,600</u> | <u>426,378</u> | <u>319,424</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>2,908,769</u> | <u>2,818,817</u> | <u>2,908,673</u> | <u>2,818,741</u> |
| CREDITORS | | | | | |
| Amounts falling due after more than one year | 19 | (140,911) | (140,039) | (140,911) | (140,039) |
| NET ASSETS | | <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> |
| FUNDS | | | | | |
| Unrestricted | 23 | 2,663,663 | 2,577,592 | 2,663,567 | 2,577,516 |
| Restricted | | 104,195 | 101,186 | 104,195 | 101,186 |
| TOTAL FUNDS | | <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 £ |
|---|-------|-----------------------|-----------------------|
| Cash flows from operating activities: | | | |
| Cash generated from operations | 1 | 170,493 | (124,176) |
| Interest paid | | (4,608) | (5,571) |
| Net cash provided by / (used in) operating activities | | <u>165,885</u> | <u>(129,747)</u> |
| Cash flows from investing activities: | | | |
| Purchase of tangible fixed assets | | (53,111) | (14,376) |
| Interest received | | 146 | 484 |
| Net cash provided by / (used in) investing activities | | <u>(52,965)</u> | <u>(13,892)</u> |
| Cash flows from financing activities: | | | |
| Loan repayments in year | | (4,260) | (12,688) |
| Net cash provided by / (used in) financing activities | | <u>(4,260)</u> | <u>(12,688)</u> |
| Change in cash and cash equivalents in the reporting period | | 108,660 | (156,327) |
| Cash and cash equivalents at the beginning of the reporting period | | <u>275,307</u> | <u>431,634</u> |
| Cash and cash equivalents at the end of the reporting period | | <u><u>383,967</u></u> | <u><u>275,307</u></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 £ |
|---|----------------|------------------|
| Net income/(expenditure) for the reporting period (as per the consolidated statement of financial activities) | 89,080 | (93,426) |
| Adjustments for: | | |
| 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) |
| Net cash provided by / (used in) operating activities | <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 | <u>3,257</u> | <u>12,311</u> |
| | <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 |
|----------------------------------|--|--|
| | Provision of treatments, care and support for people with MS | Provision of treatments, care and support for people with MS |
| | £ | £ |
| 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 |
|--|--------------------|------------------|------------------|
| | £ | £ | £ |
| INCOME AND ENDOWMENTS FROM | | | |
| Donations and legacies | 579,310 | 241,505 | 820,815 |
| Charitable activities | | | |
| Contributions from Clinical Commissioning Groups | 75,672 | 0 | 75,672 |
| Other trading activities | 168,277 | 0 | 168,277 |
| Investment income | 484 | 0 | 484 |
| Total | <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 |
|--|-----------------------|---------------------|------------------|
| | £ | £ | £ |
| EXPENDITURE ON | | | |
| Raising funds | 284,370 | 0 | 284,370 |
| Charitable activities | | | |
| Provision of treatments, care and support for people with MS | 562,581 | 311,723 | 874,304 |
| Total | <u>846,951</u> | <u>311,723</u> | <u>1,158,674</u> |
| NET INCOME/(EXPENDITURE) | (23,208) | (70,218) | (93,426) |
| Transfers between funds | 13,800 | (13,800) | 0 |
| Net movement in funds | <u>(9,408)</u> | <u>(84,018)</u> | <u>(93,426)</u> |
| RECONCILIATION OF FUNDS | | | |
| Total funds brought forward | 2,587,000 | 185,204 | 2,772,204 |
| TOTAL FUNDS CARRIED FORWARD | <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 |
|-----------------------|----------------------|--------------------------|------------------|
| | £ | £ | £ |
| COST | | | |
| 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> |
| DEPRECIATION | | | |
| 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> |
| NET BOOK VALUE | | | |
| 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 |
| | £ | £ | £ | £ |
| MARKET VALUE | | | | |
| 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

| Unrestricted funds | 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> |
| GROUP - TOTAL FUNDS | <u>2,678,778</u> | <u>1,012,496</u> | <u>(923,416)</u> | <u>0</u> | <u>2,767,858</u> |
| CHARITY - TOTAL FUNDS | <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 £ |
|------------------------------------|------------------|------------------|--------------------|-----------------|------------------|
| Unrestricted funds | | | | | |
| 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> |
| Restricted funds | | | | | |
| 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> |
| GROUP - TOTAL FUNDS | <u>2,772,204</u> | <u>1,065,248</u> | <u>(1,158,674)</u> | <u>0</u> | <u>2,678,778</u> |
| CHARITY - TOTAL FUNDS | <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.

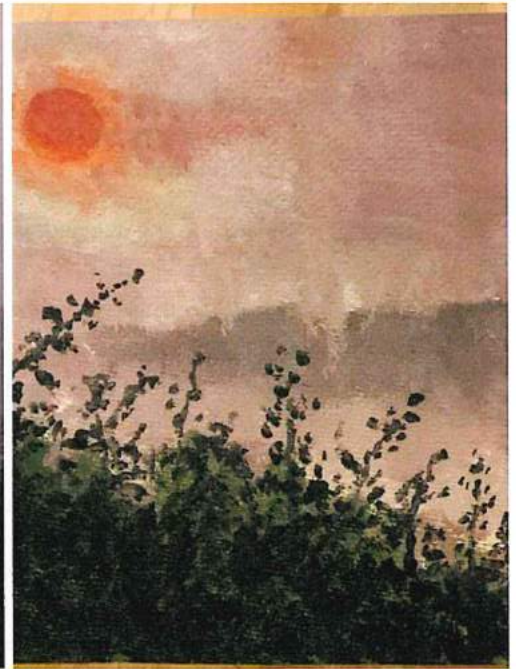
Kelvin's Story



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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