Annual Report
2011-2012

Registered Company No: 3031662
Registered Charity No: 1047353
CAF No: 268369
A member of MSNTC
The Charity

Swindon Therapy Centre (STC) for Multiple Sclerosis (MS) is a self-help charity, providing support to people with MS and other neurological conditions, as well as their carers and families. The charity has been established since 1983.

The charity has been in its new premises in Westmead since January 2010 and continues to welcome many new members.

The new centre provides the space and environment where a range of therapies and services are provided including:

- Oxygen Therapy
- Physiotherapy & Exercise
- Pilates, Tai Chi, Yoga
- Various Holistic Therapies
- Beauty Therapies
- Foot Health Clinic
- Counselling
- Advice
- MS Information Point
- Internet Information Point

Auditors – Derrick Newman Ltd.
28 Bath Road, Swindon

Trustees/Staff

Trustees
David Wray - Chairman (2010)
Charles Munro - Secretary (2011)
Derek Spearing - Treasurer (2011)
Andrew Seddon (2010)
Amanda Saunders (2010)
Mike Fisher (2010)
Keith Hart (2009)
Wendy Omotoso (2011)
(Date elected on 3 year cycle)
Trustees go through an induction process and attend training courses run by Voluntary Action Swindon and similar organisations.

Staff
Jackie Wray - Centre Manager
Louise Walker - Assistant Manager
Gill Moore - Physio Assistant
Laura Wilson - Comm. Fundraiser

Therapists
Jan Howard - Physiotherapist
Lyn Blythe - Physiotherapist
Sonia Jones - Pilates Instructor
Nickie Heape - Yoga Instructor
Andy Wright - Tai Chi Instructor
Carrie Michael - Holistic Therapist
Rupinder Kaur - Beauty Therapist
Sarah Pryke - Nordic Instructor
Vision
We will provide comprehensive, holistic support for people with MS and other neurological conditions in the Swindon area, extending our services to others where appropriate in a carefully targeted and managed way.

We will have a reputation for excellence and become an influential role model provider in the local charity sector.

Values
We are a caring community supporting our members and their families and contributing to their sense of happiness, self-respect, well-being and independence.

Our expertise delivers sustainable benefits for our members and credibility for the Centre.

Mission
We improve the quality of life for those people affected by MS and other neurological conditions, by providing a range of therapies in a well-equipped, positive and caring environment.

We
- Promote education about MS
- Encourage self-help
- Alleviate feelings of isolation

2nd Anniversary - January 2012

Zurich Saturday Volunteer team
Chairman’s Report

Another successful year for the centre has seen us build on the opportunities provided by the new centre welcoming many new members and improving further our range of services.

Much of our growth and success has been down to our fantastic volunteers, not only those that came with us from the old centre, but also those that have joined us since. This has enabled us to extend our opening hours and improve our environment.

We must also of course recognise the support of all our external supporters who have over the year given us so much financially or through practical support. The organisation as the accounts show has become much more costly to run as it has grown and all support is gratefully received.

We are looking forward next year to celebrating our 30th anniversary of supporting people locally and we look forward confidently to continuing to grow and help more people.

I’d like to thank the many hundreds of people who have helped the centre over the last year.

Manager’s Report

A second busy year saw another increase in members, as well as in our services, thanks to our continued Big Lottery funding and many other supporters. In April 2011 Laura Wilson joined us as our Community Fundraiser, a vital role, including developing publicity and awareness.

We became one of Zurich’s charity partners in Sept 2011, formalising our relationship with them, a great opportunity for developing on-going support, with Richard Hill as our sponsor working with us on our long-term business plan. Several Zurich Challenge teams gave us some great times - a trip to Weston, skittles and quiz evening and fun Christmas party.

Our second anniversary was marked in January 2012 by a visit from the Mayor of Swindon, Ray Ballman and our 300th member, Hayley Ruck. John Petrie, a long-serving volunteer was given a “Pride of Swindon Award 2012” in recognition of all his volunteering, and our Zurich Saturday volunteers also won a Zurich Award.

My sincere thanks go to the whole team for all their continued support, staff, therapists, volunteers and members in making it what it is today.
Treasurer’s Report
All financial statements comply with current statutory requirements, our Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities.

Financial Responsibilities
The Trustees have a duty to ensure that the funds held are used wisely, risks identified and systems used to manage those risks. The major risk identified is the potential lack of income. The financial performance of the charity is reviewed at every Trustee meeting as part of this process. We have an annual budget for the operation of the centre against which actual performance is monitored and exceptions acted upon.

Over the year we have reduced our mortgage with the Charity Bank from £200,000 to £153,000, using some of our retained surplus from the year.

Full copies of our Accounts are available on request.

Reserves Policy
The Trustees have a policy whereby sufficient unrestricted funds (free reserves) are held to cover obligations and good working practice. In the event of a significant drop in income it would be necessary to replace this funding, change our activities or wind the charity up. The reserves policy has been reviewed following a complete risk assessment of our operations. Our reserves level is currently set at £30,000.

Recent Financial Performance
It should be noted in looking at these figures that we own substantial assets, including the Ground Floor of Bradbury House, on a 125 year lease, our new chamber and other equipment.

<table>
<thead>
<tr>
<th>Year</th>
<th>Surplus</th>
<th>Net Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006-7</td>
<td>81,069</td>
<td>115,207</td>
</tr>
<tr>
<td>2007-8</td>
<td>40,799</td>
<td>156,006</td>
</tr>
<tr>
<td>2008-9</td>
<td>93,503</td>
<td>249,509</td>
</tr>
<tr>
<td>2009-10</td>
<td>387,213</td>
<td>636,722</td>
</tr>
<tr>
<td>2010-11</td>
<td>68,814</td>
<td>705,536</td>
</tr>
<tr>
<td>2011-12</td>
<td>32,040</td>
<td>737,576</td>
</tr>
</tbody>
</table>
## Statistics

### Therapy Statistics 2011-2012

<table>
<thead>
<tr>
<th>Therapy</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oxygen</td>
<td>3085</td>
</tr>
<tr>
<td>Physiotherapy/Exercise</td>
<td>1025</td>
</tr>
<tr>
<td>Pilates</td>
<td>333</td>
</tr>
<tr>
<td>Yoga</td>
<td>387</td>
</tr>
<tr>
<td>Holistic</td>
<td>318</td>
</tr>
<tr>
<td>Tai Chi (new)</td>
<td>108</td>
</tr>
<tr>
<td>Nordic Walking (new)</td>
<td>82</td>
</tr>
<tr>
<td>Other - Podiatry/Hydro</td>
<td>39</td>
</tr>
<tr>
<td>Social Events (New)</td>
<td>428</td>
</tr>
<tr>
<td>Counselling/Advice (new)</td>
<td>79</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5884</strong></td>
</tr>
</tbody>
</table>

### Therapy Statistics - Last 4 years

<table>
<thead>
<tr>
<th>Year</th>
<th>2007-8</th>
<th>2008-9</th>
<th>2009-10</th>
<th>2010-11</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Totals</strong></td>
<td>2014</td>
<td>2495</td>
<td>3071</td>
<td>5235</td>
<td></td>
</tr>
</tbody>
</table>

### Membership Statistics 2008-2012

<table>
<thead>
<tr>
<th>Year</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Totals</strong></td>
<td>138</td>
<td>162</td>
<td>223</td>
<td>272</td>
<td>317</td>
</tr>
</tbody>
</table>

### Members Overall Satisfaction Statistics 2008-2012

<table>
<thead>
<tr>
<th>Year</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>86</td>
<td>84</td>
<td>82</td>
<td>96</td>
<td>96</td>
</tr>
</tbody>
</table>

*Taken from our Annual Survey*
## Acknowledgements

The Centre relies on the support of many people and we would particularly like to thank the following for their help in another very busy year:

- The Membership, Staff, Trustees and Therapists
- Our team of Dedicated Volunteers
- Fundraising Committee and everyone who has fundraised!

### External Supporters

- Act Foundation (Basepoint)
- Agilent Technologies
- Arval
- Big Lottery Fund
- Bombay Lounge, Peatmoor
- Bradbury Foundation
- Charles Lucas Marshall
- Community Foundation for Wiltshire and Swindon
- Dr TC Wilson Charitable Trust
- Haine & Smith Charitable Trust
- Halcrow Foundation
- Intel Corporation
- John Lewis Community Fund
- Les Bruce Big Band
- Les Slinn Fitness Studio
- Nationwide Building Society
- One-O-One Caterers
- Optimum Mobility
- Pride of Swindon
- Rotary Clubs of Swindon
- RWE Supply & Trading GmbH
- Samuel William Farmers Trust
- Swindon & Highworth Lions
- The Art & Web Company (website)
- Tesco Foundation
- Wolfson Foundation
- Working Interiors - Steve Davison
- Zurich Community Trust
- Zurich Financial Services

### Collection Points

- Asda, Blooms, Co-op, Lechlade Garden Centre, Morrisons, Sainsburys, Somerfields, Tescos, Waitrose, Wyevale Garden Centre, various street collections and people with our collecting boxes

### Others

- Our auditors, Derrick Newman Ltd
- BBC Radio Wiltshire
- Charity Information Bureau
- Handy Magazine
- Heart Radio Wiltshire
- Involve Swindon
- Link Magazine
- Swindon Advertiser
- Swindon Community Radio (105.5.)
- Voluntary Action Swindon
- Volunteer Centre Swindon
- Wiltshire Probation Service
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E: stcswindon@btconnect.com
Facebook: STC Swindon
Tel: 01793 481700