



Rokermedia Images 2012

Annual Review

2012-2013



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups



LOTTERY FUNDED



for Multiple Sclerosis

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 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

Accountants - Derrick Newman Ltd, 28 Bath Road, Swindon

What our Members say

Rose: "If it wasn't for the centre I would be stuck at home feeling sorry for myself. Knowing I'm coming to the centre gives me a purpose, keeps me motivated and active."

Linda: "The volunteers are really lovely and it makes a difference if we are having a bad day, they understand and we always leave feeling better."

Kate: "The positive upbeat vibe means that we are shown there is this other way to look at all our worries and obstacles and then when we start to do that ourselves; it's great for our confidence and peace of mind."

Paul: "The centre provides me with a focus that I don't get anywhere else."

Colin: "The one to one support you get from professionals is really good and there are so many ways that we have access to, to help with our problems. It is also a brilliant place to meet people."

Vision

We will provide comprehensive, holistic support for people with MS and other neurological conditions in the Swindon and surrounding areas, 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

Carol, Jan, Nicola & Gill, our Physio team





Chairman's Report

This has been a fantastic year for the centre, the highlight of which was the award of 'The Queens Award for Voluntary Service', the equivalent of an MBE for groups. This is a great recognition for the part that all our volunteers play in our success.

The award was presented by the Lord Lieutenant of Wiltshire, Mrs Sarah Troughton in September 2012. 4 lucky volunteers who won our draw were able to attend a Buckingham Palace Tea Party.

As you will see from the Centre's statistics we continue to further improve our financial position whilst growing our membership and therapies, no mean feat in these tough times. All this success is down of course to a great team of staff, volunteers and supporters to whom I express my sincere thanks.

On a personal note this will be my 10th AGM as Chair and I feel that it is time for a break. Assuming I get re-elected this year I will be looking for a successor to take over from me by the next AGM in 2014.

Trustees/Staff

Trustees

David Wray - Chairman (2010)
Charles Munro - Secretary (2011)
Derek Spearing - Treasurer (2011)
Andrew Seddon (2010)
Amanda Saunders (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 - Deputy Manager
Gill Moore - Physio Assistant
Laura Wilson - Comm. Fundraiser

Therapists

Jan Howard - Physiotherapist
Carol Lawrence - Physiotherapist
Sonia Jones - Pilates Instructor
Nickie Heape - Yoga Instructor
Kelly Waldek - Yoga Instructor
Andy Wright - Tai Chi Instructor
Carrie Michael - Holistic Therapist
Rupinder Kaur - Beauty Therapist
Sarah Pryke - Nordic Instructor
Alan Woodhams - Foot Health Practitioner

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 £153,000 to £85,000, using some of our reserves and retained surplus from the year.

Full copies of our Accounts are available on request.

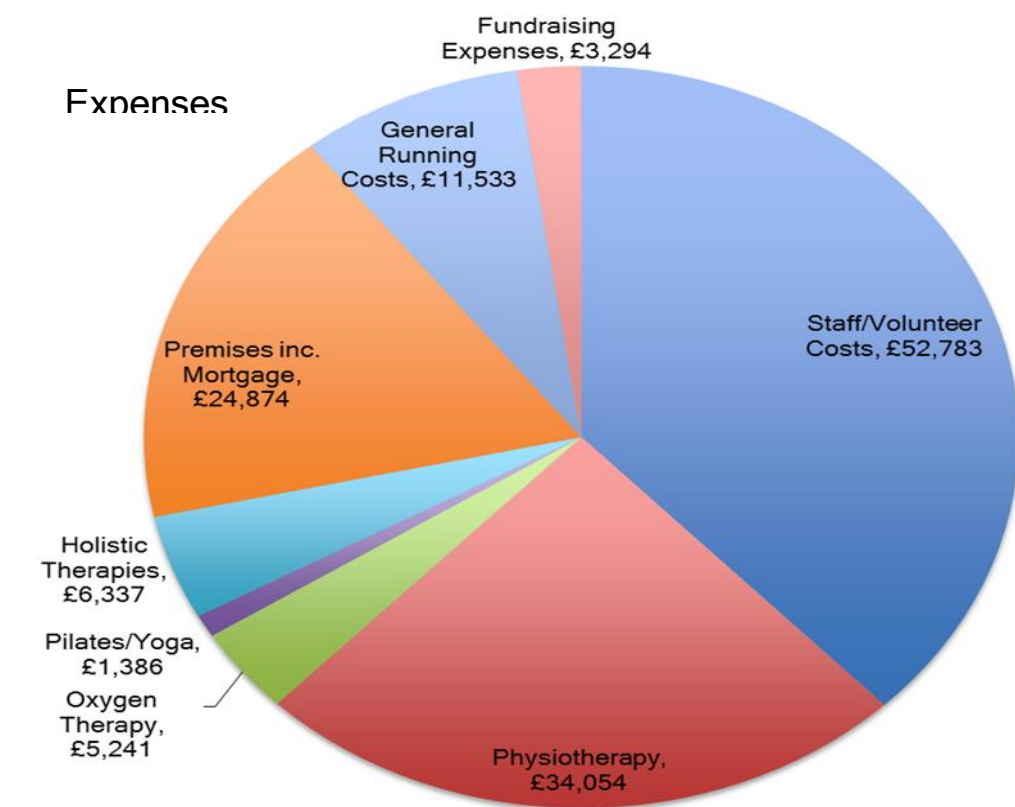
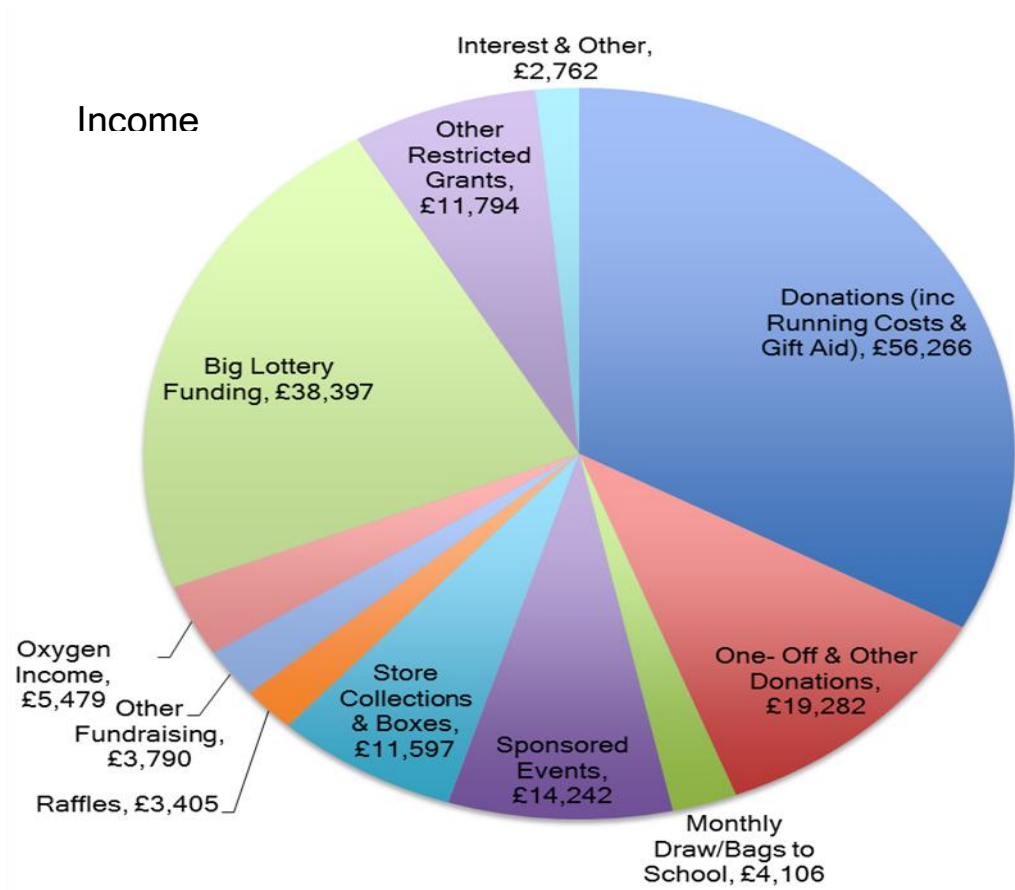
Reserves Policy

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 oxygen chamber and other equipment.

Year	Surplus	Net Assets
2007-8	40,799	156,006
2008-9	93,503	249,509
2009-10	387,213	636,722
2010-11	68,814	705,536
2011-12	32,040	737,576
2012-13	26,854	767,543



Total income for the year was £171,120 and expenses were £139,502. 22% of income was Big Lottery funding and this contributed towards our surplus for the year. This funding will cease in 2015 and, allowing for inflation of 3% p.a., this means we will need to generate an extra £10,964 income per annum. To fill this gap will require the combined effort of everyone involved in the Centre!



Statistics

Therapy Statistics 2012-2013

Therapy	Numbers
Oxygen	3274
Physiotherapy/Exercise	1236
Pilates	321
Yoga	425
Holistic	294
Tai Chi	288
Cyclossage (new)	103
Nordic Walking	193
Foot Clinic/Hydro	50
Lunch Club & Social Events	522
Counselling/Advice	88
Total	6794

Therapy Statistics - Last 4 years

Year	2008-9	2009-10	2010-11	2011-12
Totals	2495	3071	5235	5884

Membership Statistics 2009-2013

Year	2009	2010	2011	2012	2013
Totals	162	223	272	317	367

Members Overall Satisfaction Statistics 2009-2013

Year	2009	2010	2011	2012	2013
%	84	82	96	96	95

Taken from our Annual Survey results

Acknowledgements

The Centre is entirely dependent on voluntary funding for its income and relies heavily on the support of many people. We would particularly like to thank our members, staff, trustees and therapists; our award winning team of volunteers; our fundraising committee and everyone who has fundraised!

External Supporters

Act Foundation (Basepoint)
Agilent Technologies
Arval
Big Lottery Fund
Bradbury Foundation
Charles Lucas Marshall
Community Foundation for Wiltshire
and Swindon
Dr TC Wilson Charitable Trust
Halcrow Foundation
Intel Corporation
Les Bruce Big Band
Les Slinn Fitness Studio
Local Giving.com
Nationwide Building Society
One-O-One Caterers
Optimum Mobility
Rotary Clubs of Swindon
RWE Supply & Trading GmbH
Samuel William Farmers Trust
Swindon & Highworth Lions
The Art & Web Company (website)
Walter Guinness Trust
Wolfson Foundation
Working Interiors - Steve Davison

Zurich Community Trust
Zurich Financial Services

Collection Points

Asda, Blooms, Co-op, Lechlade
Garden Centre, Morrisons,
Sainsburys, Somerfields, Swindon
Town Football Club, Tescos, West
Swindon Shopping Centre, Wyevale
Garden Centre, street collections and
people with our collecting boxes

Others

Accountants Derrick Newman Ltd
BBC Radio Wiltshire
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



Risk Management: Safeguarding STC, members and supporters from harm

We have identified our top 5 risks as:

- Becoming financially insolvent
- Organisation infringes employment legislation
- Failure to generate satisfactory returns from fundraising activities
- Failure to maintain premises and meet H&S standards
- Lack of PR/press activity

For each of our top five, there are risks associated with our own conduct, the conduct of others which we have authorised or conduct which we have not authorised.

Zurich risk management experts have helped us ensure we have identified all our risks. To mitigate each of the risks, we have in place various processes, procedures and controls and these are being expanded to ensure we have full coverage of all aspects of our risks. Things we have in place at the moment and have been operating effectively include CRB checking for all volunteers supported by Safeguarding training for all staff and volunteers and awareness posters for Members. Things we are improving include enhanced financial controls to make sure we account for all our cash properly and cannot be defrauded and formalised policies to ensure people making decisions cannot be influenced by their own interests. These measures are being taken through a set of committees tasked with carrying out relevant activities, with updates on progress being published in STC.

The consideration of any risks we face and the proactive management of them is important to ensure that our Centre stays viable in the long term and doesn't accidentally or maliciously come to any harm!



Web: www.msswindon.org.uk

E: stcswindon@btconnect.com

Facebook: STC Swindon

Tel: 01793 481700

