

Annual Review

2014-2015

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



SWINDON
THERAPY
CENTRE



for Multiple Sclerosis



LOTTERY FUNDED

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's home is Bradbury House in Westmead, Swindon, where over 125 people regularly attend for therapies and support in our specially equipped premises.

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

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

Accountants - Derrick Newman Ltd, 28 Bath Road, Swindon

What our Members say

“I have been recently diagnosed with MS, so the centre has been brilliant for information and helped me feel that there is so much I can still do and achieve. If the centre had not been available, I would have felt that life (and what I would be able to do in the future) would be harder to understand and I would feel less confident.”

“I have met some great people and made new friends, it's a great place and helps so many people, not just with MS; it's helped me greatly!”

“It has made a huge difference to me. I have been given confidence, improved my knowledge through speaking with others on ways with dealing with my MS that I otherwise would have not known. It is a wonderful place for support, knowledge and the only place where people truly understand what a struggle life can be.”

Vision

We will provide comprehensive, holistic support for people living with MS in the Swindon and surrounding areas. To make the centre sustainable, we will extend our services to others, where appropriate in a carefully targeted and managed way.

We will be recognised as one of the leading charities in the community and for our contribution to the national effort to better understand and manage all the conditions we support.

Values

We are a vibrant community, supporting our members and their families and contributing to their sense of happiness, self-worth and independence.

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



Mission

Each day we improve the quality of life for those people affected by MS and other neurological conditions, by providing support and a range of therapies in a well-equipped, positive and caring environment. We promote education about MS, encourage self-help and alleviate feelings of isolation.



Chairman's Report

This is my first message in the annual report as Chair of Trustees – and I can't believe that it is already almost a year since David Wray handed the baton to me.

So much has happened in that year that there is not sufficient room in this review to cover everything. I hope that you enjoy reading the review, though, and feel as proud of our Centre as I do by the time you finish! You'll find, in the pages that follow, the traditional details and statistics and I think they speak for themselves. We continue to belong to a successful, sustainable and vibrant charity.

I'd like to use the rest of my first Chairman's message to record several notes of thanks.

First, to David for his outstanding work as our Chair for so long – and now for the ongoing brilliant work he's doing on our behalf as he continues to devote time and wisdom to the 'Moving on Up' project, the purchase process and to our bid for further Big Lottery funding. Next, to Jackie, who 'retired' in the summer of 2015 and left such a legacy from her time as Centre Manager. Again, it's great that Jackie continues to volunteer her time and energy to us at Bradbury House.

Thanks also to Sonya and each and every one of the great staff team that we have working at the Centre. We continue to deliver therapies, to look for ways to sustain our fund raising, to raise our profile, to develop ideas about how to extend our services...to work on the 'Moving on Up' project and so much more. Sonya and her team are doing a super job on our behalf.

I send grateful and heartfelt thanks, too, to my fellow trustees for the time and energy that they devote to the Centre, to all of our volunteers whose many and brilliant efforts are so essential in all that we do and to our corporate partners and other supporters, who continue to provide incredible financial and non-financial resource.

But most of all I send thanks and best wishes to each and every one of you, our members, for the inspiration, friendship and unity that you show towards our wonderful charity.

Trustees/Staff

Trustees

Tim Culling - Chairman (2014)
Derek Spearing - Treasurer (2014)
David Wray - Secretary
Andrew Seddon (2013)
Amanda Saunders (2013)
Keith Hart (2012)
Wendy Omotoso (2014)
Richard Hill (2013)
(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

Sonya Dykes-Brown - Centre Manager
Louise Walker - Deputy Manager
Buffy Goodenough -
Community Fundraiser
Lisa Lovesey - Centre Administrator

Therapists

Jan Howard - Lead Physiotherapist
Carol Lawrence - Physiotherapist
Carolyn Hill - Physiotherapist
Sonia Jones - Pilates Instructor
Nickie Heape - Yoga Instructors
Andy Wright - Tai Chi Instructor
Carrie Michael/Richard Valentine -
Holistic Therapists
Rupinder Kaur - Beauty Therapist
Sarah Pryke - Fitness Instructor
Alan Woodhams - Foot Health
Phil Burgon - Financial Advisor
Lucy Wilkinson - Counsellors



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 £85,000 to £45,500, using some of our reserves and retained surplus from the year.

Full copies of our Accounts are available on request.

Reserves Policy

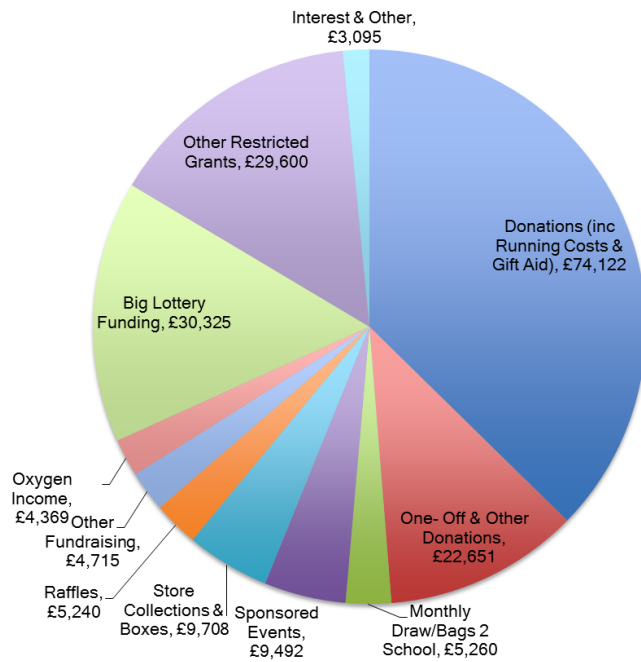
The Trustees have a policy whereby sufficient unrestricted funds (free reserves) are held to cover obligations and good working practice. In the event of a significant drop in income it would be necessary to replace this funding, change our activities or wind the charity up. The reserves policy has been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

Recent Financial Performance

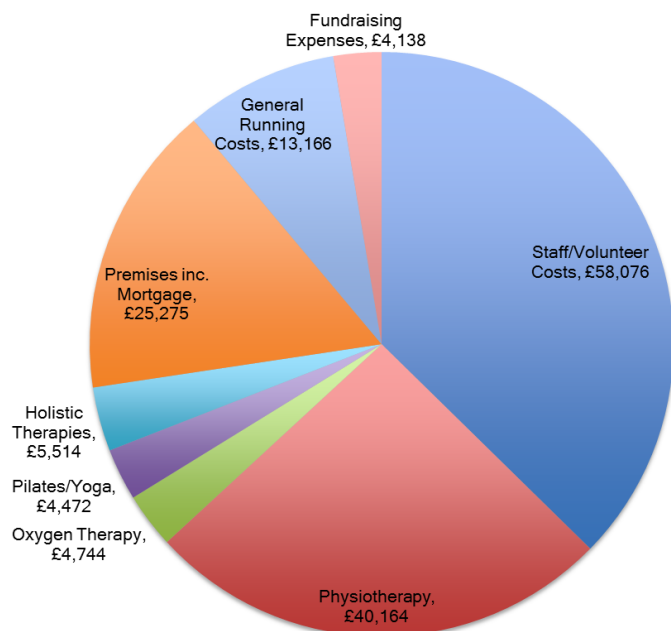
It should be noted in looking at these figures that we own substantial assets, including the Ground Floor of Bradbury House, on a 125 year lease, our oxygen chamber and other equipment.

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	29,967	767,543
2013-14	29,918	797,461

Income



Expenditure



Income in the year to 31 March 2015 was £198,577 and expenditure was £155,549 and the figures for the previous year were income £181,449 and expenditure £151,531 - so income has gone up by 9.5% but costs have only gone up by 2.7%.

Although income included a significant amount from the Big Lottery, the increase in other grants in the year demonstrates the success of our hard working staff. However, next year with a bigger mortgage to pay for our new first floor and the (hopefully remote!) possibility we may not be successful with our request for Big Lottery continuation funding, it is vital that we all continue to generate funds for the Centre and make regular donations. This is an exciting time but it's also a huge step financially and although there is a funding plan which is realistic and achievable, we all need to pull together to make our future secure.

Statistics

Therapy Statistics 2014-2015

Therapy	Numbers
Oxygen	2899
Physiotherapy/Exercise	1391
Pilates	430
Yoga	528
Holistic	264
Tai Chi	300
Cyclossage	0
Nordic Walking	232
Foot Clinic/Hydro	56
Meditation (new)	59
Lunch Club & Social Events	423
Counselling/Advice	79
Total	6661

Therapy Statistics - Last 4 years

Year	2010-11	2011-12	2012-13	2013-14
Totals	5235	5884	6794	7125

Membership Statistics 2011 -2015

Year	2011	2012	2013	2014	2015
Totals	272	317	367	467	531

Members Overall Satisfaction Statistics 2010-2014

Year	2010	2011	2012	2013	2014
%	82	96	96	95	96

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)
Big Lottery Fund
Bradbury Foundation
BSS House
Carillion
Charles Lucas Marshall
David & Julia Hunter Charitable Trust
Dialog Semiconductors
DNO Consulting
Dr TC Wilson Charitable Trust
FirstSightMedia
Halcrow Foundation
Intel Corporation
John Lewis Partnership
Les Bruce Big Band
Les Slinn Fitness Studio
Local Giving.com
Mayor's Charity - Cllr Mick Bray
Mid Counties Co-op
Nationwide Building Society
One-O-One Caterers
Openwork Foundation
Optimum Mobility
Persimmon Homes
Rob Hall Heating
Rotary Clubs of Swindon
RWE Supply & Trading GmbH
Sainsbury's Brunel
Samuel Williams Farmer Trust
Swindon College
Swindon & Highworth Lions
The Art & Web Company (website)
Walter Guinness Trust
Wolfson Foundation
Working Interiors - Steve Davison
Zurich Community Trust

Collection Points

Asda Walmart, 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
Dressability
Handy Magazine
Heart Radio Wiltshire
Involve Swindon
Link Magazine
MLL Print
Swindon Advertiser
Swindon Community Radio (105.5.)
Total Swindon
T.W.I.G.S.
Voluntary Action Swindon
Volunteer Centre Swindon
Wiltshire Probation Service
Wroughton Monthly
Yam Promotions (Jon Watton)

And all the individual fundraisers who
have helped us over the past 12
months



Our New Staff Team

Sonya Dykes-Brown joined us as Centre Manager in March 2015. She brings a wealth of knowledge from the corporate sector and Nationwide and has become a great asset to the centre, leading in the 'Moving on up' plans to get the centre extended and truly serving the local neurological community.



Buffy Goodenough, Fundraiser, joined the team in June 2015, with a wide variety experience from working in a family company. She has already sourced a £20k grant from Dialog Semiconductor to pay for the new gym facility, along with a very successful race night. Many more successes to follow.



Jan Howard is our fantastic lead Physio, heading up a team that is set to take on the new challenges with great enthusiasm in our plans for 'Moving on up'.



Lisa Lovesey is our centre administrator and handles everything from the filing, to the organisation of the centre purchases, invoicing and busy schedules. She joined us back in September 2014, and is a huge asset to the centre.



Risk Management: Safeguarding STC, members and supporters from harm

We have identified our top 5 risks as:

1. Becoming financially insolvent
2. Organisation infringes employment legislation
3. Failure to generate satisfactory returns from fundraising activities
4. Failure to maintain premises and meet H&S standards
5. 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 constantly being expanded to ensure we have full coverage of all aspects of our risks.

Details of the sub-committees tasked with managing each of the risks are up on the board in Centre so that Members can see who is doing what; please speak to Sonya if you would like to join a committee as Member input is vital and your help would be very welcome.

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. A team from Group Internal Audit at Nationwide Building Society will be doing a review in October 2015 of how well we are doing and this will provide us with positive assurance where our risks are well managed and where we can improve, will give us a target to aim for.