



Report of the Trustees & Audited Financial Statements

for the year ended
31st December 2014





REPORT OF THE TRUSTEES AND AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2014 FOR CHILTERN MS CENTRE LTD

Registered Company Number: 02294557 (England and Wales)

Registered Charity Number: 800853

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CHILTERN MS CENTRE LTD

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st DECEMBER 2014

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st December 2014. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company Number

02294557 (England and Wales)

Registered Charity Number

800853

Registered Office

Chilterns MS Centre
Oakwood Close
Wendover
Aylesbury
Buckinghamshire
HP22 5LX

Trustees

Nick Brown BA (Chairman)
David Barnard MA MSc (Secretary)
John Bedford
Julie Dean
Catherine Golds (appointed 22nd June 2014)
John Greaves LLB
Tara Ives (appointed 22nd June 2014)
Sarah Jones (appointed 22nd June 2014)
Paul McDowell BSc
Linda Oatley BA JP (Vice Chairman)
John Osborne BSc FIA (Treasurer)
Mat Phillips (resigned 17th January 2014)
Ian Summerfield

Company Secretary

David Barnard MA MSc

Chief Executive

Robert Breakwell

Auditors

Ashby's
Statutory Auditor
Morton House
9 Beacon Court
Pitstone Green Business Park
Pitstone
LU7 9GY

Bankers

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

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

Lloyds Bank Plc
79 High Street
Chesham
Buckinghamshire
HP5 1DE

Patrons

Rt Hon John Bercow MP
Cllr Janet Blake MInstF
The Earl of Buckinghamshire
Lord Carlile of Berriew QC
Group Captain Adrian Burns MSc MA BSc RAF
Professor Gavin Giovannoni MBBCh PhD FCP FRCP FRCPATH
Sir David Jason OBE
Rt Hon David Lidington MP
J P G Naylor Esq
Derek K Townsend DL

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Chilterns MS Centre Limited 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 is governed by its Memorandum and Articles of Association as adopted on 22nd December 2004.

Organisational Structure

The Board of Trustees is responsible for the overall management and governance of the charity and generally meets on a monthly basis. The Board sets the strategic direction and policy for the charity, agrees an annual budget and monitors performance against it. The day-to-day management of the charity is delegated to its Chief Executive.

The Chief Executive is supported by a Senior Leadership Team, which includes the Head of Physiotherapy, Finance Manager, Business Manager, Head of Fundraising, PR Manager and Carer Support Co-ordinator. The Head of Physiotherapy is responsible for the management and professional development of the physiotherapy staff and the maintenance of recognised treatment standards.

Governance

The Chief Executive and the Chairman of Trustees meet on a monthly basis. In addition, the board has established several governance sub-committees, all with their own terms of reference. The trustees are delighted by the way in which members of staff and volunteers are working in a co-operative, enthusiastic and efficient manner for the charity.

For governance purposes, and in order to maintain good lines of communication, the Chief Executive and other members of the Senior Leadership Team report to the trustees on a monthly basis and benefit from a co-ordinated approach to the running and development of the charity. Risk management, Health and Safety and complaints feature on the groups' agendas, and feedback from the various sub-committees form a part of the agenda for trustee meetings.

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 arising through resignation or death. All appointments are made internally by the charity. A quarter of the members 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.

In its approach to the recruitment of trustees, the charity aims to ensure that it has a broad range of experience. Six of the current trustees are people with Multiple

Sclerosis (MS) and four other trustees have close relatives who have MS. As a result, the trustees are able to ensure that the interests of those people whom the charity seeks to support are represented by direct first-hand experience.

Risk Management

The major risks to which the charity is exposed, as identified by the trustees, have been reviewed and systems are in place to manage and mitigate those risks.

Ensuring that sufficient incoming resources are maintained at a level to fund the activities approved by the trustees remains the principal risk facing the charity and is regularly monitored. The trustees are continually seeking to diversify the sources of funding in order to reduce the risk of the loss of, or significant reduction to, any one of the charity's income streams. The charity is currently undertaking a comprehensive review of its Health and Safety policies to minimise any risks to patients, staff and visitors.

The trustees have put in place operating procedures to provide effective controls for the operation of the charity. Meetings are held with formal agendas and are minuted. The policies for the charity are recorded in writing and updated. The charity has an Operational Plan to support its strategic objectives.

The charity owns the freehold interest in its premises from which it has operated since September 2012.

OBJECTIVES AND PUBLIC BENEFIT

Objectives and Aims

The charity aims to provide a range of drug-free symptom management therapies and treatments to support people who have been diagnosed with Multiple Sclerosis (MS) to enable them to help themselves and give them control over their lives. It also aims to provide direct care, support and counselling for patients, their carers and families. This practical support and advice is provided in an atmosphere that is encouraging and inspiring.

This essential service for the treatment and support of those with MS is not otherwise available locally through the National Health Service. Whilst there is no geographical limit, service users come primarily from the areas of Buckinghamshire, Hertfordshire, Oxfordshire and Bedfordshire but some come from further afield because of the range of treatments offered. The Centre is open on each weekday and also on alternate Saturdays and aims to provide treatment for as many patients as possible.

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 powers or duties.

The activities of the charity are directed to providing significant support for those with MS both through treatment and therapy, informal advice and peer support.

Any donation made towards the running costs of the charity is at the discretion of the patient and all potential service users have the opportunity to benefit from the activities of the charity.



ACHIEVEMENTS AND PERFORMANCE

Overview

The directors are delighted to report that the charity's finances have undergone a major turnaround during 2014 with financial results significantly better than the budget target. Income rose by £249,573, an increase of 47%, whilst expenditure decreased by £17,723 a decrease of 2%. This resulted in a surplus of £42,752 for the year.

The charity managed to deliver a 21% increase in the number of treatment and therapy sessions provided to patients. However, there were significant capacity issues within the clinical team which will be addressed in 2015.

Following a poor financial performance in 2013, the charity agreed that the two priorities for 2014 would be the maintenance of its clinical and complementary therapies and treatments to patients whilst stabilising the charity's finances and delivering a cash surplus excluding depreciation by the year end. Under the leadership of our Chief Executive, Robert Breakwell, who was appointed in September 2013, and the charity's Senior Leadership Team, both objectives have been achieved.

Clinical and Complementary Therapies

The charity provides practical support and advice for people with MS and their carers. The primary therapies and treatments are physiotherapy, oxygen treatment, hydrotherapy, occupational therapy and carer support. The Centre also offers a range of complementary therapies, clinics and programmes including:

- Falls prevention course
- Gait analysis
- Exercise classes
- Open gym sessions
- Fatigue management programme
- Lymphoedema massage
- Orthotics clinic
- Acupuncture
- Reflexology
- Therapeutic massage
- Podiatry
- Yoga
- Mindfulness
- Wheelchair and seating clinic
- Speech and language therapy
- MS literature and advice service



With the exception of Oxygen Treatment, the Centre's clinical team is led by Head of Physiotherapy, Chris Beach, who is supported by three experienced Clinical Leads. Through the provision of treatments, therapies and clinics the charity aims to maintain the health and wellbeing of people with MS. The Centre also provides a hub for people with MS and their carers and families giving access to the facilities and support which are needed by and appropriate for people with MS and their carers. This promotes an environment where self-help, mutual support and the sharing of ideas and best practice can flourish.

The therapies provided by the Centre all contribute to the maintenance of and improvements in the mobility, energy levels, independence and wellbeing for people with MS.



Physiotherapy, oxygen treatment, hydrotherapy, occupational therapy and complementary therapy teams delivered a total of 17,016 treatments in the year, up by 16% from 14,665 in 2013. Part of this dramatic growth reflects the fact that it was possible to offer hydrotherapy and oxygen treatment to patients throughout the year; these services were only partially operational in 2013. Physiotherapy sessions rose by just 1% (up from 10,196 in 2013 to 10,291 in 2014) but other clinical services (excluding oxygen treatment) were up from 1,463 in 2013 to 1,641 in 2014, an increase of 12%.

The recruitment of suitably qualified neuro-trained physiotherapists has been difficult and continues to be so. Despite continual advertising, the physiotherapy team was rarely at full strength during 2014 and, with the ever-increasing number of patients who need our care, balancing this situation is a top priority. This has meant that the charity ended 2014 with a waiting list of 23 patients. The clinical team has put forward plans to introduce specially tailored exercise classes for patients based on research carried out by the MS Society. This will release some physiotherapy resources to deal with the waiting list whilst offering patients care programmes that are better suited to their needs.

To help with the recruitment difficulties – and following encouraging half-year financial results – the charity reviewed salaries across the organisation and awarded a 1% pay increase effective from April 2014. Clinical staff who were not being paid at the appropriate equivalent NHS salary scale had their salaries increased to bring them in line with the NHS pay scales.

During 2014 the charity continued to monitor the rate of non-attendance at the Centre which reduced from 17.2% in 2013 to an average of 12.2% in 2014. The introduction of the new Astrid appointments system will reduce the number of non-attendances through the introduction of automated appointment reminders, and provide better information about the reasons for non-attendance. The Astrid system was commissioned in 2014 and is due for implementation during 2015.

The availability and cost of transport to and from the Centre continue to be the main reason why patients are unable to attend. Demographic research carried out in 2014 suggests that there may be a significant number of people with MS who are not in contact with the Centre, possibly because of the seriousness of their disability and the associated difficulties in arranging transport. The charity's strategic and operational plan includes an initiative to research the scale of this problem and come up with costed plans to solve this problem, if possible.

Links with other healthcare professionals and organisations were strengthened in 2014. In particular the charity valued the advice and support it received from the local NHS Neurological Consultants and Specialist Nurses. The Centre hosted the annual general meeting of the national umbrella body, Multiple Sclerosis National Therapy Centres and welcomed visitors from MS Centres from all parts of the United Kingdom.

The decision to acquire a new patient database and appointments system ("Astrid") was made in 2014. This was in response to the NHS requirement to move towards paperless clinical notes, the need for a single appointments system across all departments and a more robust patient donation system. We are grateful to Rushcliff for giving us their PPS software free of charge. The charity also wishes to record its thanks to Phil Abbott, a professional IT management consultant, who has worked tirelessly to implement the system as a volunteer.

The charity was also able to fund the appointment of a part-time Clinical Administrator, who has relieved the workload on the clinical team thereby releasing valuable time which can be spent with patients.

Support Staff

There were a number of changes in non-clinical staffing during the year. It was possible to reconfigure the staff team by moving some staff resources from facilities into income generating activities and through the establishment of a new fundraising team by the end of 2014. A number of expert volunteers were also

recruited to strengthen the Senior Leadership Team and, overall, the number of volunteers working for the charity has increased.

The charity records with sorrow the sudden and unexpected death in September of Susan James who was the charity's Finance Manager. Understandably, Susan's death caused a heartfelt, emotional response from patients, staff and volunteers within the charity. The Centre records its gratitude for her work at the Centre and offers its best wishes and sincere condolences to Susan's husband and family.

Professional Development

All employed clinical staff have been supported with both internal and external professional training. Regular training has been delivered in-house to save costs, thereby enabling continuing professional development (CPD), which is a mandatory requirement for staff registered with the Health Care Professionals Council (HCPC). All registered staff are subject to a two yearly random audit of CPD to ensure standards of continual professional learning and refreshing of clinical skills.

The Centre provided three clinical placements for physiotherapy students, and hosted four work experience placements for students from local schools.



Oxygen Treatment

Oxygen is a key part of treatment for many people with MS who attend for treatment usually on a weekly basis. Oxygen Treatment users report improvements in fatigue levels, bladder control, mood and sense of wellbeing, among other benefits.

The total number of oxygen treatment patient sessions delivered in 2014 was 3,070. 19% of the patients treated had conditions other than MS. These patients make payments for their treatment which contribute to the income generation budget.

The Oxygen Treatment service is managed and operated by a team of trained volunteers under the leadership of John Bedford. The charity wishes to thank them all for their hard work and dedication.

The charity is a member of the Multiple Sclerosis National Therapy Centres (MSNTC) which has over 50 MS Centre members in the UK. MSNTC offers the benefits of group buying power, operator training, and support for self-regulation of the operation of oxygen chambers following the Care Quality Commission's decision to deregulate oxygen treatment in 2008.



Hydrotherapy

The charity has three physiotherapists with hydrotherapy qualifications and a number of patients were able to benefit from this specialist treatment with 441 sessions being delivered to MS patients.

The pool is a state-of-the-art facility complete with an adjustable-height floor and a system for generating water currents. Unfortunately, a number of problems relating to the design and construction of the hydrotherapy pool came to light during 2014. Although these problems have not affected the safety or ongoing use of the hydrotherapy pool, negotiations are taking place with the main contractor to have these problems rectified.

Carer Support Service

The charity recognises that the wellbeing of patients with MS is strongly interwoven with the wellbeing of those who care for and support them. In 2014, the Centre's Carer Support Co-ordinator, Wilma Anic, retired and was succeeded by Mary Miles.

A Carers' Support Group which was set up in 2008 to help all those looking after someone with an MS diagnosis. Carers' needs can be complex and it is important to ensure that both practical and emotional support is available. We understand the need to empower carers, so talks and workshops relating to the carer's role are held regularly. Importantly, the time during and after talks is an opportunity for those who attend to share knowledge, make friends and generally support each other.

The number of carers registered with the service has grown rapidly and now stands at 222, and this is increasing steadily. Ages range from schoolchildren to senior citizens. The Carer Support Group publishes a periodical newsletter which is circulated to registered carers as well as other professionals such as consultant neurologists, MS nurses and carers' organisations.

FUNDRAISING



Fundraising Overview

The charity operated for most of the year with a part-time Community Fundraiser and a part-time Trusts and Foundations Fundraiser. The charity's operational plan identified the need to establish a fundraising team in order to achieve its fundraising targets in 2015. Following better than expected financial results at the half year point, the decision was taken to bring forward the establishment of a fundraising team. Under the direction of a new Head of Fundraising, Hannah

Asquith, a small team of staff and volunteers became operational in October. The team has already started to contribute to the fundraising income budget.

Trusts and Foundations

Once again, grant-making trusts and foundations contributed generously to the charity during 2014 and the Centre is grateful to them all. In particular, the charity is keen to thank the Aylesbury Vale Community Chest for its continued funding for clinical salaries. Income from grant making trusts (including restricted grants) made a strong recovery during the year, rising by 65% from £86,833 in 2013 to £143,656 in 2014.

Events



Several major events were organised in 2014. These included a spectacular “Downton Abbey Dinner” hosted by members of the cast of the television series, a Golf Day at Stoke Park Golf Club and the Centre’s annual Art Exhibition and Sale. Other Centre-organised events included “Christmas at Halton House” and a summer fete. In total, fundraising and collections increased by 71% (2013: £192,236; 2014: £330,087).

There was an increase in the number of people organising fundraising events in support of the charity and also in the number of people taking part in sponsored events.

Part of the charity’s strategy for 2014 was to generate income from established events which continued to make a very welcome contribution to our funds together with events such as the Art Exhibition and Sale, quiz evenings and a

summer fete. Our members continue to take part in and support fundraising events, which contribute vital funds.

Donations

Donations from members rose by 43% (2013: £126,434; 2014: 181,820). The trustees wish to thank the members for their support throughout the year. The charity has also benefited from an increase in other donations which rose by 29% during the year (2013: £71,867; 2014: £93,031). Furthermore, the charity was able to increase the value of Gift Aid claims by 40% (2013: £23,272; 2014: £32,729). In addition, the charity reclaimed Gift Aid on 14% of total donations, up from 11% in 2013.

BUSINESS DEVELOPMENT, INCOME GENERATION & COMMUNICATIONS

Business Development & Income Generation

As part of the drive to increase income, the hiring of Centre facilities (when they are not needed for use by people with MS) contributed strongly to the income budget. To raise funds, a Sports Clinic was launched in early 2014 and the Centre has acquired a good number of regular, external clients who rent facilities at the Centre for a range of health-related activities. In particular, the Centre's ongoing relationship with Waterbabies, who hire the hydrotherapy pool, developed and strengthened with new sessions added during the year.

Thanks to the efforts of the charity's Business Manager, Aaron Cox, by the end of 2014 the charity had a solid foundation of clients and the list was growing. Income from this source rose by 342% (2013: £6,883; 2014: £30,430). This has made it possible to budget for substantial income from this source in 2015.



Centenary Café

The Centre's Centenary Café boosted its receipts by 51% from £12,773 in 2013 to £19,275 in 2014 thanks to its team of highly motivated volunteers. The café also received a 4 star hygiene rating from the local environmental health officer.



NHS Funding

The charity continues to receive funding from local Clinical Commissioning Groups. This funding is not covered by any contracts and the charity is working towards having a more reliable funding basis in place. Contributions from Clinical Commissioning Groups fell by 2% (2013: £86,541; 2014: £84,834).

Merchandise

Sales of merchandise and donated goods increased by 41% (2013: £3,669; 2014: £5,204) which was largely down to the introduction of a Christmas card catalogue which boosted sales significantly.

COMMUNICATIONS

Public Awareness

The Centre hosted numerous visits during 2014 to raise awareness about the charity. These included the Lord Lieutenant of Hertfordshire, the Mayor and Mayoress of the Borough of Dacorum, representatives from the MS Society, the Mayor of Tring, and the new Station Commander at RAF Halton. There have also been hosted visits from Lions, Rotary and Inner Wheel Clubs, the Wendover Chamber of Commerce, Round Table and Ladies' Circle groups and speaking engagements at several conferences, breakfast clubs and many other local groups.

We are grateful to professional film-makers, Tracey Hobbs and Duncan Hess, who produced three short video films to provide information about the charity and to

promote its work and need for funds. These include versions, for new patients, supporters and potential corporate donors. The films will be launched in early 2015.

High Profile Support

During 2014, the charity was privileged to have the Mayor of the Borough of Dacorum and the Chairman of South Oxfordshire District Council supporting it during their year in office. This has assisted greatly with fundraising but also has had an important effect on public awareness about the charity.

Communications

The charity has continued with a range of communications initiatives with the aim of keeping members and visitors fully informed about the activities and achievements of the Centre. In particular, the weekly email bulletin "Centre News" has seen its subscription list rise from 100 subscribers to nearly 600 within the year. Thanks to a generous donor, a large screen has been installed in the charity's reception area which carries information about the Centre.

Throughout the year, the charity sustained a higher level of external public relations activity with the objective of raising the profile of the charity in order to encourage fundraising and donations. The charity is fortunate to have the benefit of volunteer PR Manager, Catherine Golds, who has brought valuable expertise and resource to the Senior Leadership Team.

Thirtieth Anniversary



The charity will celebrate the thirtieth anniversary of the opening of the first Chilterns MS Centre at Princes Risborough in 1985. The anniversary will be marked by a major fundraising and reunion event in September 2015. During 2014, work commenced on drawing together photographs and documents to chronicle the charity's history and progression.

FINANCE

Financial

The charity's budget for 2014 sought to increase income and manage expenditure carefully during the year whilst maintaining a high quality service for patients at all times. Income rose by £249,573 (2013: £523,096; 2014: £772,669) an increase of 47%, whilst expenditure decreased by £17,723 (2013: £747,640; 2014: £729,917), a decrease of 2%.

Bank Loan

In order to fund the new Centre, the charity raised a loan of £475,000 from NatWest in 2011. By the end of 2013, this loan had reduced to £216,736. Natwest agreed that capital repayment of the loan could be deferred for a year during 2014. In December 2014, the charity reached an agreement with the charity's bankers to restructure the loan over a 15 year period.

Free Reserves

The free reserves (total funds less fixed assets) of the charity were £94,446 at the end of 2013. This had increased to £175,514 at the end of 2014. It has been the charity's long term objective to operate with free reserves of 8 months' operating expenditure which would equate to £486,608 based on the 2014 out-turn. With free reserves equal to 2.8 months at the end of 2014, further year on year surpluses will be required to raise the reserves to the 8 month level.

2015 Budget

The budget for 2015 has been aligned with the charity's Strategy and Operational Plan. This allows for some significant clinical developments to help with the growing number of patients and further investment in services and quality initiatives. An increase in income will be required to achieve this during 2015, but the trustees and Senior Leadership Team are confident that this can be achieved.

PEOPLE

Staff

The charity benefits from a professional and hard-working staff all of whom are totally committed to delivering high quality services to people with MS.

Support from Volunteers

During 2014, the Centre continued to augment its volunteer base and 21 people joined the 100 volunteers who were helping the charity at the end of 2013. Volunteers are involved in every area of the charity's operations including reception, café, fundraising, events, street collections, buildings maintenance, the board of trustees, office administration and operation of the oxygen chamber. During the year, the charity recruited a volunteer who joined the Senior Leadership Team as PR Manager, greatly enhancing our ability to promote the Centre.

The charity benefits each year from over 17,000 hours of voluntary work on behalf of the Centre and wishes to thank its loyal and committed volunteers for their tireless work.

The trustees wish to record their thanks to all the staff and volunteers at the Centre for their hard work and dedication.



Members' Forum

The Members' Forum met once in March 2014 with an extremely low attendance. Since then the group has been renamed the Members' Exchange. Following a member questionnaire, a significant number of people expressed an interest in relaunching the Members' Exchange and there will be a further meeting in March 2015.

Patrons

Patrons continue to be more than just names on the charity's headed paper. Without exception they have all contributed in some way to the success of our fundraising and continually work as ambassadors spreading the message about the importance and quality of our work. Their support is appreciated.

FACILITIES

2014 saw members, staff and volunteers settle into the new building which opened in September 2012. Many of the Centre's facilities and systems took time to become established and the Centre's small facilities team have worked hard to ensure that the Centre is maintained to the highest possible standard and, working with the Centre's volunteer receptionists, ensure that all visitors receive a warm welcome.

The Centre is a modern and well-equipped facility which requires constant maintenance. Health and Safety considerations are a top priority and the Centre

launched a major review of all of its health and safety policies in 2014 which will be completed during 2015.

Management of the hydrotherapy pool is a major part of the facilities function consuming a significant of time and money. The facilities team work hard to keep these costs under control whilst ensuring that the pool is always in excellent condition for patients and hirers.



FUTURE DEVELOPMENTS

The charity has agreed key strategic objectives for 2015 and beyond:

- Build clinical capacity in line with patient referrals and care needs and operate without waiting lists.
- Introduce new service developments, including services for carers, to optimise available resources.
- Set quality standards in line with patient and Clinical Commissioning Group expectations, and audit performance and outcomes against standards to create evidence of quality.
- Build income generation and fundraising capacity to deliver the annual budgets for 2015 and beyond.
- Position the charity for significant growth and service development from 2016 onwards.
- Build the charity's reputation and profile to position it as a leading local charity.
- Secure and augment funding from Clinical Commissioning Groups on an appropriate unit-based contract.
- Optimise the input of volunteers in all aspects of service delivery by improving support for existing and recruiting new volunteers.

The charity's performance will be measured against these objectives, its financial performance and a range of key performance indicators.

Although income levels increased significantly during 2014, the charity is aware that further funds will need to be raised to care for the growing number of patients and also to provide a greater range of quality services.

As in previous years, the charity will continue its efforts to build productive working relationships with the local Clinical Commissioning Groups, General Practitioners and other local and national bodies that support those people with MS, to ensure that it can carry out its core purposes and that the needs of its patients are fully understood and supported by this wider community.

The charity's objective is to gain additional, sustainable funding from the NHS and is striving to meet the requirements of an NHS community contract.

STATEMENTS & AUDITORS

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Chilterns MS Centre Ltd. for the purposes of company law) are responsible for preparing the Report of the Trustees 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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the Charitable company's auditors are 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 auditors are aware of that information.

Auditors

The auditors, Ashby's, 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 2006 relating to small companies.

ON BEHALF OF THE BOARD:


.....
J M Osborne - Treasurer

Date 23 April 2015


.....
N A Brown - Chairman

Date 23 April 2015

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CHILTERN MS CENTRE LTD (REGISTERED NUMBER: 02294557)

We have audited the financial statements of Chilterns MS Centre Ltd for the year ended 31 December 2014 on pages twenty five to thirty four. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

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. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees Responsibilities set out on page twenty one, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2014 and of its 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.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Ashby's

Jill Andrews (Senior Statutory Auditor)
for and on behalf of Ashby's
Morton House
9 Beacon Court
Pitstone Green Business Park
Pitstone
LU7 9GY

Date: 26 April 2015

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 DECEMBER 2014**

	Notes	Unrestricted funds £	Restricted funds £	31.12.14 Total funds £	31.12.13 Total funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	529,218	108,449	637,667	413,809
Activities for generating funds	3	48,584	-	48,584	20,040
Investment income	4	775	-	775	2,706
Incoming resources from charitable activities					
Provision of treatments, care and support for people with MS	5	84,834	-	84,834	86,541
Other incoming resources		<u>809</u>	<u>-</u>	<u>809</u>	<u>-</u>
Total incoming resources		<u>664,220</u>	<u>108,449</u>	<u>772,669</u>	<u>523,096</u>
RESOURCES EXPENDED					
Costs of generating funds					
Fundraising trading: cost of goods sold and other costs	6	131,782	352	132,134	110,940
Charitable activities					
Provision of treatments, care and support for people with MS	7	490,629	95,257	585,886	631,333
Governance costs	9	<u>11,897</u>	<u>-</u>	<u>11,897</u>	<u>5,367</u>
Total resources expended		<u>634,308</u>	<u>95,609</u>	<u>729,917</u>	<u>747,640</u>
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS					
		29,912	12,840	42,752	(224,544)
Gross transfers between funds	19	<u>12,593</u>	<u>(12,593)</u>	<u>-</u>	<u>-</u>
Net incoming/(outgoing) resources		42,505	247	42,752	(224,544)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>2,771,039</u>	<u>26,519</u>	<u>2,797,558</u>	<u>3,022,102</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>2,813,544</u></u>	<u><u>26,766</u></u>	<u><u>2,840,310</u></u>	<u><u>2,797,558</u></u>

**BALANCE SHEET
AT 31 DECEMBER 2014**

	Notes	Unrestricted funds £	Restricted funds £	31.12.14 Total funds £	31.12.13 Total funds £
FIXED ASSETS					
Tangible assets	13	2,664,796	-	2,664,796	2,703,112
CURRENT ASSETS					
Stocks		972	-	972	716
Debtors	14	51,629	-	51,629	48,173
Cash at bank		<u>384,449</u>	<u>26,766</u>	<u>411,215</u>	<u>337,820</u>
		437,050	26,766	463,816	386,709
CREDITORS					
Amounts falling due within one year	15	(81,845)	-	(81,845)	(75,527)
NET CURRENT ASSETS					
		<u>355,205</u>	<u>26,766</u>	<u>381,971</u>	<u>311,182</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		3,020,001	26,766	3,046,767	3,014,294
CREDITORS					
Amounts falling due after more than one year	16	(206,457)	-	(206,457)	(216,736)
NET ASSETS					
		<u>2,813,544</u>	<u>26,766</u>	<u>2,840,310</u>	<u>2,797,558</u>
FUNDS					
Unrestricted funds	19			2,813,544	2,771,039
Restricted funds				<u>26,766</u>	<u>26,519</u>
TOTAL FUNDS					
				<u>2,840,310</u>	<u>2,797,558</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Trustees on 23 April 2015 and were signed on its behalf by:


.....
J M Osborne - Trustee


.....
N A Brown - Trustee

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2014

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company.

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Donations

Donations are brought into the financial statements when the asset is deposited into the bank. Gift Aid tax reclaimable on these donations is recognised upon receipt of the donation.

Donations in kind are recognised at valuation at the date of the gift.

Legacies

This comprises amounts received in the period. Legacies are brought into the financial statements when the assets are converted into cash and the money is deposited into the bank.

Grants

Grants are recognised when paid or received.

Service level agreements

Income from Primary Care Trusts is invoiced and recognised on the accruals basis.

Investment income

Investment income is the total amount received and accrued for in the year.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Costs of generating funds are those costs incurred in fundraising to seek voluntary donations, organised fundraising activities and include the salaries and other direct costs of fundraising staff. Costs of generating funds also include the cost of goods sold in support of the charity.

Charitable activities are costs incurred directly in support of the charity's objectives and include the costs of running the building used by the Charity.

Governance costs include those incurred with the 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. Administration costs are apportioned 80% to the direct costs of treatments based on time spent.

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2014**

1. 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)

During the year ended 31 December 2013, the freehold property was over-depreciated by £23,190. The 2014 depreciation charge has been calculated to bring the net book value back into line with the accounting policy.

Stocks

Stocks are valued at the lower of cost and net realisable value, 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.

Hire purchase and 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.

Reserves policy

The Trustees have undertaken to maintain the reserves policy, equating to some eight months average expenditure, to cover costs should there be a drop in funding.

2. VOLUNTARY INCOME

	31.12.14	31.12.13
	£	£
Donations from members	181,820	126,434
Gift aid	32,729	23,272
Other donations and legacies	93,031	71,867
Fundraising and collections	<u>330,087</u>	<u>192,236</u>
	<u>637,667</u>	<u>413,809</u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2014**

3. ACTIVITIES FOR GENERATING FUNDS

	31.12.14	31.12.13
	£	£
Sales	5,204	3,669
Membership subscriptions	12,950	9,488
Outside usage	<u>30,430</u>	<u>6,883</u>
	<u>48,584</u>	<u>20,040</u>

4. INVESTMENT INCOME

	31.12.14	31.12.13
	£	£
Bank interest receivable	<u>775</u>	<u>2,706</u>

5. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	31.12.14	31.12.13
	Provision of treatments, care and support for people with MS	Total activities
	£	£
Contributions from Clinical Commissioning Groups	<u>84,834</u>	<u>86,541</u>

6. FUNDRAISING TRADING: COST OF GOODS SOLD AND OTHER COSTS

	31.12.14	31.12.13
	£	£
Opening stock	716	527
Purchases	5,653	351
Closing stock	(1,161)	(716)
Staff costs	52,400	54,608
Cost of running fundraising events	61,158	42,676
Cost of trusts and foundations fundraising	<u>13,368</u>	<u>13,494</u>
	<u>132,134</u>	<u>110,940</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 8)	Totals
	£	£	£
Provision of treatments, care and support for people with MS	<u>511,553</u>	<u>74,333</u>	<u>585,886</u>

8. SUPPORT COSTS

	Management
	£
Provision of treatments, care and support for people with MS	<u>74,333</u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2014**

8. SUPPORT COSTS - continued

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

	31.12.14	31.12.13
	Provision of treatments, care and support for people with MS	Total activities
	£	£
Support salaries	64,133	54,769
Social security	4,994	3,652
Travel	397	488
Legal and professional fees	<u>4,809</u>	<u>-</u>
	<u>74,333</u>	<u>58,909</u>

9. GOVERNANCE COSTS

	31.12.14	31.12.13
	£	£
Other governance costs	34	-
Legal fees	7,500	-
Auditors' remuneration	3,575	3,428
Auditors' remuneration for non-audit work	<u>788</u>	<u>1,939</u>
	<u>11,897</u>	<u>5,367</u>

The legal fees were provided on a pro bono basis by CMS Cameron McKenna LLP.

10. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

	31.12.14	31.12.13
	£	£
Auditors' remuneration	3,575	3,428
Depreciation - owned assets	48,873	93,865
Hire of plant and machinery	13,221	11,798
Surplus on disposal of fixed asset	<u>(809)</u>	<u>-</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 December 2014 nor for the year ended 31 December 2013.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 December 2014 nor for the year ended 31 December 2013.

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2014**

12. STAFF COSTS

	31.12.14	31.12.13
	£	£
Wages and salaries	335,694	323,303
Social security costs	<u>27,104</u>	<u>27,755</u>
	<u>362,798</u>	<u>351,058</u>

The average monthly number of employees during the year was as follows:

	31.12.14	31.12.13
Therapy staff	11	10
Administrative staff	4	2
Fundraising staff	<u>1</u>	<u>2</u>
	<u>16</u>	<u>14</u>

No employees received emoluments in excess of £60,000.

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. TANGIBLE FIXED ASSETS

	Land and buildings £	Plant and machinery etc £	Totals £
COST			
At 1 January 2014	2,468,960	416,697	2,885,657
Additions	-	11,149	11,149
Disposals	<u>-</u>	<u>(1,591)</u>	<u>(1,591)</u>
At 31 December 2014	<u>2,468,960</u>	<u>426,255</u>	<u>2,895,215</u>
DEPRECIATION			
At 1 January 2014	69,570	112,975	182,545
Charge for year	-	48,873	48,873
Eliminated on disposal	<u>-</u>	<u>(999)</u>	<u>(999)</u>
At 31 December 2014	<u>69,570</u>	<u>160,849</u>	<u>230,419</u>
NET BOOK VALUE			
At 31 December 2014	<u>2,399,390</u>	<u>265,406</u>	<u>2,664,796</u>
At 31 December 2013	<u>2,399,390</u>	<u>303,722</u>	<u>2,703,112</u>

Included in cost or valuation of land and buildings is freehold land of £150,000 (2013 - £150,000)

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2014**

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.12.14	31.12.13
	£	£
Trade debtors	42,611	37,268
Other debtors	<u>9,018</u>	<u>10,905</u>
	<u>51,629</u>	<u>48,173</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.12.14	31.12.13
	£	£
Bank loans and overdrafts	10,279	-
Trade creditors	16,698	29,902
Taxation and social security	11,153	7,013
Other creditors	<u>43,715</u>	<u>38,612</u>
	<u>81,845</u>	<u>75,527</u>

16. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	31.12.14	31.12.13
	£	£
Bank loans	<u>206,457</u>	<u>216,736</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more than five years by instalment	<u>155,940</u>	<u>-</u>

17. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

	31.12.14	31.12.13
	£	£
Expiring:		
Between one and five years	<u>9,620</u>	<u>8,456</u>

18. SECURED DEBTS

The following secured debts are included within creditors:

	31.12.14	31.12.13
	£	£
Bank loans	<u>216,736</u>	<u>216,736</u>

The bank loan is secured by a first legal charge over the freehold property of the charity and all associated assets. The charity entered into a bank loan agreement for £475,000 so as to finance its new building. This loan 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.

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2014**

19. MOVEMENT IN FUNDS

	At 1.1.14	Net movement in funds	Transfers between funds	At 31.12.14
	£	£	£	£
Unrestricted funds				
General fund	2,771,039	29,912	12,593	2,813,544
Restricted funds				
Occupational therapy staff	4,538	12,536	-	17,074
Equipment	-	5,781	(5,781)	-
Carers staff	3,317	(1,862)	-	1,455
Staff uniforms	9	(9)	-	-
Oxygen and general operating costs	500	1,402	-	1,902
Hydro physiotherapy	11,987	(11,987)	-	-
Reception till	150	-	-	150
Settlement of loan	5,000	-	-	5,000
Equipment for café	301	129	(430)	-
Printing costs for exhibition	17	(17)	-	-
Copier for oxygen therapy chamber	200	(200)	-	-
Coin/cash counter	500	(156)	(344)	-
Computers	-	1,085	(900)	185
Pilates training	-	1,000	-	1,000
Gait analysis	-	5,138	(5,138)	-
	<u>26,519</u>	<u>12,840</u>	<u>(12,593)</u>	<u>26,766</u>
TOTAL FUNDS	<u><u>2,797,558</u></u>	<u><u>42,752</u></u>	<u><u>-</u></u>	<u><u>2,840,310</u></u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2014

19. MOVEMENT IN FUNDS - continued

The Occupational Therapy Staff 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 Carers Staff fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on support for Carers.

The 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 Hydro Physiotherapy 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 hydrotherapy.

The Settlement of Loan fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on repayment of the charity's loan to finance the new building.

The Pilates Training fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on pilates training for staff.

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 Facilities Maintenance fund relates to donations received by the charity where the donor has stated they wish for the donation to be spent on facilities maintenance costs.

Sufficient resources were held in an appropriate form for restricted funds at the balance sheet date to enable each fund to be applied in accordance with any restrictions.

20. RELATED PARTY DISCLOSURES

There were no related party transactions during the year ended 31 December 2014 or 2013.

21. ULTIMATE CONTROLLING PARTY

Chilterns MS Centre Limited is an incorporated charity under the control of the trustees collectively.

22. COMPANY LIMITED BY GUARANTEE

The liability of each member is limited to £1 by guarantee.



The Chilterns MS Centre

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 /ChilternsMSCentre

 @ChilternsMS

Registered Charity Number: 800853

Registered Company Number: 02294557

