



# ANNUAL REPORT FOR 2021



## Our Vision

**Our vision is for a world in which local people living with MS can live life to the full**

## Our Mission

**Our mission is to provide the knowledge, tools, treatment and community to empower people living with MS to thrive**

**We Put People First – by being inclusive and showing respect to ourselves and others**

**We Act with Integrity – by being honest and trustworthy**

## Our Values

**We are One Team – we build positive relationships, support each other and grow together**

**We Deliver a Professional Service – we are accountable and follow professional standards to improve quality of life**

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The Chiltern MS Centre has helped me immensely following my diagnosis of MS, not only with the direct support they offer in the form of courses and treatments, but also by offering a safe space to meet other people with MS. It offers a great community and I have been coming here on a regular basis - initially to learn about fatigue management and then to improve my fatigue through regular oxygen treatments. They offered counselling and speech therapy, which helped with finding tools to manage my cognitive fatigue. Other services include hydrotherapy or Pilates to help me with balance and the list goes on - there is such a variety of help they can offer! **Claudia**



## **WELCOME TO THE CHILTERN MS CENTRE REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2021**

Our success as a charity relies on people, whether that be our dedicated team of staff, all the volunteers who support us, our generous donors or our beneficiaries who bring our community at the Chilterns MS Centre alive. 2021 proved to be another challenging year, but with a real sense of hope and positivity from everyone connected to the Centre, we were able to re-open more and more services to our members. After very much 'surviving' in 2020, we really began to 'thrive' once more.

We were delighted to re-start hydrotherapy in our pool after extensive renovations, re-introduce Pilates and increase our oxygen sessions as more volunteers who run the service returned to us and new volunteers were trained. We re-opened our cafe, a hub for our members, and re-started our therapeutic leisure groups. From extensive positive feedback, we know how the Zoom exercise classes we set up during the pandemic have made such a difference to the lives of over 120 people, so we continued with these but now offer 'hybrid' classes with both online and in-centre participants.

Once again, fundraising was impacted by COVID-19, particularly community and events but we rose to the challenge by moving some events online: our pop-up art weekend became a virtual art shop website and Run Prestwood became 'The Virtual Edition'. Later in the year, we were able to run some face to face events including a skydive and quiz.

With our strict COVID-19 protocols, including air purifiers, we concentrated on letting our facilities when they were not in use for MS activities through Oakwood Wellbeing Limited, our trading subsidiary. It has been a successful year in re-building our hires and gift-aiding the profits from Oakwood to the charity.

As ever, we were overwhelmed by support from many generous donors, trusts and fundraisers, without them we simply could not continue our work. With a substantial legacy and receiving our business interruption insurance payment, it became time for us to look forward. We have started building more clinical capacity, very welcome at a time when our waiting lists are increasing in line with demand for services, particularly physiotherapy.

Our main strategic priority for 2021 was to secure the financial stability of the charity through [Developing a strategy for a sustainable future](#). The 'Our Future Centre' project was led by a committee that included trustees, staff and member representatives. It involved extensive desk-top and field research into income opportunities, operating models, and the provision of other local neurological services. I would like to thank the other MS Centres, many of whom treat other neuro conditions, who supported this research.

# WELCOME TO THE CHILTERN MS CENTRE REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2021

The decision on our future direction is bold - we are piloting opening our services to other neurological conditions. Altruistically, we want those whose life is impacted by conditions such as Parkinson's and stroke to have access to the services on offer to those with MS at our Centre. We also believe this will open up further funding opportunities, giving us a stronger financial future. Our expertise in dealing with the impact of a long term neurological condition, developed over the last 37 years with MS, will enable us to help so many others in desperate need of ongoing emotional, social and physical support in our local community.

Considerable time and focus has enabled us to **Build a stakeholder-focused marketing strategy** with our new 'brand story', centring our communications around our members. Case studies illustrate the day to day impact our community, treatments and therapies have on the lives of people with MS. We are so grateful to those members who have shared their personal struggles with their MS journey and the difference we make to them at the Centre.

Work continues on **Developing a member journey with self-management at its heart**. Our exercises classes are one example where our members are doing supervised physiotherapy, effectively managing their own rehabilitation and maintenance programme. A range of other services can be accessed, simply by signing up, to support members on their MS journey.

Focus on the wellbeing of our staff has contributed to our objective of **Creating a Team culture which engenders commitment and where our people are valued**. A policy was written and circulated to the staff, we surveyed the staff which had positive results and following this we held a workshop facilitated by an executive coach. The staff have set up a wellbeing committee whose initiatives have included increasing social interaction amongst the team and improving their working environment.

I would like to thank all our staff, including those who have left us within the last year, for their hard work and positive impact on the charity - your dedication makes all the difference.

As a charity we are filled with hope and optimism for the future and a sense of real excitement that not only can we connect with people on their MS journey, but with others on their journeys with other neurological conditions. As ever, we thank our funders, whether that be an individual, corporate, community group or trust - without you everything we do and hope to do in the future just simply would not be possible.

**CATHERINE GOLDS**  
**CHAIR OF TRUSTEES**



# The Difference We Make

At the Chilterns MS Centre we support almost 500 people living with Multiple Sclerosis (MS) from our purpose-built Centre nestling in the Chiltern Hills just outside Wendover, Buckinghamshire.

Multiple Sclerosis (MS) is a long-term condition that affects the central nervous system. It impacts the ability of nerves to conduct electrical impulses to and from the brain, and this produces the various symptoms of MS.

The increasing level of symptoms and disability experienced by many can affect working, family and social life.

But we don't think having MS should define our beneficiaries, who become members for just £25 a year. We can't change their diagnosis but we can meet them on their journey, and help to keep life going in the direction they want.

Our Centre offers a number of therapies including physiotherapy, Pilates, hydrotherapy, talking therapy and oxygen treatment.

It offers people with MS an opportunity to meet others on their own MS journey – and get plenty of advice and peer support.

Then they can head back out into the world, recharged and ready to think about the things that really matter. Work. Hobbies. Friends. Planning their next holiday.

With our help, we make our members a little less MS, a little more them.

**497 MS members  
receive our support**

**765 hours of  
therapy, classes and  
advice are delivered  
each month**

**0 people turned  
away from accessing  
our services**

**47 carer members  
are supported**

# Gareth's Story

“ I used to be an active footballer, but my legs started to not do the things they should and I was getting pins and needles down my back every time I bent my head down. That’s when I was diagnosed with MS.

Everything started to get worse so I began a course of **Physiotherapy** at the Centre. And over time I have tried many of the services available there. I have **Hydrotherapy** to maintain movement in my arms and legs, acupuncture to help my bladder and I am about to try **Oxygen therapy** to help with my fatigue.

One of the things that has made a big difference to my life was going on the **Fatigue Management Course** to understand my fatigue better. I love to keep fit and active and I used to really go for it at the gym. But it used to take me a couple of days to recover and I thought I may have to give that up too. Going on the course has helped me to realise that it is ok to take regular breaks and go for shorter gym sessions. This way I can still feel the benefit and continue doing something I really enjoy.

Unfortunately I can’t play football any more but along with the gym I can also keep walking my Cockerpool. By walking for two to three minutes then having a rest, I can walk him for much longer than I could before, which is great. I wouldn’t have done that before going on the course.

Coming to the Centre initially was scary but now I really look forward to coming here. Everyone is so friendly. Coming to the Centre really helps keep me motivated. ”

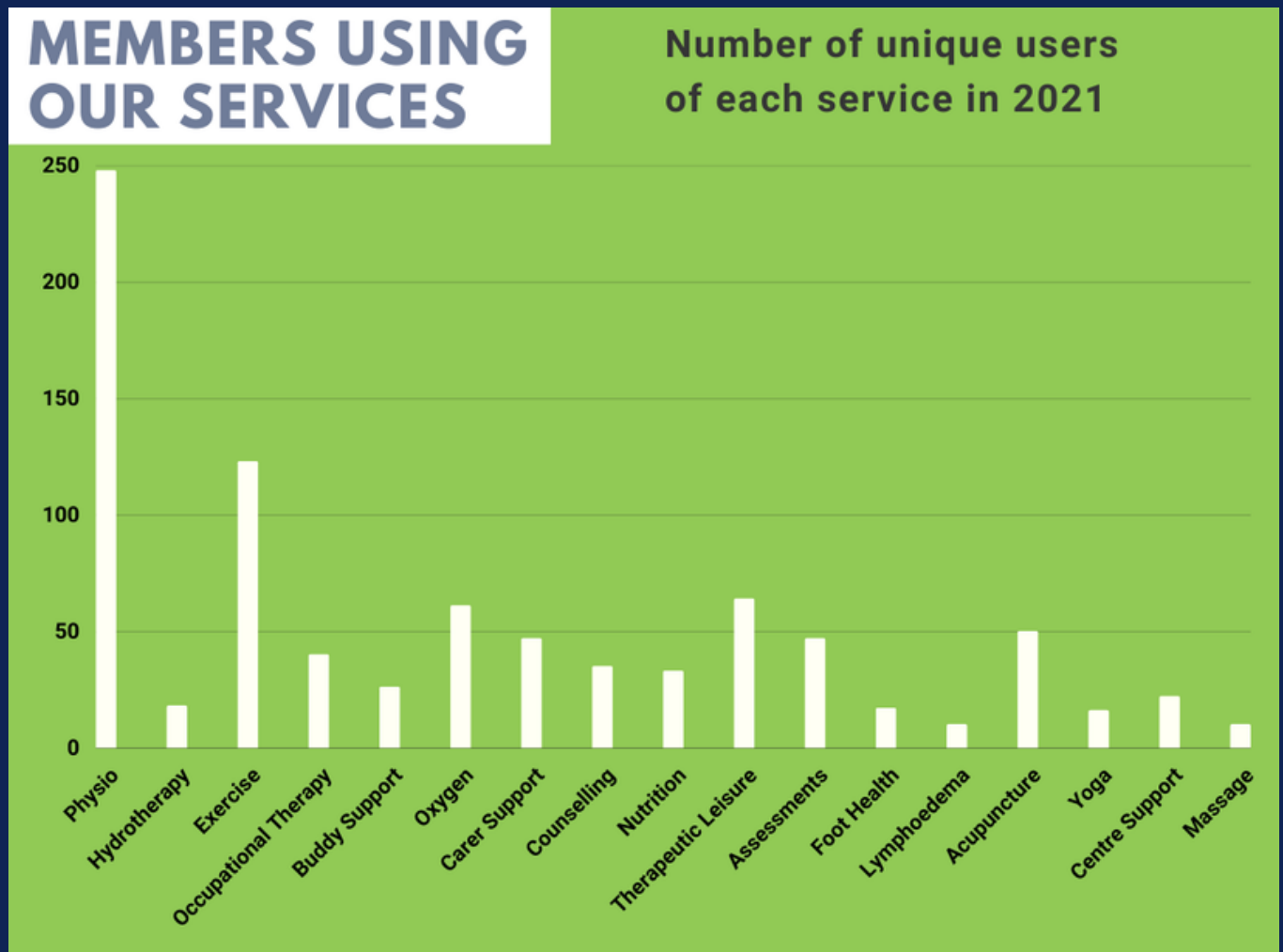
Sheryl, Gareth’s wife, echoes his thoughts.

“ Since Gareth has been attending the MS centre he has a much better understanding of his fatigue, this has enabled him to enjoy life and realise that it is okay to rest when he’s feeling tired. Gareth’s mental health has improved dramatically, he is less frustrated because he is now able to listen to his body more following the support he has received at the Centre. Gareth really enjoys attending and feels people are listening to his needs and he is offered various treatments to help improve his wellbeing. ”

Gareth has been pro-active in trying to understand and improve his symptoms. This is the self-management approach that we encourage all of our members to take, under the guidance of our expert clinical team.



# The Difference We Make



We offer a wide range of services and by providing the treatment, tools, knowledge and a community of health professionals and peers, **we are developing a member journey with self-management at its heart.** Our activities promote this approach and encourage members to take an active role in, and make informed decisions about their own wellbeing.

Our dietician runs a monthly weight management group and we ran a nutrition workshop and produced a video around MS Diets. Recipe swap sessions give advice on nutrition and also on simplifying food preparation including equipment that can be used.

We have run education sessions for families and carers which have looked at topics such as manual handling and nutrition. The Stress and Anxiety Management Workshop run by our counsellor got great feedback, as does our Fatigue Management Programme – run both in-centre and online earlier in the year.

All members can also access our Therapeutic Leisure Group Programme – in-centre and via Zoom including our art group, online quiz, social group, book club and Boccia club.



# The Difference We Make

## Wellbeing Services

Our Wellbeing programme aims to provide support and activities that improve the mental and physical wellbeing of our members. It includes our social groups, art group, counselling, nutritional advice, carers' support and occupational therapy.

It really is therapy – it makes me feel less isolated.

It's like being part of a big family, I feel so much better after I have attended the social and art groups, I really look forward to them.



Conversation with the counsellor helps me a lot. It boosted my confidence again and opened a new chapter in my life. She has helped me identify coping mechanisms and given me time to be able to explore and vent my fears and concerns. Being able to talk things through with someone who is unbiased has enabled me to work on what's best for me.

I immediately felt at ease in the Art group and steadily got more confident, and I honestly think it played a really huge part in me getting myself into a much healthier headspace.

As I live on my own it really gives me the opportunity to socialise and also meet others with MS.

I've been diagnosed with MS six years and the thought of attending the centre scared me, I almost felt like I was giving in to the MS if I attended, that I didn't need help or support. A huge thank you for your help, guidance and support over the last few months. You've really helped me become more positive and aware of my limits.

# The Difference We Make

In December we conducted a survey to get feedback from our members on the services we provide and how they benefit from them. We had 119 responses, 113 from people with MS and six from carers. At the Chilterns MS Centre, we understand how important it is to support family and friends that may be caring for a loved one who had MS through our [Carers Support](#).

It is a very friendly and supportive environment with a huge range of therapy options available. All staff and volunteers go out of their way to tailor their help to individual needs and I am extremely grateful for all the assistance and advice that I've been given.

I receive wonderful help with my condition, maintain my independence and feelings of self-worth.

The Centre is an essential resource for anyone dealing with MS and I can't imagine trying to cope without it.

**93%** of respondents agreed with the statement: "The Centre provides services that I can't access anywhere else."

**85%** said the treatment or support they receive helps them to manage their symptoms and improves their physical health 'always' or 'most of the time'

**85%** said the treatment or support they receive improves their mental health and wellbeing 'always' or 'most of the time'

**57%** said the treatment or support they receive helps them to be more active

**78%** said the treatment or support they receive helps them to maintain their independence

It has helped me to come to terms with my diagnosis and enables me to feel more positive about the future. Meeting fellow MS members has also been invaluable.

I rely on the oxygen treatment to help me continue working. The social interaction with others is also very important to me.

# Sarah's Story

After diagnosis I felt shocked and alone. I was told to come back in a year by my neurologist with no signposting to any help or support. I was very lucky that my GP knew about the Centre and referred me straight away. I honestly don't know what I would have done without the support of the Centre. It's not just the physical support it's the emotional support that is important to me too.

I was diagnosed late in life, and looking back I'm sure I have had MS for many years and it now explains a few incidents. On holiday once I nearly capsized a boat full of people as my leg buckled. I nearly fell back and capsized the boat but was saved by burly fishermen! I felt very embarrassed but it's obvious now that it was MS making my leg give way.

When I started **Physiotherapy** at the Centre I had a grandchild on the way and couldn't bear the thought of not being able to get down on the floor to play and have the connection with the baby. My physio showed me how to lower myself down and what to use to get back up again safely. This is also great to know if I ever fall too. It is such a joy to be able to indulge them with my time and energy. It was really important to me to participate in their lives.

My granddaughter loves riding my mobility scooter with me off-road. I love being able to get down and play with them - as long as nobody watches me get up!

I also attended **Exercise classes** there is something wonderful about being with people who understand how difficult it is. The support you get from other members is wonderful because they absolutely get it. We are very frank with each other but our humour keeps us going.

My life has changed a lot but try not to dwell too much on what I can't manage. My mother was a great example of finding ways to cope and accepting things. I always try to focus on the positive and the things I can still do. Life is limited by fatigue but I've learned, with the **Fatigue** course to pace myself and to delegate.

It has been harder during lockdown to maintain my exercise but that's the nature of lockdown. But the support from the Centre has been there all the way through. I know if I had a problem I could get in touch. It's like a safety blanket knowing that you have somewhere to turn. The Centre is fundamental to the wellbeing of people with MS. I can't imagine being without it. That's why I do everything I can to fundraise - even shaving my head! ”



# The Difference We Make

## Pilates

Our new Pilates instructor began to put people through their paces again in 2021 with an intensive six-week programme - tailored to each member personally and followed up with monthly 'maintenance' sessions - and the results have been very positive.

The monitoring measures we use show improvements in balance, strength, walking distance and general reported wellbeing for people taking part.

I have only recently been diagnosed – and in many ways am near the start of that journey. It has been really important for me to find a way to positively manage the reality of living with MS. Pilates sessions have been hugely impactful. Friendly, focused and always with a plan. I feel like we are making progress all the time. It has given me confidence to tackle life with MS and I'm immensely grateful for your help. **Tim**

Just wanted to say how much I enjoy my Pilates sessions. They're helping me so much with my balance & strengthening my core & other muscles. I used to have an issue with falling over, Pilates has helped massively. **Julie**



## Physiotherapy

Our physiotherapy services remain one of the most valued amongst our members. With Covid-19 protocols in place we were unable to offer as many appointments. Unfortunately this did impact on our waiting lists and reduction of this is a focus for 2022.



I have two young grandchildren that my wife and I look after once a week and I feel that it's really helped me to do that. And I think my son and two daughters and my wife all feel more relaxed about the MS situation because I'm going to the Centre and getting help there. **Dennis**



# Peter's Story

Peter was diagnosed with multiple sclerosis over 20 years ago and his mobility has been affected greatly by it. Before the pandemic he was relying on his mobility scooter to get around and suffered from terrible pain in his back and legs for years because of his MS.

Peter takes a proactive approach to manage his symptoms himself, and recognised the benefits of joining in with **Exercise classes** at the Centre and the pandemic spurred him on to do even more, with classes on Zoom at home, and more recently face-to-face classes at the Centre.

“ I was taking up to 10 tablets a day to manage the nerve pain in my lower back. The pain was excruciating and made getting out of bed and going down the stairs really slow and difficult. I would scream out in pain every day doing it.

I have always done some of the exercise classes at the Centre, but normally only once a week. When the pandemic started and the Centre began to do a number of Zoom exercise classes each week, I decided to join in. I didn't have much else to do and joining in helped me to keep connected to the Centre and to my friends in it.

I have been doing several classes a week for over a year now. I have also started to come in for face-to-face classes too. These are much harder as my therapist can see exactly what I am doing, or doing wrong, and can correct me. Since doing all these, my back has strengthened and I am no longer in pain. I don't take any pain relief and can get up and down the stairs more easily now.

This has had such an impact on my daily life. I can now get around on my walker rather than relying 100% on my mobility. And when we go to the Garden Centre I can now sit at the table properly and join in with the conversation rather than sitting away from everyone on my scooter.



I feel that with the Centre supporting me, I have taken control of some of my symptoms through exercise and have gained much more movement and independence this year. ”

The Centre's exercise classes form part of the **Physiotherapy** programme. Not only are they about keeping active, they also include rehabilitation techniques to help strengthen and restore function to different parts of the body. These used to be offered as occasional physio groups but have been integrated into regular classes so more people can benefit from them. Many members, including Peter, have benefitted from these without even realising they are doing their own supervised physiotherapy.

# The Difference We Make

## Hydrotherapy

After extensive renovations thanks to the Band Trust, the first patients dipped their toes in the water again in 2021. As well as one to one hydrotherapy, our open pool sessions enable members to benefit further from this fantastic facility.

The hydro pool is a lifeline for people coming to the centre. It's so helpful for physiotherapy and it helps with the pain. It also gives you extra ability to stand which I wouldn't be able to do normally on dry land. **Karen**

It's a great way for me to exercise as I am not scared of falling over and it allows me to strengthen the specific muscle groups that I need to work on to keep me mobile and upright. This improves overall balance and gives me the confidence to walk. **Lynn**



## Creating Our Team Culture

We couldn't make the difference to the lives of our members without the incredible team at the Centre. Our objective is to **Create a Team culture which engenders commitment and where our people are valued.**

In early 2021 we wrote and circulated a Staff Mental Health and Wellbeing Policy and conducted a Staff Wellbeing survey in March and September. The results were positive and where the scale was - 1 Strongly disagree to 5 Strongly agree, all the following statements scored an average of 4.

- I feel valued in my role
- I have a clear understanding of the shared goals / objectives of the Centre
- I am satisfied with the physical work environment
- I am able to speak to my line manager if I have a problem at work
- I feel the overall wellbeing of staff at the Centre is regarded as important

In March we held an all staff workshop co-facilitated by an Executive Coach. Feedback included "Lovely to take time out to reflect on wellbeing and know my colleagues all have it as an important focus too" and "Very useful session with lots of practical advice."

Feedback also indicated general increase in confidence levels for managing an emotional conversation with a colleague and to manage their own emotional wellbeing at work. We now have a Wellbeing Committee whose informal initiatives include encouraging more social interaction amongst all areas of the team; a social WhatsApp group for staff; Christmas do; a staff wellbeing notice board in our staff room and improving the staff room environment.

# Jane's Story

Jane is a very independent woman. She loves her job in finance and going out with her friends. But she also has MS. Her first episode left her paralysed from the waist down. Unable to walk or do anything for herself, she was at her most vulnerable. But once she had her diagnosis she decided to take control. Sometimes the pain makes the little things harder to do but she just gets on and does it anyway.

“ Having the diagnosis was the best thing. I consider myself lucky because it opened up access to medication and support, which had been unavailable to me for the previous 18 months. It was a really scary time. But it was better to have a diagnosis than a question mark hanging over me.

At first MS took over my life. I felt very negative. But now it's a part of me I see it as a positive thing. I've completely changed my life for my health. I gave up smoking and eat much more healthily than before. I never used to exercise but now I go walking and do 3 bike rides a week.

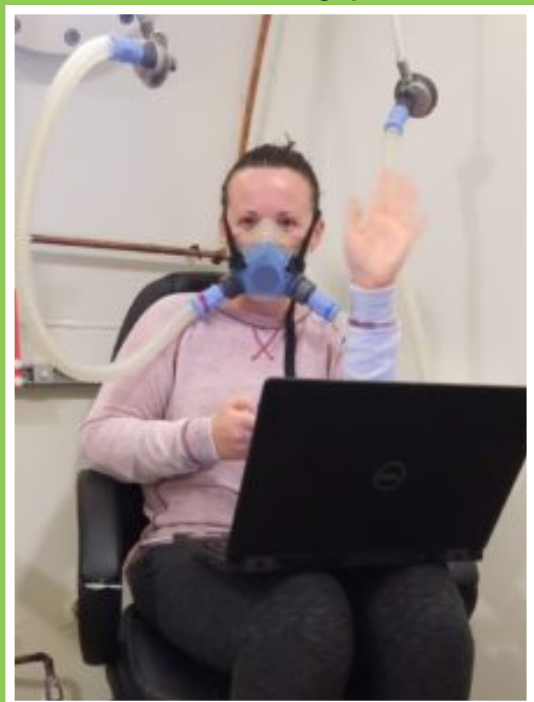
I have this for life and that can feel oppressing. But I just want to concentrate on what I can do day to day to be able to live independently and work for as long as possible. I also want to walk for as long as possible. Rather than think "I have to do this every day forever" I just focus on what I have to do today.

I'm also lucky because my work is really supportive of my situation and it feels like they want me to work for them for as long as possible. I don't suffer with fatigue too much and I think this is because they let me take time away to have my **Oxygen treatment** every week at the Centre.

I would 100% recommend someone joining the Centre. They can offer so much. Sadly the NHS don't have long term care available for people with MS and the Centre fills that gap. It's a brilliant place to go and to be part of.

It's reassuring to be around people who know exactly what you are going through. It makes you feel like you're not alone. The MS Centre is so amazing for putting people in touch with other people. I find hearing other people's stories a positive influence too. I've met lots of friends there.

As MS became part of my life, I found I really valued my time at the Centre. Joining the Centre has been one of the things that has really saved my life since I've been diagnosed. I can see it would be easy to become overwhelmed, but having access to the Centre has helped me stay in control. ”



# How We Can Make An Even Bigger Difference

## Our Future Centre and Opening to Other Neurological Conditions

Our financial results have been encouraging for the last two years but, as explained further in the Financial Review, this is down to significant unbudgeted events such as the very substantial legacy and insurance award this year. Stripping back these 'windfalls' COVID-19 has reduced income by some 26% and this decline remains a key risk. Over the last three years, we have reduced costs which has had an impact on service levels, and there is little to no scope for further cost reduction. We therefore have no choice but to seek a new direction to increase income and [Develop a strategy for a sustainable future.](#)

The sustainability committee conducted extensive research across other large therapy centres in other other areas of the country. Our Centre stands out as having a wide range of services and a very effective fundraising team because we have invested in driving income from that direction. This is a strength we should be proud of and build on. Some centres charge for services, which we decided is not the right pathway for many reasons but mainly because it adversely impacts those who can least afford it. Currently the majority of other centres in the UK offer services to a wider group of patients than to those with MS.

Our research identified some significant gaps in provision of services for other neurological conditions which we could support and this would develop a wider reach of fundraising opportunities generating much needed income. So we took the bold decision to open the Chilterns MS Centre to other neurological conditions.

We are conducting a pilot with small numbers so that we can learn more for a larger scale opening later in 2022. Extensive planning has been under way over the last 6 months to enable us to prepare for welcoming those, initially with Parkinson's Disease and then stroke, to our community.

The pilot has included a period of development of necessary procedures, protocols and training of staff. Following liaison with Parkinson's specialist nurses locally, a self-referral form has been developed and the first assessments for those with Parkinson's took place in February 2022. We are also undergoing a programme of clinical capacity building to enable us to welcome those with other conditions.

As a charity we strongly believe we can make a real difference in the future to the lives of those living with other neurological conditions in the same way as we have been doing for decades for people with MS at our incredible purpose-built facility.



# How We Can Make An Even Bigger Difference

## Our Objectives for 2022 and Beyond

We have set four clear, measurable strategic objectives for a three year period from 2022-2024 to enable us to ensure we are achieving our vision.

### **Providing a range of treatments and services to our MS Community which make a difference to their everyday lives**

- a. Increasing our MS/carer members by 10% each year (approx. 50 members)
- b. Increasing membership of people newly diagnosed with MS (at least half newly diagnosed)
- c. Increasing our number of MS members using our services by 5% each year
- d. Reducing our waiting times and list for services by 50%
- e. Ensuring all services positively impact the symptoms of MS

### **Introducing other neurological conditions to the Centre**

- a. Introduction of two new conditions being treated in the Centre for a pilot by Q1 2022. Minimum of 30 participants receiving treatment with monitoring and evaluation in place by Q2
- b. Signed up a total of 60 members with other neurological conditions by the end of 2022 (this would make up 10% of our membership)
- c. Continue to recruit minimum of 50 new members in Y2 and Y3

### **Continue to foster a positive team culture**

- a. Staff retention – turnover no greater than 15%
- b. Continue to develop the Wellbeing Programme and with all staff attending part of the programme at least once a quarter
- c. All staff to have clear objectives by end of Q2 2022 with appraisals once a year and six month check in
- d. Regular staff communications, at least monthly

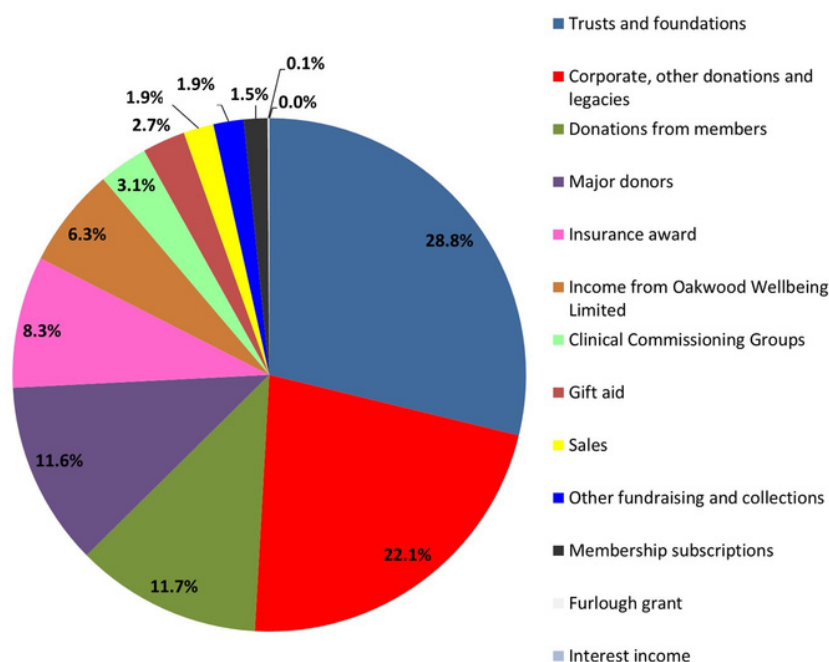
### **Increased activity in local community**

- a. Income generation fundraising strategy (including Oakwood) to deliver increase in income by minimum of 20% by 2024
- b. Engaging with new audiences that are potential members and inspiring our existing supporters/membership
- c. Rebrand completed in line with new conditions by Q4 2022 and rolled out throughout Y2

# How We Are Supported

## Our Income

The charity undertakes a broad range of fundraising activities including events and sponsorship, applications to grant making trusts, corporate, individual and community donations. All activities are in line with the Code of Fundraising Practice set by the Fundraising Regulator, of which the Centre is a member.



## Major Donors

We have benefitted from the generosity of some incredible major donors this year. We have been fortunate to receive three sizeable gifts which have made a huge difference to the work we do. On behalf of all of us at the Chilterns MS Centre a huge thank you to those donors who are making such an impact on our local MS Community.

In 2022 we are looking to embark on a more structured strategy to support our major donors more closely.

## Corporate

We are aware that COVID-19 has not just affected the charity sector, but also businesses, so we continue to be humbled by the support and generosity from our corporate supporters.

Our corporate relationships include;

- Our corporate friends; Local businesses who give monthly donations to support our work
- Two Charity of the Year relationships
- Events Sponsorship – which even included a corporate kindly honouring the sponsorship of an event which had to be cancelled due to COVID-19
- Two solicitors waiving fees for Make A Will Month
- Supermarket community fund awards
- Gift in Kind support for services such as printing, design as well as donations of prizes.

# How We Are Supported

## Our Income

### Corporate

The generosity of these partnerships amounted to just over £40,000. All of this money goes directly to the Centre to benefit our members.

In 2022 we are hoping to connect with more local businesses to create more long term partnerships with businesses who want to have an impact on their local community. We are also hoping to be able to offer more sponsorship packages as our face to face events begin to take place again.

I requested that the Centre be selected as the charity of the year because it means so much to me. I have been coming to the centre since 2015 and they have always supported me so I want to do the same in return. I am unable to volunteer regularly for the centre because of work, so having the support from ULS is (I hope) a close 2nd best! The Centre is such a huge part of my life and it really helps me manage my work effectively so having the support from work for the centre is amazing!

Jane Matthews, Finance Manager at ULS Technology

### Our grateful thanks to

Ashridge Group, Co-op Local Community Fund, Emma Stevens Accountancy, FWP Consulting, GE Healthcare, Groundwork UK, Greens, iLECSYS, iLECSYS Rail, Leasehold Management Services Ltd, Penman Sedgwick LLP, Puddingstone Distillery, Specsavers (Aylesbury), Specsavers (Hemel Hempstead), TPS My Data, Vectec Ltd. ULS Technology and Universal Care.

### 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 were so different due to the impact of COVID-19.

As part of the 'Our Future Centre' project, we have asked our members to consider making a regular monthly donation if they are able to afford to. Many of our members already support us in this way. Monthly donations help stabilise our income and ensure we are here to support members for many years to come. Our suggested donation is £40 a month, as it costs on average £138 per member each month to run our services. But we do recognise that this will not be possible for everyone. We have reassured members that donating monthly is not mandatory and everyone will still be able to get the treatment and support they need from us, even if they cannot make regular donations.

# How We Are Supported

## Our Income

### Trusts

We were supported by 21 grant makers in 2021 who gave £278,500 in total - making a huge difference to our ability to meet the needs of local people with MS at a time when other income was badly affected by the pandemic. Funding included £44,000 to help develop our Wellbeing services and £101,850 in unrestricted grants, and the total was 3% higher than 2020.

We are particularly grateful for a further £100,000 from the National Lottery Community Fund, as part of their three-year support for our Physiotherapy programme, and to the Ernest Hecht Charitable Foundation and the Rothschild Foundation for their major grants.

TRUST INCOME	
Physiotherapy	£100,000
Exercise Therapy	£16,000
Wellbeing	£44,000
Pilates	£4,550
Utilities	£9,600
Air Purifiers	£2,500
Unrestricted	£101,850
<b>Total</b>	<b>£278,500</b>

Our thanks also go to all the other grant makers whose support we can acknowledge publicly:

- The Lionel Abel-Smith Trust
- Aylesbury Town Council
- The February Foundation
- Heart of Bucks' Coronavirus Stabilisation Fund
- PF Charitable Trust
- Sport England's Moving Our Communities Fund, via Heart of Bucks
- Vale of Aylesbury Housing Trust
- Aims to Cure
- The Childwick Trust
- The Edward Gostling Foundation
- Thomas Hickman's Charity
- Paradigm Housing's Community Fund
- The Puttenham Trust
- The Spurrell Charitable Trust
- The Julia Mary Wood Charitable Trust



# How We Are Supported

## Our Income

### Community and Events

2021 began with further uncertainty on our community and events programme due to the ongoing pandemic but with some lateral thinking, we were able to move some of our well-established face to face events online. Our Pop Up Art Weekend became the 'Virtual Art Shop'; an online art exhibition which raised a total of £2,270. The very successful Run Prestwood road race which nominates us as the chosen charity became 'Run Prestwood The Virtual Edition'. Our supporters chose their challenge, 5k, 10k or 15k, picked their race date and planned a route over the May bank holiday weekend, raising a fantastic total of £5,085.

Towards the end of the year, with restrictions lifting, we were able to get back to some normality and organised a Skydive, a Bridge Day and we finished the year with a well-attended Quiz Night. All of these were fully COVID-19 compliant and the extra measures we took meant everyone felt safe and delighted to be supporting us again. One 'quizzier' said: "I want to say a big thank you, it takes a lot to organise any event during COVID-19 times!".

We were also incredibly lucky to have many supporters organising their own events for the centre, from cake sales, Rotary collections and sponsored walks. We are very privileged to have such wonderful support from our local community.

Ian, who walked 2,021 miles throughout 2021 raised over £1,300 for the Centre and said 'Walking over 2,000 miles this year has been challenging, from both a time and effort perspective (averaging nearly six miles a day), but I made it! I know how much of a lifeline the Centre is to the members and I am pleased to have raised vital funds to help them continue to make such a difference.'

Overall in 2021 we raised £51,269 from community and events. This is well below pre-pandemic income as we still faced so many restrictions and cancellations, including our Golf Day and Ball.

As always, we thank everyone who helped our fundraising throughout another difficult year. Despite the challenges we still had amazing support from individuals, clubs, volunteers, donors, eventers and sponsored fundraisers.

### Social Media as Fundraising Channel

A sum of £4,024 was raised through Facebook and Instagram in 2021. Most donations were through birthday fundraisers that our members set up.



# How We Are Supported

## Our Income

### Individual Giving

We are incredibly lucky to continue receiving regular donations from individuals throughout 2021. We increased the number of individual donations received from supporters by 12% in 2021, which is a reflection of the generosity of our community. We are looking at investing more in this area in 2022 to ensure we are fully supporting our individual donors.

### Oakwood Wellbeing Ltd

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. OWL operates on a commercial basis, outside the Centre's busiest hours with all profits gifted free of tax to the charity. With our COVID-19 safe environment, including air-purifiers, we have focused our attention on maximising potential income. In particular, the refurbished pool and specialist clinical equipment and setting have enabled us to raise £60,847 for the charity in 2021.

## Our Volunteers

We simply could not run the Chilterns MS Centre without the huge support we receive from an army of wonderful volunteers. Many thanks to each volunteer who generously gives their time to our cause.



Volunteering has to be a two-way arrangement with the volunteer getting as much out of it as the charity. My role certainly achieves this and more. I love being involved with the art weekend and get a real buzz out of seeing how the funds raised make a difference to the users of the Centre. You know that whatever you do as a volunteer at CMSC, you are an important part of the service. It's a friendly welcoming place to be. **Rowena**



# 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

## Trustees

Catherine Golds DipIWM PgD Chair

Liz Tubb LLB (Hons) Vice-Chair

John Bedford

Robert Carter BA Hons

Alison Heywood DBO

Darayus Motivala BSc(Hons)

Henry Snow ACA

Justin Stephenson

Simon Turner

## Company Secretary

Liz Tubb LLB (Hons) barrister-at-law

## Chief Executive

Andy Graham ACA

## Leadership Team

Amy Smissen - Head of Integrated Clinical Services

Lou Grace - Deputy Head of Integrated Clinical Services

Stella Kubale - Head of Fundraising (Appointed

September 2021)

Eileen Inman - Finance Manager

Gemma Hill - Communications Manager (resigned

January 2022)

Andrew Scott - Communications Manager (appointed

February 2022)

Terry Baldwin - Facilities Manager

## Patrons

Trishna Bharadia BA (Hons)

The Earl of Buckinghamshire Lord Carlile of Berriew QC

Prof Gavin Giovannoni MBChB PhD FCP FRCP FRCPATH

J P G Naylor Esq

Derek K Townsend DL

## Telephone Numbers

01296 696133 (Reception)

01296 823040 (Fundraising)

01296 823047 (Finance office)

## Website / Email

[www.chilternsmcentre.org](http://www.chilternsmcentre.org)

[info@chilternsmcentre.org](mailto:info@chilternsmcentre.org)

## Social Media

Facebook: [www.facebook.com/ChilternsMSCentre](http://www.facebook.com/ChilternsMSCentre)

ChilternsMSCentre

Twitter: @ChilternsMS

Linkedin: Chilterns MS Centre

Instagram: chilternsmcentre

## Auditors

Haines Watts

Statutory Auditor

Milton House

Gatehouse Rd,

Gatehouse Industrial Area,

Aylesbury

HP19 8EA

## Bankers

National Westminster Bank Plc

22 Market Square

Aylesbury

Bucks HP20 1PR

Lloyds Bank Plc

79 High Street

Chesham

Buckinghamshire HP5 1DE

Santander

1st Floor

Operations Block

Bridle Road

Bootle

Merseyside L30 4GB

# 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 9 September 1988. The charity was governed by its Memorandum and Articles of Association as adopted on 22 December 2004 until the Annual General Meeting on 21 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 26 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 Executive, Andy Graham, who was promoted from COO in 2021, he is supported by the leadership team. The Leadership Team (LT) comprises Amy Smissen, Head of Integrated Clinical Services and her deputy Lou Grace; Eileen Inman, Finance Manager; Gemma Hill, Communications Manager, and Andrew Scott who took this post following the resignation of Gemma in January, and Terry Baldwin, Facilities Manager. Stella Kubale was recruited into the post of Head of Fundraising in September.

## Governance

The CEO 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 monthly written reports 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.

In 2021, an additional sub-committee, the Sustainability Committee, led the research on the 'Our Future Centre' project. It comprised trustees, the Chief Executive, members of the leadership team and Centre members. It met fortnightly and the report and recommendations were submitted to the board in July. The outcome was then communicated to the membership.

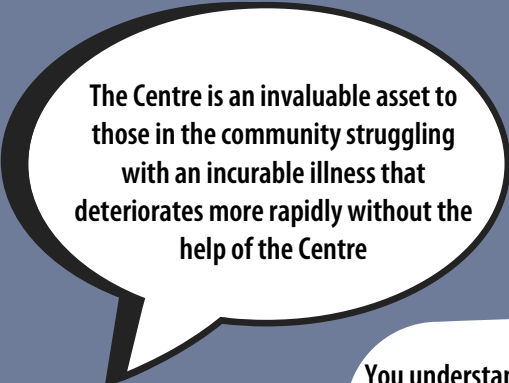
## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Recruitment and Appointment of New Trustees

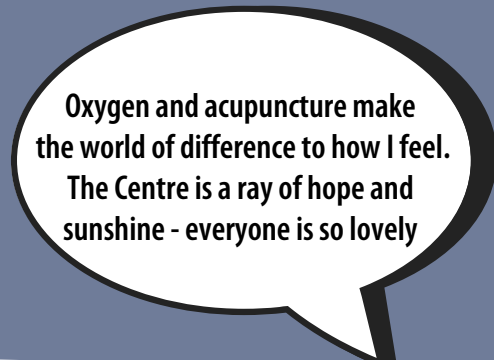
In accordance with the Articles of Association, the Board is authorised to appoint new Trustees as additions to the Board or to fill vacancies. The Board works to ensure it has members with the appropriate balance of skills, knowledge and experience to enable it to operate effectively. All Trustees are 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.

There were no movements in the Board in 2021. Catherine Golds, continued as Chair supported by Liz Tubb as Vice-Chair. After 8 years on the board, serving two as Vice-Chair and two as Chair, Catherine has announced her intention not to stand for re-election at the AGM in May in 2022 and will retire from the Board. Henry Snow has been appointed as interim Chair. In addition a skills audit has been undertaken and recruitment of new Trustees is underway.

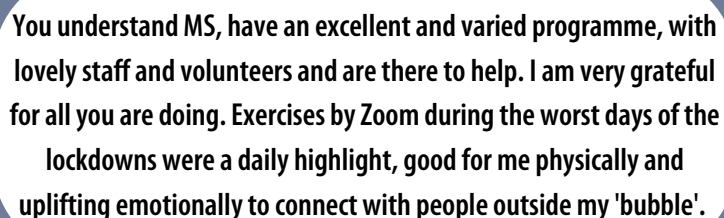
The Board ensures there is a balance of Trustees who have MS, Trustees who have close relatives who have MS and those who do not have any connection to MS. As a result, the Trustees are able to ensure that the interests of our beneficiaries are represented by people with direct, first-hand knowledge and experience of MS but decisions taken are in the best interests of the charity overall. With the decision to open the Centre to other neurological conditions, the Board already has a Trustee with experience of a relative with another neurological condition.



**The Centre is an invaluable asset to those in the community struggling with an incurable illness that deteriorates more rapidly without the help of the Centre**



**Oxygen and acupuncture make the world of difference to how I feel. The Centre is a ray of hope and sunshine - everyone is so lovely**



**You understand MS, have an excellent and varied programme, with lovely staff and volunteers and are there to help. I am very grateful for all you are doing. Exercises by Zoom during the worst days of the lockdowns were a daily highlight, good for me physically and uplifting emotionally to connect with people outside my 'bubble'.**



# STRUCTURE, GOVERNANCE AND MANAGEMENT

## 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.

Staff had not had a rise since October 2018 and this was proving challenging in terms of staff recruitment and retention as we had fallen well behind market rates. After deliberations at the board, and with an improved cash flow in 2021, the board approved a pay rise to staff to be awarded in January 2022.

## Risk Management

The Board, in conjunction with the Chief Executive 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. Three year strategic objectives have been set for 2022-2024.

## 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 continued to be undertaken on COVID-19 protocols for all relevant staff and volunteers. A training programme for clinicians around the expansion to other conditions is underway.

## FINANCIAL OVERVIEW

The pandemic which shaped our 2020 results continued to define our financial management in 2021 together with our strategy for future financial sustainability. The cost management actions taken in 2020 provided, as planned, a balance between income and expenditure. 2021 was therefore a year where we could consolidate and settle into operating with all the constraints of COVID-19, and in parallel, plan for a new future where COVID-19 is not such an influencing force.

The two key outcomes of the Sustainability Committee - a focus on seeking monthly donations from members who are able to afford this and a strategic move to widen the charity's reach to other neurological conditions should, over time, improve our ability to raise funds. This will combine with careful management of investment in additional resources to enhance our services.

The highlights of the results for 2021 are: income was £180k stronger than planned, mainly due to an unbudgeted legacy and to our successful business interruption insurance claim; and expenditure was as planned following the actions undertaken in 2020. As a result, cash flow was positive, priming the launch of the sustainability strategy and resource planning for service delivery. During the year the charity has strengthened its fundraising team who are well positioned for increasing future income.

### Income

Income for 2021 was £180k higher than planned. For two years running, overall income has been boosted by large and unbudgeted events, masking the underlying level of income which we used to model our future plans. In 2021 we were highly fortunate to receive a very generous legacy of £100k. In addition, following the pandemic in 2020, we had lodged an insurance claim under our business interruption cover. After protracted negotiations in 2020 and 2021, we secured a settlement of £80k. The following table demonstrates the underlying income performance for the past three years and the continued impact of the pandemic in 2021.

	2019	2020	2021
	No COVID	9 months COVID	12 months COVID
	£'000	£'000	£'000
<b>Total Income Reported</b>	<b>1065</b>	<b>1012</b>	<b>968</b>
Significant Unbudgeted Events		196	180
<b>Underlying Income</b>	<b>1065</b>	<b>816</b>	<b>788</b>
VS 2019 Baseline		Down 23%	Down 26%

## FINANCIAL OVERVIEW

The underlying effect of COVID-19, as for the majority of charities, has continued to hold back income, and is consistent with a sector impact of between 25% to 30%. The underlying net income of £788k was virtually spot on budget (£786k). Compared to 2019, community fundraising continues to be the main stream impacted with the sequential three lockdowns denying any realistic chance of holding events in the community.

Besides this, the only significant movements in income which offset each other are firstly that we did not run a repeat of the COVID-19 appeal which generated £34k in 2020, and secondly a £40k growth in income from the Oakwood Wellbeing Limited trading subsidiary which benefited from a gradual return of space rentals once the lockdowns eased from April 2021.

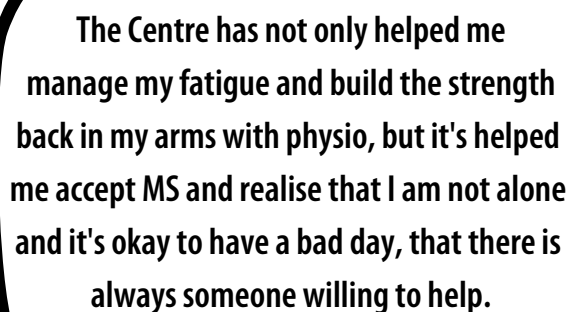
### Expenditure

Total expenditure fell by £140k from £923k in 2020 to £783k in 2021 as planned, which is predominantly driven by the full year effect of the six redundancies made in the period July to August 2020. Expenditure on raising funds was overall flat at around £155k, remaining at a low level compared to £284k in 2019. Whilst this reduced level of investment in fundraising may have coincided with the inevitable downward pressure from COVID-19, the strategy for future growth requires a reinvestment in this area which is already underway.

The £140k reduction in costs for the “provision of treatments, care and support for people with MS” covers both clinical and non-clinical departments all being impacted by staffing changes. Offsetting some of the wage reductions, the Centre’s running costs were higher as the building was operational for a greater period of time than in 2020, and we are seeing greater cost pressure on many overheads including insurance and utilities in particular. Keeping a tight control on expenditure remains an essential part of our financial management process.

### Cash Flow

Cash flow remained positive during the year. The surpluses from 2020 and 2021 which stem from unbudgeted income events have led to a £300k increase in cash reserves from £275k at the start of 2020 to £575k at the end of 2021. This cash foundation will strengthen the delivery of the sustainability strategy by enabling funding of staff resources, initially focused on service delivery and fundraising. The relevant costs are reflected in the charity's budgeted expenditure for 2022 and beyond.



**The Centre has not only helped me manage my fatigue and build the strength back in my arms with physio, but it's helped me accept MS and realise that I am not alone and it's okay to have a bad day, that there is always someone willing to help.**

# FINANCIAL OVERVIEW

## Resource Management

We are well positioned in terms of resource planning for service delivery and fundraising for a multi condition future.

Having reduced staff resources in 2020 and consolidated in 2021, planning has centred on service delivery and fundraising. During 2021, a new Head of Fundraising was appointed, Stella Kubale, with significant experience in high value and major donor income streams.

We have reshaped staff roles around community fundraising during 2021 and recently appointed an additional post to support growth in trusts and foundations.

In combination, the charity is well placed to deliver a model where establishing a donor journey is the core principle for the smallest to the largest of donations, and to forge new fundraising relationships as we extend our services to people with other neurological conditions.

Whilst the clinical team has remained largely stable in overall shape in 2021, additional resources have been approved for 2022 including physiotherapy, occupational therapy, speech and language therapy and clinical administration.

These additional resources together with a range of capacity increasing initiatives will enable a level of support for our MS members closer to pre-pandemic levels and will support an initial level of new members with other conditions.

## Performance Indicators

The proportion of expenditure on the provision of treatments has fallen from 83 pence in every pound in 2020 to 80 pence in 2021. This fall has resulted from the staff restructuring carried out in July to August 2020 which has had a full year effect in 2021.



## FINANCIAL OVERVIEW

### Performance Indicators

The fundraising multiple shows how much income was raised per pound of expenditure on fundraising costs. This multiple increased significantly from 3.4 in 2019 to 5.7 in 2020 due to the reduction in fundraising staff. As described above, the fundraising team structure has been reshaped during the year for our future strategy. This has been managed within the same level of expenditure, but with income falling marginally the multiple has fallen to 5.5. This still remains a strong multiple for our charity sector.

		Note	2021	2020
			£	£
	Income raised through fundraising excluding Furlough income	3	763,743	801,972
	Fundraising income classified within Other Trading Activities - Sales		10,478	36,007
	<b>Total - excluding Oakwood Income and membership fees</b>		<b>774,221</b>	<b>837,979</b>
	Expenditure on raising funds -including Oakwood direct costs	7	154,489	155,771
	Less cost of goods sold	7	-4,294	-3,257
	Less Oakwood direct costs		-8,975	-5,697
	<b>Pure Fundraising Costs</b>		<b>141,220</b>	<b>146,817</b>
	<b>Fundraising Multiple of income to cost</b>		<b>5.5</b>	<b>5.7</b>

### Oakwood Wellbeing Limited

Our trading subsidiary was significantly impacted by COVID-19 in 2020, but with lockdowns easing from April 2021, we were able to restart services for both returning and new clients. Income generated from Oakwood in the year was £60.8k (£20.1k in 2020).

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 2021 were £2,954k of which £43k were restricted, leaving £2,911k of unrestricted general reserves, most of which is the value of our building and land. In terms of free reserves the charity held £575k of which £43k were restricted leaving £532k unrestricted. The £575k free reserves provide 9.8 months cover (6.1 in 2020) of average expenditure. This level of reserves is significantly above the charity target of four months, and has resulted primarily from the unbudgeted insurance award and legacy received in 2021. Without these, the reserves cover would be 6.7 months. Whilst high, these reserves provide financial protection in times of ongoing uncertainty and the funds to underpin investment in our future strategy.

### Finance Strategy

The charity now has a clear strategy for sustainability, informed by an extensive exercise carried out by the Sustainability Committee in 2021, and with a starting point shaped by our response to the pandemic.

With a strong reserves position, we have committed to a level of operational resource in 2022 that will enable growth in services for MS members to return closer to pre-pandemic levels and also to support the early stages of our widening of services to other neurological conditions.

At the same time our strategy for fundraising is for modest growth in 2022, but with greater attention to building more robust streams within a 'donor journey framework'.

The result predicted for 2022 will therefore be a cash deficit and a lowering of reserves.

Moving into 2023 and 2024, with our reach into other conditions becoming more established, we plan for income to return closer to pre-pandemic levels or more, a balancing of income and expenditure, with reserves settling at around five months' cover.

**It makes so much difference to me, both physically and mentally. The centre is like an extended family, so warm, caring and friendly.**



## 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.



Doing the skydive was such an amazing opportunity to support a great cause while getting an incredible adrenaline rush at the same time! I know just what a special and important place the centre is for so many people and I am proud to have contributed in a small way to helping them continue doing what they do. **Tim**

# 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 20th April 2022 and signed on its behalf by:



Catherine Golds - Chair of Trustees

I love going to Boccia as I have made friends and feel part of a little group. We have a good chat and that's nice. We have a great laugh and it's really uplifting! **Carolyn**



# Chilterns MS Centre Ltd.

## Independent Auditor's Report for the Year Ended 31 December 2022

### Opinion

We have audited the financial statements of Chilterns MS Centre Ltd. (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 December 2021 which comprise the Consolidated Statement of Financial Activities, the Charity Statement of Financial Activities, the Consolidated and Charity Balance Sheet, the Consolidated and Charity 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 31 December 2021, and of the group's and parent charitable company's incoming resources and application of resources, including the group's and parent charitable company's 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.

### 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 Auditors 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.
- Our responsibilities and the responsibilities of the trustees (who are also the directors of Chilterns MS Centre Ltd. for the purposes of company law) with respect to going concern are described in the relevant sections of this report.

## Other Information

The trustees are responsible for the other information. The other information comprises information included in the Trustees' Report, other than the financial statements and our auditor's opinion 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 Annual 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 included within the Annual 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 where the Companies Act 2006 requires us to report to you if, in our opinion:

- the parent charitable company has not kept proper and adequate accounting records or returns adequate for our audit have not been received from branches not visited by us; 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 take advantage of the small companies' exemption from the requirement to prepare a Strategic Report.



## Responsibilities of Trustees

As explained more fully in the Statement of Trustees' responsibilities on page 31, 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 the 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 as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made under this Act.

The objectives of our audit are to identify and assess the risks of material misstatement of the financial statements due to fraud and error; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud or error; and to respond appropriately to those risks. Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK).

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and noncompliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the group and the parent charitable company and the sector in which they operate. We determined that the following laws and regulations were most significant: The Companies Act 2006, UK GAAP, the UK Corporate Governance Code, UK corporate tax laws, Occupational Health and Safety regulations, the Data protection Act.
- We obtained an understanding of how the group and the parent charitable company are complying with those legal and regulatory frameworks and made enquiries to the management of known or suspected instances of fraud and noncompliance with laws and regulations. We corroborated our enquiries through our review of board minutes, other relevant meeting minutes and review of correspondence with regulatory bodies.
- We assessed the susceptibility of the group's and the parent charitable company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the audit team included:

- Identifying and assessing the controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates and judgments;
- Identifying and testing journal entries, in particular journal entries posted with unusual account combinations; and
- Assessing the extent of compliance with the relevant laws and regulations.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations are from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusions.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

## 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. Our audit work has been undertaken so that we might state to the charitable company's members and trustees 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, its members as a body and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Shaun Brownsmith FCA  
Haines Watts  
Chartered Accountants  
4 Claridge Court  
Lower Kings Road  
Berkhamsted  
Hertfordshire  
HP4 2AF

20 April 2022

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

	Notes	Unrestricted Funds £	Restricted Funds £	31.12.2021 Total funds £	31.12.2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	586,473	178,650	765,123	898,054
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS	6	29,580	0	29,580	35,880
Other trading activities	4	173,795	0	173,795	78,416
Investment income	5	16	0	16	146
<b>Total</b>		<b>789,864</b>	<b>178,650</b>	<b>968,514</b>	<b>1,012,496</b>
<b>EXPENDITURE ON</b>					
Raising funds	7	154,479	10	154,489	155,771
<b>Charitable activities</b>					
Provision of treatments, care and support for people with MS	8	456,277	171,925	628,202	767,645
<b>Total</b>		<b>610,756</b>	<b>171,935</b>	<b>782,691</b>	<b>923,416</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>179,108</b>	<b>6,715</b>	<b>185,823</b>	<b>89,080</b>
<b>Transfers between funds</b>	23	67,901	(67,901)	0	0
<b>Net movement in funds</b>		<b>247,009</b>	<b>(61,186)</b>	<b>185,823</b>	<b>89,080</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<b>2,663,663</b>	<b>104,195</b>	<b>2,767,858</b>	<b>2,678,778</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	23	<b>2,910,672</b>	<b>43,009</b>	<b>2,953,681</b>	<b>2,767,858</b>

The notes on pages 40 to 54 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 2021**

**(REGISTERED NUMBER: 02294557)**

	Notes	Group		Charity	
		31.12.2021	31.12.2020	31.12.2021	31.12.2020
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	14	2,503,333	2,480,196	2,503,333	2,480,196
Investments	15	1,999	1,999	2,099	2,099
		<u>2,505,332</u>	<u>2,482,195</u>	<u>2,505,432</u>	<u>2,482,295</u>
<b>CURRENT ASSETS</b>					
Stocks	16	3,993	1,686	3,993	1,686
Debtors	17	79,311	111,443	78,823	118,528
Cash at bank		575,748	383,967	574,431	373,827
		<u>659,052</u>	<u>497,096</u>	<u>657,247</u>	<u>494,041</u>
<b>CREDITORS</b>					
Amounts falling due within one year	18	(83,818)	(70,522)	(82,312)	(67,663)
<b>NET CURRENT ASSETS</b>		<u>575,234</u>	<u>426,574</u>	<u>574,935</u>	<u>426,378</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>3,080,566</u>	<u>2,908,769</u>	<u>3,080,367</u>	<u>2,908,673</u>
<b>CREDITORS</b>					
Amounts falling due after more than one year	19	(126,885)	(140,911)	(126,885)	(140,911)
<b>NET ASSETS</b>		<u>2,953,681</u>	<u>2,767,858</u>	<u>2,953,482</u>	<u>2,767,762</u>
<b>FUNDS</b>	23				
Unrestricted		2,910,672	2,663,663	2,910,473	2,663,567
Restricted		43,009	104,195	43,009	104,195
<b>TOTAL FUNDS</b>		<u>2,953,681</u>	<u>2,767,858</u>	<u>2,953,482</u>	<u>2,767,762</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 20th April 2022 and were signed on its behalf by:-



Catherine Golds  
Trustee



Henry Snow  
Trustee

The notes on pages 40 to 54 form part of these financial statements.

**CHILTERN MS CENTRE LTD.**  
**CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

	31.12.2021	31.12.2020
	Notes	
	£	£
<b>Cash flows from operating activities:</b>		
Cash generated from operations	1 304,792	170,493
Interest paid	(4,154)	(4,608)
<b>Net cash provided by / (used in) operating activities</b>	<u>300,638</u>	<u>165,885</u>
<b>Cash flows from investing activities:</b>		
Purchase of tangible fixed assets	(100,063)	(53,111)
Interest received	16	146
<b>Net cash provided by / (used in) investing activities</b>	<u>(100,047)</u>	<u>(52,965)</u>
<b>Cash flows from financing activities:</b>		
Loan repayments in year	<u>(8,810)</u>	<u>(4,260)</u>
<b>Net cash provided by / (used in) financing activities</b>	<u>(8,810)</u>	<u>(4,260)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	191,781	108,660
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>383,967</u>	<u>275,307</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><u>575,748</u></u>	<u><u>383,967</u></u>

The notes on pages 40 to 54 form part of these financial statements.



**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE CONSOLIDATED CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**1 RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.12.2021	31.12.2020
	£	£
<b>Net income/(expenditure) for the reporting period (as per the consolidated statement of financial activities)</b>	185,823	89,080
<b>Adjustments for:</b>		
Depreciation charges	76,926	70,133
Interest received	(16)	(146)
Interest paid	4,154	4,608
(Increase)/decrease in stocks	(2,307)	(435)
(Increase)/decrease in debtors	32,132	(7,158)
Increase/(decrease) in current creditors excluding bank loans and overdrafts	8,080	14,411
<b>Net cash provided by / (used in) operating activities</b>	<u>304,792</u>	<u>170,493</u>

**2 ANALYSIS OF CHANGES IN NET DEBT**

	At 01.01.2021	Cash Flows	Other non cash changes	At 31.12.2021
	£	£	£	£
Cash	383,967	200,591	(8,810)	575,748
Loans falling due within one year	(7,975)		(5,216)	(13,191)
Loans falling due after more than one year	(140,911)		14,026	(126,885)
	<u>235,081</u>	<u>200,591</u>	<u>0</u>	<u>435,672</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**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 financial statements 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 financial statements the trustees believe the charity has sufficient resources to ensure continued operational existence for the foreseeable future. The financial statements 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, or 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 2021**

**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 2021**

**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)
Main pool	- 6.67% straight line (15 years)
Pool refurbishment	-13.3% straight line (7.5 years, or to the end of life of the main pool if shorter)
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 2021**

**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 £	31.12.2021 Total £	31.12.2020 Total £
Donations from members	113,595	0	113,595	121,779
Gift aid	26,051	0	26,051	33,500
Other donations and legacies	212,172	2,000	214,172	132,132
Fundraising and collections	233,275	176,650	409,925	514,561
Furlough grant	1,380	0	1,380	96,082
	<u>586,473</u>	<u>178,650</u>	<u>765,123</u>	<u>898,054</u>

Other donations and legacies include £5,295 (2020: £5,853) 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 2021**

**4 OTHER TRADING ACTIVITIES**

	31.12.2021	31.12.2020
	£	£
Sales	18,452	43,473
Membership subscriptions	14,435	14,883
Outside usage	60,847	20,060
Insurance recovery	80,061	0
	<u>173,795</u>	<u>78,416</u>

**5 INVESTMENT INCOME**

	31.12.2021	31.12.2020
	£	£
Bank interest receivable	<u>16</u>	<u>146</u>

**6 INCOME FROM CHARITABLE ACTIVITIES**

	31.12.2021	31.12.2020
	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>29,580</u>	<u>35,880</u>

**7 RAISING FUNDS**

**Raising donations, legacies and outside usage**

	31.12.2021	31.12.2020
	£	£
Staff costs	132,918	134,028
Fundraising events	12,721	7,822
Sundries	4,456	10,459
Travel & subsistence	100	205
Cost of goods sold	4,294	3,257
	<u>154,489</u>	<u>155,771</u>



**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**8 CHARITABLE ACTIVITIES COSTS**

	Direct costs £	Support costs (See note 9) £	Totals £
Provision of treatments, care and support for people with MS	431,599	196,603	628,202

**9 SUPPORT COSTS**

	Management £	Information technology £	Human resources £	Governance costs £	Totals £
Provision of treatments, care and support for people with MS	176,088	13,267	2,548	4,700	196,603

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

	31.12.2021 £	31.12.2020 £
Support salaries	161,549	197,712
Social security	9,728	12,394
Pensions	3,623	5,157
Postage, printing and stationery	3,360	5,854
Travel	35	106
Subcontractor costs	0	616
Sundries	(2,207)	12,047
IT costs	13,267	14,524
HR costs	2,548	2,089
Redundancy costs	0	19,179
Auditors' remuneration	4,700	5,718
	<u>196,603</u>	<u>275,396</u>

In 2020 Sundries includes a provision for accrued holiday which was partially utilised in 2021 and will be fully utilised no later than December 2022.

**10 NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	31.12.2021 £	31.12.2020 £
Auditors' remuneration	4,700	5,718
Depreciation - owned assets	76,926	70,133
Hire of plant and machinery	1,240	1,240

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**11 TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 December 2021 nor for the year ended 31 December 2020.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 December 2021 nor for the year ended 31 December 2020.

**12 STAFF COSTS**

	31.12.2021	31.12.2020
	£	£
Wages and salaries	490,448	605,381
Social security costs	35,263	45,163
Other pension costs	12,146	21,093
	<u>537,857</u>	<u>671,637</u>

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

	31.12.2021	31.12.2020
Therapy staff	13	20
Fundraising staff	5	6
Facilities staff	4	5
Administrative staff	3	3
	<u>25</u>	<u>34</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.12.2021	31.12.2020
£60,001 - £70,000	<u>0</u>	<u>1</u>

Redundancy and termination costs during the year were £nil (2020: £19,179).

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 2020 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	538,551	359,503	898,054
<b>Charitable activities</b>			
Contributions from Clinical Commissioning Groups	35,880	0	35,880
Other trading activities	78,416	0	78,416
Investment income	146	0	146
<b>Total</b>	<u>652,993</u>	<u>359,503</u>	<u>1,012,496</u>

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**13 2020 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>EXPENDITURE ON</b>			
Raising funds	155,371	400	155,771
<b>Charitable activities</b>			
Provision of treatments, care and support for people with MS	494,178	273,467	767,645
<b>Total</b>	<u>649,549</u>	<u>273,867</u>	<u>923,416</u>
<b>NET INCOME/(EXPENDITURE)</b>	3,444	85,636	89,080
<b>Transfers between funds</b>	82,627	(82,627)	0
<b>Net movement in funds</b>	<u>86,071</u>	<u>3,009</u>	<u>89,080</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	2,577,592	101,186	2,678,778
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>2,663,663</u>	<u>104,195</u>	<u>2,767,858</u>

**14 TANGIBLE FIXED ASSETS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

	Freehold property £	Fixtures and fittings £	Totals £
<b>COST</b>			
At 1 January 2021	2,468,960	597,850	3,066,810
Additions	0	100,063	100,063
Disposals	0	(68,650)	(68,650)
At 31 December 2021	<u>2,468,960</u>	<u>629,263</u>	<u>3,098,223</u>
<b>DEPRECIATION</b>			
At 1 January 2021	208,710	377,904	586,614
Charge for year	23,189	53,737	76,926
Disposals	0	(68,650)	(68,650)
At 31 December 2021	<u>231,899</u>	<u>362,991</u>	<u>594,890</u>
<b>NET BOOK VALUE</b>			
At 31 December 2021	<u>2,237,061</u>	<u>266,272</u>	<u>2,503,333</u>
At 31 December 2020	<u>2,260,250</u>	<u>219,946</u>	<u>2,480,196</u>

The additions and disposals in the year relate to pool assets removed and replaced.

Included in cost or valuation of land and buildings is freehold land of £150,000 (2020 : £150,000).

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**15 FIXED ASSET INVESTMENTS**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
<b>MARKET VALUE</b>				
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 2021 (1 January to 31 December 2020) is:-

	31.12.2021	31.12.2020
	£	£
Income	60,847	20,061
Less direct operating expenditure	(16,346)	(10,031)
Less service charge from parent charity	(15,000)	(7,232)
Net profit	<u>29,501</u>	<u>2,798</u>
Total equity brought forward	98	77
Profit for the financial year	29,501	2,798
Amount gift aided to the charity - prior year profits	(98)	(16)
Amount gift aided to the charity - current year profits	(29,300)	(2,761)
Total equity carried forward	<u>201</u>	<u>98</u>

The net contribution Oakwood Wellbeing Limited made to the parent charity in the year was £44,398 (2020: £10,009) being the total of the service charge and gift aided profit.

**16 STOCKS**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Stocks	<u>3,993</u>	<u>1,686</u>	<u>3,993</u>	<u>1,686</u>

**17 DEBTORS**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Trade debtors	61,967	55,925	56,070	55,481
Prepayments and accrued income	17,344	55,518	17,344	55,518
Loans to group undertakings	0	0	0	3,313
Amounts owed by group undertakings	0	0	5,409	4,216
	<u>79,311</u>	<u>111,443</u>	<u>78,823</u>	<u>118,528</u>

**Funds received as agents**

During the year the charity received £5,022 (2020: £21,069) as an agent for exhibitors at its annual art exhibition. The exhibitors donated £1,971 (2020: £7,396) in total to the charity and the charity therefore paid the balance of £3,231 (2020: £13,673) to the exhibitors.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**18 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Bank loans and overdrafts (see note 20)	13,192	7,975	13,192	7,975
Trade creditors	37,382	8,271	37,119	5,413
Amounts owed to group undertakings	0	0	0	0
Loans to group undertakings	0	0	0	0
Social security and other taxes	12,534	12,369	12,534	12,369
Accruals and deferred income	20,710	41,907	19,467	41,906
	<u>83,818</u>	<u>70,522</u>	<u>82,312</u>	<u>67,663</u>

Deferred income amounting to £4,425 (2020: £5,625) 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	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Bank loans (see note 20)	<u>126,885</u>	<u>140,911</u>	<u>126,885</u>	<u>140,911</u>

**20 LOANS**

An analysis of the maturity of loans is given below:

	Group		Charity	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020
	£	£	£	£
Amounts falling due within one year on demand:				
Bank loans	<u>13,192</u>	<u>7,975</u>	<u>13,192</u>	<u>7,975</u>
Amounts falling due between two and five years:				
Bank loans - 2-5 years	<u>57,265</u>	<u>60,268</u>	<u>57,265</u>	<u>60,268</u>
Amounts falling due in more than five years:				
Bank loans more 5 years by instalments	<u>69,620</u>	<u>80,643</u>	<u>69,620</u>	<u>80,643</u>

**21 OPERATING LEASE COMMITMENTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

Minimum lease payments fall due as follows:

	31.12.2021	31.12.2020
	£	£
Other operating leases		
Expiring:		
between two and five years	<u>3,409</u>	<u>4,649</u>
	<u>3,409</u>	<u>4,649</u>

**CHILTERN MS CENTRE LTD.****NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 DECEMBER 2021****22 SECURED DEBTS - CHARITY (ALSO COMPRISING THAT OF THE GROUP)**

The following secured debts are included within creditors:

	31.12.2021	31.12.2020
	£	£
Bank loans	<u>140,077</u>	<u>148,886</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**

<b>Unrestricted funds</b>	At 01.01.2021	Income	Expenditure	Transfers	At 31.12.2021
	£	£	£	£	£
Group - General fund	<u>2,663,663</u>	<u>789,864</u>	<u>(610,756)</u>	<u>67,901</u>	<u>2,910,672</u>
Charity - General fund	<u>2,663,567</u>	<u>773,479</u>	<u>(594,474)</u>	<u>67,901</u>	<u>2,910,473</u>

**Restricted funds - Charity (also comprising that of the Group)**

	At 01.01.2021	Income	Expenditure	Transfers	At 31.12.2021
	£	£	£	£	£
Computers	650	0	0	(650)	0
Tring Lions Building Fund	5,500	0	0	(5,500)	0
Reception & Garden Furniture	1,567	0	0	0	1,567
Physiotherapy Equipment	1,640	0	(555)	0	1,085
Owens building infrastructure Fund	11,000	0	(1,770)	(5,415)	3,815
Hardship Fund	250	0	0	0	250
Exercise Programme	10,994	15,972	(26,740)	0	226
Pool Refurbishment Fund	56,336	0	0	(56,336)	0
National Lottery Community Fund	0	100,000	(98,371)	0	1,629
COVID-19 Fund	5,669	12,100	(14,135)	0	3,634
Allergan Fund	10,589	0	(704)	0	9,885
Aims2Cure Pilates Fund	0	4,550	(4,100)	0	450
Rothschild Wellbeing Fund	0	35,000	(25,364)	0	9,636
Aylesbury Town Council & Paradigm Fund	0	9,000	0	0	9,000
Leisure Group Fund	0	2,028	(196)	0	1,832
	<u>104,195</u>	<u>178,650</u>	<u>(171,935)</u>	<u>(67,901)</u>	<u>43,009</u>
<b>GROUP - TOTAL FUNDS</b>	<u>2,767,858</u>	<u>968,514</u>	<u>(782,691)</u>	<u>0</u>	<u>2,953,681</u>
<b>CHARITY - TOTAL FUNDS</b>	<u>2,767,762</u>	<u>952,129</u>	<u>(766,409)</u>	<u>0</u>	<u>2,953,482</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 2021**

**23 MOVEMENT IN FUNDS - COMPARATIVES**

	At 01.01.2020	Income	Expenditure	Transfers	At 31.12.2020
	£	£	£	£	£
<b>Unrestricted funds</b>					
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>
<b>Restricted funds</b>					
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>
<b>GROUP - TOTAL FUNDS</b>	<u>2,678,778</u>	<u>1,012,496</u>	<u>(923,416)</u>	<u>0</u>	<u>2,767,858</u>
<b>CHARITY - TOTAL FUNDS</b>	<u>2,678,702</u>	<u>1,002,639</u>	<u>(913,579)</u>	<u>0</u>	<u>2,767,762</u>

The Computers Fund relates to a donation received where the donor stated that the funds should be used to pay for computer equipment.

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 & Garden Furniture 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 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 Hardship Fund relates to a donation received by the charity where the donor has agreed to support members unable to pay membership fees through financial hardship.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**23 MOVEMENT IN FUNDS (CONTINUED)**

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 National Lottery Community Fund relates to donations received by the charity where the donor has stated they wish for the donations to be spent on the provision of physiotherapy services.

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 a donation received by the charity where the donor has stated they wish for the donation to be spent on fundraising costs.

The Aims2Cure Pilates Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of Pilates.

The Rothschild Wellbeing Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on the provision of wellbeing activities.

The Aylesbury Town Council and Paradigm Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on wellbeing activities.

The Leisure Group Fund relates to donations received by the charity where the donor has stated they wish the donations to be spent on therapeutic leisure group activities.

The Physiotherapy Salaries Fund relates to donations received by the charity where the donors stated that the funds should be used to fund 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.

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 relates 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.

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 Oxygen Supplies 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 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 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.

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.

**CHILTERN MS CENTRE LTD.**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**24a ANALYSIS OF GROUP NET ASSETS BETWEEN**

	Unrestricted funds	Restricted funds	31 December 2021 Total
	£	£	£
Tangible fixed assets	2,503,333	0	2,503,333
Fixed asset investment	1,999	0	1,999
Current Assets	616,043	43,009	659,052
Creditors falling due within one year	(83,818)	0	(83,818)
Creditors falling due after more than one year	(126,885)	0	(126,885)
	<u>2,910,672</u>	<u>43,009</u>	<u>2,953,681</u>

**24b ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS (PRIOR YEAR)**

	Unrestricted funds	Restricted funds	31 December 2020 Total
	£	£	£
Tangible fixed assets	2,480,196	0	2,480,196
Fixed asset investment	1,999	0	1,999
Current Assets	392,901	104,195	497,096
Creditors falling due within one year	(70,522)	0	(70,522)
Creditors falling due after more than one year	(140,911)	0	(140,911)
	<u>2,663,663</u>	<u>104,195</u>	<u>2,767,858</u>

**24 PENSION COMMITMENTS**

During the year the charity contributed a total of £12,146 (2020: £21,093) 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 2021, based on the employee salaries at the time, there was an annualised commitment of £13,076 (2020: £13,304).

**25 RELATED PARTY DISCLOSURES**

The total employee benefits of the key management personnel of the Group and Charity were £224,942 (2020: £217,420). 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 £29,398 (2020: £2,777).

**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.

# Going the Distance for MS



Swimmer, runner and member, Claudia pounded the pavements of London for the return of the famous 26.2 miles in October. She did this just two weeks after she completed Swim Serpentine, a two-mile open water swim in London's Hyde Park.

As she also completed Ride London in 2019, Claudia has now completed all of the London Classics too – wow!

As someone living with multiple sclerosis, Claudia has made use of the treatments and services available at the Centre, which have enabled her to keep as well as possible so she can continue doing the activities she loves.

Julie took on the Oxford Half Marathon, wearing her green and blue vest with pride.

She used to work as a therapist as part of the Centre's clinical team, delivering 1-2-1 sessions to support people living with MS.

Julie got in touch with the team after signing up to challenge herself with the 13.1 distance and asked if she could support the Centre.

**Thank you to Claudia, Julie, all our incredible fundraisers, and everyone who has donated to them, for their generous support.**



Chilterns MS Centre Ltd.

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