

MS Therapy Centre Lothian Annual Report

An Overview
of our
Performance
and
Achievements



Impact of COVID 19

The COVID-19 pandemic undoubtedly caused a myriad of difficulties and uncertainties, but it has also provided us with an opportunity to learn from our experiences, adapt, and plan for our future.

The process of adapting to these exceptional circumstances has taught us many things. We realised just how vital our therapies, our support and our community are to all our clients in helping to manage the symptoms of their conditions.

We succeeded in:

- ✓ Maintaining services, our values, and our purpose
- ✓ Minimising financial risk, resulting in a positive financial position
- ✓ Retaining our core staff team
- ✓ Maintaining our relationships with clients, volunteers, and key external partners (NHS, Health & Social Care, Other Charities)
- ✓ Raising funds to help develop new services, policies, plans and practices, with the support of our fundraising consultant

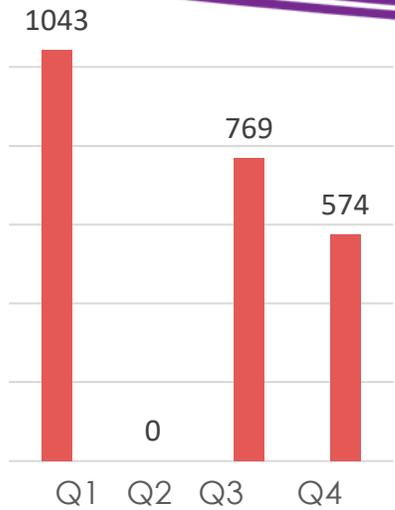
What did we do?

- Normal service delivery until lockdown started on 20th March.
- Developed our services using Zoom and the telephone until 6th July when we added limited oxygen therapy and physio under strict Covid-19 protocols and urgent physio home visits and outreach services.
- The second lockdown in December closed the Centre once again but we continued all our online activities.
- Kept in touch with our clients and supporters in various ways.
- Furlough Scheme helped us manage our finances and services.
- Actively sourced emergency COVID-19 funding opportunities to support service development and keep us financially solvent.
- Maintained communication with our key strategic partners – NHS agencies, Health & Social Care and other charities.

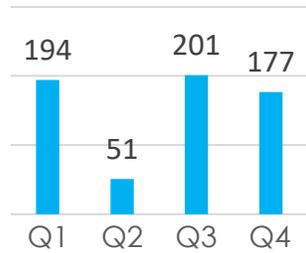
We Developed:

- A wide range of on-line, live stream physiotherapy classes and a physiotherapy outreach service
- 'Have a Natter', a volunteer telephone support service for more isolated clients
- A plan to optimise financial sustainability through the Pilotlight Programme which highlighted the need to change and adapt to ensure a secure future
- A digital transformation programme to help us create a new website with content more suited to our client group
- A 5-year strategic review to provide a framework and direction for our future planning, goals and objectives

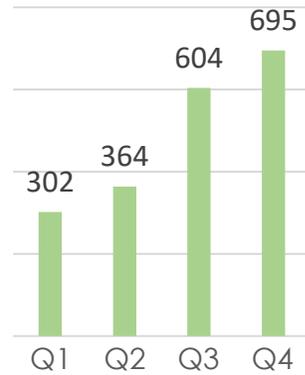
How did we perform?



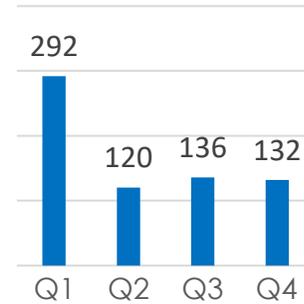
Oxygen Therapy



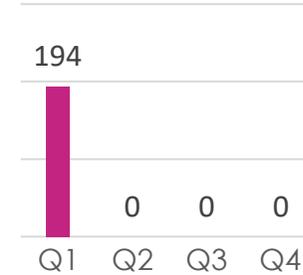
Physio



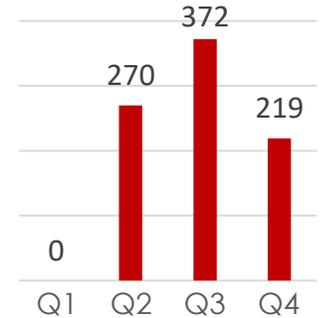
Group Classes



Pilates/Yoga



Comp Therapies

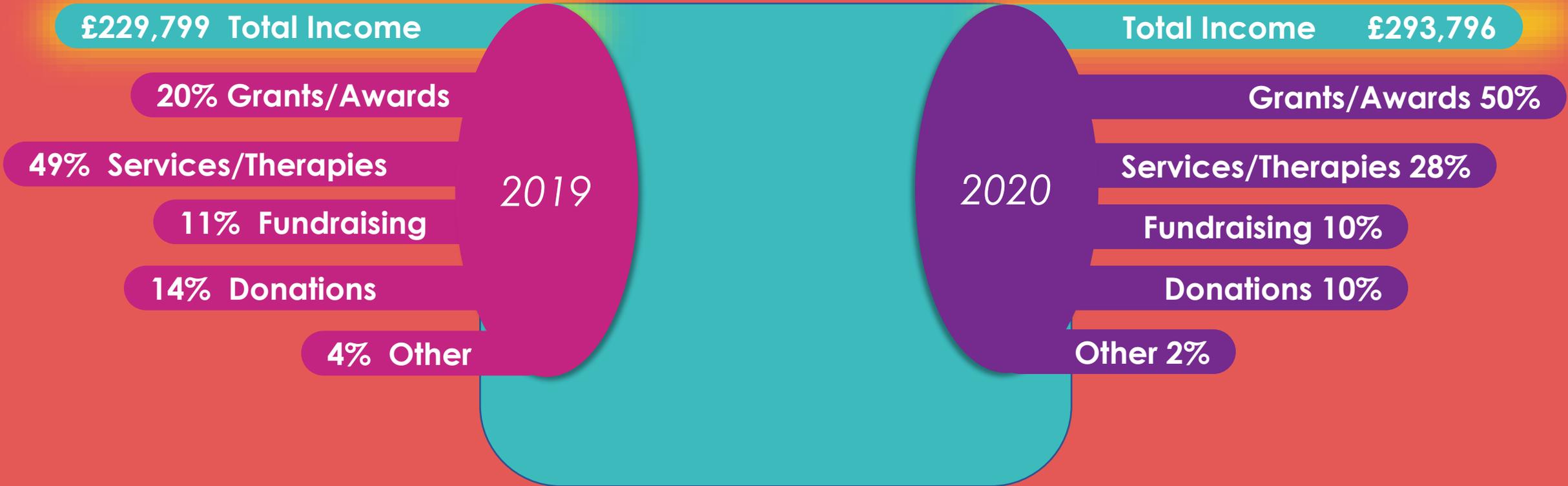


Have a Natter

Q1 Jan-Mar
Q2 Apr-June
Q3 July-Sep
Q4 Oct-Dec

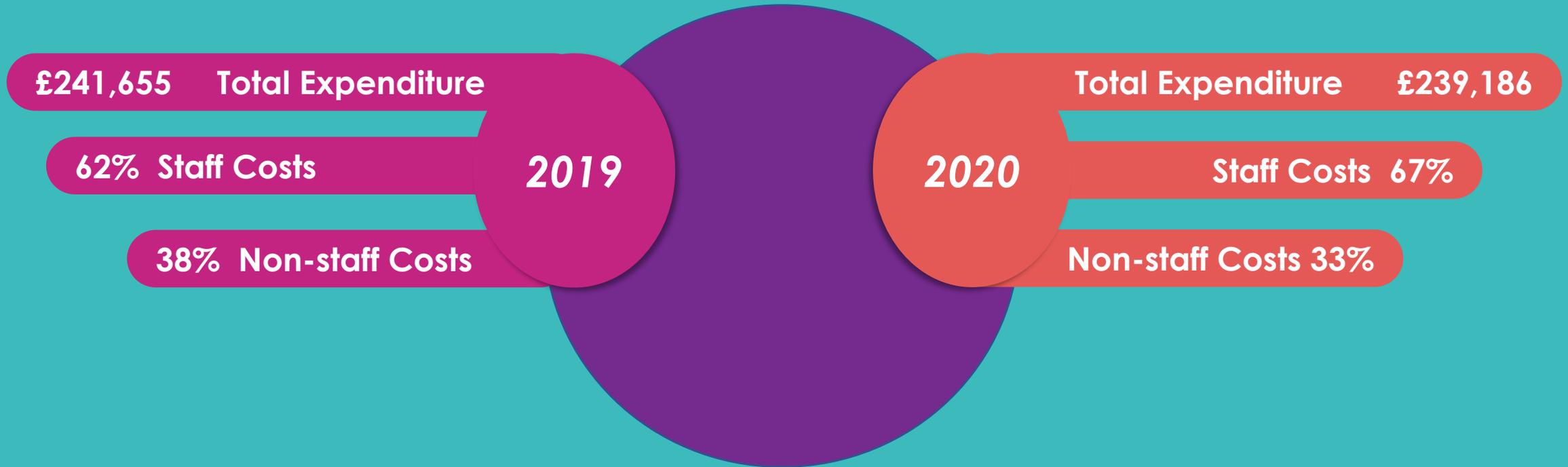
We delivered a TOTAL of 6639 therapies/support services in 2020.
71% of 2019 total- remarkable in such a challenging and difficult year.
We provided services to an increasing number of clients with other conditions.
In 2015 51% of new clients were living with MS and by 2019 this figure had fallen very significantly to only 29%.

Generated Income



The increase in income is a direct result of securing substantial emergency COVID-19 grants and awards

Our Expenditure



We ended 2019 with a deficit (£11, 856) however due to good financial management and hard work we secured substantial emergency COVID funding to end 2020 with a surplus £54,610, £22,972 restricted and £31,638 unrestricted funds.

Our Future Plans

This is a crucial time for the Centre and we have to act now to secure our longer-term future and survival.

- NOW, moving forward we need to ADAPT to THRIVE
- We want to expand to offer our clients services they want and meet growing demand
- We will do this gradually and very carefully
- Key to our recovery and growth is building on our our learning and achievements and diversifying our income streams
- We need to be financially resilient in the longer term
- We want to offer inclusive services to ALL our clients, widening access to those with other neurological conditions and we want ALL clients to feel equally welcome in our Centre
- We propose to change our name and logo to reflect this
- The Centre will still be our Centre and existing clients will have the same access to services
- We will expand our non-MS new client access to all services slowly and closely monitor uptake, so as not to impact on current clients.

What our clients tell us

I feel so supported at the Centre.

The Centre has really helped me accept my condition.. I found it emotionally healing to meet others with neurological conditions who were coping. If they can do it, then so can I!

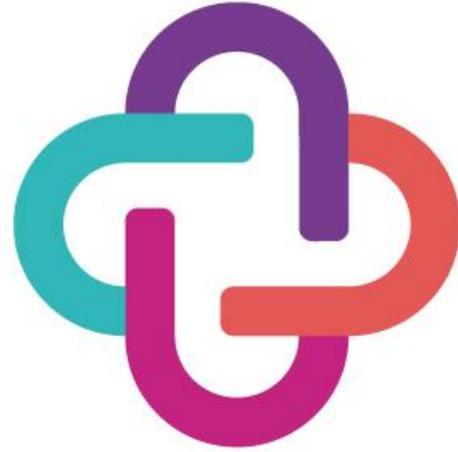
All of the staff and volunteers are absolutely lovely. I feel welcomed, respected, looked after – they treat everyone with so much care.

I will often arrive feeling down and leave feeling really cheerful, singing in the car on the way home

The Centre has helped me so much physically and mentally.

I can't image my life without the Centre. It's absolutely core to my wellbeing. Asking me where I would be without it is like asking me what would life be like without my wonderful wife, it's that precious and central to my life.





Compass

Therapy. Support. Community.

**We are positive about our Future – to help us secure it, we need your support at the EGM.
We can grow together.**