



# Multiple Sclerosis-UK Limited

(A company limited by guarantee)

## Trustees' report and financial statements

For the Year Ended 31 December 2024

Registered number: 02842023  
Charity number: 1033731

## Contents

Reference and administrative details of the charity, its Trustees and advisers	1
Trustees' report	2 - 19
Independent auditor's report on the financial statements	20 - 24
Statement of financial activities	25
Balance sheet	26
Statement of cash flows	27
Notes to the financial statements	28 - 47

**Reference and Administrative Details of the Charity, its Trustees and Advisers  
For the Year Ended 31 December 2024**

---

<b>Trustees</b>	Matthew Swan, Chair Michael Herington Claire Rowles (resigned 17 November 2024) Laura Shukla Philip Startin (resigned 29 August 2024)	Charles Stebbings Rebecca Armstrong Laura Marsden Suzanne Rafla
<b>Company registered number</b>	02842023	
<b>Charity registered number</b>	1033731	
<b>Registered office</b>	D3 Knowledge Gateway Nesfield Road Colchester Essex CO4 3ZL	
<b>Chief executive officer</b>	Amy Woolf	
<b>Independent examiner</b>	Griffin Chapman Chartered Accountants 4 & 5 The Cedars, Apex 12 Old Ipswich Road Colchester Essex CO7 7QR	

**Trustees' Report**  
**For the Year Ended 31 December 2024**

---

## Trustees' report

The board of trustees, who are also directors for the purposes of the Companies Act, present their annual report and financial statements of Multiple Sclerosis-UK Limited for the year ended 31 December 2024. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" and have followed UK generally accepted accounting principles in preparing the annual report and financial statements. The trustees' report is also a directors' report as required by s417 of the Companies Act 2006.

### Legal and administrative information

The information given on page one forms part of this report. As noted on page two, the charity also operates under the name MS-UK.

The trustees during the year under review were as follows

Rebecca Armstrong	Laura Shukla
Michael Herington	Philip Startin (resigned 29 August 2024)
Laura Marsden	Charles Stebbings
Suzanne Rafla	Matthew Swan (Chair)
Claire Rowles (resigned 17 November 2024)	

### Retirement of trustees

The following trustees are to retire in accordance with the Articles of Association and, being eligible, offered themselves for re-appointment

Rebecca Armstrong  
Suzanne Rafla

### Senior management personnel

The senior management personnel throughout the year were the following;

Chief Executive, Amy Woolf  
Communications Manager, Sarah-Jane Elliott  
Fundraising Manager, Jill Purcell  
General Manager, Sarah Wright  
Head of Services, Diana Crowe

**Trustees' Report (continued)**  
**For the Year Ended 31 December 2024**

---

## **Structure, governance, and management**

Multiple Sclerosis-UK Limited is a charity registered with the Charity Commission, charity number 1033731, and a limited company, registered at Companies House, company number 02842023, trading as MS-UK.

The board of trustees is responsible for the strategic direction of MS-UK. 2024 was the first year of our current three-year strategy, which can be found on our website at [www.ms-uk.org/aboutus](http://www.ms-uk.org/aboutus).

Our board now consists of seven members, and each are committed to ensuring that the charities' governance arrangements are effective. The board meet quarterly to fulfil its duties and hold an additional strategy day for the board and management team each year.

The board of trustees continue to ensure both the good governance and proper administration of MS-UK in keeping with its Articles of Association. Day-to-day responsibility for the running of the organisation is delegated to the Chief Executive, Amy Woolf, and her team.

All policies and procedures are reviewed in keeping with our review schedule, and new policies and procedures are adopted as required.

At the time of our AGM, the board reviewed the charities' governing document and was satisfied that it continued to be fit for purpose.

Trustees maintain overall supervision of both the financial and operational performance of the charity and receive accurate and timely updates from the Chief Executive and her team.

The charity's investment policy is to balance maximising the return on its reserves with ensuring they are both readily accessible and invested in low-risk instruments. The current policy of the charity is to invest in cash in deposit and savings accounts as opposed to higher risk instruments which may increase the risk on these funds, or significantly reduce liquidity. This enables us to respond to the possibility of needing more of the reserves in the short term to deal with income and expenditure risks. Any funds not needed immediately are placed on deposit (subject to limits agreed with the Board). There are no specific restrictions on investment powers contained within the charity's governing document.

The remuneration of all staff, including the senior management team, is consistent with our pay policy. At appointment, salaries are set in keeping with the market value, individual experience and expertise and benchmarked annually against salaries for our sector. Pay reviews are conducted annually considering the charity's budget, performance to strategy, individual performance, and market analysis. MS-UK is an accredited Living Wage employer.

**Trustees' Report (continued)**  
**For the Year Ended 31 December 2024**

---

## **Fundraising**

MS-UK is registered with the Fundraising Regulator and all our work is compliant with the Code of Fundraising Practice. We employ an in-house team of fundraisers with different areas of specialism to drive income across a wide range of fundraising activities including events (delivered by us and third parties), community fundraising, donations (including regular donations), corporate fundraising and partnerships, and trust and foundation fundraising. We plan and deliver our fundraising activities ensuring excellent stewardship and maximum return.

We partner with make a smile lottery to run our lottery and have relationships with a small number of commercial participators. Other than these, we do not work with any third parties to fundraise on our behalf. Make a smile lottery facilitates our lottery but is not involved in any marketing or recruitment. We have individual arrangements for managing their contracts and ensuring the quality of their services.

We have systems in place to record and report on complaints we receive. During 2024 we received two complaints, both of which were dealt with informally and have been fully resolved.

Our safeguarding policy and procedures are designed to protect vulnerable individuals and the wider public from unacceptable behaviour. All staff receive safeguarding training upon appointment, with annual refresher sessions to ensure continued awareness and compliance.

## **Objects and activities**

MS-UK is a national charity formed in 1993. We are dedicated to improving the understanding of MS and providing support where it is needed most.

MS is an incurable condition that affects the central nervous system – your brain and spinal cord. The symptoms people experience varies greatly from person to person and over time. Such symptoms may include fatigue, pain, sensory problems such as with vision, cognition difficulties and issues with bodily functions such as speech and swallowing and bladder and bowel.

Just as there is no cure, there is also no definitive understanding of the cause of MS. This means that there is no consensus on how to treat or manage MS, especially as the condition progresses, doubling the uncertainty in people's lives and those around them.

This is why MS-UK has always been at the forefront of promoting choice, of providing people with all the information and support they need to live life as they wish to with MS. We will always respect people's rights to make informed decisions for themselves.

Working alongside the MS community, we aim to provide the support and services people need to actively manage their condition and improve their health and wellbeing.

## **Trustees' Report (continued)**

### **For the Year Ended 31 December 2024**

---

Ultimately, we are here to support people affected by MS to live healthier and happier lives.

### **Our objects**

- The relief of people affected by multiple sclerosis and other similar conditions
- To promote and protect the physical and mental health of those affected by multiple sclerosis through the provision of information, support, engagement, and awareness including the provision of recreational activities
- The advancement of education of those affected by multiple sclerosis in any treatment, therapy or subject relating to multiple sclerosis including the promotion of research

The trustees confirm they have due regard to the Charity Commission's guidance on public benefit and that the charity's core activities are in keeping with our objects.

### **Our activities**

#### **Online activities**

We provide a wide range of online classes and courses, and information sessions all online and therefore accessible to anyone in the UK. Our exercise and chair yoga classes are specially designed to help people affected by MS stay active at home and manage their wellbeing. These classes offer accessible exercise for all abilities.

We also provide regular mindfulness courses which are available as a four or eightweek course. Attendees are then able to support one another to continue the practice in their daily lives after they have completed a course.

Our information sessions have included a wide range of subjects such as mental health and exercise, bladder and bowel, and diet and supplements. We regularly ask our community to let us know what subjects they would like us to include and either deliver these sessions ourselves, or where particularly specialist, we seek to partner with an external expert.

We also facilitate online social groups, known as peer pods. These are volunteer-led online social gatherings over Zoom bringing people together to create friendships and peer support. People come together in various groups including newly diagnosed, parents with MS, and caregivers.

#### **MS-UK Helpline**

Our trained helpline staff provide information and emotional support to people with MS, their carers, and families about anything related to life with MS, from drug therapies to complementary therapies and accessing benefits to home aids and adaptations.

## **Trustees' Report (continued)**

### **For the Year Ended 31 December 2024**

---

This can be over the phone, by email, live web chat or WhatsApp. There are no restrictions on what we will discuss, we have no time limits, and we support people as often as they need us to. The team also publish our information booklets on a wide range of subjects available on our website and in print.

### **New Pathways**

Our bi-monthly magazine is a go-to resource for people affected by MS. The magazine has been a lifeline for people by providing the latest news, research and thinking about how to live well with the condition. Our editor understands the importance of ensuring there are no taboo subjects and that all practical options for managing life with MS are researched and presented in a balanced way. Subjects covered vary from the latest research news and letters pages to complementary therapies and peoples' stories providing support and inspiration to others as well as what's worked well for them.

### **eLearning and training**

We have developed two online courses – Understanding MS, and Counselling people with MS. These interactive digital courses include both MS-related information and the lived experiences of people affected by MS. The courses are primarily aimed at professionals looking to increase their knowledge of MS and better support their clients.

We also run regular webinars for professionals looking to learn more about MS and its impact. Some of our webinars are tailored specifically to specific groups of professionals such as social prescribers or care providers. Others are more general sessions open to any profession or members of the public. All sessions are run by a member of our helpline team and a person living with MS to ensure they include lived experience.

## **Achievements and performance indicators**

2024 marks the first year of our new strategy. Our focus for this period is on proving holistic self-support activities, unrivalled MS information and compassionate emotional support. Year one has proved to be a very successful year. Our services have reached many more people than ever before, our income continues to grow and our investment in marketing is delivering greater reach. Our performance against the plans we outlined in last year's accounts are outlined here.

### **Services**

Our online activities supported 1,217 individuals living with MS. This is an increase of 151 (14%) compared with 2023. This demonstrates that we are both listening to the MS community and providing what they need from us, and also that our marketing is enabling us to reach

**Trustees' Report (continued)**  
**For the Year Ended 31 December 2024**

new people. Those 1,217 people accessed 8,972 sessions between them (7,962 in 2023). These sessions included:

Twice weekly exercises classes tailored to people with different abilities, weekly Chair yoga and Qigong classes and meditation and mindfulness courses.

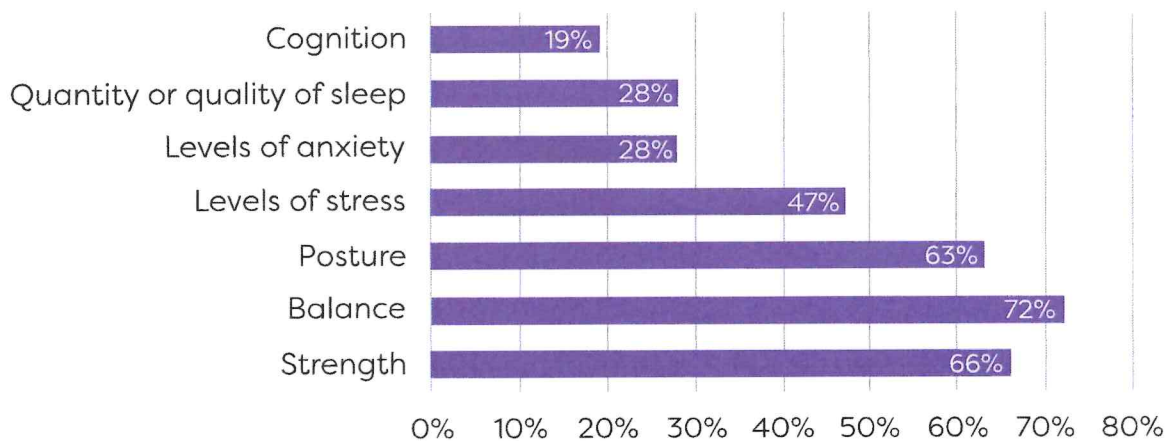
**Exercise**

There were 94 unique clients to these classes and 856 views of our recordings. Our clients reported on maintaining or improving the following symptoms



**Chair yoga**

There were 94 unique clients to these classes and 195 views of our recordings. Our clients reported on maintaining or improving the following symptoms

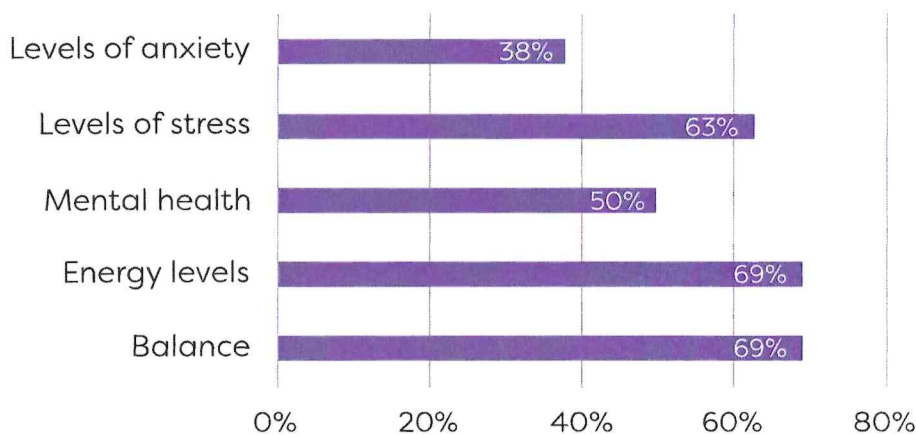


## Trustees' Report (continued) For the Year Ended 31 December 2024

“I have made some wonderful friends by attending the classes so it isn't just physical health but it's also mental health, too. I feel I am part of a warm, loving community, and we always have a little chat but not about MS which is healthy.”

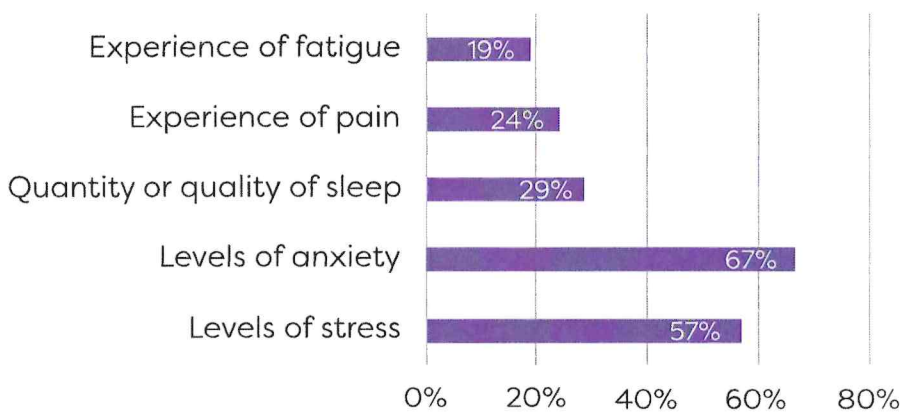
### Qigong

There were 74 unique clients to these classes and 197 views of our recordings. Our clients reported on maintaining or improving the following symptoms:



### Guided meditation classes

There were 49 unique clients to these classes and 137 views of our recordings. Our clients reported on maintaining or improving the following symptoms:

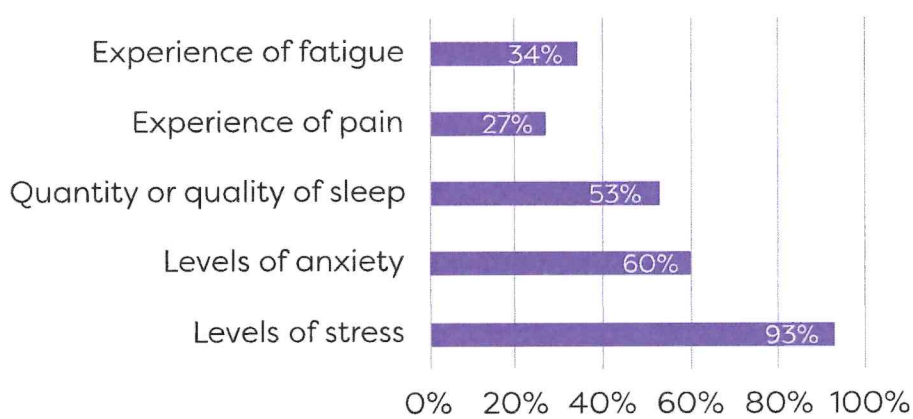


“This service is extremely important to me because I am unable to get out on my own and would not be able to participate in activities had they not been online. It does so much for my mental health as well as my physical health and I am very grateful.”

## Trustees' Report (continued) For the Year Ended 31 December 2024

### Mindfulness courses – four and eight-weeks

There were 30 unique clients. Our clients reported on maintaining or improving the following symptoms



### Information sessions

We ran 49 online information sessions, compared with 32 last year. These included topics such as neuroplasticity and brain changes, knowing your rights at work, diet and nutrition, complementary therapies, accessing welfare benefits and sessions on managing many of the symptoms caused by multiple sclerosis.

We also launched a pilot three-week course for people new to MS and a course on Acceptance and Commitment Therapy, both of which have received great feedback, and we look to run multiple courses next year.

**“It’s great to join people who have similar issues to you and have an instructor who knows what MS is like.”**

For many, these services have become a lifeline, particularly for those who are unable to leave their home or struggle with mobility, enabling individuals to stay active, connected, and engaged. Participants appreciate the flexibility of choosing different levels of participation, which makes it easier to remain involved and motivated.

A sense of community has been highlighted as a key benefit. Participants feel less isolated, and more supported, and understood by others who share similar experiences. The opportunity to connect with peers, led by instructors who are knowledgeable about MS, provides a sense of belonging and acceptance. This community connection has been described as a source of comfort, reducing feelings of loneliness, and offering an invaluable space to share experiences and learn coping strategies.

## **Trustees' Report (continued)**

### **For the Year Ended 31 December 2024**

---

Additionally, many participants value the mental and physical benefits of the services. The activities help to improve physical health, boost mental wellbeing, and give structure to daily life. For some, joining these classes has been a turning point, offering a structured routine, improving confidence, and allowing for social interaction. The service's emphasis on inclusivity and understanding has made participants feel capable, appreciated, and more connected to others, transforming their experiences of living with MS.

#### **Peer pods**

Now in its fourth year, the service continues to grow, and positive survey responses and feedback received throughout the year indicate that it has now evolved into a valuable source of support, making a significant difference to many individuals' daily lives.

We ran a total of 15 Peer Pods, with a total of 521 sessions held across the year. We had 156 unique attendees with 79 of these using our service for the first time and 77 being repeat users. Our pods are;

Mindfulness  
Women's x 2 (Thursday evening  
and Friday morning)  
Parents with MS  
General drop in x 5

New to MS  
Women's Pod  
Book Club  
Caregivers'  
Creative Writing

Unfortunately, our Men's peer pod came to an end due to low take up, and despite high enquiries, so we will revisit this at some point in the future.

We currently have 14 volunteers who are supported with monthly group supervisions, and regular check-ins with the Peer Support Coordinator. We were also able to offer them some one-to-one coaching sessions over a 16-week period due to a collaboration with Coaching to Contribute, who offered pro bono support.

In addition to the Peer Pods, many of these volunteers have also created WhatsApp groups to run alongside their pod. This has proven to be a great way for members to keep in touch and find mutual support and encouragement between sessions and is especially valuable to those that are not always able to attend a pod but are still in need of support.

We asked our attendees about the difference the service made for them and they told us

That of those who had felt socially isolated, 90 per cent said that joining a peer pod reduced that isolation.

## Trustees' Report (continued) For the Year Ended 31 December 2024

---

Of those that were lonely, 90 per cent said that joining a peer pod reduced their loneliness

90 per cent said the peer pod gave them a sense of belonging to a community

81 per cent said they gained emotional support

81 per cent said they gained practical support

68 per cent said they had formed long-lasting friendships

**“It’s incredibly valuable to be able to share experiences and gain insights from others who understand what you’re going through. Engaging with like-minded people provides a sense of support and community that can be hard to find elsewhere. The conversations feel natural, like chatting with friends over a cup of tea, and what’s great is that not everything revolves around MS. Sometimes it’s just about enjoying each other’s company, talking about life, and sharing a few laughs.”**

### Helpline

Our helpline supported 1,383 contacts, an increase of 15 per cent on 2023. The top five reasons people contacted us were for emotional support, to discuss symptoms, benefits, care needs and diagnosis.

99 per cent of people surveyed said they would recommend our helpline to others. Many reported learning about what support was available in their local area, feeling better equipped to make choices and decisions, an understanding of treatments available, what benefits to apply for or what to say to a health professional.

**“It was great to be able to speak to someone who “gets it”. Finished the call feeling more positive about a future with MS and what help is available”**

The team also reviewed eight of our Choices information booklets, which are completed on rotation each year to ensure we include the most up-to-date information and experiences of our community. We posted 3,348 booklets this year and they were viewed online 68,188 times, which far exceeded our target of 50,000.

### New Pathways

Whilst our magazine enjoys strong brand loyalty, with more than half our readers subscribing for over 10 years, we were pleased to see a 6 per cent increase in subscribers. This increase is predominantly due to a new subscription gift of a free official RADAR key and a branded MS-UK Just Can't Wait card.

## Trustees' Report (continued) For the Year Ended 31 December 2024

---

The magazine content continues to balance news features with stories and columns written by people living with MS, and practical features such as recipes and exercises people can do from home.

During the second half of the year, we took the decision to bring the advertising inhouse, and are pleased with how this is now performing, as well as the opportunity to work more closely with our advertisers.

In our most recent reader survey,

93 per cent of respondents say New Pathways has helped them improve their wellbeing

96 per cent said it improves their understanding of MS

78 per cent said it has helped them feel more positive about their condition

**“It’s by far the best information globally on MS... and it’s not hijacked with too much medical detail and terminology. It allows us mere mortals to understand our predicament and understand in a human way that we can live with MS well. And it was the advice that I got from MS-UK in my first couple of weeks after diagnosis that led me to the best therapy centre in the county, BMSTC... I have used it every week since 2001.”**

### Training for professionals

This year we delivered 14 MS awareness training sessions to 1,409 professionals, 300 more than the previous year. We delivered five generic sessions that were onehour long webinars, and three 90-minute webinars to care providers, social prescribers and DWP/employment support workers each. Each webinar is delivered by a member of our helpline team and a volunteer with lived experience. We are hugely grateful to our volunteers that share their personal experiences in this manner to support the education of health and social care workers.

We asked attendees to complete a survey.

95 per cent agreed or strongly agreed that they had a better idea of the kind if support someone with MS may need.

## **Trustees' Report (continued)** **For the Year Ended 31 December 2024**

---

97 per cent agreed to strongly agreed that their knowledge of MS had increased

99 per cent agreed or strongly agreed that hearing about the lived experience of someone with MS was useful

**“The presentation was excellent - really informative, providing a lot of relevant information about the condition, and succinct, and presented in a very easy-to-listen-to manner. The contribution from the speaker on her lived experience provided good personal insight.”**

We also provide two eLearning courses, MS Awareness and Counselling People with MS. We had 47 enrolments to these courses throughout the year.

**Thank you to all that partner with us to deliver our services and those that have offered their support pro bono.**

**Thank you to our Virtual Insights Panel members who have helped shaped our services this year.**

### **Fundraising**

2024 was a successful year for the fundraising team who raised 11 per cent more than their target for the year. They worked closely with the communications team to inspire supporters to sign up for fundraising activities resulting in 10 per cent more fundraisers than in 2023. Through great stewardship, the team were able to support our fundraisers to raise even more funds than in previous years and have developed strong relationships that mean people keep coming back to us. In line with sector trends, we saw a marked increase in the appetite for in-person events over virtual events.

Our London Marathon team reached record-breaking income for our charity and our two national skydiving days performed particularly well. The Tower Walk at The Gherkin raised an incredible 71 per cent more income than last year.

**“A huge thank you to MS-UK for allowing me to be a part of this magical event. I signed up in October to run for my Mom who has MS. We had plans for her to meet me at the finish line and live it up in London after. Sadly, one month later she passed away. This marathon was incredibly poignant and emotional for me. I'm heartbroken she wasn't at the finish, but honoured to be able to run it for her anyway. Thank you for giving me the opportunity.”**

## **Trustees' Report (continued)**

### **For the Year Ended 31 December 2024**

---

Our partnership with Cheshire half marathon did not produce the returns we had hoped for and due to the loss of a staff member we were not able to grow corporate income to the levels we had hoped. However, we are now back at a full quota of staff and have developed plans to bring in more corporate income in 2025, as part of our plans for diversifying our income streams.

Our income from donations and our Big Give campaign exceeded income targets for the year, and regular donor income remained fairly static.

We launch a legacy giving campaign and partnered with a Will writing organisation that offer free Wills to our community and are pleased with the progress so far.

2024 was a tough climate for Trusts and Foundations fundraising with increased competition and funders narrowing their focus under the pressure. However, we were awarded an incredible £235,000 from The Edward Gostling Foundation as part of their legacy programme providing us with additional financial security whilst we build our capacity. This sum is restricted for five years.

## **Marketing**

2024 was the first full year of implementing our new marketing strategy and has produced significant improvement across all our channels resulting in more services users, more fundraisers and more donations to the charity.

Year-on-year growth of the numbers of people using our website was 140 per cent, whilst our Facebook reach grew 625 per cent and Instagram 195 per cent.

Email marketing also played a role in attracting new fundraisers and service users to the website, with an increase in website users from this channel of 104 per cent compared to the previous year.

We also saw a growth of 33 per cent in press coverage, predominantly printed press and radio.

We continued our collaboration with other national MS charities during MS Awareness Week. Our joint campaign was #MSUnfiltered, a social media campaign encouraging people to be brave and discuss the symptoms they feel embarrassed about with the aim of reducing stigma and encouraging people to reach out for support. Together we also achieved over 250 pieces of press coverage, helping spread awareness of multiple sclerosis.

## Trustees' Report (continued) For the Year Ended 31 December 2024

---

### Core business

As planned, we invested in a new CRM for the charity to help us improve our automations and integrations, reducing repetitive tasks and duplication of efforts, freeing us up to spend more time on the actions and relationships which will enable our growth.

### People

Central to our success is our team. We continue to provide a wide range of wellbeing initiatives, invest in staff training and development and hold team days and celebrations to safeguard the supportive culture we have built and which is a key driver for our performance.

**We would like to sincerely thank everyone who has made our work possible – our partners, fundraisers, volunteers, funders, the companies that have supported us and our staff team for their dedication and incredible achievements.**

## Financial Review

### Overview

This year our income, compared with 2023, increased by £498k, (70%). We increased our expenditure by £82k, (9%). For 2024 we are reporting a surplus of £181K for the year.

The largest contributor to our increase income is the funding from The Edward Gostling Foundation. Had we not received this income, we would be reporting a deficit of £54K for the year, which whilst in keeping with our forecast regarding operating at a deficit whilst we invest in our growth, this still delivers a c.£80K improvement on our budget at the beginning of the year. This is outlined in the fundraising section above where several income streams over-performed.

During the year, the board took the decision to move the funds held in the designated property fund to our general fund, reflecting a change in how to utilise resources most effectively.

### Going Concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence

## **Trustees' Report (continued)**

### **For the Year Ended 31 December 2024**

---

for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

### **Reserves Policy**

Our reserves policy is to maintain free cash reserves at a minimum of six months operating costs, after fixed assets and restricted funds. This is to ensure the charity can continue current activities and commitments in the event of any significant drops in funding. Free cash reserves reported in these accounts are £634,608, which equates to approximately 7.5 months' operating costs.

### **Principal Risks and uncertainties**

The trustees monitor the risks faced by MS-UK at each board meeting and conduct a robust and thorough review of the risk register at least once annually. The board are therefore fully aware of the risks the charity faces and can ensure controls and mitigations are in place to deal with any issues effectively should they arise.

The main risks faced by MS-UK remain unchanged from last year. The first two items on our risk register relate to our reliance on public fundraising to support our services. We are pleased that income from fundraising events and community fundraising continued to fare well this year. However, we will budget carefully for the year ahead and are focused on ensuring we expand upon our fundraising opportunities with our community.

The third highest risk we are facing is associated with losing key staff. As a small team any role can be vital, and we are aware that recruitment and on-boarding of skilled staff can have significant cost and cause delays in our work plans. We therefore ensure that we treat our colleagues well, offer them fair remuneration and are flexible wherever possible so we can retain our talented and committed team.

## **Plans for 2025**

### **Services**

- Support up to 2,000 people through our online activities
- Grow our peer pods to support 80 people each month
- Provide information and emotional support to 1,320 people through our helpline

## **Trustees' Report (continued)** **For the Year Ended 31 December 2024**

---

- Publish online and print our information booklets reaching more than 27,000 people
- Publish six issues of our New Pathways magazine and continue gift
- Provide MS training to at least 1,200 professionals

### **Fundraising**

- Increase our income from events and community fundraising
- Source new partnerships for cycling events
- Grow corporate relationships and income
- Explore new approach to trust and foundation fundraising

### **Marketing**

- Continue with our current strategy and look to attract more service users and fundraisers, and raise awareness of MS and MS-UK
- Deliver another joint MS Awareness Week campaign

### **People**

- Continue to invest in PDPs, training, and the wellbeing of our staff
- Continue team-building initiatives - team days, development sessions and celebrating successes

## **Members' liability**

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 December 2024 was seven. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

## **Trustees' indemnity**

Throughout the year an indemnity insurance policy was in place covering the trustees.

## **Trustees' responsibilities statement**

The trustees (who are also the directors of Multiple Sclerosis-UK Limited 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).

## **Trustees' Report (continued)**

### **For the Year Ended 31 December 2024**

---

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, 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 (FRS 102)
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## **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.

**Trustees' Report (continued)**  
**For the Year Ended 31 December 2024**

---

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 the financial statements may differ from legislation in other jurisdictions.

## **Auditors**

The auditors, Griffin Chapman, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

## **Small company provisions**

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by order of the members of the board of Trustees on *30 June 2025* and signed on their behalf by



**M Swan**  
Chair

## **Independent auditor's report to the members of Multiple Sclerosis-UK Limited**

---

### **Opinion**

We have audited the financial statements of Multiple Sclerosis-UK Limited (the 'charity') for the year ended 31 December 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

## **Independent auditor's report to the members of Multiple Sclerosis-UK Limited (continued)**

---

### **Other information**

The other information comprises the information included in the Annual report other than the financial statements and our Auditor's report thereon. The Trustees are responsible for the other information contained within the Annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

### **Opinion 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 Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

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

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

## **Independent auditor's report to the members of Multiple Sclerosis-UK Limited (continued)**

---

### **Responsibilities of trustees**

As explained more fully in the Trustees' responsibilities statement, 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 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 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**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, UK financial reporting standards as issued by the Financial Reporting Council and UK taxation legislation.

We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.

We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it may occur, by holding discussions with management and those charged with governance. We assessed the managements

## **Independent auditor's report to the members of Multiple Sclerosis-UK Limited (continued)**

---

own identification processes and assessment of risks, to ensure internal procedures would help identify such issues.

We enquire of management and those charged with governance as to any known instances of non compliance or suspected non compliance with laws and regulations. We reviewed legal correspondence and board meeting minutes to identify matters of fraud or non compliance.

Based on this understanding, we designed specific appropriate audit procedures to identify instances of non compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

Based on the inherent limitations of an audit, there is a risk that we will not detect irregularities, including those leading to a material misstatement in the financial statements or non compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non compliance.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Auditor's report.

## **Independent auditor's report to the members of Multiple Sclerosis-UK Limited (continued)**

---

### **Other matters**

The financial statements for the year ending 31st December 2023 were not audited.

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



### **Thomas Maddocks FCA FMAAT (Senior statutory auditor)**

for and on behalf of

#### **Griffin Chapman**

Chartered Accountants

Statutory Auditor

4 & 5 The Cedars, Apex 12

Old Ipswich Road

Colchester

Essex

CO7 7QR

Date: 30 June 2025.

**Statement of financial activities (incorporating income and expenditure account)  
for the year ended 31 December 2024**

	Note	Endowment funds 2024 £	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
<b>Income and endowments from:</b>						
Donations and legacies	4	235,000	5,000	223,791	463,791	129,720
Charitable activities	5	-	10,000	68,642	78,642	89,246
Other trading activities	6	-	-	636,958	636,958	471,616
Investments	7	1,802	-	23,200	25,002	16,058
<b>Total income and endowments</b>		<b>236,802</b>	<b>15,000</b>	<b>952,591</b>	<b>1,204,393</b>	<b>706,640</b>
<b>Expenditure on:</b>						
Raising funds	8	-	-	410,714	410,714	341,476
Charitable activities		-	22,819	589,845	612,664	599,474
<b>Total expenditure</b>		<b>-</b>	<b>22,819</b>	<b>1,000,559</b>	<b>1,023,378</b>	<b>940,950</b>
<b>Net movement in funds</b>		<b>236,802</b>	<b>(7,819)</b>	<b>(47,968)</b>	<b>181,015</b>	<b>(234,310)</b>
<b>Reconciliation of funds:</b>						
Total funds brought forward		-	7,819	694,761	702,580	936,890
Net movement in funds		236,802	(7,819)	(47,968)	181,015	(234,310)
<b>Total funds carried forward</b>		<b>236,802</b>	<b>-</b>	<b>646,793</b>	<b>883,595</b>	<b>702,580</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 28 to 47 form part of these financial statements.

**Balance sheet as at 31 December 2024**

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	15	12,185	16,056
		<u>12,185</u>	<u>16,056</u>
<b>Current assets</b>			
Debtors	16	119,241	82,363
Investments	17	408,032	173,439
Cash at bank and in hand		423,683	490,142
		<u>950,956</u>	<u>745,944</u>
Creditors: amounts falling due within one year	18	(79,546)	(59,420)
<b>Net current assets</b>		<u>871,410</u>	<u>686,524</u>
<b>Total assets less current liabilities</b>		<u>883,595</u>	<u>702,580</u>
<b>Net assets excluding pension asset</b>		<u>883,595</u>	<u>702,580</u>
<b>Total net assets</b>		<u><u>883,595</u></u>	<u><u>702,580</u></u>
<b>Charity funds</b>			
Endowment funds	20	236,802	-
Restricted funds	20	-	7,819
Unrestricted funds	20	646,793	694,761
<b>Total funds</b>		<u><u>883,595</u></u>	<u><u>702,580</u></u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements. The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on

...30 June 2025..... and signed on their behalf by:



**Matthew Swan, Trustee**

The notes on pages 28 to 47 form part of these financial statements.

**Statement of cash flows**  
**For the year ended 31 December 2024**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	<b>143,302</b>	<b>(247,197)</b>
<b>Cash flows from investing activities</b>		
Interest received	<b>25,002</b>	<b>16,058</b>
Purchase of tangible fixed assets	<b>(170)</b>	<b>(5,104)</b>
<b>Net cash provided by investing activities</b>	<b>24,832</b>	<b>10,954</b>
<b>Cash flows from financing activities</b>		
<b>Net cash provided by financing activities</b>	<b>-</b>	<b>-</b>
<b>Change in cash and cash equivalents in the year</b>	<b>168,134</b>	<b>(236,243)</b>
Cash and cash equivalents at the beginning of the year	<b>663,581</b>	<b>899,824</b>
<b>Cash and cash equivalents at the end of the year</b>	<b>831,715</b>	<b>663,581</b>

The notes on pages 28 to 47 form part of these financial statements

## **Notes to the Financial Statements**

### **For the Year Ended 31 December 2024**

---

#### **1. General information**

Multiple Sclerosis-UK Limited is a company limited by guarantee, registered in England and Wales, registration number 02842023. The address of the registered office is D3, Knowledge Gateway, Nesfield Road, Colchester, Essex, CO4 3ZL. It is also a registered charity, registration number 1033731. Further details are included in the Trustees' Report.

#### **2. Accounting policies**

##### **2.1 Basis of preparation of financial statements**

The financial statements 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 accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Multiple Sclerosis-UK Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

##### **2.2 Going concern**

The financial statements have been prepared on a going concern basis as the trustees are of the view that the charity will have sufficient reserves to continue in operational existence for at least a period of 12-months from the date of approving these financial statements.

In forming their view, they have considered and revised the plans and budgets to respond to and address the impact of the challenging economic climate and reduced grant funding. The charity has responded positively to these challenges, identifying and growing opportunities to raise funds whilst meeting service user needs in an effective manner.

They have considered the closing position of the charity at 31 December 2024 showing strong positive levels of cash, net current assets, unrestricted funds and carefully considered budgets and plans for future periods.

## **Notes to the Financial Statements**

### **For the Year Ended 31 December 2024**

---

## **2. Accounting policies (continued)**

### **2.3 Income**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in accordance with the Statement of Recommended Practice. Due to the practical difficulties involved in valuing a large number of low value items, goods donated for resale through the charity's online shop are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

## **Notes to the Financial Statements**

### **For the Year Ended 31 December 2024**

---

## **2. Accounting policies (continued)**

### **2.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on 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.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

### **2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

### **2.6 Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes. —

## Notes to the Financial Statements For the Year Ended 31 December 2024

---

### 2. Accounting policies (continued)

#### 2.7 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis

Freehold property	-	2% straight line
Improvements to property	-	2% straight line
Fixtures and fittings	-	25% reducing balance
Office equipment	-	25% reducing balance

No depreciation is provided on land.

#### 2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/ (Losses) on investments' in the Statement of financial activities.

#### 2.9 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### 2.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

## **Notes to the Financial Statements** **For the Year Ended 31 December 2024**

---

### **2. Accounting policies (continued)**

#### **2.11 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

#### **2.12 Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

#### **2.13 Pensions**

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

#### **2.14 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**2. Accounting policies (continued)**

**2.14 Fund accounting (continued)**

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**3. Critical accounting estimates and areas of judgment**

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that are considered to have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

**4. Income from donations and legacies**

	<b>Endowment funds 2024 £</b>	<b>Restricted funds 2024 £</b>	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>	<b>Total funds 2023 £</b>
Donations and Gift aid	235,000	-	213,256	<b>448,256</b>	123,101
Legacies	-	5,000	10,535	<b>15,535</b>	6,619
	<u>235,000</u>	<u>5,000</u>	<u>223,791</u>	<u><b>463,791</b></u>	<u>129,720</u>
<i>Total 2023</i>	<u>-</u>	<u>21,454</u>	<u>108,266</u>	<u>129,720</u>	

**Notes to the Financial Statements  
For the Year Ended 31 December 2024**

**5. Income from charitable activities**

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Grants	10,000	10,300	<b>20,300</b>	32,000
Other income	-	6,785	<b>6,785</b>	6,600
New pathways subscriptions	-	28,931	<b>28,931</b>	29,261
Support sessions	-	22,626	<b>22,626</b>	21,385
	<u>10,000</u>	<u>68,642</u>	<u><b>78,642</b></u>	<u>89,246</u>
<i>Total 2023</i>	<u>32,000</u>	<u>57,246</u>	<u>89,246</u>	

**6. Income from fundraising activities**

**Income from fundraising events**

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Fundraising	620,101	<b>620,101</b>	459,355
Advertising and other	16,857	<b>16,857</b>	12,261
	<u>636,958</u>	<u><b>636,958</b></u>	<u>471,616</u>
<i>Total 2023</i>	<u>471,616</u>	<u>471,616</u>	

**Notes to the Financial Statements  
For the Year Ended 31 December 2024**

**7. Investment income**

	Endowment funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Interest received	1,802	23,200	<b>25,002</b>	16,058
<i>Total 2023</i>	-	16,058	16,058	

**8. Expenditure on raising funds**

**Costs of raising voluntary income**

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Direct fundraising costs	351,537	<b>351,537</b>	282,044
Support costs	59,177	<b>59,177</b>	59,432
	<b>410,714</b>	<b>410,714</b>	341,476
<i>Total 2023</i>	341,476	341,476	

**9. Expenditure on charitable activities**

	Charitable activities 2024 £	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Information and support services	475,772	136,892	<b>612,664</b>	599,474
<i>Total 2023</i>	461,225	138,249	599,474	

**Notes to the Financial Statements  
For the Year Ended 31 December 2024**

**10. Further analysis of expenditure on charitable activities**

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Direct costs	22,819	452,953	475,772	460,286
Support costs (note 11)	-	131,717	131,717	135,426
Governance costs: Audit/Independent examination fees	-	5,175	5,175	2,625
	<u>22,819</u>	<u>589,845</u>	<u>612,664</u>	<u>598,337</u>
<i>Total 2023</i>	<u>86,686</u>	<u>511,651</u>	<u>598,337</u>	

**11. Support costs**

	Raising funds 2024 £	Charitable activities 2024 £	Total funds 2024 £	Total funds 2023 £
Printing, postage, stationery and telephone	17,347	38,611	55,958	52,671
IT and equipment	14,519	32,318	46,837	50,025
Personnel, professional fees and training	3,264	7,264	10,528	11,492
Travel and subsistence	3,316	7,382	10,698	12,758
Repairs and maintenance	2,625	5,842	8,467	8,813
General office costs, including utilities	18,106	40,300	58,406	59,098
	<u>59,177</u>	<u>131,717</u>	<u>190,894</u>	<u>194,857</u>
<i>Total 2023</i>	<u>59,432</u>	<u>135,425</u>	<u>194,857</u>	

The support costs have been apportioned on the basis of staff costs.

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**12. Auditor's remuneration**

	2024 £	2023 £
Fees payable to the charity's auditor for the audit of the charity's annual accounts	5,175	-
Fees payable to the charity's independent examiner for the independent examination of the charity's annual accounts	-	2,625
Fees payable to the charity's auditor in respect of: All non-audit services not included above	<u>2,161</u>	<u>1,789</u>

**13. Staff costs**

	2024 £	2023 £
Wages and salaries	552,899	550,038
Social security costs	47,664	47,274
Contribution to defined contribution pension schemes	12,313	10,692
	<u>612,876</u>	<u>608,004</u>

Included within the above staff costs are redundancy payments totalling between £5k - £10k.

The average number of persons employed by the charity during the year was as follows:

	2024 No.	2023 No.
Charitable activities	10	11
Cost of generating funds	5	5
Management and administration of the charity	4	5
	<u>19</u>	<u>21</u>

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**13. Staff costs (continued)**

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

	<b>2024</b>	<b>2023</b>
	<b>No.</b>	<b>No.</b>
In the band £60,001 - £70,000	<b>1</b>	<b>1</b>

The senior management team received remuneration totalling £245,894 (2023 : £245,403).

**14. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 December 2024, no Trustee expenses have been incurred (2023 - £NIL).

**15. Tangible fixed assets**

	<b>Fixtures and fittings</b>	<b>Office equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost or valuation</b>			
At 1 January 2024	<b>16,756</b>	<b>35,182</b>	<b>51,938</b>
Additions	<b>-</b>	<b>170</b>	<b>170</b>
At 31 December 2024	<b>16,756</b>	<b>35,352</b>	<b>52,108</b>
<b>Depreciation</b>			
At 1 January 2024	<b>13,220</b>	<b>22,662</b>	<b>35,882</b>
Charge for the year	<b>871</b>	<b>3,170</b>	<b>4,041</b>
At 31 December 2024	<b>14,091</b>	<b>25,832</b>	<b>39,923</b>
<b>Net book value</b>			
At 31 December 2024	<b>2,665</b>	<b>9,520</b>	<b>12,185</b>
At 31 December 2023	<b>3,536</b>	<b>12,520</b>	<b>16,056</b>

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**16. Debtors**

	2024 £	2023 £
<b>Due within one year</b>		
Trade debtors	3,007	3,757
Other debtors	98	50
Prepayments and accrued income	114,211	77,856
Tax recoverable	1,925	700
	<u>119,241</u>	<u>82,363</u>

**17. Current asset investments**

	2024 £	2023 £
Balances held on deposit	<u>408,032</u>	<u>173,439</u>

**18. Creditors: Amounts falling due within one year**

	2024 £	2023 £
Trade creditors	70,687	56,087
Other creditors	1,863	294
Accruals and deferred income	6,996	3,039
	<u>79,546</u>	<u>59,420</u>

**Notes to the Financial Statements  
For the Year Ended 31 December 2024**

---

**19. Financial instruments**

	2024 £	2023 £
<b>Financial assets</b>		
Financial assets measured at transaction price	<u>5,030</u>	<u>4,507</u>
	2024 £	2023 £
<b>Financial liabilities</b>		
Financial liabilities measured at transaction price	<u>72,550</u>	<u>56,381</u>

Financial assets measured at fair value through income and expenditure comprise debtors and sundry debtors.

Financial liabilities measured at fair value through income and expenditure comprise trade creditors, others creditors and bank loans.

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**20. Statement of funds**

Statement of funds - current year

	Balance at 1 January 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2024 £
<b>General funds</b>					
<b>Designated funds</b>					
Designated Funds - all funds	400,000	-	-	(400,000)	-
<b>General funds</b>					
General Funds - all funds	294,761	952,591	(1,000,559)	400,000	646,793
<b>Total Unrestricted funds</b>	<b>694,761</b>	<b>952,591</b>	<b>(1,000,559)</b>	<b>-</b>	<b>646,793</b>
<b>Endowment funds</b>					
The Edward Gostling Fund	-	236,802	-	-	236,802
<b>Restricted funds</b>					
The Big Give Helpline	2,819	-	(2,819)	-	-
The Light Fund	5,000	-	(5,000)	-	-
Other Restricted Funds	-	15,000	(15,000)	-	-
	7,819	15,000	(22,819)	-	-
<b>Total of funds</b>	<b>702,580</b>	<b>1,204,393</b>	<b>(1,023,378)</b>	<b>-</b>	<b>883,595</b>

The Edward Gostling Fund is to support core services and activities and can be utilised to maintain general reserves at the desired level of six months operating costs as is necessary per the charitable company reserves policy.

Other restricted funds were all to support helpline and online activities and were used to support the running of these key services.

**Notes to the Financial Statements  
For the Year Ended 31 December 2024**

**20. Statement of funds (continued)**

Statement of funds - prior year

	<i>Balance at 1 January 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 December 2023 £</i>
<b>Unrestricted designated funds</b>					
Designated Funds - premises	400,000	-	-	-	400,000
<b>General funds</b>					
General Funds - all funds	503,373	653,185	(854,263)	(7,534)	294,761
<b>Total Unrestricted funds</b>	<b>903,373</b>	<b>653,185</b>	<b>(854,263)</b>	<b>(7,534)</b>	<b>694,761</b>
<b>Restricted funds</b>					
CAF main grant and resilience support grant	28,517	-	(36,051)	7,534	-
The Edward Gostling Fund	-	25,000	(25,000)	-	-
Ladbrokes Coral Trust	-	1,000	(1,000)	-	-
The Big Give - Peer Support	-	10,590	(10,590)	-	-
The Big Give Helpline	-	10,864	(8,045)	-	2,819
The Grace Trust	-	1,000	(1,000)	-	-
The Light Fund	5,000	5,000	(5,000)	-	5,000
	<u>33,517</u>	<u>53,454</u>	<u>(86,686)</u>	<u>7,534</u>	<u>7,819</u>
<b>Total of funds</b>	<b><u>936,890</u></b>	<b><u>706,639</u></b>	<b><u>(940,949)</u></b>	<b><u>-</u></b>	<b><u>702,580</u></b>

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**21. Summary of funds**

Summary of funds - current year

	Balance at 1 January 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2024 £
Designated funds	400,000	-	-	(400,000)	-
General funds	294,761	952,591	(1,000,559)	400,000	646,793
Endowment funds	-	236,802	-	-	236,802
Restricted funds	7,819	15,000	(22,819)	-	-
	<u>702,580</u>	<u>1,204,393</u>	<u>(1,023,378)</u>	<u>-</u>	<u>883,595</u>

Summary of funds - prior year

	Balance at 1 January 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 December 2023 £
Designated funds	400,000	-	-	-	400,000
General funds	503,373	653,185	(854,263)	(7,534)	294,761
Restricted funds	33,517	53,454	(86,686)	7,534	7,819
	<u>936,890</u>	<u>706,639</u>	<u>(940,949)</u>	<u>-</u>	<u>702,580</u>

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**22. Analysis of net assets between funds**

Analysis of net assets between funds - current period

	<b>Endowment funds 2024 £</b>	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>
Tangible fixed assets	-	12,185	<b>12,185</b>
Current assets	236,802	714,154	<b>950,956</b>
Creditors due within one year	-	(79,546)	<b>(79,546)</b>
<b>Total</b>	<b>236,802</b>	<b>646,793</b>	<b>883,595</b>

Analysis of net assets between funds - prior period

	<i>Restricted funds 2023 £</i>	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Tangible fixed assets	-	16,056	16,056
Current assets	7,819	738,125	745,944
Creditors due within one year	-	(59,420)	(59,420)
<b>Total</b>	<b>7,819</b>	<b>694,761</b>	<b>702,580</b>

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**23. Reconciliation of net movement in funds to net cash flow from operating activities**

	2024 £	2023 £
Net income/expenditure for the period (as per Statement of Financial Activities)	<b>181,015</b>	<b>(234,310)</b>
<b>Adjustments for:</b>		
Depreciation charges	4,041	4,392
Interest received	(25,002)	(16,058)
(Profit)/ Loss on disposal of fixed assets	-	936
(Increase)/Decrease in debtors	(36,878)	(15,876)
Increase/(Decrease) in creditors	20,126	13,719
<b>Net cash provided by/(used in) operating activities</b>	<b>143,302</b>	<b>(247,197)</b>

**24. Analysis of cash and cash equivalents**

	2024 £	2023 £
Cash in hand	423,683	490,142
Notice deposits (less than 3 months)	408,032	173,439
<b>Total cash and cash equivalents</b>	<b>831,715</b>	<b>663,581</b>

**25. Analysis of changes in net debt**

	At 1 January 2024 £	Cash flows £	At 31 December 2024 £
Cash at bank and in hand	490,142	(66,459)	423,683
Liquid investments	173,439	234,593	408,032
	<b>663,581</b>	<b>168,134</b>	<b>831,715</b>

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

**26. Pension commitments**

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund during the year and amounted to £12,314 (2023 - £10,692). At the year-end date £2,595 (2023 - £2,609) were due to the fund and are included within creditors.

**27. Operating lease commitments**

At 31 December 2024 the charity had commitments to make future minimum lease payments under noncancellable operating leases as follows

	2024 £	2023 £
Not later than 1 year	<b>34,565</b>	21,669
Later than 1 year and not later than 5 years	<b>88,995</b>	12,477
	<b><u>123,560</u></b>	<b><u>34,146</u></b>

**28. Company limited by guarantee**

The company is limited by guarantee without share capital. The liability of the members is limited. Every member of the charitable company undertakes to contribute to the assets of the charitable company in the event of the charitable company being wound up while they are a member, or within one year after they cease to be a member, for payment of the debts and liabilities of the charitable company contracted before they cease to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributories among themselves, such as may be required not exceeding £1.

If upon the winding-up or dissolution of the charitable company there remains, after the satisfaction of all debts and liabilities, any property whatsoever, the sum shall not be paid to or distributed among the members of the charitable company, but shall be given or transferred to some other charitable institution or institutions having objects similar to the objects of the charitable company and which shall prohibit the distribution of its or their income and property to any extent at least as great as is imposed on the company under or by virtue the Memorandum and Articles of Association.

**Notes to the Financial Statements**  
**For the Year Ended 31 December 2024**

---

**29. Related party transactions**

During the year the charitable company reimbursed Philip Startin, a trustee who provided online courses free of charge, his expenses totalling £870 (2023 £1,305). At the year-end date £435 was outstanding and is shown within trade creditors (2023 : £nil).