

The West of England  
MS Therapy Centre

Registered Charity Number: 801155  
Company Number: 02312916



the  
brightwell

a centre for neurological wellbeing & physical recovery

# IMPACT REPORT



2024

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# Our Story So Far

## ABOUT US

The Brightwell is a centre of excellence supporting people with neurological conditions such as MS, Parkinson's, ME/CFS and Fibromyalgia. For over 40 years, we have been delivering life enhancing therapies and support from our purpose built centre in Bradley Stoke, Bristol.

## OUR MISSION

To build a compassionate, connected community, committed to the care and wellbeing of individuals living with neurological conditions, their families and carers.

We provide a unique mix of therapies, emotional support and peer connection, all in one place.

## OUR PURPOSE

To improve the lives of people living with neurological conditions through therapy and excellence in care.

To provide accessible, person-centred therapies and support that enhance the physical and emotional wellbeing of our Members, their families and carers.



“ I love the Centre, it has been the most helpful thing for my rare neurological illness. ”



# Who We Support

At The Brightwell we support our members who have various neurological conditions such as:

**Over 600 different conditions**  
Split broadly into four categories:

**Sudden Onset:**  
Stroke, Brain and Spinal Cord Injuries

**Progressive:**  
Motor Neurone Disease, Parkinsons and later stages of MS

**Stable:**  
Post-polio and Cerebral Palsy

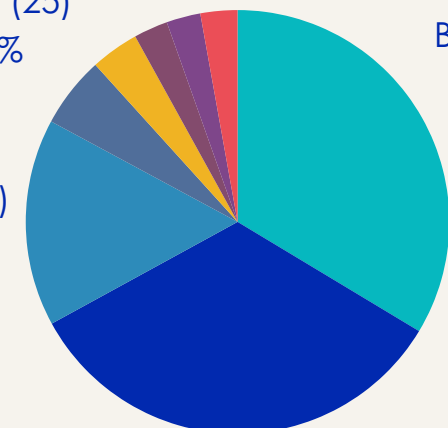
**Intermittent & Unpredictable:**  
Fibromyalgia, M.E, Migraines, early stages of MS.

Where our members live:

Wales (25)  
5.4%

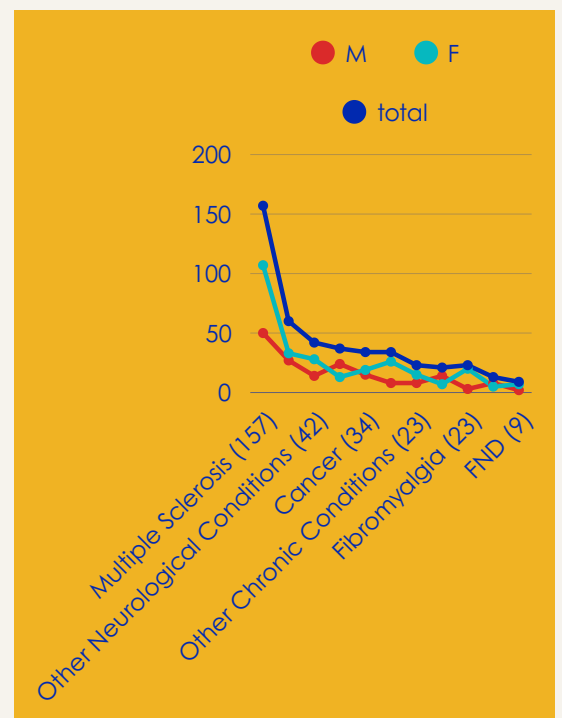
Bristol (155)  
33.6%

North Somerset (73)  
15.8%



South Gloucestershire (154)  
33.4%

2024 Split by Condition



# Our Therapies



## HYPERBARIC OXYGEN THERAPY

Hyperbaric Oxygen Therapy involves breathing pure oxygen in a pressurised environment. This increases oxygen levels in the blood, promoting healing, reducing inflammation and supporting tissue repair. It is widely used to manage symptoms in conditions like MS and chronic fatigue syndromes.



## ISOBARIC OXYGEN THERAPY

Isobaric Oxygen Therapy is delivered without increased pressure, making it a more accessible option for those who cannot use hyperbaric chambers. At over 90% purity, it still enhances oxygen delivery to tissues and can be beneficial for wound healing, chronic pain and overall wellbeing.



## PHYSIOTHERAPY

Physiotherapy at The Brightwell focuses on improving mobility, strength and balance for individuals with neurological conditions. Our sessions include one-to-one physiotherapy, group classes and tailored exercise programs designed to build physical resilience and manage symptoms.

Examples of Physiotherapy Programs:

- One-to-one tailored sessions
- Group physiotherapy using specialised equipment
- Virtual exercise sessions for remote support
- Pilates and yoga for flexibility and core strength

## GROUP EXERCISE CLASSES

These classes are designed to encourage movement, flexibility and strength through guided routines that accommodate different abilities. They include strength training and condition-specific exercises.



# Our Therapies



## PILATES & YOGA

Pilates and yoga for improved balance and mobility  
Strength and conditioning classes  
Social exercise groups to maintain physical and mental wellbeing

## COMPLEMENTARY THERAPIES



Our complementary therapies aim to support physical and emotional wellbeing. These include hands-on treatments and holistic approaches that address the whole person, not just symptoms.

Available Complementary Therapies:

Massage Therapy: Reduces muscle tension and promotes relaxation

Acupuncture: Alleviates pain and supports overall balance

Reflexology: Stimulates reflex points on the feet to enhance body function

Foot health: Specialist foot care for mobility and comfort



## COUNSELLING & TALKING THERAPY

Emotional wellbeing is just as important as physical health. Our counselling services provide a safe, confidential space to talk about living with a neurological condition, managing stress and coping with life changes.

Types of Support:

One-to-one counselling

Group therapy and peer support

Virtual sessions to ensure accessibility



## SPECIALIST CLINICS

We offer targeted clinics to address specific needs related to living with neurological conditions. These include:

Continence Clinics: Advice and management for bladder and bowel issues

Employment and Benefits Advice: Helping navigate work and financial support

Oxygen Assessments: Ensuring safe and effective use of oxygen therapies

# Therapy Gallery



# A Letter from our Chair

As we reflect on 2024, I am proud to share what has been a year of resilience, progress and continued growth at The Brightwell. Like many charities, we have faced ongoing challenges, but we have remained focused on our mission: to build a dedicated and compassionate community, committed to the care and wellbeing of individuals living with neurological conditions, their families and carers.

Throughout the year, we maintained and strengthened our core services. We also expanded provision where we saw growing need. Our therapy teams, administrative staff, volunteers and everyone behind the scenes have worked with care and professionalism throughout. Their dedication continues to make a difference every day.

We have also developed our digital presence and communication, continued to build strong relationships with partners and supporters, and delivered new fundraising initiatives. This work is essential, especially as rising costs across all areas make it increasingly difficult to deliver services at the level we expect of ourselves.

In response, we are reviewing all areas of our operation to ensure we remain sustainable. This includes reviewing our donation structures. We will always do everything we can to keep our services accessible and to ensure no one is ever turned away when they need our support.

None of this would be possible without the people who make The Brightwell what it is. Our staff, volunteers, trustees, fundraisers and members all contribute to the life and success of the Centre.

On behalf of the Board of Trustees, thank you. Your support and dedication mean everything.

We look ahead to 2025 with focus, care and a continued belief in the value of what we do.



**Geoffrey Mayell**  
Chair of Trustees

# A Letter from our CEO

Dear Members, Friends and Supporters,

I am filled with immense gratitude for everything that we have achieved together at the Brightwell in 2024. This has been a challenging year, and we have had to persevere to sustain our growth with renewed commitment to our goals of empowering individuals living with neurological conditions to lead fuller, more independent lives.

Every day, we witness the extraordinary strength of the people who use our Centre, and every day, we are inspired to do more.

In 2024, our dedicated team delivered over 14,000 therapy sessions, expanded our exercise programmes, and introduced new services; such as our Brightwell Café. Through innovation, collaboration, and hard work, we have been able to extend our impact, not only in our local community but increasingly across wider networks.

This report highlights the outcomes we have achieved over the year; improved quality of life, increased physical and mental wellbeing, greater social connection, and renewed hope for so many.

These successes are only possible because of the unwavering dedication of our staff, the trust of our Members and their families, and the generous support of our donors, partners, and amazing volunteers.

As we look ahead, we remain committed to breaking down barriers to care, advancing best practices in neurological therapy, and ensuring that every individual who walks through our doors feels seen, supported, and empowered.

Thank you for being part of this incredible journey.

Kind regards,

Doro Pasantes

**Doro Pasantes**  
CEO



# 2024 in Numbers

In 2024 We Delivered

# 14,243

Therapy Sessions!

## 6,241

Hyperbaric Oxygen  
Therapy Sessions



## 935

Isobaric Oxygen  
Therapy Sessions

## 4,156

1:1  
Physiotherapy



## 2,227

Group Exercise  
Classes

## 486

Complementary  
Therapies



## 177

Counselling  
Sessions

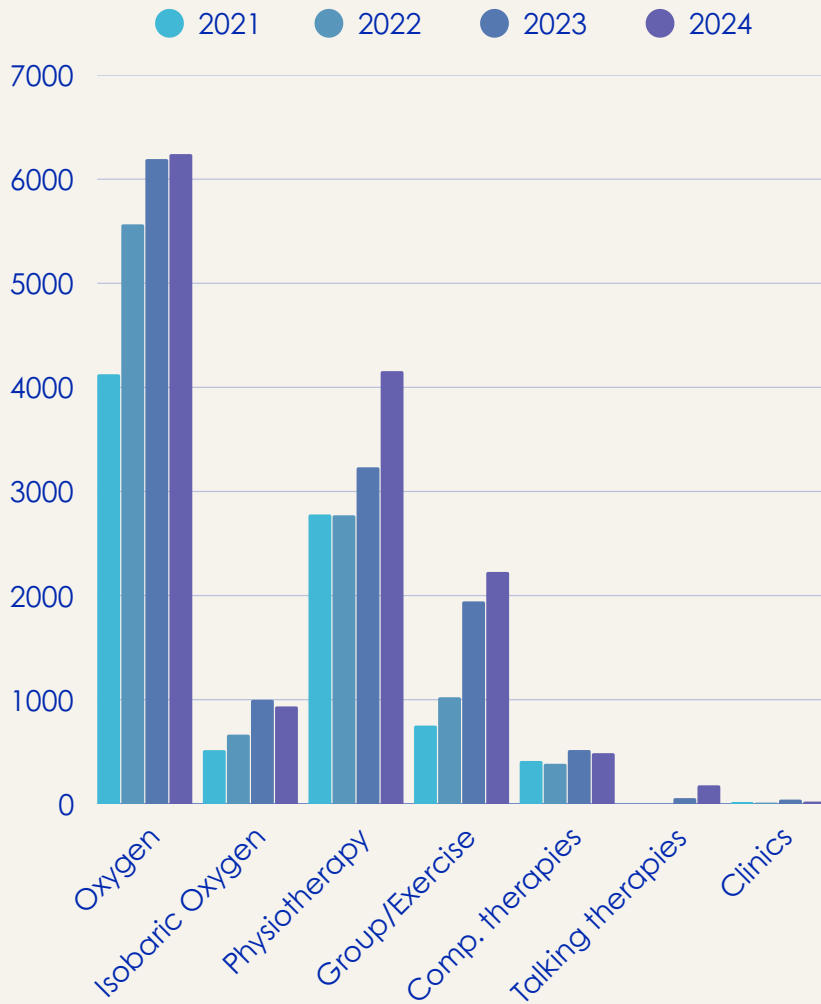
## 21

Specialist Clinics



# 2024 Key Statistics

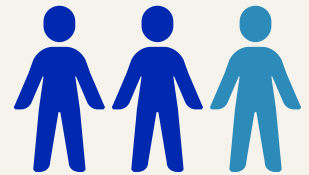
No. of participants in the therapy sessions; year on year:



0.44% increase in overall memberships from 2023 - 2024 = 461 active members in 2024



2024 has seen the highest overall attendance at the Centre since before the pandemic



Counselling sessions more than tripled



# Fundraising Statistics

In 2024, through various fundraising initiatives, we raised an outstanding:

**£207,197**

**Colour Run**

**Abseil**

**Corporate Supporters**

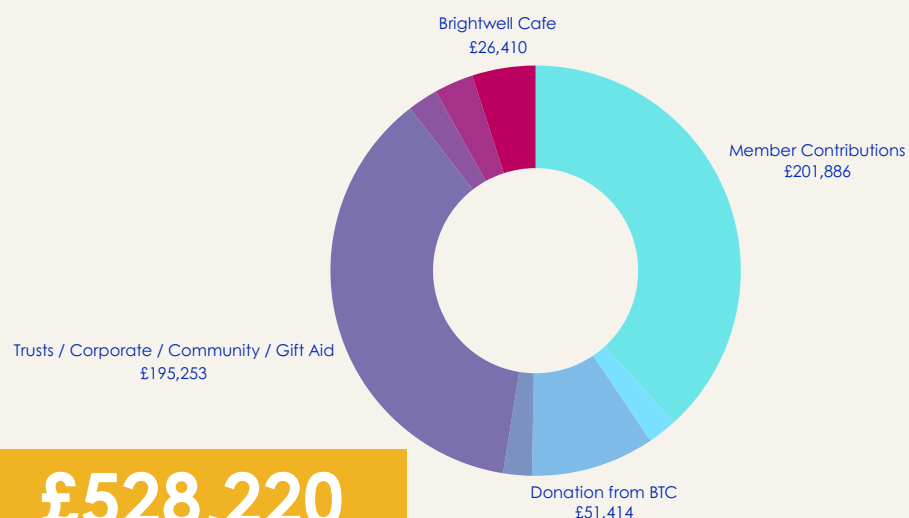
**Personal Fundraisers**

**Sponsored Runs**

**Bingo & Quiz Nights**

**After adding all income resources - the Centre raised:**

**£528,220**



# 2024 Fundraising Gallery



# What our Members Say

Thank you Brightwell.  
You have given me hope

Therapies at the  
Brightwell have stopped  
my falls. They must save  
the NHS so much  
money!

I love the Centre, it has been the most  
helpful thing for my rare neurological  
illness

Home from  
home. My rock.

All wonderful,  
welcoming, friendly  
and professional. A  
safe reassuring space.

There is nothing that  
the Brightwell can  
improve on. Literal  
life saver for me.

I hate to think where I  
would be without  
physio

I couldn't stay in work without The  
Brightwell.

The services are  
excellent and  
unique to the  
area. There is no  
where else like it.

The Brightwell does an amazing job in really challenging  
times. Money is so scarce, they do so much with so little.  
Please support them in any way you can.



# Roger's Story



**"The Centre is such a special place and helps so many people, me included."**

I was working as a project manager in the construction industry when I was diagnosed with Multiple Sclerosis (MS). It was a busy, well-paid, important and pressured job. At that time, I was also a father and married, managing the demands of both my career and family life. Hearing the diagnosis was incredibly hard to come to terms with, not just for me, but also for the people around me.

***MS has changed my life in many ways. I am now a wheelchair user and had to give up my career a long time ago. I live on my own in a nice bungalow, still living independently with some support. The Brightwell has become a vital part of my life.***

At first, I began oxygen therapy at a centre near my home. But when I moved to Wales, I couldn't find a similar service close by. Eventually, I discovered The Brightwell Centre in Bradley Stoke and began travelling regularly to access therapy. When my marriage broke down, I made the decision to move to Bradley Stoke specifically to be closer to the Centre.

I come to the Centre for oxygen therapy and physiotherapy, and I am here most days. It is not just about the therapies; it is about the community and connection. I stay to chat with friends and enjoy lunch at the café. It is a place where I feel understood and supported.

My journey at The Brightwell has inspired me to give back. I am now a Trustee of the Centre and do everything I can to raise funds to keep this vital service going. It is important to me that the Centre remains here for everyone who needs it. I am even planning to abseil down the side of a local hotel to raise money; although I am not entirely sure how I will get to the top! It means so much to me to support this amazing place.

***"The Brightwell has given me a community, a purpose and a sense of belonging. I can't imagine life without it."***

# A Very Special Story

## Member Journey: Finding Relief and Understanding at The Brightwell

***"The Centre is like a breath of fresh air it's a place where I feel safe, welcome and understood."***

I have been coming to The Brightwell since 2019 and from the moment I walked through the door, it just felt right. It was a place that felt safe and familiar. I was made so welcome, and from day one, people just understood.

I live with fibromyalgia, and that alone can feel isolating. Usually, when I tell people about my condition, their faces go blank. I often have to explain it, or they look at me with a bit of suspicion. Even some doctors question whether it is real. But at The Brightwell, people knew exactly what I was talking about from the start.

I was diagnosed when I was 29 years old. In the beginning, my **symptoms were intense , terrible pain and stiffness.**

Waking up in the morning felt like I had done the hardest workout, with muscles that would not bend and pain in places I did not even know existed. Yet, all I had done was sleep. As the day went on, the stiffness would ease, and the pain would reduce a little, but the next morning it would start all over again.

**Then came the fatigue. I wish more people understood that fatigue with a chronic illness is not just being tired. No amount of sleep or rest can fix it. It feels like trying to walk through setting concrete, with a head full of cotton wool and eyes that are always fighting to close. It is like having flu every single day.**

There is also the brain fog. It feels like words and information that I know I know are just out of reach. Sometimes, I feel like I am losing my mind when I cannot remember words, names, or even what I was doing ten minutes ago. It makes me feel stupid and scared.

**Oxygen therapy at The Brightwell helps me in ways I cannot fully explain.** It lifts my energy levels, clears my brain fog, and I believe it even reduces my pain. The day before oxygen therapy, it is hard to function, especially at work. But after a session, I feel tired at first and sleep deeply that night. Then, the next day, **I have more energy, I can think more clearly, I walk better and have less pain.**

That might not sound like much to some people, but to me, it is life-changing.

***"The Brightwell is a place where I am not questioned, where I am seen and supported. I cannot imagine coping without it."***



# Our Volunteers

Are at the heart of all we do -  
without them we could not do what we do!



# Our Volunteers

## Meet Guy

My name is Guy and I have been volunteering at The Brightwell as an Oxygen Operator since February 2022, a year or so after I retired from a career as an analyst with a large IT firm. I am in my late 50s, have lived in Bradley Stoke for 24 years, and my wife & I raised our 2 daughters here.



When I am not at The Brightwell, I spend a lot of time playing Pickleball at the Jubilee Centre or Thornbury Leisure Centre.

I found out about volunteering at The Brightwell from a post on Facebook and it struck a chord with me as a chance to give something back to the community. While the role is not as technical as my paid work had been, it appeals to me because we have to follow detailed safety procedures, as you would expect, when as many as 7 members are in a sealed chamber breathing nearly pure oxygen at pressures of up to 2 atmospheres. Another benefit is that being in Wheatfield Drive it is local too, so I can walk there in 25 minutes.

I have definitely learned new skills (skills that, a year ago, I did not know I could ever need) and an insight in to a whole new area of treatment. I am pretty sociable, so an added bonus is that the staff and other volunteers are all lovely, and I have built relationships with the regulars at my weekly 4-hour shifts.

The most rewarding part of volunteering at The Brightwell, is seeing members with neurological conditions coming out of the oxygen chamber feeling better, and appreciating my work providing their treatment in a safe and secure environment.

The oxygen treatment could not continue without volunteers, so I am very proud to be a small part of the great work that is done at The Brightwell – and I would encourage others to join me in a worthwhile role which is a bit out of the ordinary. There is loads of support for newcomers and all the processes are well documented.

# Our Volunteers

## Meet Collette

As one of the original residents in Bradley Stoke, I remember wild fields where the Brightwell now stands. What a difference 35 years makes! Instead of fields we now have the vibrant and friendly Brightwell which cares for and supports people living with neurological conditions. As well as providing oxygen therapy, physiotherapy and other support for its members it also provides a host of volunteering opportunities for people who have time to give. After retiring 8 years ago I was looking for an opportunity to keep my brain ticking over and meet new people and the Brightwell was the ideal place for me.



My volunteering role started with making members hot drinks and biscuits after their therapies on a Wednesday afternoon. It was great to chat to the members and hear all their stories and experiences. By the time I went home I felt as though I had had my own therapy session.

After members telling me about the benefits Oxygen Therapy gave them, I was intrigued. Before I knew it, I was a fully trained Oxygen Chamber Volunteer. It all looked so complicated at first but I was soon operating the chamber on a Tuesday afternoon. Again, there was plenty of opportunity to chat to the members and other volunteers and to eat biscuits.

As the Brightwell are always looking for ideas to fundraise, I offered to run an evening Bingo session which is open to everyone. At first the sessions were attended by a few people but it soon grew and we now have a Bingo session every two months regularly attended by 40+ people. We have great fun including prize games, cash games and a silly bingo game. If you are lucky enough then you may even get one of the many Freddo chocolates I throw out to attendees. Everyone brings their own drinks and snacks and we raise a great deal of money for the Brightwell.

I have taken a break from operating the Oxygen Chamber and I am now back to where I started, meeting and greeting members and visitors to the Centre. I also keep the central area neat and tidy, make teas and coffees, chat and help members with the occasional crossword. And not to forget eating biscuits!

# Acknowledgements

Dear Friends,

Thank you for your incredible support throughout 2024. Your generosity and commitment have made it possible for The Brightwell to continue providing vital therapies and support to those living with neurological conditions.

Whether you donated, volunteered, or simply shared our story, you made a difference. Your belief in our work helps us create a community where people feel valued, supported and understood. We are truly grateful for every contribution. Together, we are building a brighter future for everyone who comes through our doors.

With sincere thanks,  
The Brightwell Team

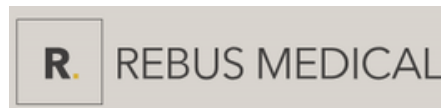


Website: [www.thebrightwell.org.uk](http://www.thebrightwell.org.uk)  
Email: [hello@thebrightwell.org.uk](mailto:hello@thebrightwell.org.uk)  
Phone: 01454 201 686

Instagram: @brightwell\_centre  
Facebook & LinkedIn: The Brightwell  
X (Twitter): @TheBrightwell

Registered Charity Number: 801155  
Company Number: 02312916

# With huge thanks to our Supporters



rugged. interactive



Thank you to everyone who has donated and supported us over the last year, by donating directly, attending or supporting our fundraising events, hosting collection tins or buckets or arranging donations from loved ones who have remembered us in their Wills.

All of these contributions have helped us to continue our vital work.

### Thank you to our Grants and Trust Supporters:



The National Lottery Community Fund  
The Medlock Charitable Trust

The Atrato Foundation  
StageCoach Giving For Good

### Thank you to our Community Supporters:

MS Peoples Help  
Downend Round Table  
Bradley Stoke Mayor  
Cllr. John Bradbury



Bradley Stoke WI  
Ken Edis  
Richard Parsons

### Thank you to our Town and Parish Council Supporters:

Bradley Stoke TC  
Downend and Bromley Heath PC  
Wickwar PC  
Locking PC  
Stoke Lodge and The Common PC  
Stoke Park and Cheswick PC  
Yatton PC  
Bitton PC  
Clevedon TC  
Kingswood TC

Westerleigh & Coalpit Heath PC  
Frampton Cotterell PC  
Hanham Abbots PC  
Emersons Green TC  
Filton TC  
Almondsbury PC  
Stoke Gifford PC  
Alveston PC  
Wrington PC  
Chepstow TC



Supported and funded by  
Chepstow Town Council

The West of England M S Therapy Centre Ltd (Limited by Guarantee)  
Company Registration Number: 02312916  
Registered Charity Number: 801155

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The West of England M S Therapy Centre Ltd  
UNAUDITED FINANCIAL STATEMENTS  
Year-End 31 December 2024

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## Officers and Professional Advisers

**Year ended 31 December 2024**

### Trustees

Mr Geoffrey Mayell– Chairman  
Mr Steve Cocks  
Mrs Caroline Blake-Symes  
Mr Paul Spaven  
Mr Roger Forbes  
Mr Charles Edis  
Mr David Grant

### Company Secretary/Registered office

Mr Charles Edis  
Bradbury House Clinic  
Wheatfield Drive  
Bradley Stoke  
Bristol  
South Gloucestershire  
BS32 9DB  
United Kingdom

### Accountant

David Seabright Co Ltd  
Adam Kelly B.A. (Hons) F.C.C.A  
Barley Wood Stables  
Long Lane  
Wrighton  
Bristol  
BS40 5SA  
United Kingdom

## Trustees Report and responsibilities

The Trustees (who are also directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law, United Kingdom Accounting Standards and 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 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 and have fulfilled the requirement to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles of the Charities SORP.
- 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 assume that the Charity will continue in business.

The Trustees are responsible for keeping proper 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 Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

There were no Trustees' remuneration or other benefits for the year ended 31 December 2024 nor for the year ended 31 December 2023.

There were no Trustees' expenses paid for the year ended 31 December 2024 nor for the year ended 31 December 2023.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime. The financial statements were approved by the Board of Trustees and authorised for issue on **22 May 2025** and were signed on its behalf by:



Mr Steve Cocks  
Trustee (Director)

Company registration Number: 02312916  
Registered Charity No: 801155

## Year End 31 December 2024

The Trustees present their report and the unaudited financial statements of the company for the year ended 31 December 2024.

## Trustees

The Trustees who served the company during the year were as follows:

Mr Geoffrey Mayell (Chairman)  
Mr Paul Spaven  
Mr Roger Forbes  
Mr Charles Edis  
Mr Steve Cocks  
Mrs Caroline Blake-Symes  
Mr David Grant

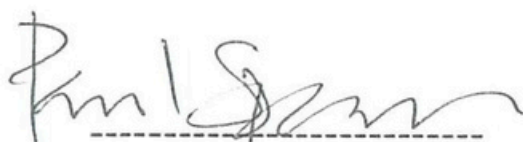
## Small Company Provisions

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2024.


The members have not required the company to obtain an audit of its financial statements for the year ended 31 December 2024 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.



Mr P Spaven  
Trustee (Director)

  
Mr S Cocks  
Trustee (Director)

## Independent Examiner's Report to the Board of Trustees

Report to the Board of Trustees on the preparation of the unaudited statutory financial statements of The West of England M S Therapy Centre Ltd (Limited by Guarantee) Charity Number 801155.

### Responsibilities and Basis of the Report

As the charity's Trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

### Independent Examiner's Statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Adam Kelly  
B.A. (Hons) F.C.C.A.

Date: 19 May 2025

## Income statement Year End 31 December 2024

	2024	2023
	£	£
Income and Donations Received	495,468	513,913
Cost of Providing Therapies	(373,982)	(392,241)
	-----	
Gross Surplus	121,486	121,672
Cost of Generating Income	(152,282)	(139,663)
Governance Costs	(2,590)	(2,014)
	-----	
Operating Surplus	(33,386)	(21,005)
Other interest receivable /Bank switch income	9,628	8,320
Investments Movement Gain	3,112	(2,873)
Other Income- Therapy/BNSC/Car Sale	20,012	29,047
Surplus/(Loss) before tax	(634)	13,489
Less tax/depreciation surplus/(loss)	(11,571)	(15,428)
	-----	
Surplus/(Loss) for the financial year	(12,205)	(1,939)

The company has no other recognised items of income or expense other than the results for the year as set out above.

## Statement of Financial Position 31 December 2024

Fixed Assets	Note	2024 £	2023 £
Tangible assets	5	140,716	151,287
<b>Current Assets</b>			
Debtors	6	2,188	5,466
Cash at bank and in hand		111,999	82,928
M&G Charity Investments (Operating Reserves)		122,518	119,406
		-----	-----
		236,706	207,800
Creditors: Amounts falling due within one year	7	(18,376)	(11,228)
Restricted Fund		(56,716)	(33,325)
		-----	-----
Net Current Assets		161,613	163,247
		-----	-----
Total Assets less Current Liabilities		302,329	314,534
		-----	-----
<b>Capital and Reserves</b>			
Surplus and loss account B/ Fwd		314,534	316,473
Remaining Surplus and Loss for the Year		(12,205)	(1,939)
		-----	-----
		302,329	314,534
		-----	-----
Capital and Reserves C/ Fwd		<b>302,329</b>	<b>314,534</b>

There were no investment assets outside the UK.

## Financial Policy

The Trustees are pleased to present the financial statements for the charity for the year ending 31 December 2024. The Financial Statements comply with the Charities Act 2011 and the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities.

### **Risk Management**

The Trustees have conducted a review of the major risks to which the Charity is exposed, with systems established to mitigate those risks. All procedures are reviewed periodically to ensure that they still meet the needs of the organisation. Policies and procedure for the safe running of the organisation are currently in place.

### **Reserves Policy**

A policy is set which reflects the Trustees' wish to safely commit as much as possible to the primary objectives of the Charity whilst retaining financial stability and the potential to respond to new opportunities. In accordance with this policy, the Charity has the following designated reserves to secure its future and guard against major risks:

- Operating Reserves (£122,518) - this fund has been created to protect the charity against the impact of any catastrophic event which removes its ability to operate in the short term. The fund is based on approximately three/four months committed costs and is currently kept in an accessible short term investment account.

### **Restricted Funds**

Restricted Funds are held in reserve deposit accounts and can only be used for the specific purpose as defined and agreed with the donor.

- Physiotherapy Project (£5,387.50)
- Extended Hours Opening Project (£6,900)
- Accessible Garden Path Project (£2,500)
- Led Lighting Project (£6,700)
- Equipment and IT Project (£19,412) This fund was created to make sure that the Charity is able to move with the times and upgrade to the latest operating systems as the current set-up was assessed as limited to obsolescence.

### **Designated Funds**

Are held in reserve deposit accounts for specific tasks or projects that the Trustees have made specific provision for.

- Designated Café Costs (£3,166.34) - This fund has been set up from specific donor donations to enable the café to be set up and operated in a manner that will achieve a breakeven point as a minimum. The café costs are monitored on a monthly basis to ensure that pricing and sales are generate to deliver this goal.

### **Related Party Disclosures**

The West of England MS Therapy Centre (WoEMSTC) charity Trustees are also Trustees of the Bristol Neurological Support Centre Ltd (BNSC). Registered Charity No: 05374632. BNSC is the Lessor of the land, which belongs to South Gloucestershire County Council (SGCC), and owner of the building, which it maintains. BNSC is responsible for paying SGCC a peppercorn rent. The WoEMSTC does not pay any rent to BNSC.

The BNSC collects a license contribution from other building users which is used primarily to maintain the 13yr old building.

The West of England MS Therapy Centre Ltd, also has a not for profit Trading Arm, The Bristol Therapy Centre (BTC) Registered Company No: 08193674. All income raised though the BTC is donated to the WoEMSTC charity.

The three aforementioned companies (two charities and a trading arm) all from part of "The Brightwell" Brand.

## Notes to the Financial Statements Year

Ended 31 December 2024

### 1 General Information

The company is a private company limited by Guarantee and is also a Charity No 801155 registered in England and Wales. The address of the registered office is Bradbury House Clinic, Wheatfield Drive, Bradley Stoke, Bristol, South Gloucestershire, BS32 9DB, United Kingdom.

### 2 Statement of Compliance

These financial statements have been prepared in compliance with FRS 102 Section 1A, 'The Financial Reporting Standard applicable to the UK and Republic of Ireland'.

### 3 Accounting Policies

#### ***Basis of Preparation***

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 accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

#### ***Income from Contributions and Donations***

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

The Charity relies on its business continuity by the receipt of income by way of donations, member and community contributions as well as the support of many Charitable Trusts. The Trading Arm of the Charity uses the resources of the parent Charity to treat and provide therapies for non-neurological conditions and in return donates all fees received to the parent Charity.

#### ***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.

#### ***Tangible Assets***

Tangible assets are initially measured at cost and are subsequently measured at cost less any accumulated depreciation and accumulated impairment losses or at a revalued amount.

Any tangible assets carried at a revalued amount are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation is recognised in other comprehensive income and accumulated in capital and reserves. However, the increase is recognised in profit or loss to the extent that it reverses a revaluation decrease of the same asset previously recognised in profit or loss. A decrease in the carrying amount of an asset as a result of revaluation is recognised in other comprehensive income to the extent of any previously recognised revaluation increase accumulated in capital and reserves. If a revaluation decrease exceeds the accumulated revaluation gains accumulated in capital and reserves in respect of that asset, the excess is recognised in profit or loss.

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Land and buildings	Straight line over 50 years
Fixtures, fittings, and equipment	12 years at reducing costs.

#### ***Taxation***

The charity is exempt from corporation tax on its charitable activities.

#### ***Impairment***

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

#### ***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 unrestricted funds earmarked by the Trustees for a particular purpose. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

#### ***Defined Contribution Pension Plan***

Contributions to defined contribution pension plan are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

#### ***Going Concern***

The Centre has been supporting people living with a neurological condition and their families through therapy since 1985. In 2025 we are celebrating the Charities 40<sup>th</sup> Anniversary. The Trustees are minded and strive for financial sustainability so that the Charity is here to continue to support all those that need these therapies and services for the next 40 years, if there is still a need.

#### 4 Persons Employed

The average number of persons employed by the company during the year was 16 (2023: 18). This is made up of 5 full-time members of staff and 9 part-time.

There are no employees who received employee benefits (excluding employer pension costs) of more than £60,000;

#### 5 Tangible Assets

	Land and buildings £	Plant and machinery/ IT etc. £	Total £
<b>Cost</b>			
At 1 January 2024	150,000	257,540	407,540
Additions	1,000		1,000
At 31 December 2024	151,000	257,540	408,540
<b>Depreciation</b>			
At 1 January 2024	36,000	220,253	256,253
Charge	3,000	8,571	11,571
At 31 December 2024	39,000	228,824	267,824
<b>Carrying amount</b>			
At 31 December 2024	112,000	28,716	140,716
At 31 December 2023	114,000	37,287	151,287

#### 6 Debtors

	2024 £	2023 £
Debtors	771	3,632
Prepayments	1,417	1,834
	2,188	5,466

#### 7 Creditors: Amounts falling due within one year

	2024 £	2023 £
Taxation and Social Security Pre-payments	8,853	7,792
Accruals	3,465	
Other Creditors	6,058	3,436
	<b>18,376</b>	<b>11,228</b>

## Detailed Income Statement

8 Incoming Resources	2024	2023
	£	£
Member Contributions	201,886	169,337
Community Fundraising	64,359	65,669
Legacies	11,944	28,683
Trusts/Corporate	125,009	165,185
Trading Company	51,414	67,405
Subscriptions	8,561	9,458
Gift Aid	5,883	7,108
Interest Received	9,628	8,320
Investments Valuation Gain / (Loss)	3,112	(2,873)
Therapy Supported Income	3,238	28,546
BNSC Donations	16,274	0
Sale of Assets	500	500
Brightwell Cafe	26,410	1,069
<b>Total Incoming Resources</b>	<b>528,220</b>	<b>548,407</b>
<b>Less Cost of Providing Therapies</b>		
Therapy Salaries and Costs	159,016	161,334
Supporting Therapies	77,956	67,016
Therapy Employers NI	15,433	14,048
Therapy Employers Pension Contributions	4,492	4,407
Rates	12,865	11,774
Heat and Light	11,519	12,318
Printing, Postage, Stationery	1,565	1,931
Therapy Telephones	2,010	2,636
Therapy IT Support Costs	2,009	6,331
Insurance	7,072	7,256
Premises Cleaning	18,259	14,142
PPE	441	294
Bank Charges	1,923	1,441
Café/Oxygen Construction costs	0	1,041
Café Expenditure	11,008	979
Café Salaries /Employers Costs and NIE	20,440	0
Equipment Repairs & Maintenance	27,974	86,293
<b>Total cost of Providing Therapies</b>	<b>373,982</b>	<b>393,241</b>
<b>Net resources available for charitable expenditure</b>	<b>154,238</b>	<b>155,166</b>

	2024	2023
	£	£
<b>Costs of Generating Income</b>		
Fundraising Salaries and Costs	82,658	73,572
Salaries - Admin	55,775	51,100
Employers NI	8,565	7,221
Employers Pension Contributions	2,493	2,321
Printing, Postage, Stationery	782	966
Telephones	1,005	1,318
IT Support Costs	1,004	3,165
<b>Total costs of Generating Income</b>	<b>152,282</b>	<b>139,663</b>
<b>Net incoming/outgoing resources for the year</b>	<b>1,956</b>	<b>15,503</b>
<b>Governance costs</b>		
Volunteer Support	854	808
DBS Fees	827	421
Training	230	30
Legal and Professional Fees	263	204
Subscriptions to MSNTC and HBOTT	416	551
<b>Total Governance costs</b>	<b>2,590</b>	<b>2,014</b>
<b>Net incoming/outgoing resources for the year</b>	<b>(634)</b>	<b>13,489</b>
<b>Less: Tax and Depreciation for the year</b>	<b>(11,571)</b>	<b>(15,428)</b>
<b>Net incoming/outgoing resources for the year</b>	<b>(12,205)</b>	<b>(1,939)</b>