

Registered charity number 1033731

Registered company number 02842023

**Multiple Sclerosis-UK Limited
(Company limited by guarantee)**

Financial statements

31 December 2020

Multiple Sclerosis-UK Limited

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Multiple Sclerosis-UK Limited

Legal and administrative information

Trustees	Mr M Swan (Chair) Mr M Herington Mrs C Rowles Mrs F Sakal Mrs L Shukla Mr P Startin Mr C Stebbings
Company registered number	02842023
Charity registered number	1033731
Registered office	Unsworth House Hythe Quay Colchester Essex C02 8JF
Independent examiner	Tim O'Connor ACA FCCA DChA Scrutton Bland LLP Chartered Accountants 820 The Crescent Colchester Business Park Colchester Essex CO4 9YQ
Bankers	HSBC Bank plc 7B The Water Gardens South Gate Harlow Essex CM20 1AB

Multiple Sclerosis-UK Limited

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 2020. 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 1 forms part of this report. As noted on page 3, the charity also operates under the name MS-UK.

The trustees during the year under review were as follows

Mr M Swan (Chair)
Mr M Herington
Mrs C Rowles
Mrs F Sakal
Mrs L Shukla
Mr P Startin
Mr C Stebbings

Retirement of trustees

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

Mrs F Sakal
Mr M Swan

Senior management personnel

The senior management personnel throughout the year were the following:

Diana Crowe
Sarah-Jane Elliott
Jill Purcell
Amy Woolf
Sarah Wright

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 and individual experience and expertise and benchmarked against salaries for our sector. Pay reviews are conducted annually in light of the charity's budget, performance to strategy, individual performance and market analysis.

Multiple Sclerosis-UK Limited

Trustees' report

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 governance and strategic direction of MS-UK. Our most recent strategic plan can be found on our website at www.ms-uk.org/aboutus. In 2020 we reviewed our strategy in response to the impact of the pandemic on both our ability to raise funds and the growing acceptance of digital technology as an accessible and effective means for providing services.

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 Officer, Amy Woolf, and her team.

The board is currently made up of seven members and each are committed to ensuring that the charity's governance arrangements are effective. The board would ordinarily meet quarterly to fulfil its duties, however, in 2020 the board held 12 meetings so that it could adequately lead the charity through this incredibly challenging time.

The board reviewed the charity's governing document and was satisfied that it continued to be fit for purpose, following comprehensive amendments to the previous year.

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

The trustees monitor the risks faced by MS-UK at each board meeting and are therefore in a position to ensure controls, policies and procedures are in place to deal with any issues effectively should they arise. This has proven particularly successful this year to ensure we have the right focus and navigated the impact of the pandemic on the charity.

The main risk faced by MS-UK is the reliance on fundraising event income from events such as the Virgin Money London Marathon as a source of income. The income has been hit incredibly hard due to the pandemic and this will continue well into 2021. This year we have successfully secured a good level of grant income to enable us to offset a proportion of our losses, however, we are very aware that such income sources will not be available next year. The board have therefore conducted a full strategic and financial review of the charity and taken the decision that in order to secure the long-term future of the charity and enable investment in digital service delivery, it will sell its properties next year. We anticipate that event income levels should return to closer to normal levels in 2022 and that we will have overcome the immediate challenges the pandemic has brought to bear.

Multiple Sclerosis-UK Limited

Trustees' report

Objects and activities

MS-UK is a national charity formed in 1993. We are here for people affected by multiple sclerosis (MS) – that's around 130,000 people in the UK and 2.3 million worldwide.

MS is a condition that affects the central nervous system – your brain and spinal cord. There is currently no cure. The symptoms people experience vary 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 around how to treat or manage MS, 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; whether that be through drugs, complementary therapies, lifestyle changes, a mixture of these or none at all. We will always respect people's rights to make informed decisions for themselves.

We are dedicated to improving the understanding of MS and providing support where it is needed most. Ultimately we are here to support people affected by MS to live healthier and happier lives.

Our objects are:

- 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 had regard to the Charity Commission's guidance on public benefit and the charity's core activities, in keeping with our objects are:

MS-UK Helpline (national)

Unlike other helplines, 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. This can be over the phone, by email, live web chat or letter. 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, Choices, on a wide range of subjects available on our website.

Multiple Sclerosis-UK Limited

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MS-UK Counselling (national)

This is the only service of its kind in the UK. It is MS-specific counselling to support their mental health and wellbeing. Our counsellors are BACP registered and receive comprehensive training on life with multiple sclerosis (MS) at induction to ensure they provide the best possible support to people with MS. Our counsellors help people to explore their experiences, focusing on helping people to understand themselves in light of their MS; exploring its emotional impact on their life and finding their own way forward.

In 2020, as a response to the pandemic, we piloted Single Session Therapy; a focussed one-off session with a counsellor who uses their counselling skills to listen and help people find a way forward with a specific MS-related issue that is impacting on their daily life right now.

New Pathways (national)

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

Josephs Court (local)

Josephs Court was our wellness centre based in Colchester, Essex. The centre provided supervised exercise using specialised exercise equipment so people affected by MS could work with our wellness coaches to an individual training plan that would enable them to manage their symptoms. We provided access to a variety of complementary therapies. Josephs Court was also a community hub for anyone affected by MS offering social interaction and enabling vital peer support.

Lockdowns and ongoing restrictions have meant that Josephs Court was closed in March 2020. Following the review of MS-UK's strategy and financial position, we made the incredibly difficult decision to permanently close the centre and move all services online. From April we began offering online exercise classes to our local clients as well as weekly keeping in touch calls. Feedback on our digital provision has been overwhelmingly positive. Toward the end of the year we began planning how to take what we had learnt, and create a new online service which we could offer nationally.

MS-UK Online (national)

Online exercise classes specially designed to help people affected by MS stay active at home and manage their wellbeing. These classes offer accessible exercise for all abilities, social interaction and instruction delivered by our Exercise Specialist, Alan Pearson. These classes will give people the confidence to manage their health and wellbeing independently by attending the classes and practicing the exercises in their own time.

Socially these classes enable people to stay connected with like-minded people and meet others affected by MS. We are also looking to facilitate online social groups to further enhance the connections and relationships that are fostered.

Multiple Sclerosis-UK Limited

Trustees' report

We currently provide online classes and courses such as mindfulness and chair yoga and are working with the MS community to find out what more we could provide that would support them with their health and wellbeing.

Achievements and performance indicators

Strategic priority 1: Supporting people affected by multiple sclerosis to be healthier and happier

Our helpline team supported over 1,300 people this year via the telephone, email and webchat. The most common reasons for contacting us during the year was for Covid-related information and emotional support. Other key reasons for contacting us included support around diagnosis, symptoms, housing, grants and complementary therapies. We updated six of our Choices booklets this year and published three new Choices booklets; Cognition as requested by the MS community, MS and mental health and Spasms and spasticity. Our choices booklets have been downloaded more than 30,000 times this year.

94 per cent of contacts said they got the information and/or support they needed.

97 per cent said the MS-UK Helpline treated them fairly, with respect, care and compassion.

99 per cent said that the information that was provided was unbiased and balanced.

94 per cent of people said they found the MS-UK Helpline staff to be professional, knowledgeable and provided a high-quality service.

“Always helpful, informative, knowledgeable, supportive, caring, considerate. They have been a tremendous support through my MS journey. In honesty, I don't know what I would have done without you. You have been there for me when so many others have not & for that I am eternally grateful and thankful.” – MS-UK Helpline contact

This year the team provided almost 1,000 counselling sessions to 193 people with a diagnosis of MS.

“This has been an amazing experience for me. My counsellor was amazing and has changed my whole outlook on life. I feel more focused and calm which has helped me exercise more and help with my MS.” – MS-UK Counselling client

An additional 11 people completed a session of single-session therapy. Following the completion of a successful pilot, we are now fully launching this service and promoting it more widely.

“I found it useful as it felt like a safe space to discuss issues as well as how they played out with my MS.” – MS-UK Counselling, Single-Session Therapy client

In June we started to offer clients the opportunity to have their assessments or counselling sessions via Zoom and this has turned out to be very popular, most likely due to the pandemic and increased use of digital engagement tools.

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93% of clients either maintained or improved their mental health.

87% of clients said that they felt they could manage their MS better following counselling.

100% of clients would recommend the service.

The service most impacted by the pandemic was Josephs Court, our wellness centre based in Essex. Lockdowns, regional restrictions and social distancing measures combined with a clinically vulnerable client base meant that the service had to close in March. In anticipation of closing, we recorded five home exercise videos that we made available on our YouTube channel. This provided our clients with a means to exercise at home independently at any time. We have also included exercise sheets to complement the videos which offer those without access to technology the option to receive guidance on exercise in paper form.

Following closure, we delivered our service to clients remotely relying on technology to do so. Through this, we discovered new, innovative ways to ensure we continued to help improve the lives of local people affected by multiple sclerosis (MS) and increase the potential to reach so many more with MS.

We quickly established a service whereby clients received regular isolation calls from centre staff and also weekly calls from our Wellness Coaches who provided exercise prescription and helped to maintain motivation to stay active during the challenging time.

During this period our team conducted a total of 2,143 calls to 121 of our clients to ensure people stayed connected and offered wellbeing input to stay motivated and active. This is a fantastic achievement by staff and has helped to limit the isolation faced by our clients.

From the first week of April, we began to deliver services to clients using Zoom. We launched two weekly exercise classes which focused on upper or lower body exercises. These sessions were made accessible by providing alternative movements that clients could do regardless of their level of mobility. We have seen a total of 42 of our clients take part in 64 exercise sessions since the launch in April.

A virtual weekly coffee morning was established for our social group clients to support and offer social contact for 25 clients and their family/carers. Since the lockdown we have held 34 coffee mornings virtually on Zoom.

We have delivered a total of five information sessions via Zoom, three during Mental Health Awareness Week (topics on counselling, mindfulness and a presentation from Mind) and two separate sessions on hand reflexology and yoga. The total number of different clients attending our information sessions across the year was 52 with 91 attendances in total.

82% of clients report that the online service had helped them manage symptoms.

76% of clients reported that the activities had a positive impact on their mental wellbeing.

71% of clients said they would like to see activities continue online in the future.

“The class today was fantastic and certainly made me feel more motivated in this difficult time. I’m normally someone that would hide away from group classes etc. and to have given it a go has made me feel more confident I can do it and I can’t wait for next week.” – Josephs Court client

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The increase in take-up of online support, along with the need to secure our financial position in 2021, meant that in the last quarter of the year we made the difficult decision that we would be closing Josephs Court and selling our properties. We have worked with our client-led steering group to support our clients during this time and develop a long-term online service for people across the UK. We also worked with the group to transfer the exercise equipment to a service that will allow the continued provision of face to face, supervised exercise.

We have now formally launched MS-UK online; a collection of services provided over the internet by professionals trained in supporting people affected by MS. We have already begun offering online exercise classes set at different levels of mobility as well as chair yoga and mindfulness.

“It's been so nice to be in a class...where the facilitator understands neurological problems of balance and stiffness as well as the variation in symptoms. I have attended many classes over the years, sold as classes for the "less able" or whatever and find the teachers rarely "get it." I have always come away disillusioned, angry, upset or all of them, and feeling a failure.” – MS-UK Online client

Strategic priority 2: Increasing understanding of multiple sclerosis

This year we launched our loneliness and isolation report. We found that 71 per cent of people affected by MS felt lonely or isolated, even before the pandemic. The report can be found here www.ms-uk.org/loneliness-and-isolation-report. Based on the findings of this report, we make a number of recommendations for professionals working with people with MS, as well as several commitments for us to take on. These included raising awareness of life with MS and supporting the MS community to connect with others and look after their mental health.

Toward the end of the year, we ran a number of awareness campaigns. One theme that remained consistent across all of these campaigns was that to raise awareness, we needed to increase our engagement with people affected by multiple sclerosis.

In November we ran a campaign for World Kindness Day. This campaign allowed us to get involved in a global campaign dedicated to kindness. Participating in this campaign gave us the opportunity to share the findings of our Loneliness and Isolation (L&I) report. We encouraged people to download the L&I report and sign up for a pack of six postcards, which we encouraged them to send to a friend or family member in their own act of kindness. We achieved significant engagement and had to double the print order of postcards to fulfil demand.

On 3 December we ran a one-day campaign on the International Day of People with Disabilities. We produced a social media campaign which highlighted the hidden symptoms experienced by people living with MS, based on a hidden symptoms survey we conducted previously. This was a successful campaign which helped us achieve our main objectives of raising awareness of hidden symptoms, raising the profile of the MS-UK brand and increasing engagement with our audience on social media.

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In the same month, we also ran a campaign to promote Online Forums; another topic which was highlighted in the L&I report. The week-long campaign signposted people affected by multiple sclerosis to online forums and support available nationally. The campaign utilised the expertise of the MS-UK Helpline team to raise awareness of what's available for the MS community.

Also, we ran successful campaigns for calendar events such as World MS day, MS Awareness Week, Carers Week, Trustees Week, Volunteers Week and symptoms related spotlights to launch the new Choices booklets produced by the helpline team.

All our social media channels grew this year, enabling us to reach more people affected by MS. We have continued to work with the MS community to produce our blog, with 65 guest bloggers this year. Compared to 2019, engagement on Facebook increased 81 per cent in 2020.

Total pageviews of the MS-UK Blog increased 127 per cent and the number of users of our website increased 12 per cent compared to the previous year.

An unplanned activity of the communications team was keeping the MS community informed of the pandemic and what the various guidelines and updates meant specifically for people with MS. We did this by launching a dedicated Covid and MS webpage, which showcased all the latest news, as well as useful information and real-life stories. This page alone was viewed more than 3000 times last year.

We had hoped to refresh our website this year, however, the impact of the pandemic on staffing has meant that this activity will be completed in 2021.

We continued to publish our magazine New Pathways. This year we recruited an in-house designer which has hugely increased the quality of the magazine including enhancing its accessibility for people with visual disturbances, as well as streamlined our internal processes. As with all printed media, our subscriber numbers have declined this year, however, we understand the value of providing New Pathways to the MS community, particularly for those that are less digitally literate.

100% of readers agreed New Pathways helps their understanding of MS

100% believe New Pathways helps them make informed choices

100% feel New Pathways helps people with MS live happier, healthy lives

“I love receiving my New Pathways magazine. I particularly love this format as opposed to online. I keep all my New Pathways magazines and often re-read them. Before now I have taken the magazine to my doctors and physio to discuss new treatments and trials. Please keep this format available.” – New Pathways reader.

“Not sure if I have said how much we appreciate New Pathways even more since the new format came in - much more reader-friendly and easier to digest... and the exercising at home in the middle of the issue is perfect for removing and keeping, of course.” New Pathways reader.

Multiple Sclerosis-UK Limited

Trustees' report

Strategic priority 3: Managing our charity as efficiently and effectively as possible

Whilst 2020 has been an incredibly challenging year for all charities, the board and staff team have worked well together to manage the charity as effectively as possible and secure the longer-term security of the organisation. The board met more frequently than previous years to make informed decisions throughout the year based on regular management information which dealt effectively with the changing situation across the year.

Throughout this period, we have put the wellbeing of our staff at the forefront of our decision making. When the first lockdown was announced, we were quickly up and running remotely. Our attention then turned to ensuring we kept staff motivated, feeling connected, and most importantly well supported whilst many juggled childcare and work. Like many others, we have held many Zoom-based activities over the year which are well run and attended by the team. We are pleased that our staff survey demonstrated that despite the added pressures the pandemic has brought, staff rated their overall satisfaction at MS-UK as 8/10.

One of MS-UK's greatest strengths has been the ability to run fundraising events which excite our fundraisers and generate vital funds for the charity. This income stream was decimated overnight. However, the fundraising team had already planned to run their first virtual event in the summer and this proved a great success. We also had planned to diversify our income, and therefore we fast-tracked our plans, running our first-ever direct appeal for donations and running a Christmas campaign.

We also took advantage of any support available to us, including furloughing a small number of staff, applying for Covid support grants from the council and National Lottery Community Fund, as well as working with our funders to repurpose some funds and seek core support from others.

Toward the end of the year, we completed a full board appraisal and will be looking at creating and implementing an action plan based on the results.

Financial review

As for many charities, the pandemic has had a substantial impact on MS-UK's finances. Whilst we are reporting modest losses for this year, we anticipate that there will be further losses in 2021, without the current support from Covid-relief related sources. After a thorough review of the financial picture for the charity in 2020 and beyond, the board decided to undesignate the property fund, and sell the charity's properties. The sale is still in progress. These measures combined should put the charity in a strong position to withstand the longer-term impacts including the extended cancellation of fundraising events and people's ability to give as the economy is impacted.

We continue not to accept money from companies manufacturing pharmaceuticals lest this should compromise our position, or perceived position on providing unbiased information and support to people affected by multiple sclerosis. We are therefore very grateful to all those individuals who have either privately, or through their place of work, supported MS-UK this year, as well as our funders and volunteers that provide support in their own time.

This year our income, compared with 2019, decreased by £73,640, (8.5%). We decreased our expenditure by £65,124, (7.3%). For 2020 we are reporting a deficit of £35,934 for the year (2019 deficit of £27,418).

Multiple Sclerosis-UK Limited

Trustees' report

We have also reviewed our reserves policy this year. Historically, we have strived to maintain free cash reserves (after fixed assets, restricted and designated funds) of three to six months operating costs. However, we believe it is prudent in this current climate to maintain reserves of a minimum of six months to ensure the charity can continue current activities and commitments in the event of any further significant drops in funding. Reserves reported in these accounts (as defined above) are £542,681. We will draw down on these reserves for much of 2021, so we may maintain our current activities and commitments, however we will maintain the minimum reserves level above.

Plans for next year

Each of our activities in the coming year fall under one of our strategic aims:

Supporting people affected by multiple sclerosis to be healthier and happier

- Increase the number of people affected by MS we support through all our services
- Review eight Choices booklets and publish two new booklets, as requested by the MS community
- Clinically audit MS-UK counselling
- Expand upon the activities available through MS-UK Online based upon requests from the MS Community

Increasing understanding of multiple sclerosis

- Create a CPD e-learning training course on multiple sclerosis for professionals and a module for counsellors
- Finalise website refresh
- Run at least five awareness campaigns on social media

Managing our charity as efficiently and effectively as possible

- Continue to develop our wellbeing initiatives to support staff
- Increase volunteer support
- Increase virtual events and online giving
- Finalise sale of properties and relocate charity
- Implement actions identified from board appraisal
- Recruit new trustees to strengthen board

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 regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Multiple Sclerosis-UK Limited

Trustees' report

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 charity and the income and expenditure of the charity 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
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable accounting standards 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees' indemnity

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

Signed for and on behalf of the trustees

M Swan
Chair

Approved by the Trustees on

Independent examiner's report to the trustees of Multiple Sclerosis-UK Limited

I report to the trustees (who are also directors for the purpose of company law) on my examination of the financial statements of Multiple Sclerosis-UK Limited ('the charitable company') for the year ended 31 December 2020 which comprise the Statement of Financial Activities (including the Income and Expenditure Account), the Balance Sheet, the Statement of Changes in Equity, the Statement of Cash Flows and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of the charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2016 ("the 2006 Act").

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ("the 2011 Act") and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW and ACCA which are two of the listed bodies.

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

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements 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 financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Independent examiner's report to the members of Multiple Sclerosis-UK Limited

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 financial statements to be reached.

TIMOTHY O'CONNOR FCCA ACA DChA

SCRUTTON BLAND LLP
Chartered Accountants
820 The Crescent
Colchester Business Park
Essex
C04 9YQ

Date:

Multiple Sclerosis-UK Limited

Statement of financial activities (including income and expenditure account) Year ended 31 December 2020

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
Income from					
Donations and legacies	3	88,632	-	88,632	104,762
Charitable activities	4	56,860	356,214	413,074	207,192
Other trading activities	5	288,511	-	288,511	551,633
Investments		752	-	752	1,022
Total income		434,755	356,214	790,969	864,609
Expenditure on					
Raising funds	6	(54,276)	(202,530)	(256,806)	(308,484)
Charitable activities	7	(418,285)	(151,812)	(570,097)	(583,543)
Total expenditure		(472,561)	(354,342)	(826,903)	(892,027)
Net (expenditure)/income for the year	10	(37,806)	1,872	(35,934)	(27,418)
Total funds brought forward		1,107,753	36,265	1,144,018	1,171,436
Total funds carried forward	16,17	£ 1,069,947	£ 38,137	£ 1,108,084	£ 1,144,018

See note 22 for the comparatives statement of financial activities analysed by fund.

The statement above includes all gains and losses recognised in each of the above two years.

All activities relate to continuing operations.

The notes on pages 19 to 30 form part of these financial statements.

Multiple Sclerosis-UK Limited

Balance sheet As at 31 December 2020

	Notes	2020 £	2019 £
Fixed assets			
Tangible fixed assets	11	527,266	553,914
Current assets			
Debtors	12	54,506	11,494
Investments		151,204	151,054
Cash at bank and in hand		481,991	519,154
		687,701	681,702
Creditors - amounts falling due within one year	13	(94,075)	(52,880)
Net current assets		593,626	628,822
Total assets less current liabilities		1,120,892	1,182,736
Creditors - amounts falling due after more than one year	14	(12,808)	(38,718)
Net assets		£ 1,108,084	£ 1,144,018
Funds			
Unrestricted funds – designated	17	-	445,040
Unrestricted funds – other	17	1,069,947	662,713
Restricted funds	16	38,137	36,265
		£ 1,108,084	£ 1,144,018

The directors consider that the charitable company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 (The Act) and members have not required the charitable company to obtain an audit for the year in question in accordance with section 476 of the Act.

Advantage is taken on the preparation of the financial statements of the special provisions contained in Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard 102. In the directors' opinion, the charitable company is entitled to take those exemptions as a small company.

The financial statements were approved by the Board of Trustees on and signed on its behalf by

M Swan
Trustee

Company registration number 02842023
Charity registration number 1033731

The notes on pages 19 to 30 form part of these financial statements.

Multiple Sclerosis-UK Limited

Statement of changes in equity Year ended 31 December 2020

	Unrestricted Funds - Designated £	Unrestricted Funds - Other £	Restricted Funds £	Total £
At 1 January 2019	479,972	657,317	34,147	1,171,436
(Deficit)/surplus for the year ended 31 December 2019	<u>(34,932)</u>	<u>5,396</u>	<u>2,118</u>	<u>(27,418)</u>
At 31 December 2019	445,040	662,713	36,265	1,144,018
(Deficit)/surplus for the year ended 31 December 2020	-	(37,806)	1,872	(35,934)
Transfers	<u>(445,040)</u>	<u>445,040</u>	-	-
At 31 December 2020	<u>£ -</u>	<u>£ 1,069,947</u>	<u>£ 38,137</u>	<u>£ 1,108,084</u>

The notes on pages 19 to 30 form part of these financial statements.

Multiple Sclerosis-UK Limited

Statement of cash flows Year ended 31 December 2020

	Notes	2020 £	2019 £
Net (expenditure)/income		(35,934)	(27,418)
Add depreciation		10,625	17,306
Add loss on disposal		26,045	-
Less interest received		(752)	(1,022)
Add interest paid		1,546	2,289
(Increase)/decrease in debtors		(43,012)	15,040
Increase/(decrease) in creditors		40,034	(13,916)
Cash used in operating activities		(1,448)	(7,721)
Cash flows from investing activities			
Interest received		752	1,022
Purchase of tangible fixed assets		(10,023)	(5,913)
Cash used in investing activities		(9,271)	(4,891)
Cash flows from financing activities			
Repayment of borrowing		(24,748)	(23,608)
Interest paid		(1,546)	(2,289)
Cash used in financing activities		(26,294)	(25,897)
Decrease in cash and cash equivalents during the year		(37,013)	(38,509)
Cash and cash equivalents at the beginning of the year		670,208	708,717
Cash and cash equivalents at the end of the year		£ 633,195	£ 670,208
Cash equivalents		151,204	151,054
Cash at bank and in hand		481,991	519,154
Total cash and cash equivalents	19	£ 633,195	£ 670,208

The notes on pages 19 to 30 form part of these financial statements.

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

1 Accounting policies

Background 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 Unsworth House, Hythe Quay, Colchester, Essex, CO2 8JF. It is also a registered charity, registration number 1033731. Further details are included in the Trustees' Report.

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with Financial Reporting Standard 102 (FRS 102) (as updated in October 2018), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

Functional currency

The financial statements are presented in pounds sterling.

Income

All income is included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income.

Donations and legacies are included in full in the statement of financial activities when receivable. This includes the recognition of the associated gift aid.

Income from other trading activities is accounted for when earned.

Income from investments is included when receivable.

Income from charitable activities includes grants receivable and subscriptions. Income from grants, where related to performance and specific deliverables, is accounted for as the charity earns the right to consideration by its performance. Grants, where entitlement is not conditional on the delivery of specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

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.

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

1 Accounting policies – (continued)

Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds comprises the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, support costs are apportioned on the basis of staff costs.

Fixed assets

Fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected lives on the following bases

Freehold property	-	2% straight line
Improvements to premises	-	2% straight line
Equipment	-	25% reducing balance
Fixtures and fittings	-	25% reducing balance

No depreciation is provided on land.

Going concern

The financial statements have been prepared on a going concern basis as the trustees are of the view that the charity will continue in operational existence for the foreseeable future. In forming this view, this includes the trustees' consideration of the points noted below.

The charity is currently affected by the restrictions imposed on its charitable operations and social distancing relating to the spread of COVID-19. The impact of the virus will continue to have a very significant effect on the economy and the charity during 2021. Revised cashflow forecasts have been prepared which anticipate that the charity will be able to continue to meet its liabilities as they fall due. However, because not all future events or conditions can be predicted, it is not possible to guarantee the charity's ability to continue as a going concern. The future of the world economy is unclear at this present time due to the ongoing COVID-19 outbreak and it is therefore difficult to evaluate all of the potential implications on the charity's operations, those it seeks to support, its suppliers and the wider economy.

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

1 Accounting policies – (continued)

Going Concern – (continued)

In forming their view, the trustees have considered the closing position of the charity at 31 December 2020, which demonstrates factors such as relatively strong levels of cash, net current assets and unrestricted funds. In addition, the decision has been taken to sell the charity's property during 2021, the proceeds of which will help to secure the long term future of the charity.

Taxation

Multiple Sclerosis-UK Limited is an exempt charity within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Part 11, Corporation Tax Act 2010. Accordingly, Multiple Sclerosis-UK Limited is potentially exempt from taxation in respect of income or capital gains received within the categories covered by Part 11, 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 its charitable purposes.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets or financial liabilities

- Debtors (financial assets) are measured at the transaction price
- Creditors and loans (financial liabilities) are measured at the transaction price.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Where relevant, designated funds are unrestricted funds earmarked by the Management Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Cash and cash equivalents

Cash equivalents are recognised as such and included with other cash balances where they represent short term, highly liquid investments that are readily convertible to known amounts of cash without being subject to a significant change in value.

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

2 Significant judgements and estimates

There are judgements made over the allocation of support costs between expenditure on raising funds and expenditure on charitable activities. Estimates are also made concerning the rates of depreciation applied to fixed assets.

3 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020	Total Funds 2019 £
Analysis by activity				
Information and support services	<u>£ 88,632</u>	<u>£ -</u>	<u>£ 88,632</u>	<u>£ 104,762</u>
This can be further analysed as follows				
General donations	38,566	-	38,566	43,916
Legacies	7,860	-	7,860	12,327
Gift aid	42,206	-	42,206	48,519
	<u>£ 88,632</u>	<u>£ -</u>	<u>£ 88,632</u>	<u>£ 104,762</u>

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Analysis by activity				
Information and support services	<u>£ 56,860</u>	<u>£ 356,214</u>	<u>£ 413,074</u>	<u>£ 207,192</u>
This can be further analysed as follows				
Josephs Court wellness centre	10,081	-	10,081	20,475
Grants receivable	-	356,214	356,214	135,009
New Pathways subscriptions	37,105	-	37,105	39,297
Activity income	-	-	-	10,110
Other	9,674	-	9,674	2,301
	<u>£ 56,860</u>	<u>£ 356,214</u>	<u>£ 413,074</u>	<u>£ 207,192</u>

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Fundraising	267,786	-	267,786	530,566
Advertising and other	20,725	-	20,725	21,067
	<u>£ 288,511</u>	<u>£ -</u>	<u>£ 288,511</u>	<u>£ 551,633</u>

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

6 Expenditure on raising funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Direct fundraising costs	-	192,456	192,456	219,609
Support costs (note 9)	54,276	10,074	64,350	88,875
	<u>£ 54,276</u>	<u>£ 202,530</u>	<u>£ 256,806</u>	<u>£ 308,484</u>

7 Expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Analysis by activity				
Information and support services	<u>£ 418,285</u>	<u>£ 151,812</u>	<u>£ 570,097</u>	<u>£ 583,543</u>
This can be further analysed as follows				
Direct costs	408,915	4,147	413,062	401,255
Support costs (note 9)	4,101	147,665	151,766	175,328
Governance costs				
Accountancy fees	2,894	-	2,894	4,585
Independent Examination fees	2,375	-	2,375	2,375
	<u>£ 418,285</u>	<u>£ 151,812</u>	<u>£ 570,097</u>	<u>£ 583,543</u>

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

8 Staff costs

	2020 £	2019 £
Wages and salaries	453,738	441,112
Employer's national insurance	34,803	35,644
	<u>£ 488,541</u>	<u>£ 476,756</u>

The average monthly number of employees during the year was

	2020 Number	2019 Number
Charitable activities	12	13
Cost of generating funds	6	6
Management and administration of the charity	4	3
	<u>22</u>	<u>22</u>

One employee received remuneration of more than £60,000 during the year (2019 : £Nil).

The senior management team received remuneration totalling £237,808 (2019 : £208,159).

The trustees received remuneration totalling £Nil (2019 : £Nil). The trustees were reimbursed for travel expenses totalling £Nil (2019 : £Nil). No further related party transactions have occurred.

9 Support costs

Support costs have been apportioned as follows

	Raising funds £	Charitable activities £	Total £
Printing, postage, stationery and telephone	14,305	29,616	43,921
IT and equipment	12,766	25,532	38,298
Personnel, wages and training	7,175	14,350	21,525
Travel and subsistence	975	1,949	2,924
Repairs and maintenance	1,382	2,765	4,147
General office costs, including utilities	27,747	77,554	105,301
	<u>£ 64,350</u>	<u>£ 151,766</u>	<u>£ 216,116</u>

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

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

10 Net (expenditure)/income for the year

Net (expenditure)/income for the year is stated after charging

	2020 £	2019 £
Depreciation	<u>10,625</u>	<u>17,306</u>

11 Tangible fixed assets

	Freehold property £	Improvements to premises £	Equipment £	Fixtures and fittings £	Total £
Cost					
At 1 January 2020	508,551	75,782	151,774	9,540	745,647
Additions	-	-	10,023	-	10,023
Disposals	-	-	(125,853)	-	(125,853)
At 31 December 2020	<u>508,551</u>	<u>75,782</u>	<u>35,944</u>	<u>9,540</u>	<u>629,817</u>
Depreciation					
At 1 January 2020	49,220	13,310	120,085	9,118	191,733
Charge for the year	5,086	1,516	3,917	106	10,625
On disposal	-	-	(99,807)	-	(99,807)
At 31 December 2020	<u>54,306</u>	<u>14,826</u>	<u>24,195</u>	<u>9,224</u>	<u>102,551</u>
Net Book Value					
At 31 December 2020	<u>£ 454,245</u>	<u>£ 60,956</u>	<u>£ 11,749</u>	<u>£ 316</u>	<u>£ 527,266</u>
At 31 December 2019	<u>£ 459,331</u>	<u>£ 62,472</u>	<u>£ 31,689</u>	<u>£ 422</u>	<u>£ 553,914</u>

12 Debtors

	2020 £	2019 £
Trade debtors	10,579	-
Prepayments	43,626	11,291
Other debtors	301	203
	<u>£ 54,506</u>	<u>£ 11,494</u>

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

13 Creditors

Amounts falling due within one year

	2020 £	2019 £
Bank loans	25,205	24,043
Trade creditors	43,546	7,134
Taxation and social security	17,228	17,184
Staff Christmas savings	890	890
Other creditors	3,037	308
Accruals	4,169	3,321
	<u>£ 94,075</u>	<u>£ 52,880</u>

The following liabilities disclosed under creditors falling due within one year are secured.

	2020	2019
Bank loans	<u>£ 25,205</u>	<u>£ 24,043</u>

14 Creditors

Amounts falling due after more than one year

	2020	2019
Bank loans	<u>£ 12,808</u>	<u>£ 38,718</u>

The following liabilities disclosed under creditors falling due after more than one year are secured.

	2020	2019
Bank loans	<u>£ 12,808</u>	<u>£ 38,718</u>

15 Financial instruments

	2020	2019
Financial assets measured at transaction price	<u>£ 10,880</u>	<u>£ 203</u>
Financial liabilities measured at transaction price	<u>£ 87,280</u>	<u>£ 72,040</u>

Financial assets comprise trade debtors and other debtors.

Financial liabilities comprise trade creditors, other creditors, staff Christmas savings, certain accruals and bank loans.

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

16 Restricted funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Balance at 31 December 2020 £
Restricted asset fund	4,148	-	4,148	-
Big Lottery fund	16,364	98,869	84,359	30,874
Big Lottery - Covid	-	189,793	182,530	7,263
ECF – Core funding	-	10,000	10,000	-
Schreier Foundation	-	5,000	5,000	-
Edward Gostling Foundation	-	10,000	10,000	-
February Foundation	-	5,000	5,000	-
Community 360 Chest fund	1,327	-	1,327	-
Active Essex	2,000	-	2,000	-
CBC – Core funding	-	10,000	10,000	-
Edith Murphy Foundation	-	5,000	5,000	-
ECF - counselling	7,426	-	7,426	-
Light fund – Loneliness and Isolation	5,000	-	5,000	-
John Harrison JHCT	-	7,000	7,000	-
Texel	-	5,000	5,000	-
W O Street	-	5,000	5,000	-
Active Essex LDP	-	2,500	2,500	-
Aviva Crowdfunding	-	3,052	3,052	-
	<u>£ 36,265</u>	<u>£ 356,214</u>	<u>£ 354,342</u>	<u>£ 38,137</u>

The following funds had non-zero balances at 31 December 2020:

The Big Lottery fund related to the running of Josephs Court.

The Big Lottery Covid fund relates to core funding for the cost of providing services.

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

17 Unrestricted funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2020 £
Designated funds					
Premises	445,040	-	-	(445,040)	-
	445,040	-	-	(445,040)	-
General fund	662,713	434,755	(472,561)	445,040	1,069,947
	£ 1,107,753	£ 434,755	£ (472,561)	£ -	£ 1,069,947

18 Analysis of net assets between funds

	Tangible fixed assets £	Net current assets £	Long term liabilities £	Total £
Restricted funds	-	38,137	-	38,137
Unrestricted funds				
Designated	-	-	-	-
General	527,266	555,489	(12,808)	1,069,947
	527,266	555,489	(12,808)	1,069,947
Total funds	£ 527,266	£ 593,626	£ (12,808)	£ 1,108,084

19 Analysis changes in net debt

	Balance at 1 January 2020 £	Cash flows £	Other non-cash changes £	Balance at 31 December 2020 £
Cash	519,154	(37,163)	-	481,991
Cash equivalents	151,054	150	-	151,204
	670,208	(37,013)	-	633,195
Short term loans	(24,043)	24,043	(25,205)	(25,205)
Long term loans	(38,718)	-	25,910	(12,808)
Total	£ 607,447	£ 12,970	£ 705	£ 595,182

Multiple Sclerosis-UK Limited

Notes to the financial statements Year ended 31 December 2020

20 Company limited by guarantee

The company is limited by guarantee without share capital. The liability of the members is limited.

Every member of the company undertakes to contribute to the assets of the company, in the event of the same 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 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 amount as may be required not exceeding £1.

If upon the winding-up or dissolution of the company there remains, after the satisfaction of all its debts and liabilities, any property whatsoever, the same shall not be paid to or distributed among the members of the company, but shall be given or transferred to some other charitable institution or institutions having objects similar to the objects of the 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.

21 Post balance sheet events

The Trustees have come to the decision to sell the property of the charity post year end and will relocate to rented accommodation. This decision has arisen from the plans to mitigate the impact that COVID 19 has had, and continues to have, on the charity and the wider economy.

22 Statement of financial activities – year ended 31 March 2019

	Unrestricted funds £	Restricted funds £	Total funds £
Income from	104,762	-	104,762
Donations and legacies			
Charitable activities	72,183	135,009	207,192
Other trading activities	551,633	-	551,633
Investments	1,022	-	1,022
Total income	729,600	135,009	864,609
Expenditure on			
Raising funds	(308,484)	-	(308,484)
Charitable activities	(450,652)	(132,891)	(583,543)
Total expenditure	(759,136)	(132,891)	(892,027)
Total funds brought forward	1,137,289	34,147	1,171,436
Total funds carried forward	£ 1,107,753	£ 36,265	£ 1,144,018
