

The NeuroMuscular Centre



# ACCOUNTS

2021-22

Including Annual Report and Financial Statements



A group of people are sitting on a wooden deck outdoors, engaged in painting. In the foreground, a person with blonde hair is seen from the back, wearing a brown jacket. To their left, a man with glasses and a dark jacket is focused on painting. To the right, a person with long blonde hair is also painting. They are surrounded by lush greenery and a wooden walkway in the background. A large, semi-transparent circular graphic with a teal border is centered over the image, containing a quote. The quote is written in a bold, teal, sans-serif font. The background image is slightly blurred to make the text stand out.

“  
JUST  
ATTENDING EVERY  
WEEK IS A GOOD  
WAY TO GET OUT  
AND SOCIALISE  
WITH WELLBEING.”





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# An introduction to our SOCIAL ACCOUNTS



## NMC - THE CHARITY - WHAT WE ARE NOT

**O**ur Social Accounts seek to show the impact of our work during the last year.

Let's start off with some basic stuff about the kind of organisation we are and our approach.

We are a charity. We are proud to be a charity and part of a sector that is so key to a thriving society. Sometimes people's perception of 'charity' doesn't match the ethos and culture that we espouse.

Sometimes 'charity' conjures up an image of well-meaning people providing help to 'other people' who are 'in need'. Sometimes people are described as 'service users' or

beneficiaries of charity. This is not a descriptive language of 'charity', or language to describe those connecting to a charity, that we recognise as relevant to NMC (NeuroMuscular Centre).

This inherently rather patronising and paternalistic view of the work of a charity also perpetuates a deficit model to describe those who access a charity. In other words, a language and an ethos which suggests a sense that 'charity' is about doing good work to the needy. We don't think this is helpful language or a helpful ethos for anyone.

## NMC - THE CHARITY - WHAT WE ARE

We prefer to see ourselves in the following way; NMC is a loosely connected community, and our outlook is simple. We all look out for each other. That is NMC. Our collective focus is on what each of us can do.



We're not exclusive or cliquey. We don't impose structures or prescribed ways in which people interact with us. We don't pretend to know best. We try our best to listen and respond using the resources of the charity to enable the things that people most want.

We are proud of NMC and the things we do but we are humble too. We do not pretend to have all the answers or know all that there is to know.

As one person said in our survey,

“

THE NMC FOCUS  
ON ME AS A  
HUMAN, NOT A  
SET OF PROBLEMS

”

## OUR STRATEGIC AIMS

1

Provide impactful social and academic opportunities for our community

2

Enrich the emotional and physical wellbeing of people affected by neuromuscular conditions

3

Inspire, inform and enable our community to make an active contribution to society

4

Develop a thorough understanding of people in our community and respond in tailored ways

5

Run an effective and professional organisation with excellent governance with sustainability at the core

6

Increase awareness of neuromuscular conditions and NMC and increase our influence



## OUR VALUES

**O**ur social accounts this year seek to reflect our impact through our day-to-day work and that is encapsulated by strategic aims 1, 2 and 3.

The NMC has 8 values. This year we have not asked people how well we live up to these values, but we do ask those questions of our community every 2 or 3 years.



**1** We are a caring organisation with an open management style which values and respects individuals

**2** We enjoy what we do, creating a warm, welcoming, and positive environment

**3** We are an inclusive community which is informed, influenced, and guided by people with neuromuscular conditions

**4** We create and maintain an environment where disability is no barrier to achievement

**5** We are innovative, creative, and ambitious

**6** We celebrate our successes and achievements

**7** We believe it is important to create a high level of understanding of what we do in the wider community

**8** We have the highest ethical and professional values and standards



“

THE GYM HELPS  
KEEP WEIGHT DOWN  
AND PHYSIOS  
HELP ME TO  
KEEP DOING  
THINGS TO KEEP  
A HEALTHIER  
LIFESTYLE.



# The impact of **WHAT WE DO**

**T**he reason that we produce a set of Social Accounts is to capture, analyse, demonstrate, and evaluate our impact as an organisation.

We seek to establish the impact of our year's work on people's lives, on our local community, on the environment and the economy.

Each year we set about establishing the impact through different lenses and using ever changing methods and means. It is never perfect! We do our best, but we are not purists.

We try to take a series of "slices" through our work and our community and seek to establish how NMC has impacted on people's health, feelings, relationships and much more.

Throughout the year we seek to keep good records of any evidence or feedback that people give us about how we may have impacted on their life. In our Social Accounts we try to pull all that information together and present it in a readable and structured way.

NMC's Physio Survey in June 2021 is one of the key evidence sources for these Social Accounts and we hope it helps the reader to understand the

context. Many of the comments are indicative of people who had shielded at home on medical advice, or through their own judgement, throughout the previous 15 months. 167 people completed this survey – all were people who participate in Physiotherapy at NMC. Many hundreds of comments and thoughts were shared in the completion of this survey and some of those are woven into the text of the Social Accounts.

**QUANTIFYING  
IMPACT IS A  
HARD THING  
TO DO**

The NMC's big 2022 Survey is the other major evidence source and that was completed by people in the April/May period of 2022 some 10 months after the end of national Government imposed restrictions. 114 people from across the NMC community (about 30% of the 360 people who come to the Centre regularly) completed the survey. This includes those with neuromuscular conditions and their



family and unpaid carers. The survey was made available to everyone across the NMC community, and completion was gently encouraged. As well as providing a substantial amount of data that we have been able to analyse and quantify, the survey also generated about 1450 individual supplementary comments covering a huge range of topics.

We are also able to draw upon a survey carried out specifically to measure the impact of social activities at NMC. This is referred to later as the 'Connect Up' survey. 59 people participated in this online survey via "Smart Survey".

Quantifying impact is a hard thing to do.

Impact is not about how much physio someone has, or how often they come into the Centre, or how much time they spend socialising here. We know that very often one brief phone conversation, or a chance meeting, can have a massive impact and transform someone's outlook.

Living with long term genetic and inherited muscle conditions can lead to people feeling very alone. There's often little expertise amongst those people in health and social care jobs who are often those who people turn to when they need some help. And where people do access help and support from these statutory agencies, the interactions can often feel quite mechanical. We hope and aspire to provide warmer, more thoughtful, more informal interactions at NMC.



# What aspects of impact DO WE TRY TO MEASURE?



## WHAT IS THE IMPACT OF A NEUROMUSCULAR CONDITION?

Initially we draw on some lived experience to set the scene and provide context for our work. We hope these reflections about the impact and challenge that a neuromuscular condition has on living life help the reader to understand more about NMC's impact.

### **Impact of living with a neuromuscular condition**

- strategic aim 2

### **The impact that having a neuromuscular condition has on facing the world with positivity and realism**

- strategic aim 3

## WHAT IS THE IMPACT OF NMC ON THOSE WHO ARE AFFECTED BY A NEUROMUSCULAR CONDITION?

It would be impossible to measure every element of our impact.

This year we focus on measuring our NMC impact on all the following:

### **On friendships**

- strategic aim 1

### **On employment (being and feeling productive)**

- strategic aim 1

### **On wellbeing**

- strategic aim 2

### **On wider family**

- strategic aim 2

### **On physical health**

- strategic aim 2

### **On understanding how best to manage md**

- strategic aim 2

### **On feeling valued and needed**

- strategic aim 3

### **On personal motivation**

- strategic aim 3

### **On relationships with loved ones**

- strategic aim 3

We also seek to measure our impact as an organisation on the local economy, our local community and on the environment.

This approach to measuring impact is ambitious and often daunting. We have a confidence to complete the Social Accounts process that comes from having produced Social Accounts for the last 14 years.

## WHAT DO WE DO?

The range of things that are offered at NMC is wide and various. Some might describe it as a quirky basket of opportunities. We don't prescribe. People choose how they want to interact with NMC. People choose how frequently they want that interaction. People choose how much or how little time they want to spend here.

Inevitably during the pandemic and the various lockdowns we have had to restrict numbers gathering in the building and that has been very uncomfortable in some respects. People have commented how this has altered the feel of NMC. It has been quiet when we're so used to the place being full of chat and bustle. We've been acutely aware of seeing less of people who we had previously seen frequently. Online video calls can only go so far in recreating the atmosphere and connectivity of being in the Centre. You'll see further on in the Social Accounts how much people have valued those online connections

but also how much people have craved a return to normal.

The key elements on offer at NMC over the last year:

- Talking therapy
- Graphic Design training
- Connect Up social activities
- Employment opportunities in NMC Design+Print (and in other roles)
- Shed Club
- Hydrotherapy
- Gym
- Support and advice (including writing supportive letters to public services)
- Duke of Edinburgh Award scheme
- Support for independence for young people
- Induction Day programme for new people
- Gardening and accessible allotment
- Volunteer opportunities and internship opportunities
- Personal care

- Commuter minibus service
- 3D Printing club
- Physiotherapy
- Pain management including acupuncture
- Wellbeing sessions and workshops

Further information is presented on all these elements in 'A guide to what we do' on pages 60-73.







“

IT IS  
REASSURING TO  
KNOW THAT THE NMC IS  
THERE FOR THE FAMILY  
SHOULD THEY NEED  
ANYTHING, WE KNOW  
WE ARE  
NOT  
ALONE.



**T**hese Social Accounts seek to measure our impact for the period from 1st April 2021 until 31st March 2022.

That covers a period when people had previously been severely restricted in daily life (including NMC life) and were emerging from restrictions, through to a time when, although Covid case numbers were rising again, the feeling of risk for most had been greatly minimised by the vaccination programme.

There were 3 National Lockdowns during the 12 months preceding April 2021.

From March 2021 there were a series of steps that led to the ending of most restrictions in July 2021.





On 8 March 2021, England began a phased exit from lockdown. A four-step plan out of lockdown set out to “cautiously but irreversibly” ease lockdown restrictions. Instead of a return to the geographically tiered system, the Government said it planned to lift restrictions in all areas at the same time, as the level of infection was broadly similar across the country.

England moved through the steps as planned but step four was delayed by four weeks to allow more people to receive their first dose of a coronavirus vaccine.

NMC took a very cautious and strict approach to keeping people in our community safe from Covid. This meant long periods where there was very little hands-on physiotherapy or access to the gym. The hydrotherapy pool was closed for a period of 2 years.

This greatly reduced attendance at the Centre, and it altered our long-cherished informality. It altered the relationship between people and us. We were asking lots of probing questions of those who, in many cases, were used to coming into NMC over previous years with only a warm greeting and a feeling that the NMC was “theirs”. Suddenly it no longer felt “theirs” in the same way.

We required everyone coming to NMC to show proof of negative Covid test for a 2 year period only easing that restriction in July 2022.

Many comments in various sections of these Accounts are reflections on times when social contact meant a Zoom online exercise session, or an online social event. Other reflections express how people reacted to the opportunities to return safely to NMC – how we enabled those opportunities and tried to address people’s anxieties and concerns.





Some quotes help to explain some of the impact that people had felt during the restrictions:

“

In the first lockdown I felt that without my physiotherapy and hydrotherapy my health was significantly worse. I was trying to exercise with YouTube whilst all my non-disabled friends were doing 5-mile walks. I felt really down but then me and Kay (NMC Tutor) got together, and I started to work with her mum to make the face masks to raise a bit of money for the NMC. My confidence grew and then all the NMC Gym classes started up on Zoom. I suddenly realised that I could work differently to gain back some of the lost muscle strength and the self-esteem.

”

“

I definitely noticed a reduction in my physical abilities and my confidence along with a big decrease in motivation to do exercise away from the Centre.

”

“

I am feeling more positive and able than I have in the last 2 years. Although I am deteriorating, NMC is helping me to do it slower and in a more controlled and accepting manner.

”

“

The Centre supported me in an invaluable way throughout the pandemic. I think without them I would have ended up with huge mental issues now.

”



# What are NEUROMUSCULAR CONDITIONS?



**T**here are about 150 neuromuscular conditions that we see and seek to provide support for at NMC.

These conditions are genetic and inherited. They are all characterised by steady progressive muscle wasting albeit at very varying paces. The physical consequences for those with these conditions are some degree of physical and mobility disability. This varies but, by way of illustration for the reader, around half of those who come to NMC use a power wheelchair to get about, and many of those who are still 'on their feet' we describe as precariously ambulant.

The conditions affect more than the individual who has it. Family, friends, and work colleagues are all more or less affected and we seek to support that wider community. Given the inheritance patterns we recognise the emotional and psychological issues that some in the family can face. Put simply, aspects of anger and guilt, fear and regret can all manifest themselves.

**THE  
CONDITIONS  
AFFECT MORE  
THAN THE  
INDIVIDUAL**



A man in a dark blue t-shirt and glasses is seated in a black motorized wheelchair, viewed from the side. He is on a grassy path. In the background, another person is seated on a small motorized vehicle near a pond, surrounded by trees. A large, semi-transparent circular graphic with a teal border is overlaid on the image, containing a quote.

“

EVERYONE IS  
TREATED EQUALLY AT  
THE NMC, AND OUR  
DISABILITIES ARE MOST  
DEFINITELY LEFT AT THE  
DOOR. WE ARE TALKED  
TO AS ORDINARY  
PEOPLE AND  
NOT AS SOMEONE  
WHO IS  
DISABLED.



# The impact of living with a NEUROMUSCULAR CONDITION



**T**he following piece is written from a personal perspective by one of NMC's staff team. This person has muscular dystrophy, and their reflections help to set the scene for the Social Accounts by describing the impact that a neuromuscular condition has on someone.

“ Having a neuromuscular condition is no walk in the park for the person who has it, their family, or friends.

Neuromuscular conditions are, by their very nature, pernicious. Physically, mentally, emotionally, socially, every aspect of life is in some way damaged. Regular activities, choices, and decisions that the general public would take for granted become more difficult for a variety of reasons. They vary greatly



in severity and onset, and of course everyone directly affected has different circumstances and environments with and in which they live with their condition.

Through this year's social accounts, the NeuroMuscular Centre (NMC) sought

institutions have a lack of knowledge of neuromuscular conditions and their effects. In most instances, upon diagnosis there's a dearth of follow up services or support. Patients are largely left to fend for themselves in a very scary environment, having been told

Services, these supposedly benevolent statutory schemes have become mentally draining to those applying for support. The process is daunting and hindered by the lack of understanding and compassion among those administering it, with the frustration felt by some becoming exhausting.

These conditions can be very isolating and damaging to relationships. As time passes and the physical condition deteriorates, it gnaws at mental health. Confidence, self-esteem, fear of a future that will inevitably be worse than the present can drive people to withdraw from their friendship circles. It becomes more difficult and time consuming to do anything, therefore energy sapping. It becomes easier to excuse yourself from social engagements for anxiety over falls/injury, lack of access or appropriate toilets, consequently losing that social interaction and reducing your quality of life. Houses/Flats are typically inaccessible, so if you don't host, you are excluded, albeit inadvertently. That

# PRACTICAL STEPS TO IMPROVE YOUR LIFE CAN BE DIFFICULT TO PLAN

to draw out the challenges faced by its community to inform its offering to best serve individuals' needs. These are some of the thoughts of those who access NMC's provision.

Many medical professionals, government departments and

they have an incurable, degenerative muscle wasting disease. Schemes and services with the stated intention of assisting disabled people are becoming increasingly difficult to access and navigate through. Personal Independence Payments (PIP), Blue Badges, Access to Work, Wheelchair

then becomes the accepted norm and invitations are no longer received, with friendships fading as a consequence. Figuratively, the lake in which you swim becomes smaller.

Practical steps to improve your life can be difficult to plan and embrace when they are aimed at alleviating the negativity of your situation.

Home adaptations: widening doors, replacing carpets with hard floors, wheelchair lifts, things with considerable cost that potentially devalue your property. The fluidity of the conditions means that transition from walking to unstable walking to manual wheelchair use to power wheelchair use can happen fairly quickly. This is a great challenge as you experience the constant erosion of your previous capabilities and accepting that change is accepting a lesser version of yourself. Whilst walking can become painful and dangerous, giving it up becomes a huge decision and one that really emphasises the loss of control that a degenerative condition brings.

Wheelchairs however can be liberating but with the proviso that they fundamentally alter how you are perceived and limit where you can go.

Public attitudes towards disability will always be negative. The disabled are 'sufferers' or 'victims' and this is perpetuated by medical professionals who deliver the bad news and focus on what can't be done rather than what can. The way some people look at, and talk to you, it can make you feel very self-conscious and society in general has very little understanding of the challenges disability presents. Society would rather sympathise than empathise. It's not uncommon to feel marginalised, lacking a sense of belonging.

Holidays are a standard activity for most people but can bring anxiety and stress to people with neuromuscular conditions. Standards of accessibility vary, with an absence of awareness. There seems to be a common misunderstanding that wheelchair users can simply jump out of their chair and move around if they need a shower, bath, or the toilet. Disabled toilets often look like caretakers' cupboards. Flying is unappealing because of the lack of facilities. Recent reports of



disabled people having to wait for long periods on aeroplanes are unsettling, but it's not new. Disabled people have needed concrete bladders to fly for years, and it makes travel very unappealing.

Many facets of family life are affected by neuromuscular conditions. The diagnosis can be met with troubling reactions like the end of relationships, a lack of empathy or it becomes an elephant in the room. Decisions on whether to have children are made more complex by the fact that many of these conditions are hereditary. Fears over whether you could be a competent parent with your disability can influence the breakdown of partnerships with those involved wanting different things. If you do have children and pass on the condition, there can be overwhelming feelings of guilt which can be imposed on the child. There can, in a sense, be too much empathy because you know what's to come for the child, and in response over protect, shelter, and even victimise. Siblings without the

condition can find it hard to adjust, and there can be tension, and even jealousy in those relationships – someone with 'the good' genes having the life the other could have had. No one wants a carer, especially if that carer is their husband, wife, parent or child. The feeling of being burdensome can be corrosive, as too can the resentment potentially felt by the carer.

There's something in the progressive nature of these conditions that evokes feelings of anger, regret and loss, feeling bereft almost, mourning the loss of the person you might have been. ”





# The impact that a neuromuscular condition has on FACING THE WORLD WITH POSITIVITY AND REALISM



**N**MC's Head of Design (for the past 25 years) is Dan Cundall. He has written the following piece to explain how he seeks to face the world with positivity and realism. Sadly Dan died just a few weeks after writing these words.

“ The words positivity and realism are words that are in the day-to-day NMC and my own vocabulary. Frustration is another, it just depends on the day.

It can be difficult to be positive and realistic at the same time. Dreaming of blue-sky ideals whilst having your feet firmly buried in the ground sums up many an NMC day in practice; you can stretch out your thought process and challenge the design team but reality strikes, often quite hard. But that is the beauty of the team, when one person's reality is biting, another can be weightless with things firing on all cylinders.

Facing the world can be a whole new story. We can all be guilty of it; the bad hair day, the best suit is in the cleaners, or you have lunch stuck to your teeth. At worst, a mild inconvenience or temporary embarrassment, something you will escape from within moments. Imagine there is no escape, you can't avoid it, that you are effectively a prisoner in your own body.

I'm a powered wheelchair user – an extortionately expensive, cumbersome, heavy machine. Its unmissable; more Mad Max Thunder Road than slick, slight sports model. Do not get me wrong it is a fantastic thing; I can get about, raise up to greet people, move

my feet, lean back, and recline all via a tiny millimeter range joystick. However, in reality, it is as necessary as clothes and shoes, but I could buy a brand-new Ford Kuga. My chair is my world – is that why it costs the Earth?! My chair enables my daily routine,

suitable but costly places to stay, just think about travelling by plane.

The absence of any physical power in my body requires a permanent ventilator in the vein of scuba diving equipment, reality becoming necessity.

# I AM JUST PLEASED THAT I FOCUS ON THE POSITIVE

helps me sit comfortably at my desk at work by readjusting my position at will. A case of reality ahead of positive, albeit rooted in frustration. To go out still requires an adapted vehicle, level access, tables by doors and obvious toilet facilities – don't even think about visiting family and friends. I can only access a bungalow. Travel in the UK is very clumsy with a handful of

I cannot sign my name, feed myself, be on my own, hi-five, hug my wife, help my mum – in my head I'm an outdoors man, again in reality, I'm chained to my desk with several carers as my shadow.

Frustration tops out at home. My wife and I were both working until Covid broke out. With her community based

medical role effectively risking my life she had to stop, damaging her pension, and reducing her opportunities. I ought to be pulling my weight with household tasks, my wife faces the triple whammy of my needs, my share of tasks then, finally hers.

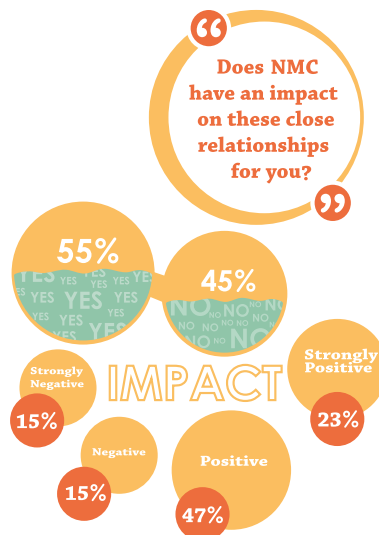
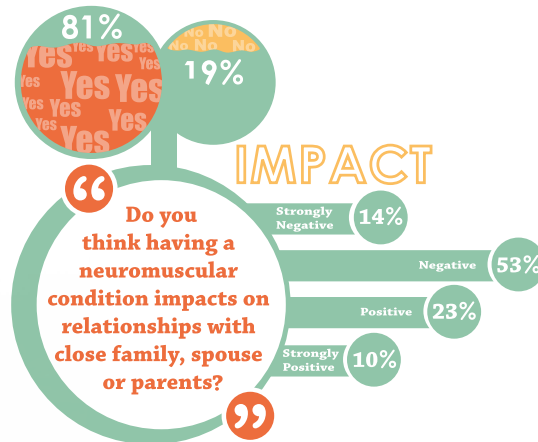
This genetic accident which controls my life to the same extent as a high spinal injury, yet without much compensation is my reality, I am just pleased that I focus on the positive. ”

# The impact of NMC on relationships WITH LOVED ONES



**I**n response to the question of whether people think having a neuromuscular condition impacts on relationships with close family/spouse/parents, 81% of people feel there is an impact with over 67% of those people describing the impact as a negative one.

When asked “has NMC had an impact on close family relationships for you?” 55% of people say it has an impact. And of those people 70% say NMC’s impact is a positive one.



Comments made in the survey illustrate the impact which people describe NMC having on their relationships:

- Offering a welcome to all their family.
- Supporting family members and being there to share their worries and anxieties.
- Respecting and understanding people's feelings whether negative or positive.
- Sharing advice and information which is supportive in managing a changing condition.
- Providing physical treatments which improve function, reduce pain and improve mood.

## THEMES FROM RESPONSES

### Families are very interconnected

There are many layers to family relationships, and the survey responses show that these can become more complicated when family members have a lifelong, genetic condition. In describing close relationships many people in the NMC community showed great concern for family members with both people in the relationship wanting the other to be happy.

NMC aims to be there for the whole family and 100% of people say that NMC has a positive impact on family life. People want to enjoy family activities together and NMC is able to foster this by 'treating the family as a unit', removing some barriers and providing opportunities for shared activities at and away from the NMC. 34% of other family members take part in activities at NMC.

“

My husband comes fishing with me.

My feeling in less pain allows me to do more activities with my family.

The physio and hydrotherapy help me stay more mobile, therefore I can be more involved in family life.

On informing my wife of my disability she left me.

Family worry about me all the time.

Can feel like a burden.

Family members in general have been very supportive and understanding of the restrictions my condition places on me. One family member ignores the condition and does not refer to it at all.

My mother had my condition which often distanced my relationship with her.

”





## 2 People with a neuromuscular condition care for and worry about their family

There is evidence that if a person with a neuromuscular condition feels better their family will also feel better and relationships are strengthened:

“My family can see the impact NMC has on me and love attending as it makes me so happy.”

“The NMC is here to share these concerns and worries, so helping family members to feel more relaxed and rested. There is a friendly environment which family members can choose to use the Centre as they wish - be involved in activities, sit quietly in the grounds, or take time for themselves away from the NMC.”

“Mum can drop me off and do other things and relax because I’m happy and safe.”

“Coming to the NMC gives the wife a break and new people to talk to.”

“I need friends and family to bring me to the NMC and it’s great that they always enjoy the time they spend there. My family appreciate the support the Centre gives me it helps them to know I have somewhere to go with issues.”

“My family always feel supported by NMC. They receive lots of support, information, and guidance regarding my physical wellbeing. I recently had an injury, and my PAs were given the right information on how to care for me.”

“It is very time consuming for my wife to care for me full time, but she does this without complaining.”

## 3 Family cares for the person with a neuromuscular condition

The NMC is a community with many concerns, anxieties, and disappointments, but for many people the time and effort in travelling to the NMC makes a significant impact on how they feel and strengthens positive family relationships:

“As parents, we are concerned and try not to smother our daughter, or let it become everything.”

“My husband is happy to drive me to the Centre and back, although it is a long journey as I am more positive about my condition.”

“My family are happy that NMC is there for me. They see the difference it is making on my condition. The confidence it has given me to try and fight the deterioration in my condition.”

“My brother and I attend NMC. He has never complained, and I know it makes him feel better once he has been. The NMC has improved my life immensely.”

## 4 **Person with a neuromuscular condition looks after themselves to improve relationships with their close family**

NMC very clearly affects mood and the comments in the survey show this:

“Treatment allows me to be more physically intimate with my partner.”

“By keeping me fit and healthy, it takes some pressure off my partner.”

“I always feel better after a visit hence better home life activity.”

“Without treatment or mental interaction my quality of life goes downhill.”

“NMC has a massive positive impact on my life. I don’t really involve my family as this is my safe space, although certain family would like to come, I keep putting them off.”

“The Centre makes me feel good which helps when at home with family.”



"It gives me some independence and provides an outlet for me."

"My occasional speech difficulties can cause problems as people can get impatient with me. My reduced energy levels and fatigue can be seen as being lazy, however sometimes people want to do things for me which I know I am capable of which upsets me at times."

"There are things I can't do like walking long distances that prevent me doing some things with my family."

## 5 **Neuromuscular conditions have a negative impact on relationships / How NMC helps**

Many words and phrases have been used to describe the harsh and negative impact genetic conditions can have on relationships:

"Family ignores. Distanced relationship (mother had condition) More distant as condition progresses."

"Feel like a burden. Worry. Time consuming. Wife left me. Resentfulness, snappy and stressed."

"Visits to the NMC give my morale a boost, making me a happier bloke and nicer to live with, instead of the bad-tempered old man I can be."

"I feel better when I've been, so positive for the family."

"If I'm feeling better from having treatment at NMC then my family notice I'm feeling better."

"It helps my husband and children to see I'm doing something myself but in a safe environment that improves my condition."

"I'm generally happier and less stressed after attending and the family are confident, I'm in a safe supportive space."

"I know they are available if needed, now my family say they don't need

support from NMC but appreciate how beneficial the support I receive impacts on my wellbeing."

"The Centre makes me feel good which helps when at home with family."

By sharing worry, and supporting understanding, 50% of people say NMC has a positive impact on close family relationships.

## 6 **Having a long-term health condition impacts on the individual and the whole family**

It can be a very isolating lifestyle. NMC impacts here by taking away the feeling of being alone:

"My wife and I have a very strong relationship, but having a neuromuscular condition has without a doubt had an impact on lives."

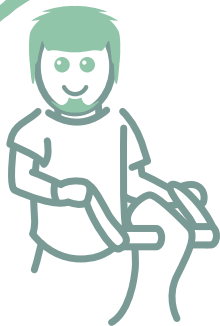


“

I ALWAYS FEEL SO  
MUCH MORE POSITIVE  
AFTER VISITING THE NMC.  
IT IS SUCH A FRIENDLY  
ENVIRONMENT, AND  
EVERYBODY IS SO HELPFUL  
AND KNOWLEDGEABLE. IT IS  
A SAFE SPACE WHERE PEOPLE  
CAN BE  
THEMSELVES WITHOUT  
FEAR OF  
JUDGEMENT.



# The impact of NMC on PHYSICAL HEALTH



## PANDEMIC IMPACT – WHAT PEOPLE MISSED

**W**e have substantial evidence of the NMC impact on physical health. An important element of that evidence comes from the Physio Survey undertaken at NMC in June 2021.

The timing of that survey meant that the prime focus was to establish how people felt following the main periods of lockdown and the disruption that caused virtually no hands-on physio treatment for our community. During much of the preceding year NMC services had been substantially curtailed and, in completing this survey, we were keen to find out the impact of that period of curtailed service. People who were routinely regularly coming to NMC for physio and other therapy sessions prior to pandemic, had gone through an extended period without access to these hands-on treatments.

One of the perverse 'benefits' of the pandemic has been that it has enabled us to measure impact in a 'control group'. Normally we are unable to measure the difference in impact between those receiving regular treatment and those not. We normally cannot find a group representing those



not receiving therapy, because we are treating everyone who can access us. The pandemic has caused an extended pause in treatment services and so establishing the impact of that pause reveals what happens if, in effect, NMC is taken away from this group of people with neuromuscular conditions.

## 167 PEOPLE ANSWERED THE QUESTION:

**Q:** “Please describe the changes you have seen in yourself over the last 12 months”



THREE PEOPLE REPORTED NO CHANGE

164 people wrote comments to indicate the changes they had experienced. Here are the recurring themes and comments repeated throughout the completed surveys:

- I have seen decline
- Lost ability to transfer (from wheelchair to toilet)
- Many falls
- Feel worse
- More pain in muscles
- More stiffness
- Decreased motivation to exercise
- My legs are weaker
- Balance has deteriorated
- I've had injuries
- Overall mood deteriorated
- Weight increased
- I now lack enthusiasm
- I'm having spasms – significant pain and weakness in my neck
- Muscles are tighter
- I'm less stable
- Walking is harder

- I have depression
- Become lethargic
- Lost confidence
- I have a sense of being lost
- Son died of Covid and I'm now in inappropriate accommodation
- Much harder to get out of a chair
- Cardio fitness now not good
- Developed breathing issues
- Developed swallowing issues
- I'm more anxious

**NMC  
TRIED TO  
DO AS MUCH  
AS POSSIBLE  
ONLINE OR BY  
TELEPHONE**

Despite all these adverse impacts during the main disrupted period, 91% of respondents said that NMC handled the pandemic Very Well or Well. 75% said Very well.

NMC tried to do as much as possible online or by telephone. Every individual had an online or phone assessment and review. 52% said motivation and activity had increased after the assessment. We recognised that these assessments/reviews were sub-optimal, but they represented our best-efforts during periods of tight restrictions.

59% of respondents who participated in online exercise classes (and other online physio led sessions) said that they had enabled them to manage their symptoms more effectively.

Implicit in these statistics is the evidence that hands on treatment of patients has far greater and more widespread impact. Probably a conclusion we would all assume to be true but very clearly evidenced here.

## WHAT WE DO

The challenges to everyday life are many and unrelenting without input from the Therapies team at the NMC. Neuromuscular conditions affect individuals physically, mentally, emotionally. The complexity of these conditions is such that no two conditions, or individuals, are affected in the same way. A person who has been diagnosed with Duchenne Muscular Dystrophy (DMD) may only be able to move their fingers, enough

to control a joystick. Someone with Charcot Marie Tooth may have minimal ankle control and lack all balance stopping them from wanting to walk outside. Weakness is a common factor of all neuromuscular conditions and can severely limit function. Pain is also present in 97% of neuromuscular patients (Jacques. Et al 2019). Pain has been reported to affect quality of life and involvement in daily activities more than any other symptom of a neuromuscular condition. Someone with myotonic dystrophy may experience chronic pain reducing sleep quality, outdoor activities, and social engagement.

We have reflected above on the impact of what happened when pandemic restrictions halted most of our therapy work. We are now able to reflect on the impact of our work since we got back to 'normal', and of our renewed focus on working to address the negative impact of 'enforced' prolonged inactivity and lack of treatment for so many people in our community. The specialist holistic care that the

NMC Therapies team provides looks at effective management of function and maintenance of independence. The treatments fall into 3 main categories; mobility/flexibility maintenance, strength maintenance, and pain management. Each patient will need an element of all of these. We look at the whole body, social issues, housing, mobility, and psychological issues. We aim to guide people towards the most appropriate treatment plan.

“

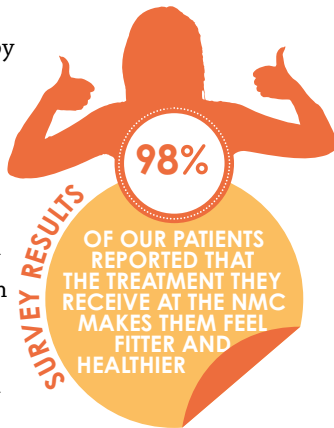
The NMC empowers me to take control of my disability with exercise. The accessible gym and support of the physio team is amazing, because of this I feel fitter and healthier than without.

”

We offer an extensive list of treatments:

- Stretching
- Tilt table standing & standing frames
- Gym based exercise
  - Cardiovascular
  - Strengthening
  - Balance & Co-ordination
- Bed based exercise
  - Active assisted
  - Proprioceptive
  - Neuromuscular facilitation
  - Frenkle's Exercises
- Hydrotherapy
- Soft tissue Therapy
- Myofascial release
- Acupuncture
- Electrotherapy

The ability to access all the above at whatever point they are needed means that pretty much any problem someone may bring to us, we feel confident and able to address.



BETWEEN APRIL 2021

**SCALE OF OUR WORK**  
**NMC TREATED**  
**4 8 7**  
**INDIVIDUALS**  
.....  
**WE TREAT 360 ON A REGULAR BASIS**

THAT'S...  
**6 3 0 0**  
**H O U R S**  
**TREATING PEOPLE**  
.....  
**WE NOW HAVE**  
**1 8 0 0**  
**P E O P L E**  
**REGISTERED**  
**WITH NMC**  
.....  
**WE'VE ADDED**  
**2 5 0**  
**NEW FAMILIES THIS YEAR**

AND MARCH 2022



“

The exercises I do keep me fitter than I would otherwise be, and thus healthier, encouraging me to take more exercise while at or near home. There is also a psychological element making me feel it's not all downhill.

”



“

The tailored support, the exercises set by the physio team really make a difference to my physical health, I would not currently feel comfortable attending an external gym. The NMC gym allows me to exercise without fear / anxiety.

”





The team's efforts in pain management have also had significant effects on people. With 98% of users who have received pain relief treatments reporting a positive impact on their symptoms.

"It has kept me from having painkillers. I feel my pain is better managed with treatment at the NMC rather than being dosed up on medication."

"Reduced pain helps me to function in my day-to-day life. NMC helps to reduce it with various treatments which make a massive difference."

Another important aspect that has been developed this year is around education and wellbeing. Empowerment and encouragement of self-management are essential ingredients in enabling the best care of someone with a neuromuscular condition. Advice given during treatment sessions, guest speakers, and education sessions can all help a person best look after themselves between sessions. 99% of people say they got useful advice from the therapies team.

"Exercises are explained to you and matched to the individual. The goals set for you are manageable so you can achieve success. My mental health is so much better because I feel I am doing the best I can."

"Helpful advice, including info on wheelchairs, which was useful and lead to me getting a powered wheelchair, which has been life changing for us both."

**Q:** Do you feel fitter and healthier as a result of coming to NMC?



A group of people are seen from behind, sitting in a rowing boat on a calm blue lake. They are wearing red life jackets and dark jackets. In the background, there are green hills and a clear blue sky. A large, semi-transparent white circle with a green border is centered over the image, containing a quote. The quote is in a bold, dark green, sans-serif font. At the top of the circle is a blue double quote icon. The page number '35' is in a small orange circle in the bottom right corner.

“

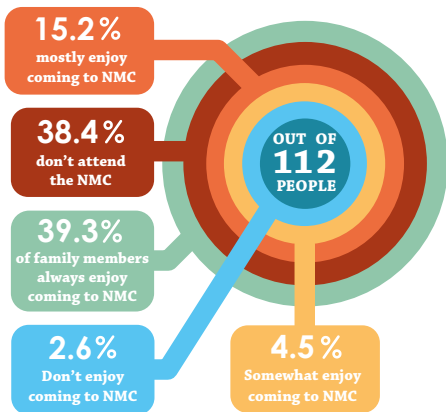
ME FEELING IN  
LESS PAIN ALLOWS  
ME TO DO MORE  
ACTIVITIES WITH MY  
FAMILY.

# The impact of NMC on WIDER FAMILY



**L**iving with a neuromuscular condition undoubtedly impacts the whole family. For some families there's a lot of genetic related tensions, with associated feelings of guilt and uncertainty. At NMC, we provide services for the whole family, in the form of support, advice, carers breaks and social events.

**Q:** Do other family members enjoy coming to NMC?



Most people surveyed know we're here to support the wider family, not just the person with a neuromuscular condition, and of those 100% say that NMC has a positive impact on family life.

We are aware that there may be significant pressure on family members, particularly those fulfilling a caring role as well as working or facing other responsibilities. This is exacerbated by changes in circumstances; some brought on by the pandemic. We have witnessed parents suddenly required to take on a full-time

caring role that was previously fulfilled by paid carers and assisted living arrangements. This has led parents to experience feelings of loneliness, anxiety, and exhaustion. Contact with the team at NMC has helped parents to feel reassured, and practical arrangements in the form of carers breaks have since led parents to regain personal time and consider their own needs.

We know that circumstances can change very quickly, owing to the nature of living with a neuromuscular condition. People who require minimal

support can very suddenly need a great deal of help, for example if they've had a fall resulting in injury and require immediate, short-term physical support. In some instances, care that was previously provided for a spouse then expands to include the wider family, often their teenage or adult children. In these instances, agency help may be refused as the help required is short-term. However, it is often not sustainable for someone working to be able to provide the additional care for as long as the injury takes to heal. We work with families to provide respite at NMC, to take on the personal care and alleviate the pressure from family members.

A vital part of the support NMC provides is in the form of expert knowledge: "My family always feel supported by NMC. They receive lots of support, information, and guidance regarding my physical wellbeing. I

recently had an injury, and my PAs were given the right information on how to care for me."

Of those surveyed, a very small number of family members don't enjoy coming, and some have mixed feelings. 86% of family member do enjoy attending NMC.

**WE  
KNOW THAT  
CIRCUMSTANCES  
CAN CHANGE  
VERY QUICKLY**

34% of family members take part in the activities we offer at NMC. In the comments, Covid, distance to travel, and work restrictions are cited as reasons rather than not wanting to and

others said not knowing what is on offer was the cause of not participating. One person also commented that NMC is their safe space, so they've deliberately put family members off coming.





All reported a strong positive or positive overall impact on family life. This is generally because family members can see the physical and emotional benefits that NMC has on the person attending, though for some it is also because they have been able to take part in activities too. Comments include:

“

I have brought my daughter along to a few of the connect-up activities and my son has been with me for a physio session. It's good for them to see what goes on at the Centre and for them to know how much I enjoy it and the benefit it has on my health and wellbeing.

”

“

Visits to the NMC give my morale a boost, making me a happier bloke and nicer to live with, instead of the bad-tempered old man I can be.

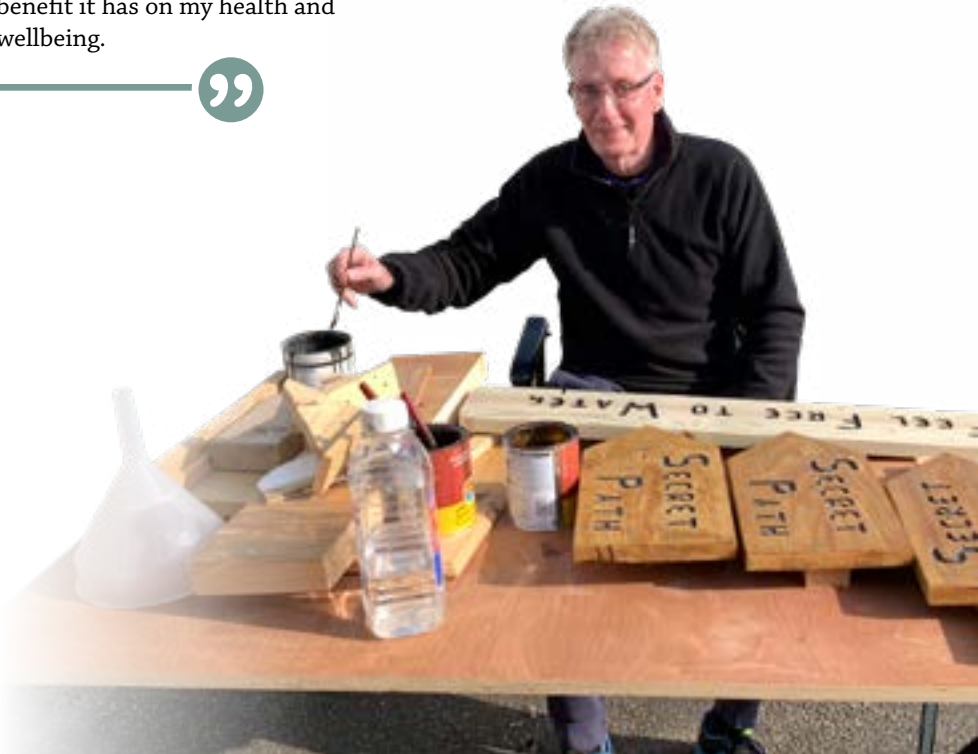
”

“

I'm generally happier and less stressed after attending and the family are confident I'm in a safe supportive space.

”

**38** The impact of NMC on wider family

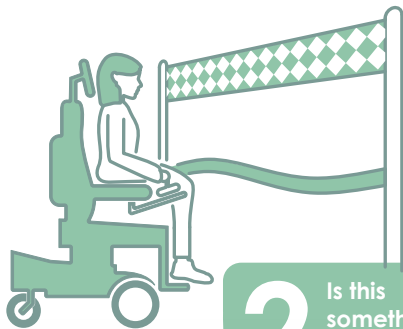


“

I SOUGHT ADVICE  
REGARDING ADAPTIONS  
TO OUR HOME. IT HAS ALSO  
BEEN HELPFUL TO SPEAK TO  
OTHER PEOPLE AT THE  
NMC WHO HAVE BEEN  
THROUGH SIMILAR  
EXPERIENCES  
AND GET THEIR  
ADVICE AND  
TIPS.



# The impact of NMC on PERSONAL MOTIVATION



**2** Is this something that motivates and encourages you to come to the Centre?

90%

**1** Do you find the opportunity to relax and have a laugh at NMC?  
(including remotely)

87%

**3** Does this make you feel better?

95%

**4** Does NMC motivate you to do more things?

90%

Most people reported a positive impact on self-confidence and self-esteem because of coming to NMC, with 90% of people saying that NMC motivates them to do more things.

**A**n integral part of our culture is the warm, friendly atmosphere that is synonymous with the Centre. Our emphasis has always been very much on what someone can do, not what they can't.

The ability to 'have a laugh', talk and relax are just as significant motivators for many people within our community as the physical and mental benefits of staying healthy and keeping active through Physiotherapy and exercise:

"The atmosphere hits you immediately. So many smiles and this is infectious. You walk out feeling empowered and that life is ok."

For 90% of people surveyed, relaxing, and having a laugh at NMC motivates and encourages them to come to NMC more often:



PEOPLE  
FIND  
MOTIVATION  
THROUGH THE  
FRIENDSHIPS  
THEY'VE MADE  
IN THE GYM

"After I had been quite poorly with Covid I'd been at home for a few weeks feeling very down. A one-to-one appointment was made for me with Paul, and he was very understanding and concerned, but also within minutes he had me laughing and I came out feeling so much happier and positive."

Coming to NMC has a huge impact on important aspects of peoples' lives, such as work and being independent. People gain the confidence to 'do more' physically and socially.

Comments include:

"There have been many times I've had a good gym session or 1:1 and have had the confidence to go to the shops/supermarket on my own afterwards. This helps my self-esteem and makes

me realise I can do these things alone without support."

"I am more motivated and have taken on 2 roles in my life in my local church, and further voluntary work with another charity for disabled children."

The NMC team has received some lovely thanks during last year for their constant encouragement of people to 'keep going' by replicating exercises at home via YouTube tutorials and a weekly exercise programme on Zoom. These tutorials have continued following our return to 'normality', due to their popularity and ease of access. The value of the collective knowledge at the Centre should not be underestimated, as helping people to understand their conditions also helps with motivation and self-esteem: "I have been helped to understand that muscle weakness is not something to be defined by."

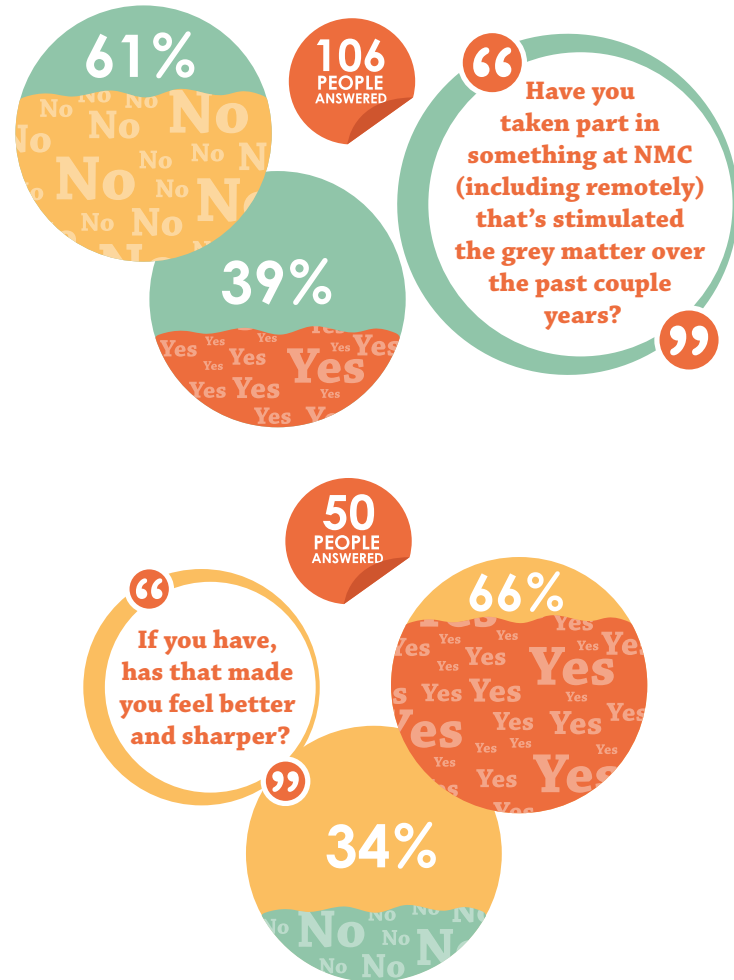
People also find that being with others with a similar condition helps them to feel more relaxed and less anxious.



People find motivation through the friendships they've made in the gym and in the online Connect Up community. For some, attending NMC is pretty much the only time they leave the house regardless of pandemic restrictions. Feedback in the surveys suggests that people feel understood and valued and draw strength from being around people 'like them'.

People describe being left alone with their condition having received a diagnosis. The support network NMC provides appears to help with developing and maintaining confidence and self-esteem along with a camaraderie.

"Since covid I don't find it easy to relax and I see less people in the Centre to chat with due to the rules". This will already be changing as we relax restrictions, and the social media and online activity and the continuing demand for Zoom events suggests this is still a helpful element.





“

I WALK THROUGH  
THE DOOR FEELING  
'I CAN'T MANAGE THIS  
TODAY' BUT AN HOUR LATER  
I THINK WHY I WAS FEELING  
SO NEGATIVE. I HAVE DONE IT  
AND FEEL GREAT NOW -  
NMC IS MAKING A  
BIG DIFFERENCE  
FOR ME.

# The impact of NMC on **EMPLOYMENT** (being and feeling productive)



**N**MC seeks to enable people to work and access the benefits of work, income of course, but also self-esteem, camaraderie, maintain mental agility, have a sense of worth and place and structure in life.

NMC provides some work opportunities directly – 20 people with a neuromuscular condition work at the Centre. These roles include managers, graphic designers, event organisers and administrators.

According to national UK government figures 53% of disabled people are in work. The Shaw Trust put the figure lower at 40%. NMC has surveyed and measured this percentage among our community (in 2008) and it was 65%.

We estimate (taking that 65% figure) that, of those in our community

regularly coming to the Centre, more than 200 are employed in salaried employment. NMC seeks to support people staying in employment and, if necessary, adapt job roles and the work environment to cater for continued employment when condition changes.

**Q:** Does NMC help to enable you to do your job (paid or voluntary)?



“ The comments below are reflections from Dan Cundall our former Head of Design on how it feels to be productive and how NMC enables that:

Do I feel productive?  
I AM productive!

Pantone colour books, then grab a mouse and start creating.

Today, sitting at the helm NMC D+P all this technology is taken for granted. We focus on what we do with it, what

design team can directly contribute either by creating attractive event flyers or an eye-catching collecting box sticker or indirectly by following a client brief where profits made are returned to the charity to aid our work. Great satisfaction can be gleaned from contributing in this manner; a self-supporting culture ensues.

The client journey shares this rose-tinted outlook. They have their product needs met, pay their invoice, we put the profit towards actual physical assistance, treatment or support. What remains is an intangible warm customer glow, hopefully addictive – a win win situation. Many of our clients are fellow charities so an element of their hard-earned fundraising income is ours – a win win win by recycling charity income within the sector.

This vehicle encourages self-development, efficiency, and opportunity for another NMC creative designer.

”

# EVERYONE LOVES TO BE PART OF SOMETHING

35 years ago, the software Photoshop was created, rapidly followed by electronic desktop publishing and Apple's Mackintosh II. The perfect storm that allowed NMC Design+Print to begin trading in the hands of my predecessors Jackie and Liza. The digital playing field was levelled enabling us to pack away our Rotering fine line pens, Letraset characters and

our skills offer and what our clients need. Being productive is the key between the two and for us, it carries an important side effect – an occupation, a role.

Everyone loves to be part of something: a gang, a team, supporters with an ultimate goal. Our goal is The NeuroMuscular Centre, where the



# INTERNSHIPS AND WORK EXPERIENCE

Here are some quotes to illustrate the positive and enabling link between the work of NMC and people having employment:

“Physios help with my pain control & enables me to stay in employment.”

“NMC has given me the confidence to say what I need at work to enable me to do my job. For example, footwear, a particular chair, access, replacing tasks that I can't do with tasks that I can so that I don't feel I'm slacking.”

“By helping reduce pain it makes it easier for me to sit at a computer.”

Here is a much less positive comment that illustrates well some of the issues affecting those who have a neuromuscular condition and work:

“The NMC were fabulous helping me with issues at my place of employment, without their help I wouldn't have been able to have equipment to enable me to do my job effectively.”

“Currently in limbo with work as my condition has stopped me from going to work as a team player. Feels like I am unable to continue in my current role or other roles within the organisation.”

NMC has always been keen to encourage people to develop and gain experience of new aspect of work. We offer 3-month internships to anyone in our community and match their skills and aims to a project role somewhere in the Centre. Support, training, and regular one-to-one feedback is offered. During the year there was little activity due to restrictions and the prevailing air of caution. We plan to reinvigorate this offer in the coming year.

“

I HAVE BROUGHT  
MY DAUGHTER ALONG  
TO A FEW OF THE CONNECT  
UP ACTIVITIES AND MY SON  
HAS BEEN WITH ME FOR A PHYSIO  
SESSION. IT'S GOOD FOR THEM TO  
SEE WHAT GOES ON AT THE  
CENTRE AND FOR  
THEM TO KNOW  
HOW MUCH I  
ENJOY IT.



# The impact of NMC on feeling **VALUED AND NEEDED**



SURVEY RESULTS

**96%**  
FELT MORE  
POSITIVE WHEN  
THEY HAD BEEN AT  
THE NMC

“

I do have terrible low self-esteem and self-confidence. The exercises and the chat help me to fight my weight issues but also make me feel more worthwhile, someone who can make social contact.

NMC makes me feel valued and important, not only as a member of staff but with clients too.

Every time I attend it is a very positive experience and environment, and you are always made to feel welcome. I always leave the Centre feeling positive and valued as a person. Thank you.

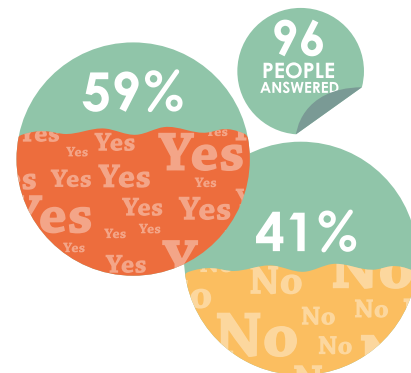
Being listened to is important even when you can't help me. I don't want to burden my friends with issues they think are trivial or wouldn't understand about.

I burst into tears on my first visit, and I never cry. Bryn just listened to me and was so good.

”

The graph below indicates one of the subtle impacts of NMC. A core element of what we do is to provide a place where knowledge is exchanged to help others. It is often a source of great joy and satisfaction to share some of life's victories and tips based on personal experience with others about to tackle similar challenges.

**Q:** Has there been a time when you've shared something good with others at NMC?



Some examples of the comments relating to this:

“

Going through PIP tribunal and winning my case. Being able to advise and encourage those fellow users who were facing similar experiences.

Showed my scooter hoist and car which helped to advise another NMC client.

I don't know how I impact others, but I hope it's for the better. I don't aim to inspire but I think I seem to.

Holidays destinations with good adaptations. Car details and W/C information.

Lots of funny stories.

I shared positive news about my fertility treatment.

NMC staff helped with my first book publishing. A milestone in my life that would never have happened without their help.

”

For many individuals within the NMC community the world in which they live can be geared against them. Poor access to buildings, limited understanding, lack of training can lead to those with long term conditions feeling cast aside and less valued socially than their able-bodied peers.

The initial physiotherapy assessment aims to be a patient orientated, collaborative, holistic process. People can, often for the first time, say what they need from therapy rather than being prescribed care. Throughout the treatment journey the Therapies team always seek to make time to listen to someone and try their very best to empathise, understand, and then assist. For many this might be the first time a health professional has taken the time to sit and listen impartially to their feelings and give practical advice or help based around specialist in depth knowledge.

Many of the events and groups the NMC facilitates are the idea and creation of people in our community affected by neuromuscular conditions.



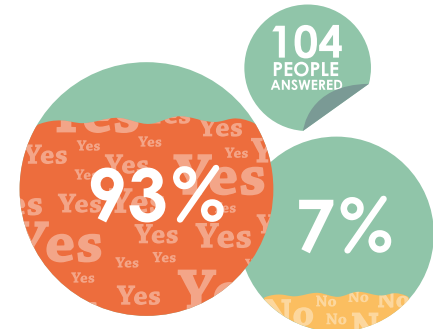




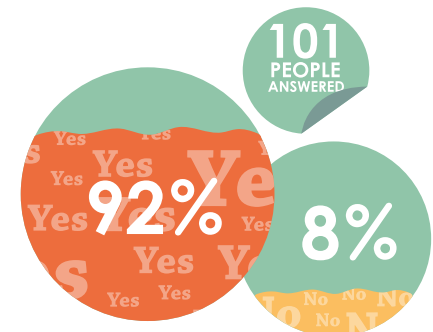
This, we hope, creates a friendly dynamic where all are included. This cooperative atmosphere along with the physical environment of the centre allows for free-flowing constructive conversation and information sharing as well as fun and positivity. These friendship groups can help a person feel more valued and more comfortable.

We approach our community for feedback on every area possible to allow them to make the centre their own. It gives a sense of belonging/ownership. A person can have a real effect on how the charity is run, what it provides, and the support it offers. The Trustee board and senior management team reflect and represent this. This in-depth involvement in an individual's own care, the activities of their social group, and the inclusion in charity decisions leads, we hope, to a feeling of value and inclusion.

**Q:** Does NMC have a positive impact on your self-confidence?



**Q:** Does NMC have a positive impact on your self-esteem?



“

I LOVE THE  
FRIENDSHIP AND  
WELCOMING  
ATMOSPHERE.



# The impact of NMC on FRIENDSHIPS



**F**riendships are important because they boost confidence, reduce stress, and reduce feelings of loneliness...for everyone.

A decline in mobility can impact on friendships and personal relationships. People have reported that living with neuromuscular conditions can cause them to feel self-conscious and accessing social situations can be problematic due to the physical and psychological barriers faced. It can be a challenge! Often people accessing the Centre for the first time have never met anyone with the same condition as themselves. The difference observed of those arriving for their induction compared to that when leaving a few hours later is often palpable. People appear more relaxed and are surprised by the positive atmosphere.

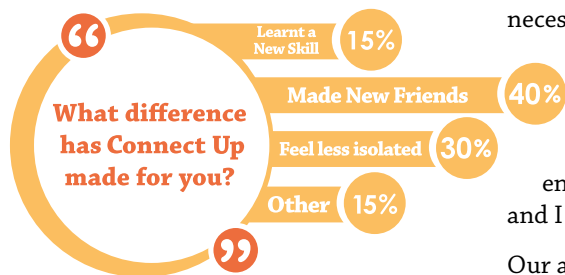
Almost everyone comes back!

A respondent to our survey commented that “when we come to the NMC everyone is so helpful and inviting that it makes you feel relaxed as soon as you walk through the door”. The shared experience creates bonds and 70% say they have had advice from someone in our NMC community that has made significant positive impact on daily life. NMC is a community where friendships flourish.

67% of people responding to the Connect Up survey stated that they had made new friends and 54% said they felt less isolated. There are numerous examples of now well-established friendships that have a tangible and positive impact on the lives of people in our community.



The opportunity to reconnect after the pandemic restrictions was relished. Comments from the Connect Up Survey (see chart):



Survey respondents said:

“Connect Up, whether meeting in the marquee, in the Centre and via zoom has been a good way to keep in touch and maintain mobility in gym sessions during the uncertainty of this pandemic”.

“It has given me and my partner the chance to be with our NMC friends and to do so safely and taken our minds off the difficult time we are having.”

“I don’t think I would have described myself as isolated but that is always a risk and Connect Up has been really valuable in building a sense of NMC community for those who aren’t necessarily in the building super often.”

“My husband has learnt a bit more about my condition.”

“Getting out into a very safe environment has helped me dearly and I love attending when able to.”

Our ability to react to requests, ideas and suggestions from our community has enabled us to try out new ways of connecting and bringing people together. We initiated a Saturday Club to open the NMC doors at the weekend with activities on a variety of themes. To bolster participation from a wider audience we have delivered some activities both at NMC, including establishing an allotment garden, and within the wider community. Including, boat trips, regular fishing days, and a trip to the immersive Van Gogh Exhibition at Media City in Salford.

We endeavour to offer a range of activities and opportunities so that there is something to appeal to everyone.

During 2021-22 there were 91 new people who attended at least one NMC event/activity for the first time

A total of 151 people came to an event/activity.

There was a total of 179 Connect Up opportunities made up as follows:

- 14 days out or one-off events at the NMC
- 16 Saturday club days
- 149 regular clubs/groups (Fishing, Chat, Book club etc.)

Feedback on the impact of activities included: “It helps us to stay connected to the NMC without always accessing the Centre” and “Love meeting up on zoom, great sessions on a variety of topics”. For others, ‘real life’ is much preferable with 93% saying that coming to NMC, relaxing, and having a laugh makes them feel better.



# The impact of NMC on understanding how BEST TO MANAGE THE CONDITION

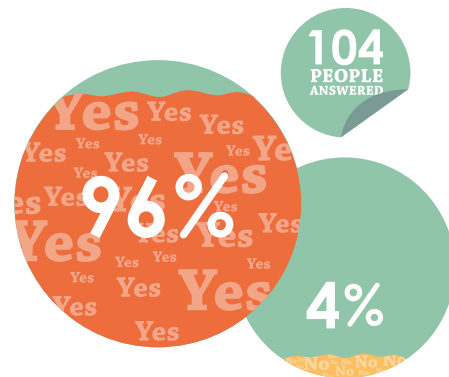


**T**here has been an increase in education and knowledge sessions delivered by the NMC team this year. This has had a tangible impact on our community as demonstrated by feedback from our survey and numerous conversations.

This highlights the practical advice and positivity the NMC brings to the lives of people living with neuromuscular conditions. Whether this is an acceptance of the need to embrace additional mobility aids, helping initiate conversations with family members, seeking support at work, adaptations to homes, advice on driving or the benefit accessing the physio or gym provides.

Most people responding to our survey stated that the NMC helps them feel more in control of their condition.

**Q:** Does NMC help you to feel more in control of your condition?



“

NMC gives me confidence that I'm doing all I can to manage my condition.

The NMC staff have always given me individual, professional, knowledgeable advice in a friendly and non-belittling manner.

Clear advice on exercises to help me maintain my stability.

It's good to be able to ask when you feel something might be wrong, you might get an answer / discussion you don't like but it helps to know how it might help you in controlling your condition.

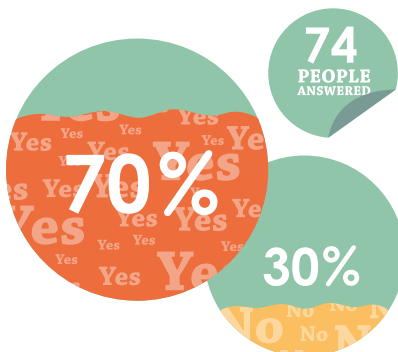
The team are always great on giving me information about the body, how things work and how to deal with overused weak muscles.

It (muscular dystrophy) does control me at times mentally, but NMC makes me see this is a normal reaction, a human reaction.

”

The following graph is based on analysis from the Social Accounts survey and indicates how advice (often in the form of shared experience) has a major positive impact on daily life for over 70% of our community.

**Q:** Have you ever had advice at NMC (from anyone) that has made a significant positive difference to your daily life?



“

I feel it has definitely 100% improved my health and kept my illness at bay because the falls don't happen as frequently, I try to keep mobile.

I've learnt so much about my condition from the NMC and knowledge is power.

Feel I have more energy and motivation to do more things.

I feel that I know a lot more about my condition now.

”

# The impact of NMC on WELLBEING



**D**escribed as a state of being comfortable, healthy, and happy, the Wellbeing of everyone in the NMC community is recognised as being of great importance.

Wellbeing is a holistic state which is achieved when people enjoy life satisfaction, have a sense of meaning/purpose, have good mental health and the ability to manage stress.

The NMC approach is to offer treatments, training, listening therapies, information, events, and activities which people can choose to suit their own interests, lifestyle and needs to improve or maintain their own wellbeing.

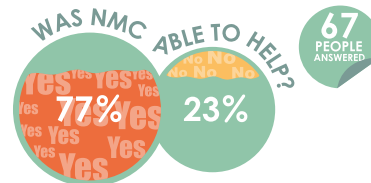


## FEEL POSITIVE ABOUT LIFE



## A PROBLEM SHARED

(Think about a time when you were feeling low.)



# WELLBEING - GOOD MENTAL HEALTH AND ABILITY TO MANAGE STRESS

The NMC understands the strong connection between wellbeing and good mental health and aims to be there for everyone - people with a neuromuscular condition and for their families.

At the time of Covid lockdown, face to face contact was not always possible. The offer of online support was taken by many and able to positively impact on wellbeing at a very difficult time for the NMC community.

“The online groups and chats definitely helped my mental health feeling able to chat to people experiencing similar issues to me. I really found the

meditation and knowledge sessions informative and useful.”

The Wellbeing programme of 2021 offered opportunities for informal discussion, and themed information sessions including Mindfulness. Partner organisations, and Customers of NMC Design+Print, - Listening Ear, Motherwell, and Mind Being You, also contributed to the offer of structured wellbeing sessions.



LEARNING  
NEW SKILLS  
IS ACTIVELY  
ENCOURAGED  
AT NMC

Mindfulness impact quotes:

“The mindfulness sessions were very good and well thought out and the delivery well executed. I found

the time used was a good way to take some time

out to relax. Kay has a lovely soothing voice and each session I found beneficial in helping me cope with both my muscular dystrophy and Cancer symptoms. Kay very kindly sent me some CD's which I put onto my iPod device so I can listen to them while in

bed. I particularly liked the Sleep meditation which I use most nights to aid sleeping. I look forward to further sessions that may help relieve my pain that may be used in conjunction with my prescription drugs.”

“Mindfulness sessions...really helpful in controlling some of my anxiety especially during lock-down when I was mostly home alone. It gave me a focus where I could take the time once a week to relax and to try to practice new techniques. My sleep improved greatly, and I found that I could control my eating habits too.”

In the 2021-22 social accounts, the following statistics reflect how people described the impact of the NMC on their wellbeing:

- When feeling low, was NMC able to help – 77% say yes.
- 82% say NMC's input and listening has been a helpful thing with 64% saying that NMC provides a place to talk through emotional issues.
- 94% say NMC has had a positive impact on their self-confidence.



Living with a long-term health condition can erode feelings of being in control of your own life. Fun and spontaneity can be replaced by worry and anxiety which impact on all aspects of life including sleep and diet.

- 96% people say NMC helps them feel more in control of their condition.
- 59% feel that issues of weight management and diet are significant for them.
- 46% say NMC helps them to control weight and motivates them appropriately.

## WELLBEING - PURPOSE AND LIFE SATISFACTION

“

I walk through the door feeling ‘I can’t manage this today’ but an hour later I think why I was feeling so negative, I have done it and it is great now. NMC is making a big difference for me.

”

This quote is reflective of many people whose wellbeing is impacted by physical pain or fatigue and struggle with feelings of loneliness and low motivation. Collectively the shared energy of the NMC community has a significant impact on wellbeing as:

- 97% say coming to NMC helps them to feel more positive about life.
- 87% feel fitter and healthier as a result of coming to NMC.

- 90% of people say relaxing and having a laugh at NMC motivates and encourages them to come to NMC more often.

For some people the pull of being near to NMC and being able to access it more easily leads to potentially huge life choices. We were startled to understand that more than 1 in 5 of our survey respondents considered moving to be nearer NMC.

**Q:** Have you ever considered moving home to be nearer to NMC?



Life with a neuromuscular condition demands constant flexibility and creative responses to change whether levels of

energy or movement and strength. Learning new skills is actively encouraged at the NMC with formal graphic design training courses, 3D printing and a variety of one day workshops.

- 38% have learnt a new skill at NMC

The wellbeing benefits and sense of purpose from gaining new skills are described by two of the NMC community and reflective of many:

“

Having been in the NMC 3D printing club from the beginning my knowledge and skills have improved to the extent that other people are now asking ME for help! However, there is always something else to learn and I love the research and trial and error learning process.

They have suggested once I progress with my graphic design course to potentially do an internship in the design studio next door.

”

## WELLBEING PROGRAMME - SESSION LED BY MOTHERWELL

## WELLBEING PROGRAMME - SESSION LED BY MIND BEING YOU

(A CHARITY FOCUSED ON SUPPORTING MUMS)

“

I thought the session provided a good insight into all aspects of wellbeing.

I had never even considered some of the things that she suggested, like learning new skills.

It's something that we often do without even realising what a strong impact it can have on our mental health.

”

“

It was a very insightful look into how hypnotherapy and relaxation can be helpful with our pain management and general wellbeing. Currently I am using his techniques with breathing to help me get to sleep at night. It has also helped me to understand how the mind can help to control pain within the body and hopefully, with practice, it will reduce the levels so that I can gain back some control and lead a more peaceful life.

”

# A GUIDE to what we do



## Talking Therapies



Physical health and emotional wellbeing are difficult to continually maintain without people or techniques to support you. During the enforced shielding and isolation of Covid, the opportunity to participate in NMC Listening therapies, Mindfulness and the Wellbeing programme gave many people support which had been withdrawn by other organisations especially those based in hospital settings.

## Graphic Design Training



NMC Graphic Design training has evolved during the 'lock down' year with an increase in remote access and the addition of designs for 3D printing. Changing physical strength and health can lead people to make a change in career direction or worklife and graphic design courses have effectively opened new opportunities.



## My Experience about Graphic Design at NMC



Approximately three years ago, I commenced a graphic design course at the NeuroMuscular Centre with Kay Briggs. I generally attend a session once a week.

I find the subject matter detailed and interesting. I work to a brief which gives me a directive and some parameters to cover. Having said that, the brief is not restrictive in that it allows me to use my creativity and let my imagination run wild!

A big factor for me is that there is no pressure of time; I can work at my own pace to achieve a finished piece of work that I am happy with, as opposed to a course where time constraints limit my ability to create a fully finished piece.

There is always help when I am stuck but at the same time, I am not 'spoon fed'. I am persuaded to work things out on my own albeit with guidance. This helps me to learn the process for myself.

The NMC is a great place to meet people through graphic design. I enjoy attending. It is a very enjoyable experience, and my tutor is really helpful.

Lorcan







# NMC Connect Up

## Social activities under the banner “Connect Up”

Under the banner of ‘Connect Up’ we strive to bring people together to reduce social isolation, nurture friendships and provide opportunities to learn new skills. All our NMC community are welcome to join us including anyone with a neuromuscular condition, their family and friends.

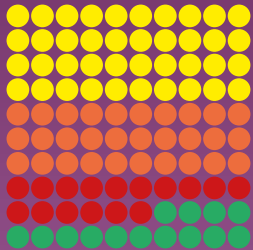
As the world slowly emerged from the impact of the 2020 pandemic so too did activity at the NMC. The balance between maintaining the ‘NMC as a ‘safe space’ versus a strong desire for the return of the bustling pre-pandemic days had been one that has required much thought and consideration. For the first few months of the year we continued with much of our activity online with our now established regular activities, Tuesday Chat, Crosswords Group, Art Group, Book Club etc.’ For a geographically disparate community spread across a wide area this has been convenient, reduced the need for costly and tiring journeys and these have been consistently well attended by small groups of ‘regulars’.

The arrival (in April) of a Marquee in our beautiful meadow enabled us to slowly start bringing groups of people back together and enabled us to achieve much more than would have been possible without it. We hosted everything from cream teas to mobility equipment demos and much more in between.



**MY HUSBAND  
HAS LEARNT  
A BIT MORE  
ABOUT MY  
CONDITION**

### WHAT DIFFERENCE HAS CONNECT UP MADE TO YOU?



I've made new friends



I feel less isolated



I've learnt a new skill



Other





“

I DON'T THINK  
I WOULD HAVE  
DESCRIBED MYSELF  
AS ISOLATED  
BUT THAT IS  
ALWAYS A RISK  
AND CONNECT  
UP HAS BEEN  
REALLY VALUABLE  
IN BUILDING A  
SENSE OF NMC  
COMMUNITY  
FOR THOSE  
WHO AREN'T  
NECESSARILY IN  
THE BUILDING  
SUPER OFTEN

“

GETTING OUT  
INTO A VERY SAFE  
ENVIRONMENT  
HAS HELPED  
ME DEARLY  
AND I LOVE  
ATTENDING  
WHEN ABLE  
TOO





## Fishing Club

Fishing Days have been a popular activity. The Old Hough Coarse Fishery in Middlewich has some excellent facilities for accessible fishing. 28 people have participated over 4 days.



## Shed Club

The NMC Shed Club has expanded to include new members and is now open on both Tuesdays and Fridays. As well as providing the opportunity to be creative and learn new skills the Club has fostered new friendships. All the recycled woodwork items produced have been sold to raise funds to support the Centre's work.



## Hydrotherapy



Hydrotherapy is exercising in a warm pool environment using the properties of water to allow increased movement, active exercise, and reduced pain. The buoyancy allows those who may not be able to accomplish on land to practice this movement and strengthen those muscle groups. The use of the pool is an extremely beneficial adjunct to other forms of therapy.





## Gym

The gym is available to all users of the NMC. It is uniquely designed and equipped to enable activity for any individual who enters the NMC. The team of specialist therapists supervise all gym sessions to ensure safe and effective technique is maintained as well as providing feedback and exercise inspiration. The environment we create allows people who may not normally exercise in a commercial gym to feel comfortable and supported whilst breaking the sedentary behaviour we know to be detrimental to people's health.

"The tailored support, the exercises set by the physio team really make a difference to my physical health, I would not currently feel comfortable attending an exercise gym. The NMC gym allows me to exercise without fear / anxiety."



## Support and Advice

(including writing letters to public services)

Equipment and environmental adaptations at home or in the work environment can significantly improve quality of life, safety, and enjoyment of activities. NMC works with statutory organisations, clinicians, and charities to provide specialist information related to the impact of the neuromuscular condition on a person's lifestyle.

Financial security is a concern for many and negotiating the DWP benefit process can be very overwhelming and time consuming. The Personal Independence Payment is a harsh form to complete, needing a reflection on aspects of your life which may be very restricted or require considerable assistance to achieve. Support from the NMC team has been described as 'reducing the stress'.







## Duke of Edinburgh Award Scheme

Our approach reflects the changing nature of this lifelong condition and is respectful of the need to be adaptive, inventive, and responsive for people with a lifelong genetic condition and their families and friends.

Participating in the Silver Duke of Edinburgh Award has been a great personal achievement for the young people involved and had a massive impact on their families.



## Welcome Day programme for new people

We designed Welcome Days to showcase each department of the centre and what it could offer those new families seeing us for the first time. This gave everyone a chance to meet new people and explain all the elements of support that the Centre could offer, as well as the physical therapies.

Change and transition are constant and ongoing elements of a neuromuscular condition. Early intervention, whether talking, planning, seeking advice or taking actions are all encouraged at the Centre.

Welcome Days for people new to the world of the NMC provide an opportunity to make contacts and share experiences.





## Gardening and the accessible allotment

During the summer the NMC allotment garden was transformed from a bare patch of weeds and soil into a verdant oasis boasting a wide variety of produce. Members of our community have been involved in planting seeds, repotting, weeding, and harvesting under guidance from our own 'Monty Deb', recruited to support the gardening activities.



## Intern Opportunities

NMC is always keen to encourage people to develop and gain experience of new aspects of work. We offer 3 month internships to anyone in our community and match their skills and aims to a project role somewhere in the Centre. Support, training, and regular one-to-one feedback is offered.



## Personal Care

A traditional part of what NMC offers is the provision of personal care and assistance at the Centre. As the years have gone by more and more people who need help with things like personal care and intimate personal care in the bathroom now have a PA to do that. But for those who don't have their own care team, NMC staff still offer that service.





## Commuter Minibus Service

Those with neuromuscular conditions who work and study at NMC and who cannot drive are offered minibus commuter transport in the NMC fleet of minibuses.



## 3D Printing Club

A vibrant group of 3D Printing enthusiasts have come together and taught each other skills and techniques to enable them to do 3D printing. The charity has raised funds and bought two 3D Printers and the club is thriving. They are producing ever more amazing and complex creations. Many of the things they produce are ornaments, many have specific functions and a lot are gadgets and gizmos to help others in the NMC community with everyday tasks.



## A personal perspective from Ross Dalziel on the impact of Support and the 3D Print Club



NMC has been essential in supporting me in planning for the future as my condition has progressed. Always helpful suggestions and support in moving forward; supporting letters to help me access help. I have found the NMC to have been far more supportive and pro-active in terms thinking about the future compared to my outpatient support. The latter is great but only has so much capacity due to the ongoing underdevelopment of the NHS.

One benefit of the NMC community is that you can ask acquaintances and friends about their plans and their situations. I think embedding physio and therapy in a space for communal support, creativity and care is the key to what NMC provides actually - it may well be a unique approach to health and wellbeing for people living with disabilities.

Coming to the NMC has been a real transformative experience for me in terms of my confidence and sense of a possible future as my condition progresses. It's a real safe and creative space and the openness of everyone in the organisation to new ideas that they generously support is very inspiring. I feel lucky to live near a caring organisation like this and only wish everyone who lives with neuromuscular conditions could experience that. I have loved my time here with the 3D Print Club especially, and hope the community continues to flourish.



The 3D Print Club were able to meet virtually all over lockdown and it was an essential element for us all getting through it I think. It was a real surprise that this club stayed together, and everyone has remained committed to it. It's rare that such groups can develop so I think it's really precious, like a lot of the NMC activity, from fishing to yoga.

NMC have generously supported the 3D Print workshop and club which was part of my PhD research. Recently NMC Design+Print have offered me some work to help develop new laser cutting facilities in part of the building.

As a group the 3D Print Club have benefited from the encouragement of using 'The Retreat' as a permanent workshop over the summer and the success of that group could be extended. I'm really excited for the future of the group and especially for developing the NMC Design+Print laser cutting lab. There's so much potential in bringing together Design+Print and these new facilities, with Kay & co in Training, the 3D Print Club and the Shed club and all the other creative people in the community.

Kay (NMC's Tutor) and I are looking for funding from the Arts Council to host some kind of artist residency where artists with disabilities can work with these creative communities with a focus on the garden for next summer.



## General Comments

There is a general atmosphere of empathy and support that means you have confidence you could bring up emotional issues with people even if I don't very often. There are chances to learn with others through all the creative communities in the NMC. Above all its a sense of solidarity and support in a safe haven with people with similar or quite different needs.

An inspirational place!

ROSS





## Physiotherapy

NMC Physiotherapy offers an ongoing regular hands-on treatment service. Treatment plans are individually created through discussion between patient and therapist during the initial assessment. The programme is flexible and changes to reflect altering circumstances, priorities, and progression of condition. NMC also offers responsive support, advice, and treatment with some acute circumstances such as minor fractures or soft tissue damage.

NMC reopened its doors to new families in October 2021. We had built up a waiting list of 180 families during the pandemic. These were people who had been referred by their clinician or who had found out about us by word of mouth or their own research but had yet to visit.

Most of those came for a Welcome Day and chose to come back for a full physical assessment. That assessment is probably the most comprehensive assessment an individual with a neuromuscular condition will receive.

This gives us in-depth information to create our individual treatment plans.





## Pain management including acupuncture

Pain is a very common symptom for those with Neuromuscular conditions with 97% of those asked reporting some form of pain (Jacques et al 2019). The management of pain can vary greatly depending on the individual, their condition, the symptom. So we ensure there are a number of therapies available to deal with each scenario. We use multiple soft tissue therapies, myofascial therapies, electro, and oscillation therapies, as well as acupuncture.

92% of people who come to the NMC report their pain management to be effective and many have reported reducing their medication to reflect this.



## Wellbeing and Workshops



A wellbeing programme has been an integral part of the NMC Therapies offering through 2021-22. This was designed to help people stay engaged with the Centre, and to seek to educate, empower, and improve self-management during this physically isolated time. The programme included topics including pain, hydration, exercise, sleep and other areas of life which may not be addressed in a normal physiotherapy session.

Over 40 families participated in the programme through the first 6 months. This fell to 25 for the last 6 months.

The aim was that families felt supported and enabled, allowing self-management with understanding.





# How is NMC FUNDED?



**O**ur mix of funding is extensive. The range and type of funding sources we view as a key strength for the sustainability of our charity.

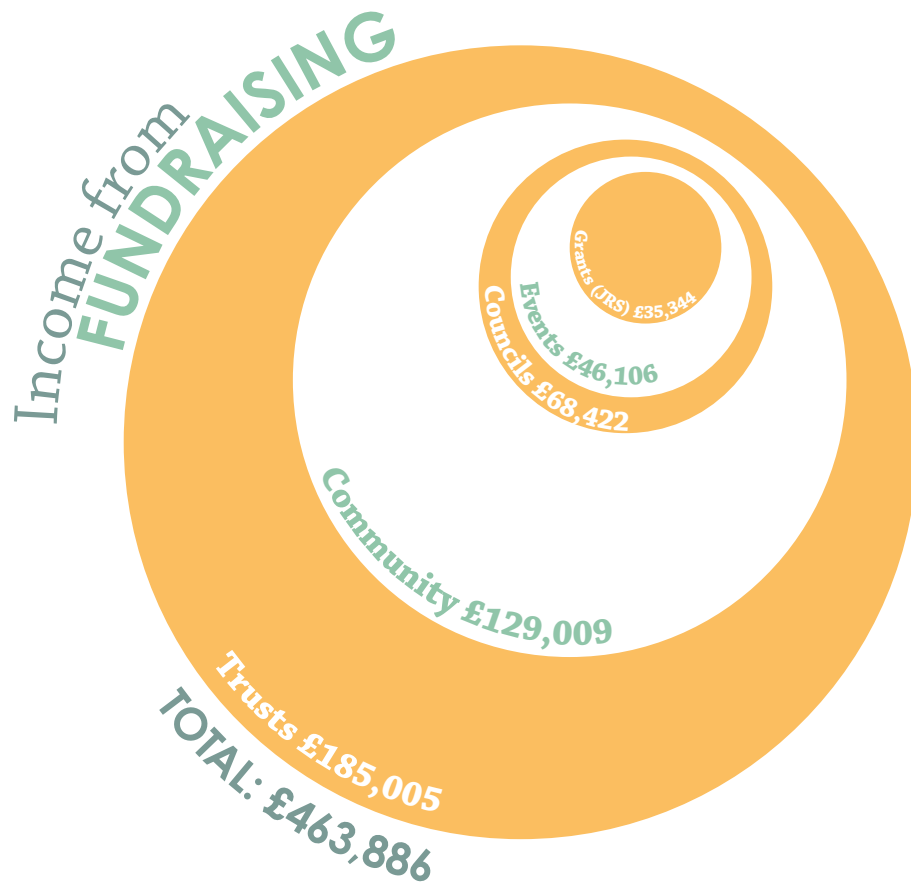
These are the key elements of income:

- **Traded income generated by NMC Design+Print.** This is our community social enterprise
- **Traded income with the NHS.** We receive some funding from NHS CCGs. This is income is largely activity driven and reflects time spent providing physical therapies for individuals. The endorsement that NHS funding provides of work is enormously helpful in “levering” in other funding from non-statutory sources.
- **Contracted income from Local Councils.** This small income stream recognises our work with the wider family (Carers) and also our impact in prevention of crisis.
- **Grants from Trusts and Foundations.**
  - In 2021-22 we received grants from 51 Grant -making Trusts and Foundations.
  - 33 of those Trusts are from outside the Cheshire region.
  - 80% of the trusts that give to NMC give grants under £5k
  - 47 of those grants were for amounts between £100 and £8760. Four grants exceeded £10000
  - 43 of these trusts have given to us previously and most of those have been giving to NMC annually for many years.



- **Income generated by Fundraising Events.** In normal years there is an extensive NMC events programme providing a substantial element in the NMC income mix. The pandemic has adversely affected this income stream in 2021-22.
- **Income from community fundraising.** This element includes individual donations, in memory donations, individual fundraising efforts like sponsored challenges or cake sales.

Here is a graphic to show the relative size of each of these income streams for NMC in 2021-22:





# Economic impact OF NMC



**W**e seek to analyse the economic impact of our work in a number of spheres:

- **We recognise the positive financial impact of our work**
  - We enable many people to be economically active through work (often for many years longer)
  - We enable hundreds of people to avoid hospital visits and stays
  - We enable hundreds of people to avoid the need to see their GP
  - The positive impact on individual wellbeing is clearly documented in these Social Accounts. The avoided referrals and interventions by statutory mental health services are numerous and

represent a saving to the public purse.

- None of these activities and impactful interventions are done with the economic impact front and centre. Individual's happiness and quality of life is our prime goal and what we seek to do hear is simply acknowledge that there is a large positive financial impact too.
- The financial cost of unplanned hospital admission is clearly important. But that in no way accounts for the impact of an unplanned hospital admission. The fear, the upset, the pain, the disruption to family life, the lost workdays of relatives drafted in for childcare, the misery, lost social contacts, and so much more – the REAL



costs of going to hospital when not planned.

- Some research around a decade ago showed that on average a person living with a neuromuscular condition was likely to have unplanned hospital admissions which cost over £6000 per year. This compared to an average NMC annual treatment cost of around £2000.
- **By providing transport and care for some of those who attend the Centre for work and for training we are saving Adult Social Care departments and NHS resources that would otherwise need to be allocated to meet the need.**

We also seek to measure the impact of our approach and ethos as an organisation on the local economy:

- **We provide employment for 40 people**

- **We raised £464k last year through fundraising activities and from grants awarded by Charitable Trusts and Foundations.**
- **We are keen and proud to “lever” in funds from across the UK.** 61% of the grant funding received in the year is from sourced from Trusts and Foundations outside the Cheshire region.
- **Suppliers** – we endeavour to spend locally with independent businesses, community businesses or social enterprises where possible
- **Employees** – our employees, in the main, live locally with 10 miles of NMC
- **We spend a total of £558k on salaries each year.**
  - In addition, we invest £53k a year on staff pensions
  - We also spend £38k a year on National Insurance contributions

- **We spend a total of £274k on other costs.**
  - Of that £274k we calculate that £84k is spend where we have little or no choice – this includes insurance, utility bills, software, and postage for example. By and large we do not have local or independent supply options.
  - This leaves £190k non-staff spend where we can choose local and we can choose to spend with independent or community businesses.
  - Of the £190k we spend 63% currently with local independent or community businesses or social enterprises. This is a figure we wish to increase substantially over coming years and will seek to report in future Social Accounts.

# Environmental impact OF NMC



**N**MC is acutely aware of many aspects of its environmental impact. Equally we are certain there are many elements of our building, our behaviours, and our operation which we must work on as we seek to operate in the most effective way for the health of our community and for the wider health of our planet.

Let's start with an appreciation of some of our main challenges in achieving a low carbon footprint:

- People in our community are generally unable physically to cycle or walk to NMC. Very few people in our NMC community live nearby to NMC. As the only Centre in the UK, people routinely travel up to 100 miles to attend the Centre.
- People mainly travel in their own car to the Centre. Some come to the Centre on NHS Patient Transport (ambulance) and a very few by public transport or taxi.
- Many of the cars that people drive are, of necessity, larger and adapted causing increased fuel usage.
- NMC is not on a bus route and is over 3 miles from the nearest railway station in one direction and over 5 miles away in the other direction.
- The Centre is always kept warm because that is essential for the health of those attending. Our heating system is gas.
- Disability aids in the Centre like hoists and bidet toilets require additional power usage. Power wheelchairs and breathe assist machines all need charging up from time to time – sometimes at NMC.

- Our own minibus fleet is diesel powered and is an expensive asset that we do not plan to replace for some years.
- We do not currently have any electric car charging infrastructure.

Some of the things we think we do well in the context of our environmental impact:

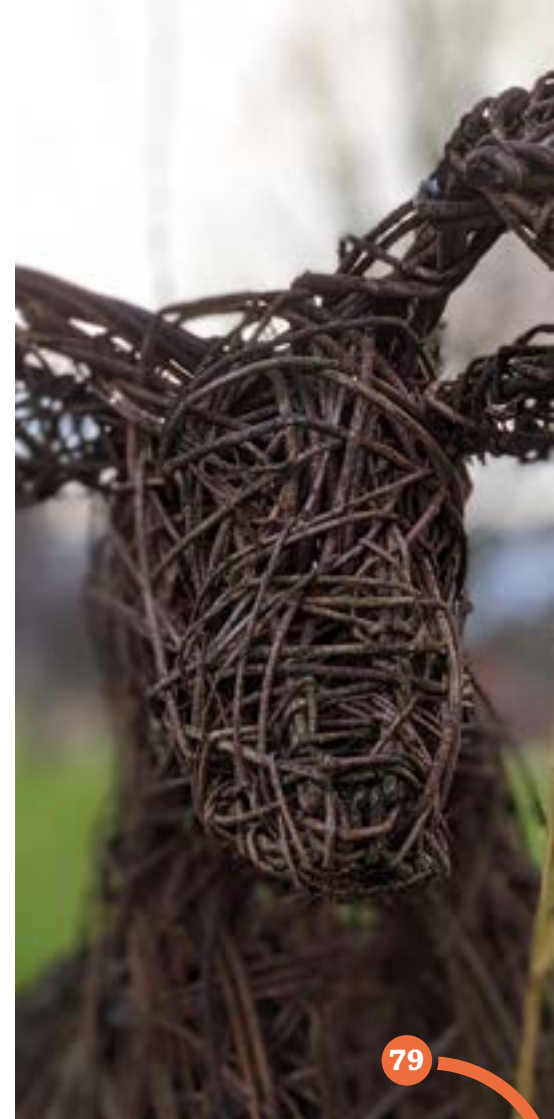
- We have high levels of insulation and have rebuilt parts of the Centre to provide far more effective insulation.
- We have a solar panel installation which is particularly suited to our 9.00 to 5.00 type of operation. We have very small electricity usage overnight.
- We have a good recycling and waste segregation culture
- We have a woodshed team recycling previously used timber into useful items
- We grow fruit and veg and share the produce in our community to encourage healthy eating and reduced food miles.
- We have planted over 100 trees on our 1.5 acre meadow

- We have cycle racks
- We are upgrading the showers and they would be available for staff
- We monitor fuel usage in our minibus fleet and encourage economical driving techniques
- We have a boiling water tap for hot drinks. We do not routinely use kettles.

We used a lot of single use disposable plastics during the pandemic. Aprons, gloves and test kits are now much less part of our Centre waste as Covid-safe working practices evolve, and are refined, to reflect the latest knowledge about vectors and risks for spreading.

Over the course of 2022-23 we plan to properly establish a measure of our Carbon Footprint and use that as the basis for planning a path to net-zero.

NMC has a good awareness of the B-Corp standard for businesses and the obligations and expectations that it places on businesses to engage with charities in meaningful and mutually constructive ways. NMC is ready to enter into such collaborations.





# Annual Report and **FINANCIAL STATEMENTS**

**NeuroMuscular Centre**

**Company Limited by Guarantee**

**Annual Report and Financial  
Statements for the year ended 31  
March 2022**

## **LEGAL AND ADMINISTRATIVE INFORMATION**

### **TRUSTEES**

M Hawes

A Jeffs

I Martin

D Okell (Chair)

M Roberts (not a director)

W Stothart

S Monteiro (Appointed 15 July 2021)

W Duckworth (Appointed  
14 October 2021)

R Diaz (Appointed 14 October 2021)

### **CHIEF EXECUTIVE**

M Lanham OBE

### **SECRETARY**

B Dale

### **CHARITY NUMBER**

1023606

### **COMPANY NUMBER**

2806607

### **REGISTERED OFFICE**

Woodford Lane West

Winsford

Cheshire

CW7 4EH

### **AUDITORS**

BWM

Tempest

Suit 5.1

12 Tithebarn Street Liverpool

L2 2DT

### **BANKERS**

Barclays Bank Plc

21 Dingle Walk

Winsford

Cheshire

CW71AG

Nationwide Building Society 5 - 11 St

Georges Street Douglas

Isle of Man

IM99 1AS

### **SOLICITORS**

Barrow & Cook

5-7 Victoria Square

St Helens

Merseyside

WA10 1HH

### **TRUSTEES' REPORT**

The trustees present their annual report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's memorandum and articles of association (as amended 17 October 2019), the Companies Act 2006 and "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)".

## **OBJECTIVES AND ACTIVITIES**

The NMC is the Centre of Excellence for people affected by neuromuscular conditions.

## **CHARITABLE OBJECTS**

The objects of the NMC are to promote and provide opportunities for people with a neuromuscular condition to live fuller lives through training, employment and physiotherapy, together with advice and support for themselves and their families and carers.

## **MISSION**

The NMC's mission is to work together with people affected by muscle diseases, creating an environment where full potential and positive wellbeing are achieved, through employment, training, support and physiotherapy.

## **AIMS AND OBJECTIVES**

The NMC aims to be largely user led and to provide a range of services for people affected by muscle disease. Although service users are predominantly from within a 100 mile

radius of Winsford, Cheshire, many attend the Centre from across the UK and Europe. The range of services includes:

- Physiotherapy assessments
- Physiotherapy treatments
- Hydrotherapy
- Active exercise programmes
- Advice and support
- Supporting families in transition
- Provide personal care
- Support and breaks for carers
- Training courses in Graphic Design, Animation, Music and Photography
- Other Training courses
- Employment opportunities in Graphic Design (in the Social Enterprise; NMC Design+Print), Administration and Fundraising.
- Provide transport for Students and Employees to enable maximum independence and opportunity.

The unique combination of services provided by the charity are offered directly to individuals and their families across the UK. Where practicable, physical management programmes are tailored to the needs of each individual, depending on their type of dystrophy and physical condition, through regular sessions of physiotherapy and hydrotherapy. As a 'centre of excellence' in the physical management of muscular dystrophy and related neuromuscular conditions, the charity offers help and advice to other organisations worldwide. The charity has established a well-respected graphic design business, NMC Design+Print, in which the variety of skills and talents of the individuals can be employed, developed and rewarded under both salaried and permitted work arrangements. The NMC provides wheelchair-adapted transport for individuals attending the Centre.

## **NMC STRATEGY FOR 2022-24**

During the past year we developed 6 new strategic objectives for NMC;

Objective 1 - Provide impactful social and academic opportunities for our community

Objective 2 - Enrich the emotional and physical wellbeing of people affected by neuromuscular conditions

Objective 3 - Inspire, inform, and enable our community to make an active contribution to society

Objective 4 - Develop a thorough understanding of people in our community and respond in tailored ways

Objective 5 - Run an effective and professional organisation with excellent governance with sustainability at the core

Objective 6 - Increase awareness of MD and NMC and increase our influence

## **VOLUNTEER HELP**

NMC has a strong group of volunteers working in:

- Fundraising - mainly helping at events.
- Physiotherapy - helping and supporting the professional Physiotherapists.
- Board of Trustees - providing scrutiny, oversight, advice, guidance, and strategic direction.
- Also, we have volunteers helping with carpentry, gardening, odd-jobs and building maintenance.

## **PUBLIC BENEFIT**

The charity trustees consider that they have complied with their duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission and that the benefits that the charity provides are not unreasonably restricted.

## **FUNDRAISING PERFORMANCE**

- Trust and Corporate income £185k
- Council income £68k
- Community donations £129k
- Events income £46k
- Statutory income £382k
- Design+Print income £115k

## **ACHIEVEMENTS AND PERFORMANCE**

### **ACHIEVEMENTS IN 2021-22**

The most substantial achievement during the year has been to reduce our waiting list of 180 people. This had built up over the pandemic period and we resolved to make reducing it the priority for our charity. The vast majority of those previously waiting have now visited and been introduced to the Centre and the ways we may be able to help, treat, and support. Our short waiting list now reflects a position similar to that pre-pandemic and we are confident that no one now has to wait for more than a few weeks before meeting us and discussing how best we might help.

Below are last year's main plans with the achievement highlighted beneath each one;

- We plan to take the best elements of the virtual communication tools that flourished during the pandemic and blend those with safe onsite physical meetings, conferences, and workshops. We strive to create a hybrid set of tools to enable bigger and better gatherings. **We have not fully achieved this. We have seen fully hybrid meetings work in other organisations and noted the investment necessary.**
- We plan to enable more outdoor activities by utilising our substantial outdoor space more effectively and accessibly. As a practical step we intend to hire a marquee for the summer and encourage as much NMC activity as possible to be outside. We hope this will help many to overcome the anxiety they feel about venturing out of the home for

what may really be the first time in a year. **The marquee proved a great success and enabled a great deal of Covid-safe events to take place. We will be having a marquee again this coming summer.**

- We are determined to get our accessible allotment fully up and running this year. We are recruiting a part time gardener to facilitate and enable many in our community to become involved in growing and nurturing plants. **The allotment is flourishing and many more of our community are engaged with it and enjoying being involved in cultivation.**
- We have a much larger group of young people now as part of the NMC community. We have a "Coaching for Independence" team who have been incredibly supportive of younger people with neuromuscular conditions throughout the pandemic. We are committed to resourcing and

prioritising this area of activity in the recovery phase, post-pandemic. **This aspect of NMC's work is progressing very well. The highlight of the year has been the achievement of Duke of Edinburgh Silver Award by a group from NMC with neuromuscular conditions.**

- Our Design+Print Social Enterprise has kept working throughout the pandemic. The talented team of designers have been equipped to work from home and, whilst not without challenges, this has worked remarkably well. The business is well placed to bounce back with a solid order book and many loyal customers. We are optimistic that the ahead will be a successful one based on vibrant early green shoots. **Orders have indeed bounced back and the Social Enterprise has performed well during the year.**



- We plan to carefully and cautiously expand the physiotherapy team to reflect growing demand and the gradual return of more and more people keen to access treatment and exercise. **Physiotherapy, gym sessions, and hydrotherapy are all fully functioning again and being well attended.**

- We plan to stage fundraising events again. During the pandemic we had some remarkable success with online versions of established events. We may well build on those experiences to give us a mixed portfolio of actual physical events and virtual online events. **Live outdoor events returned during the year and our main indoor Christmas event remained in virtual form once more.**

- We are planning a substantial strand of activity to respond to people's mental health needs. Talking therapies, mindfulness sessions, facilitated supportive

group sessions alongside a myriad of other friendship and wellbeing focused activities are planned.

**Different interventions and offerings to support mental health and wellbeing have been a focus of a large amount of successful and impactful activity in the year.**

### FUNDRAISING

The NMC employs fundraisers directly. We don't engage external fundraising consultants. The NMC would never employ 'chuggers' for street collections on its behalf. The fundraising team is complemented by committed volunteers to help raise the required funds.

NMC's Grants and Contracts Manager is a member of the Institute of Fundraising with a Diploma in Fundraising. The organisation received The Queen's Award for Voluntary Service for the high standards to which it adheres.

The NMC acknowledges and gives thanks for every donation it receives.

### PLANS FOR 2022-23

1. A greater focus on diversity and inclusion beginning with a Trustee Workshop session on the theme of "Do I belong?".
2. A major investment and diversification with Design+Print. A new laser cutter is being purchased to open a range of new products and design solutions for customers.
3. We continue to develop our outdoor space to maximise wellbeing with individually maintained and designed mini-gardens/planters.
4. For our staff team we are mindful of the cost of living crisis and commit to being as responsive as possible to ensure our team are retained and are able to have thriving lives.
5. Continue to strengthen and diversify our support offerings for mental health improvement and general wellbeing. Pilates, art

therapy and yoga feature as new elements in the plan for the year ahead.

6. We plan to extend our range of support by developing groups that are themed around those newly diagnosed, or new parents, siblings and those considering having a family.
7. Introduce new services such as manual lymphatic drainage and podiatry.
8. Explore the provision of accessible accommodation near to the NMC.

## **FINANCIAL REVIEW**

- NMC's financial performance has been stronger than anticipated during the pandemic.
- The Government's Coronavirus Job Retention Scheme (Furlough) has continued to underpin our overall satisfactory financial performance.
- Design+Print revenues have robustly recovered this year.
- The NMC has some assets in the form of the building it has on land leased from Cheshire West and Chester Council but no up to date valuation is available.

- NMC holds no other substantial asset beyond its minibuses, day to day office, physio and IT equipment.
- NMC has consistently maintained total unrestricted reserves at 3 month running costs throughout 2021-22.

## **RESERVES POLICY**

NMC recognises the need to build and maintain adequate reserves, to ensure that the charity has a financial buffer proportionate to its normal scale of operations. In doing so, this will reduce the financial risk to the charity and help ensure that its services are sustainable.

The policy sets out a goal of staying above the following thresholds:

1. A minimum amount of total unrestricted reserves of £250,000
2. A minimum amount of net current assets of £130,000 of which cash and marketable investments must not be less than £90,000

The overall total is equivalent to approximately 4 months of annual spend and approximately 6 months of annual payroll. The Trustees believe that this is a reasonable and proportionate "buffer" to retain against the risk of unseen problems.

The current reserves level is £1,244,952, with free reserves being £581,366. Reserves have been built to enable the NMC to properly fund services, and be agile when encountering changing circumstances during the potential uncertainty of the post pandemic environment.

## **RISK MANAGEMENT**

A register of risks is maintained and reviewed regularly by the Trustees.

The following risks have been identified as the most significant for the charity:

- Financial sustainability; recognising that maintaining income levels is essential to the charity's financial sustainability. The charity continues to monitor

the risks associated with its diverse voluntary income streams

- Reputation and brand; the charity monitors the risks associated with all aspects of reputation and has put in place strategies to reach and engage with beneficiaries and other organisations.
- Recruitment and retention of staff: the charity aims to be an organisation where staff are supported and developed and where employees have a sense of fulfilment. During the year all managers participated in a bespoke management development programme to extend their skills.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The Neuromuscular Centre (NMC) is a registered charity, incorporated as a company limited by guarantee. The charity registration number is 1023606 and the company registration number is 2806607. The NMC has a wholly owned dormant subsidiary, NMC Trading Limited.

The trustees, who are also the directors for the purpose of company law, and who served during the year were:

A Craig (Resigned 15 April 2021)  
G Edwards (Resigned 28 April 2022)  
M Hawes  
A Jeffs  
I Martin  
S McDowell (Resigned 15 April 2021)  
D Okell (Chair)  
M Roberts (not a director)  
E Sands (Resigned 6 September 2021)  
W Stothart  
S Monteiro (Appointed 15 July 2021)  
W Duckworth (Appointed 14 October 2021)  
R Diaz (Appointed 14 October 2021)

## **APPOINTMENT OF TRUSTEES**

The charity appointed its Board of Trustees from 1 April 2012. As vacancies arise new Trustees are appointed.

## **TRUSTEE INDUCTION AND TRAINING**

Newly appointed trustees receive comprehensive induction including training on their duties and responsibilities under company and charity law and also an induction into the activities, operational plans and financial performance of the charity.

## **ORGANISATION**

The Board of Trustees is ultimately responsible for the management of the Neuromuscular Centre. The Board will meet quarterly. A Chief Executive, with delegated authority, is appointed by and accountable to the trustees for managing the day-to-day operations of the NMC and the delivery of operational plans.

The remuneration arrangements for all staff are reviewed annually by the Chair of Trustees and Chief Executive having benchmarked pay levels in the relevant employment roles and sectors and mindful of changes to the UK cost of living indices. The Trustee Board approve the overall remuneration settlement as part of the annual budget setting.

## AUDITOR

In accordance with the company's articles, a resolution proposing that BWM be reappointed as auditor of the company will be put at a General Meeting.

## DISCLOSURE OF INFORMATION TO AUDITOR

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

## SMALL COMPANY PROVISIONS

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

On behalf of the board of trustees



**D Okell (Chair)**

Trustee

Dated: 26th July 2022

The trustees, who are also the directors of NeuroMuscular Centre for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, 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 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 accounts; and
- prepare the accounts 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 disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts 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 charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### **OPINION**

We have audited the financial statements of NeuroMuscular Centre (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **BASIS FOR OPINION**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in

the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **CONCLUSIONS RELATING TO GOING CONCERN**

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

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



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

### **OTHER INFORMATION**

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial

statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

### **MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or

- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

## RESPONSIBILITIES OF TRUSTEES

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the

financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation and data protection,

- anti-bribery, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- test journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting of documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring management as to actual and potential litigation and claims.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involved deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorresponsibilities>. This description forms of our auditor's report.

## OTHER MATTERS

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Peter Taaffe FCA CTA  
DChA (Senior Statutory  
Auditor) for and on behalf  
of BWM**

**Chartered Accountants  
Statutory Auditor**

Dated: 28th July 2022

A photograph of a community center or senior center. In the foreground, a woman with long brown hair and glasses, wearing a light blue puffer vest over a dark blue long-sleeved shirt, is seated in a wooden chair, looking towards the right. To her right, a man with short grey hair and glasses, wearing a dark blue jacket, is seated in a motorized wheelchair, looking towards the camera. In the background, other people are seated at tables, and there are large indoor plants. A large, semi-transparent circular graphic with a teal border is overlaid on the center of the image, containing a quote in white text. The quote is enclosed in large quotation marks at the top.

“

IT IS  
REASSURING  
TO KNOW THAT THE  
NMC IS THERE FOR THE  
FAMILY SHOULD THEY NEED  
ANYTHING, WE KNOW WE  
ARE NOT ALONE.




**STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted funds	Restricted funds	Total 2022	Total 2021
		£	£	£	£
<b><u>Income from:</u></b>					
Donations and legacies	3	343,786	73,994	417,780	729,536
Charitable activities	4	491,070	-	491,070	311,419
Fundraising events	5	46,106	-	46,106	18,129
Investments	6	232	-	232	403
Other income	7	887	-	887	218
<b>Total income</b>		<b>882,081</b>	<b>73,994</b>	<b>956,075</b>	<b>1,059,705</b>
<b><u>Expenditure on:</u></b>					
Raising funds	8	116,495	-	116,495	53,261
Charitable activities	9	750,121	95,142	845,263	824,321
<b>Total expenditure</b>		<b>866,616</b>	<b>95,142</b>	<b>961,758</b>	<b>877,582</b>
<b>Net (expenditure)/income</b>					
Net movement of funds		15,465	(21,148)	(5,683)	182,123
<b>Reconciliation of funds</b>					
Fund balance at 1 April 2021		1,223,182	27,453	1,250,635	1,068,512
<b>Fund balance at 31 March 2022</b>		<b>1,238,647</b>	<b>6,305</b>	<b>1,244,952</b>	<b>1,250,635</b>

**PRIOR FINANCIAL YEAR FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds	Restricted funds	Total 2021
		£	£	£
<b><u>Income from:</u></b>				
Donations and legacies	3	596,425	133,111	729,536
Charitable activities	4	311,419	-	311,419
Fundraising events	5	18,129	-	18,129
Investments	6	403	-	403
Other income	7	218	-	218
<b>Total income</b>		<b>926,594</b>	<b>133,111</b>	<b>1,059,705</b>
<b><u>Expenditure on:</u></b>				
Raising funds	8	53,261	-	53,261
Charitable activities	9	712,663	111,658	824,321
<b>Total expenditure</b>		<b>765,924</b>	<b>111,658</b>	<b>877,582</b>
<b>Net (expenditure)/income</b>				
Net movement of funds		160,670	21,453	182,123
<b>Reconciliation of funds</b>				
Fund balance at 1 April 2019		1,062,512	6,000	1,068,512
<b>Fund balance at 31 March 2020</b>		<b>1,223,182</b>	<b>27,453</b>	<b>1,250,635</b>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities. The movement in funds detailed above complies with the requirements for a statement of changes in equity under FRS102. The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.



I'M MORE LIKELY  
TO ASK THE NMC  
FOR ADVICE WITH  
PAIN AND INJURY  
THAN MY GP.

I FEEL THE NMC IS  
BEST PLACED WITH  
MORE KNOWLEDGE  
OF MY CONDITION  
THAN MY OWN  
GP.

**BALANCE SHEET**

	Notes	2022	2022	2021	2021
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	14		657,272		677,065
Investments	15		9		9
			<u>657,281</u>		<u>677,074</u>
<b>Current assets</b>					
Debtors	18	139,954		57,583	
Cash in bank and in hand		<u>537,853</u>		<u>576,417</u>	
		677,807		634,000	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	19	<u>(90,136)</u>		<u>(60,439)</u>	
Net current assets			<u>587,671</u>		<u>573,561</u>
<b>Total net assets</b>			<u><b>1,244,952</b></u>		<u><b>1,250,635</b></u>
<b>The funds of the charity:</b>					
Restricted funds	22		6,305		27,453
Unrestricted funds represented by fixed assets		657,281		677,074	
Free reserves		<u>581,366</u>		<u>546,108</u>	
General unrestricted funds		<u>1,238,647</u>		<u>1,223,182</u>	
Total unrestricted funds			<u>1,238,647</u>		<u>1,223,182</u>
Total charity funds			<u><b>1,244,952</b></u>		<u><b>1,250,635</b></u>

# STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022	2022	2021	2021
		£	£	£	£
<b>Cash flows from operating activities</b>					
Net cash provided by operating activities	27		(38,795)		239,550
<b>Cash flows from investing activities</b>					
Interest received		232		403	
<b>Net cash generated from investing activities</b>			232		403
<b>Net (decrease)/increase in cash and cash equivalents</b>			(38,563)		(239,953)
Cash and cash equivalents at beginning of year			576,417		336,464
<b>Cash and cash equivalents at end of year</b>			<b>537,853</b>		<b>576,417</b>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the trustees and authorised for issue on 28th July 2022 and are signed on behalf of:



**D Okell (Chair)**  
Trustee



## **1 ACCOUNTING POLICIES**

### **CHARITY INFORMATION**

The NeuroMuscular Centre is a private company limited by guarantee incorporated in England and Wales and a charity registered with the Charity Commission for England and Wales. The registered office is Woodford Lane West, Winsford, Cheshire, CW7 4EH.

### **1.1 ACCOUNTING CONVENTION**

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

The financial statements do not incorporate the results, assets and liabilities of the charity's wholly owned subsidiary, NMC Trading Limited. Consolidated accounts have not been prepared as these would not be materially different from the single entity financial statements as presented. The subsidiary ceased to trade on 1 April 2012 and has remained dormant throughout the period.

### **1.2 GOING CONCERN**

At the time of approving the accounts and as detailed in the Trustees' report the Trustees have considered the impact of Covid-19 on the charity and the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the 'going concern' basis of accounting in preparing the accounts.

## **1.3 CHARITABLE FUNDS**

Funds held by the charity are:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees, with due regard to the reserves policy as described in the Trustees' Report.

Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes.

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

### **1.4 INCOME**

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income from donations and grants, including capital grants, is included in income when these are receivable, except as follows:

- When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.
- When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in income until the preconditions for use have been met.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to preconditions regarding entitlement, this income is included as restricted funds when receivable.

Voluntary income includes discretionary grants for projects, goods and services where no service agreement or contract exists.

Other grants, which have particular service requirements and which are provided in accordance with a contract or service level agreement are included in the Statement of Financial Activities under the heading Charitable Activities.

Interest is included when receivable by the charity.

### **1.5 EXPENDITURE**

Expenditure reflects all amounts paid and accrued during the year. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates. All costs are allocated between the expenditure categories of the Statement of Financial Activities (SOFA) on a basis designed to reflect the use of the resource.

### **Raising funds**

These represent costs incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

### **Charitable expenditure**

Charitable expenditure 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. Support costs are allocated across the activities on the basis of expenditure incurred for each of the activities.

### **Governance costs**

These represent costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

### **1.6 TANGIBLE FIXED ASSETS**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Individual fixed assets costing £1,000 or more are capitalised at cost, including any expenses of acquisition.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

- Short leasehold property
- Fixtures, fittings & equipment
- Straight line basis over the life of the lease  
Straight line over 4 - 5 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

### **1.7 FIXED ASSET INVESTMENTS**

Fixed asset investments are stated at cost less provision for diminution in value.

### **1.8 IMPAIRMENT OF FIXED ASSETS**

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

## **1.9 CASH AND CASH EQUIVALENTS**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

## **1.10 FINANCIAL INSTRUMENTS**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including

transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are

classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

### **1.11 EMPLOYEE BENEFITS**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received, if material.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

### **1.12 RETIREMENT BENEFITS**

The charity offers defined contribution pension arrangements to an employers' portable scheme. Contributions are charged in the financial statements as incurred.

### **1.13 TAXATION**

The charity benefits from various exemptions from taxation afforded by tax legislation and is not liable to corporation tax on income or gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under Gift Aid.

The charity is also able to partially recover Value Added Tax. Expenditure that is not recoverable by the charity is recorded in the accounts inclusive of VAT.

## **2 CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted funds	Restricted funds	Total 2022	Unrestricted funds	Restricted funds	Total 2021
	£	£	£	£	£	£
<b>3 Donations and legacies</b>						
Donations and gifts	308,442	73,994	382,436	353,041	133,111	486,152
Legacies receivable	-	-	-	25,000	-	25,000
Grants receivable	35,344	-	35,344	218,384	-	218,384
	<b>343,786</b>	<b>73,994</b>	<b>417,780</b>	<b>596,425</b>	<b>133,111</b>	<b>729,536</b>
<b>Donations and gifts</b>						
Community donations	129,009	-	129,009	131,511	-	131,511
Trust and corporate donations	179,433	73,994	253,427	221,530	133,111	354,641
	<b>308,442</b>	<b>73,994</b>	<b>382,436</b>	<b>353,041</b>	<b>133,111</b>	<b>486,152</b>
<b>Grants receivable for core activities</b>						
Job Retention Scheme	35,344	-	35,344	218,384	-	218,384
	<b>35,344</b>	<b>-</b>	<b>35,344</b>	<b>218,384</b>	<b>-</b>	<b>218,384</b>
	<b>Physiotherapy</b>	<b>Supporting employment</b>	<b>Total 2022</b>	<b>Physiotherapy</b>	<b>Supporting employment</b>	<b>Total 2021</b>
	£	£	£	£	£	£
<b>4 Charitable activities</b>						
Income within charitable activities	<b>376,391</b>	<b>114,679</b>	<b>491,070</b>	<b>242,968</b>	<b>68,451</b>	<b>311,419</b>

The comparative year restatement relates to Job Retention Scheme income received in 2020/21 of £218,384 being reallocated from other income to grant income.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted funds 2022	Unrestricted funds 2021
	£	£
<b>5 Fundraising events</b>		
Fundraising events	<b>46,106</b>	<b>18,129</b>
<b>6 Investments</b>		
Interest receivable	<b>232</b>	<b>403</b>
<b>7 Other income</b>		
Other income	<b>887</b>	<b>218</b>

Other income of £887 (2021: £218) relates to a Feed-in Tariff (FIT) payment received from the charity's energy provider. See note 3 for explanation of comparative year restatement.

	Unrestricted funds 2022	Unrestricted funds 2021
	£	£
<b>8 Raising funds</b>		
<u>Costs of generating donations and legacies and events</u>		
Promotion	38,580	3,448
Staff costs	74,301	45,009
Support costs (see note 10)	3,614	4,804
	<b>116,495</b>	<b>53,261</b>

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

	Physiotherapy	Advocacy and care support	Supporting employment	Training	Total 2022	Total 2021
	£	£	£	£	£	
<b>9 Charitable activities</b>						
Staff costs	216,684	76,824	45,450	14,247	353,205	358,881
Share of support costs (see note 10)	78,456	255,461	130,353	19,244	483,514	455,044
Share of governance costs (see note 10)	2,136	2,136	2,136	2,136	8,544	10,396
	<b>297,276</b>	<b>344,421</b>	<b>177,939</b>	<b>35,627</b>	<b>845,263</b>	<b>824,321</b>
<b>Analysis by fund</b>						
Unrestricted funds	289,986	246,569	177,939	35,627	750,121	
Restricted funds	7,290	87,852	-	-	95,142	
	<b>297,276</b>	<b>344,421</b>	<b>177,939</b>	<b>35,627</b>	<b>845,263</b>	
<b>For the year ended 31 March 2021</b>						
Staff costs	200,385	85,873	53,902	18,721		358,881
Share of support costs (see note 10)	46,764	272,567	113,789	21,924		455,044
Share of governance costs (see note 10)	2,599	2,599	2,599	2,599		10,396
	<b>249,748</b>	<b>361,039</b>	<b>170,290</b>	<b>43,244</b>		<b>824,321</b>
<b>Analysis by fund</b>						
Unrestricted funds	239,610	259,519	170,290	43,244		712,663
Restricted funds	10,138	101,520	-	-		111,658
	<b>249,748</b>	<b>361,039</b>	<b>170,290</b>	<b>43,244</b>		<b>824,321</b>

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
<b>10 Support costs</b>						
Staff costs	232,871	-	232,871	257,667	-	257,667
Depreciation	19,794	-	19,794	20,562	-	20,562
Utilities and communications	19,853	-	19,853	18,622	-	18,622
Travel	17,375	-	17,375	15,074	-	15,074
Printing	85,595	-	85,595	59,488	-	59,488
Maintenance	50,788	-	50,788	55,302	-	55,302
Insurance and general expenses	60,852	-	60,852	33,133	-	33,133
Audit fees	-	2,700	2,700	-	2,650	2,650
Accountancy	-	1,980	1,980	-	3,470	3,470
Legal and professional	-	3,864	3,864	-	4,276	4,276
	<b>487,128</b>	<b>8,544</b>	<b>495,672</b>	<b>459,848</b>	<b>10,396</b>	<b>470,244</b>
Analysed between						
Fundraising	3,614	-	3,614	4,804	-	4,804
Charitable activities	483,514	8,544	492,058	455,044	10,396	465,440
	<b>487,128</b>	<b>8,544</b>	<b>495,672</b>	<b>459,848</b>	<b>10,396</b>	<b>470,244</b>

Support costs are allocated on the basis of time spent/usage.  
Governance costs are split equally between activities.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

### 11 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year (2021: £nil) and no trustees were reimbursed expenses (2021: none).

	2022	2021
	£	£

### 12 Auditors' remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the company's auditor and its associates for the audit of the company's annual accounts

2,700	2,650
-------	-------

All other non-audit services

1,980	3,470
-------	-------

	Number	Number
--	--------	--------

### 13 Employees

#### Numbers of employees

The average monthly number employees during the year was:

Charitable activities	27	28
Fundraising	3	3
Administration	1	1
	<b>31</b>	<b>32</b>

#### Employment costs

Wages and salaries	571,742	568,288
Social security costs	35,173	36,095
Other pension costs	53,377	57,557
	<b>660,377</b>	<b>661,557</b>

Redundancy payments of £695 (2021: £11,782) were paid in the year.

There were no employees whose annual remuneration was £60,000 or more (2021: none).

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

	Short leasehold property	Fixtures, fittings & equipment	Total
	£	£	£
<b>14 Tangible fixed assets</b>			
<b>Cost</b>			
At 1 April 2021	1,035,041	248,429	1,283,470
At 31 March 2022	1,035,041	248,429	1,283,470
<b>Depreciation</b>			
At 1 April 2021	367,431	238,974	606,405
Depreciation charged in the year	13,072	6,721	19,793
At 31 March 2022	380,503	245,695	626,198
<b>Carrying amount</b>			
At 31 March 2022	654,538	2,734	657,272
At 31 March 2021	<b>667,610</b>	<b>9,455</b>	<b>677,065</b>

All tangible assets are used in functions of the charity and are shown at written down cost. All material assets are used for direct charitable activities. The leasehold land and buildings are subject to a lease that has recently been renewed and will expire in August 2077.



Notes	Other investments
	£

### Cost or valuation

**Carrying amount**

At 31 March 2021

2022

2021

£

£

Other investments comprise:

Investments in subsidiaries

16

9

9

Details of the company's subsidiaries at 31 March 2022 are as follows:

Name of undertaking and country of incorporation or residency

### Nature of business

Class of shareholding

**% Held Direct Indirect**

NMC Trading Limited      England and Wales

Dormant

Ordinary

100.00

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking

**Profit/(Loss)**

## Capital and Reserves

£

£

NMC Trading Limited

—

9

	Notes	2022	2021
		£	£
<b>17 Financial instruments</b>			
<b>Carrying amount of financial assets</b>			
Debt instruments measured at amortised cost		662,204	623,916
Equity instruments at cost less impairment		9	9
		<b>662,213</b>	<b>623,925</b>
<b>Carrying amount of financial liabilities</b>			
Measured at amortised cost		12,172	10,555
<b>18 Debtors</b>		£	£
<b>Amounts falling due within one year:</b>			
Trade debtors		121,113	47,499
Other debtors		5,404	1,770
Prepayments and accrued income		13,437	8,314
		<b>139,954</b>	<b>57,583</b>
<b>19 Creditors: amounts falling due within one year</b>			
Other taxation and social security		11,628	9,090
Deferred income	20	66,336	40,794
Trade creditors		6,483	4,576
Amounts due to subsidiary undertakings		9	9
Accruals		5,680	5,970
		<b>90,136</b>	<b>60,439</b>
<b>20 Deferred income</b>			
Total deferred income at 1 April 2017		40,794	864
Amounts received in year		66,336	40,794
Amounts credited to statement of financial activities		(40,794)	864
		<b>66,336</b>	<b>40,794</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

### 21 Retirement benefit schemes

#### Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to the statement of financial activities in respect of defined contribution schemes was £53,462 (2021: £57,174).

### 22 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

#### Movement in funds

	Balance at 1 April 2020	Income	Expenditure	Balance at 1 April 2021	Income	Expenditure	Balance at 31 March 2022
	£	£	£	£	£	£	£
Physiotherapy fund	-	-	-	-	12,875	(7,290)	5,585
Support worker fund	-	-	-	-	21,165	(20,445)	720
Transition and development	6,000	69,573	(48,120)	27,453	39,954	(67,407)	-
National Lottery Community Fund	-	53,000	(53,000)	-	-	-	-
The National Lottery Reaching Communities Fund	-	10,138	(10,138)	-	-	-	-
	<b>6,000</b>	<b>132,711</b>	<b>(111,258)</b>	<b>27,453</b>	<b>73,994</b>	<b>(95,142)</b>	<b>6,305</b>

**Physiotherapy fund** - a core service of the NMC, this fund ensures the department has modern equipment with which to provide innovative and specialist treatments.

**Support worker fund** - this role provides a range of services including equipment and adaptation advice, guidance on benefits and work assistance, and emotional support in times of need.

**Transition & Development Fund** - meeting the growing demand from younger people, NMC now provides services to support

them into adulthood, with independence, work readiness and personal growth being key aims.

**The National Lottery Community Fund Coronavirus Community Support Fund** provided funding for the return of Covid-19 safe services, specifically for specialist staff, PPE and additional costs incurred by changing delivery methods.

**The National Lottery Reaching Communities Fund** enables the provision of services to enhance social connectivity for people affected by neuromuscular conditions across the North West.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

### 23 Analysis of net assets between funds

	Unrestricted funds 2022	Restricted funds 2022	Total 2022	Unrestricted funds 2021	Restricted funds 2021	Total 2021
	£	£	£	£	£	£
Fund balances at 31 March 2022 are represented by:						
Tangible assets	657,272	-	657,272	677,065	-	677,065
Investments	9	-	9	9	-	9
Current assets/(liabilities)	581,366	6,305	587,671	546,108	27,453	573,561
	<b>1,238,647</b>	<b>6,305</b>	<b>1,244,952</b>	<b>1,223,182</b>	<b>27,453</b>	<b>1,250,635</b>

### 24 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	1,196	703
Between two and five years	1,794	-
	<b>2,990</b>	<b>703</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

### 25 Related party transactions

#### Remuneration of key management personnel

The remuneration of key management personnel, is as follows.

	2022	2021
	£	£
Aggregate remuneration	69,930	69,503

As at 31 March 2022, there is a creditor balance owing to the wholly owned subsidiary NMC Trading Limited of £9 (2021: £9).

There were no other related party transactions. No guarantees have been given or received.

### 26 Company limited by guarantee

The Neuromuscular Centre is incorporated under the Companies Act as a company limited by guarantee.

The liability of the members is limited to £1.

	2022	2021
	£	£

### 27 Cash generated from operations

Net income for the year (as per the Statement of Financial Activities)	(5,683)	182,123
--	---------	---------

#### Adjustments for:

Investment income recognised in statement of financial activities	(232)	(403)
Depreciation of tangible fixed assets	19,794	20,562

#### Movements in working capital:

(increase)/decrease in debtors	(82,371)	5,340
Increase/(decrease) in creditors	4,155	(8,002)
Increase in deferred income	25,542	39,930
<b>Net cash provided by operating activities</b>	<b>(38,795)</b>	<b>239,550</b>



**T**he Social Audit Panel has examined the draft Social Accounts submitted to us and discussed in detail with Matthew Lanham and Ben Dale of NMC at the Social Audit Panel meeting held on 5th October 2022.

On behalf of the Panel, I have examined the revised Social Accounts which were prepared following the Social Audit Panel meeting and which have taken into account various points identified in the notes\* of the Social Audit Panel Meeting. I have also examined a sample of the data and the sources of information on which the Social Accounts have been based.

We believe that the process outlined above has given us sufficient information on which to base our opinion.

We are satisfied that, given the scope of the social accounting explained in the revised draft and given the limitations of time available to us, the Social Accounts are free from material mis-statement and present a fair and balanced view of the performance and impact of NMC as measured against its stated purpose, values and aims and taking into consideration the views of the stakeholders who were consulted.

The Social Audit Panel recommended that the following be considered during the next social audit cycle, in particular:


1. a stakeholder mapping exercise be undertaken to help inform and support future stakeholder consultation
2. further analysis of the impact of NMC activities in terms of employment (and other economic activities) be recognised in the social report

3. environmental measures and sustainability plans be more fully reported

The members of the Social Audit Panel were:

- a) Lisa McMullan  
SAN Auditor & Director  
(Chair)
- b) Ian Ashworth  
Director of Public Health,  
Cheshire West and Chester
- c) Fiona Morris Trustee  
Greater Manchester Youth  
Foundation, Former Chief  
Executive North West Air Ambulance &  
CEO East Cheshire Hospice
- d) Sunil Monteiro Actuary, part of  
the NMC community and Trustee  
(Observer)



Signed: 

Chair of the Social Audit Panel

Date: 21st October 2022

\* The notes of the Social Audit Panel meeting form part of the social accounting and auditing process and may, by arrangement, be inspected along with the full social accounts at the offices of The Neuro-Muscular Centre Woodford Lane West, Winsford CW7 4EH. Members of the Social Audit Panel have acted in an individual capacity.

The background image shows a bright, modern gym or rehabilitation center. Several individuals are using exercise equipment. In the foreground, a man in a blue wheelchair is seated on a stationary bike, holding the handlebars. To his left, another person in a blue shirt is also on a bike. In the background, a third person is visible near a window. The room has large windows, a blue wall, and various gym equipment like a red hula hoop and a black bag. A large green circular graphic with a white quote mark is overlaid on the image.

“

SINCE THE GYM  
SESSIONS STARTED  
WEEKLY FOR ME IN  
JANUARY, I HAVE VASTLY  
IMPROVED 100% IN  
SELF-CONFIDENCE  
AND SELF-ESTEEM.



# NeuroMuscular Centre

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working with people with neuromuscular conditions



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