

Integrated Neurological Services

Report and Financial Statements for the year ended 31 March 2011

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Tel: 020 8755 4000 Fax: 020 8755 4003

Email: manager@ins.org.uk

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Charity Registration Number 1107273

Company Registration Number 5292539

*This Annual Report has been produced in-house
for cost and environmental reasons.*

Legal and Administrative Information

Charity Name: Integrated Neurological Services
Charity Registration Number: 1107273
Company Registration Number: 5292539
Operational Centre and Registered Address: 82 Hampton Road, Twickenham, Middlesex TW2 5QS
Tel: 020 8755 4000 Fax: 020 8755 4003
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Patrons

Major General Sir Michael Carleton-Smith CBE, DL
The Baroness Cumberlege CBE, DL
Robin Jowit OBE
The Right Rev. Peter B. Price, Bishop of Bath and Wells
The Baroness Wilkins

President

Prof. Thomas Pilkington (died March 2011)

Founder President

Ms. Eleanor Kinnear (appointed 23 November 2010)

Board of Trustees

Ms. Judith Anderson <i>Chair</i>	Ms. Celia Denton <i>Chair, Client and Carer Group (INSight)</i> <i>(appointed 27 January 2011)</i>
Mr. Alan Britten CBE <i>Vice Chair</i>	Mrs. Caroline Hill
Miss Jean Lewis <i>Vice Chair & User Representative</i> <i>(retired October 2010)</i>	Dr. Elizabeth Grove Mrs. Janet Kingston <i>(retired 23 November 2010)</i>
Mr. Telfer Saywell JP, FCA <i>Treasurer</i> <i>(appointed 27 January 2011)</i>	Ms. Eleanor Kinnear <i>(retired 23 November 2010)</i>
Dr. Peter Bain MBBS MA MD FRCP <i>(retired 23 November 2010)</i>	Dr. Ronald KB Pearce MD PhD FRCP <i>(retired 23 November 2010)</i>
Mrs. Sara Challice <i>(appointed 27 January 2011)</i>	Mrs. Jill Phillips Mrs. Christine Seager Berry
Ms. Melissa Coutino <i>(appointed 27 January 2011)</i>	Mr. Richard Sealy <i>(appointed 27 January 2011)</i>
	Mr. Christopher Williams

Senior Management

Mrs. Ann Bond, *Occupational Therapist, Chief Executive*

Auditors

Coulthards Mackenzie, Chartered Accountants and Registered Auditors,
9 Risborough Street, London SE1 0HF

Bankers

CAF Bank Limited, West Malling, Kent, ME19 4TA
HSBC, 67 George Street, Richmond, Surrey, TW9 1HG

Chairman's Letter

It gives me great pleasure to introduce our Report & Accounts for the year 2010/11. In a period which has been even more challenging than usual for small charities INS has emerged with more clients, improved premises and in reasonable financial health. We now serve over 350 clients and 230 carers each year and provide over 4,000 individual interventions through group sessions and home visits. Our training sessions with St George's Medical School during the year, which include clients and carers whose experience and ideas are essential to good practice, have made 400 future doctors aware of the reality of the problems faced by those with neurological conditions.

A real sadness in the year was the death of our distinguished President, Professor Tom Pilkington. He was a valued supporter of INS from its inception, and will be greatly missed. Tom will not be replaced but the Trustees were pleased to appoint Eleanor Kinnear, who has retired from the Board, as our Founder President in recognition for her role in establishing INS and her many years of dedicated work to achieve the charity's aims.

I would also like to take this opportunity to thank the other retiring trustees, Janet Kingston and Jean Lewis, for their long-standing commitment to INS. Two consultant neurologists, Dr. Peter Bain and Dr. Ronald Pearce, also stepped down as Trustees; I am grateful that they have both agreed to continue to support INS as advisors.

I am pleased to report that the move to new premises in Hampton Road, Twickenham has proved an unequivocal success. Our clients are evidently delighted and we have seen a large increase in volunteers, particularly clinical. All the staff have found that they are now better able to achieve our main purpose: to improve the quality of life for our clients and carers in a way which is not available elsewhere.

It will be widely recognised that the provision of health services is in some degree of turmoil at the moment. It has become clear that commissioned work will be vital to INS's continuing ability to serve its clients and communities. We cannot know precisely what will emerge, but our relations with the commissioners in both Hounslow and Richmond are very good and we have a strong working relationship with our new local health care provider, Hounslow and Richmond Community Healthcare (HRCH). Our Chief Executive has regular discussions with all of them about what INS can do to ensure the need for long term support for those with a neurological condition, and their carers, is properly recognised. At this stage, we are optimistic that INS will emerge as a beneficiary in the move to greater use of local, independent, clinically professional services.

Fundraising is inevitably a way of life for INS, and the current environment is as challenging as it has ever been. However, we are pleased with the spread of our income which, as illustrated in Table 2, reduces the risk of dependence on any one source. Local commissioners continue to endorse and value our services, and Trusts & Foundations have remained very supportive. This year we benefited particularly from our first major legacy and from the success of the fundraising concert, directed for us by Kathryn Harries, helped significantly by Hampton School who allowed us to use their splendid new concert hall.

Following the successful creation of our new logo by our branding consultants Parker Williams, we are adopting a new livery across all INS material which extends to our exciting new website, and is being created through the dedicated expertise of a team of volunteers.

Finally, I would like to thank everyone who made this year a distinct success for INS: our clients and carers; our staff, volunteers and befrienders; our colleagues in health and social care; our generous funders; our active and very supportive Patrons; our Trustees, and most of all our indefatigable Chief Executive, Ann Bond. I trust you will enjoy reading this report which I believe has a good story to tell, but is only one of many exciting instalments to come.

Judith Anderson

Report of the Trustees for the year ended 31 March 2011

The Trustees of Integrated Neurological Services (INS) present their report and audited financial statements for the year ended 31 March 2011.

Objectives for the Public Benefit

The charity was established to relieve sickness and distress of people with neurological conditions and to advance education in the care of people with neurological conditions.

The Trustees confirm that they have had regard to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives, and in planning and implementing its activities.

Purpose

INS provides long-term support for people with neurological conditions and their carers. Our aim is to support individuals to maintain their independence and achieve the best possible quality of life.

INS achieves this by providing ongoing rehabilitation for our clients through therapy and education, together with practical self help techniques and solutions. Our integrated services are delivered by specialist physiotherapists, occupational therapists, social workers and rehabilitation assistants.

INS is based in Twickenham and supports people living in the London boroughs of Hounslow and Richmond.

The Constitutional Objectives

- To provide continuing physical, emotional and social support to people with neurological conditions.
- To provide training, practical help and emotional support to carers and relations of people with these conditions.
- To liaise and work with statutory and voluntary organisations to enhance the long-term care given within the community to those with neurological conditions.
- To advance education in the support of people with neurological conditions and their carers.
- To develop a model of good practice that could be replicated in other areas of the country.

Services

INS was established to fill a major gap in the ongoing support of people living with long term neurological conditions, predominantly Parkinson's Disease (PD), Multiple Sclerosis (MS) and Stroke. In a population of 100,000, approximately 1,000 people will be living with one of these conditions (Neurological Alliance – Prevalence of some neurological conditions 2003). With an ageing population, the incidence of neurological conditions is expected to rise in the future.

Neurological conditions can create sensory problems, loss of mobility, difficulty in communication, cognitive and behavioural problems which result in a complete change to the lives of people with these conditions and their carers and family. Many of these people live with pain, the side effects of medication and the knowledge that their condition could worsen at any time.

INS enables people living with these conditions to remain independent for longer through the provision of disciplined and effective strategies for coping with their complex disabilities, both physical and psychological.

At the heart of INS is a commitment to work alongside every client and carer to maximise autonomy. It is a genuine partnership in which all interventions are tailored to help each individual reach his or her goals. This, combined with a strong emphasis on peer support and regular input on a long term basis, distinguishes INS services and produces significantly improved results.

INS typically becomes involved once clients have finished an initial NHS treatment and our support continues for as long as needed, often until the end of life. Support for carers continues post-bereavement for as long as needed.

The Principal Service Activities

- Assessment of new clients and their family carers by professional staff leading to joint agreement of goals, which are reviewed regularly.
- Monitoring of each client's condition and objective measurement of the impact of INS intervention in moderating the effects of their disability.
- Weekly condition-specific groups, led by clinicians. These include exercises and activities to improve physical, cognitive and communication abilities, and personal independence.
- A range of regular and short term group programmes to address particular client needs, e.g. communication difficulties.
- Individual therapy is offered either at one of our bases or at the client's home.
- Support and advice for carers can be offered individually or through the monthly carers' mutual support groups.
- Befriending Service: Trained volunteers provide regular practical and social support to clients and carers and/or respite for the carer.
- Assessment, prescription and training in the use of specialist aids and equipment to retain independence and ensure safe operation. Advice is also given on home adaptations.

Education

- We deliver a training programme for medical students from St. George's University of London. This includes modules in neurology, inter-professional working and rehabilitation, and is actively supported by the participation of INS clients and carers. The students find the direct contact with people with neurological conditions and their carers of immense benefit.
- Therapy and social work students from local universities are accepted for placements.
- Specialised training is provided to other organisations as required.

Achievements and Performance During the Year

2010-11 has seen a number of substantial achievements, in accordance with the INS Strategic Plan:

Premises

The completion of a second phase of development at our Twickenham premises to create an open plan café and meeting area, with fully accessible kitchen facilities for clients and carers, and to provide level access throughout the ground floor. The garden has also been improved, with raised beds to enable everyone to participate in some horticultural activity. We are grateful to the team of volunteers from Cisco Systems for their help in the transformation of the garden.

A separate assessment and teaching kitchen has been added to enable people to regain or learn skills that will assist independence.

Professional Staff

A senior professional team was created by the appointment of a Senior Physiotherapist and a Senior Social Worker to join the Senior Occupational Therapist already in post. A second Rehabilitation Assistant was recruited to help support the increased number of clients. Two social work students undertook work experience placements of 100 days each at INS.

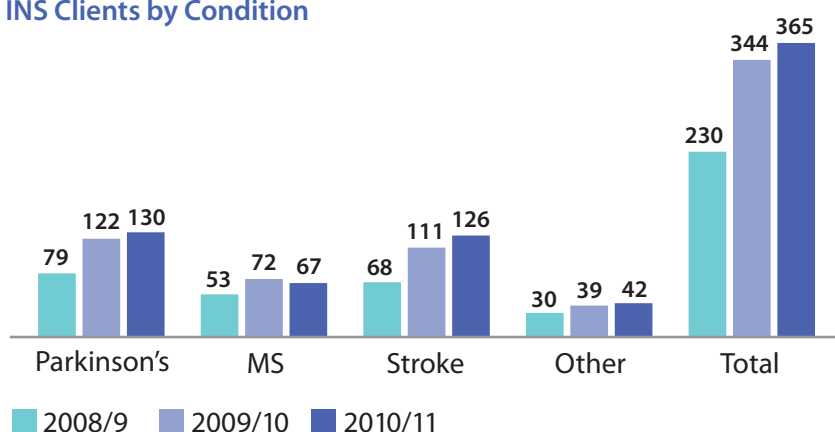
Volunteers

INS is supported by over 50 volunteers, including many clinical professionals, who gave over 10,000 hours of activity during the year, delivering invaluable support in all areas of our work.

Service Development

INS saw a significant increase in client numbers in 2009-10, following the move to larger premises and the commencement of additional service delivery in Hounslow. In 2010-11 INS expanded service delivery and increased the number of people supported, as shown in Table 1. There were 410 group sessions held and over 1,100 home visits were made by the professional staff, giving a total of over 4,000 individual interventions, up from around 3,200 the year before. We received 148 referrals during the year and ended the year with a waiting list of 30 people, all of whom will be taken on within 3 months. We continue to restrict referrals by geographic boundary and the current split between the boroughs is Hounslow 50%, Richmond 44%, other boroughs 6%.

Table 1
INS Clients by Condition



New services and activities included:

- A third weekly group for people with PD at the INS centre in Twickenham.
- A second weekly group at the Hounslow base for people who have had a stroke.
- 'Taking Back Control': An 8-week programme helping clients and carers explore coping strategies to regain a sense of control and perspective and help manage anxiety and depression.
- 'Fit Club': An exercise group in which clients and carers are assisted to follow individual exercise programmes, using specialist fitness equipment at the INS therapy gym. Twilight sessions were introduced to accommodate the working hours of clients and carers.
- Two new weekly communication groups for people who have had a stroke, led by volunteer professional speech therapists.
- A monthly group exploring spirituality and wellbeing.
- A limited survey of carers in Hounslow was undertaken to identify 'hidden' carers of people with a neurological condition. This resulted in a further 25 carers contacting INS to request our services.

Partnerships

INS continues to work closely with the health and social care teams in Hounslow and Richmond both in the provision of services, including cross-referral of clients, and in strategic planning.

Our partnership with the MS Society continues to provide us with a venue to deliver services to people with MS and stroke within the local community in Hounslow.

Funding

The Big Lottery Fund grant, awarded in January 2010, commenced in September 2010. This 5-year grant will support the ongoing development of the organisation through the funding of the posts of the Chief Executive and the Fundraising Manager.

The building work carried out at our Twickenham premises, previously mentioned, was funded by a grant from the Department of Health, Social Enterprise Investment Fund (SEIF), awarded in January 2011. The purpose of the grant was to improve our premises and enable us to bid for public sector contracts on a level playing field with other service providers.

The major fundraising event of the year was the very successful concert, which raised over £7,000, plus £7,000 in donations. A further £10,000 was raised through other local events and activities.

INS received its first major legacy, of just over £16,500, from a former long-standing client of INS who, with his late wife, was supported by INS for over 10 years.

Our late President, Tom Pilkington, and several INS clients and supporters requested that donations be made to INS in their memory, in place of flowers, which raised a total of £1,500 by year end.

Future Plans

As a strategic objective, we remain alert and responsive to new initiatives in the area of commissioning and contracting with our local government partners.

Staff

The professional team will be expanded to include a speech and language therapist and a social support worker.

We plan to recruit a Business Manager to help manage the growth and development of the charity. The role will include managing the anticipated opportunities to tender for local public sector contracts to deliver improved quality of life to people with long term neurological conditions and their carers.

Premises

Working in partnership with other third sector providers, we will explore the delivery of joint services across shared sites, particularly in key areas of deprivation.

New Activities Planned

- 'Living Well': 12-week programmes for people who are recovering from a stroke.
- Summer school – a range of new activities to be offered over the month of August in place of the regular groups.
- A Speech and Language Therapist will join the multidisciplinary team at INS to provide ongoing group programmes and individual sessions for all conditions.
- Introduction of Music Therapy through a pilot group programme and individual sessions.
- Placements for student counsellors to provide individual support sessions.
- We will continue to develop the project commenced last year to offer placements for EU professionals on scholarships, to include a clinical researcher and two social workers.
- Mentor a Masters business student to evaluate the evolving organisational model at INS and explore potential models.
- Adoption of internet-based computing systems to improve reporting systems, manage client information, assist fundraising and enable research analysis.

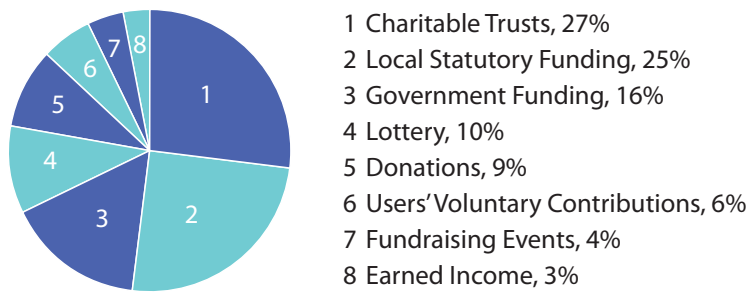
Financial Review

Despite another year of economic difficulty for the country, INS achieved a 24% increase in income to enable the growth of the charity. However, the majority of income remains short term and it continues to be difficult to plan or develop services for more than a year at a time. Achieving longer term sustainable funding remains a key priority.

Principal Funding Sources

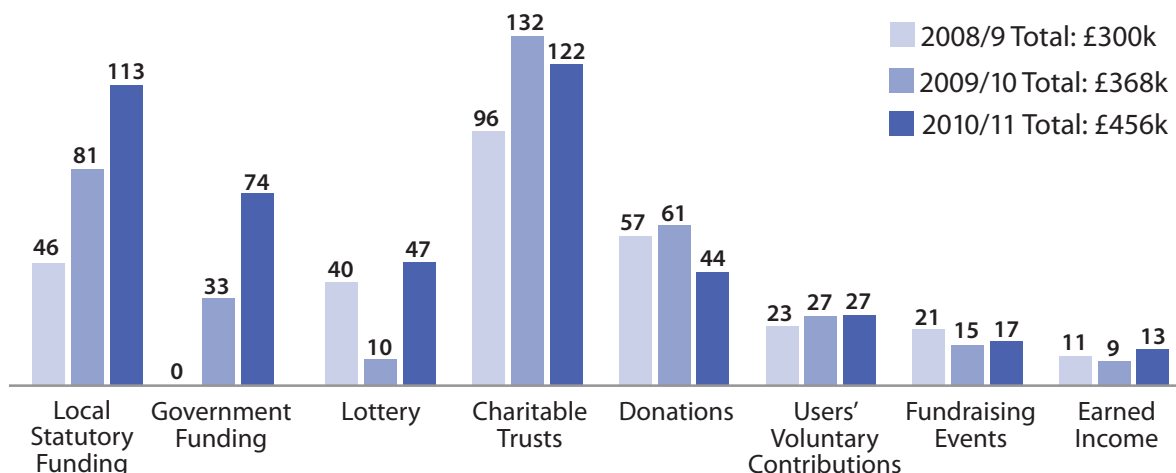
Grants from charitable trusts remain our largest revenue funding source, as shown in Tables 2 and 3. The government funding shown consists of 1-year grants which are not expected to be replaced. There has been a further increase this year in local statutory funding, from both Hounslow and Richmond Councils and Primary Care Trusts.

Table 2
INS Revenue Income 2010-11
Total: £455,880



Tables 2 and 3 exclude capital grants, which include the £114,450 grant from the Department of Health Social Enterprise Investment Fund (SEIF) to carry out the work on the Twickenham premises. The balance of £4,750 was revenue funding to pay for INS inclusion in a SEIF study on Social Return on Investment (SROI). Additionally there was £9,850 in equipment funding also excluded from these tables. Table 3 compares revenue income sources for three years:

Table 3
INS Revenue Income – £000



Investment Policy

All the charity's funds are required for expenditure to maintain the services in the short term. There are no funds available for long term investment, although where practical, surplus cash under the Reserves Policy is invested in a high-interest, relatively short-term deposit account.

Reserves Policy

The Trustees have reviewed the charity's requirements for reserves in light of the main risks to the organisation and have established a policy which aims to maintain the equivalent of at least 3 months' expenditure in unrestricted reserves. Reserves at year end had risen to £102,644, which is slightly under one quarter of the budgeted expenditure for 2011/12 of approximately £500,000.

Structure, Governance and Management**Governing Document**

Originally registered as a charity in 1999, Integrated Neurological Services (INS) became a charitable company limited by guarantee and re-registered as a charity in 2004. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

Trustees

As reported in the Chairman's Letter, this year saw the retirement of the charity's founder, Eleanor Kinnear, who has been appointed Founder President. Other retiring Trustees are Dr. Peter Bain, Janet Kingston, Jean Lewis and Dr. Ronald Pearce. The Board of Trustees would like to take this opportunity formally to thank each of them for their commitment to the charity during their period as Trustees. We are grateful that the two consultant neurologists, who step down because of pressure of work, have agreed to remain as advisors to the charity.

Five new Trustees were appointed during the year to maintain and strengthen the range of skills available to the Board.

Recruitment and Appointment of Trustees

Trustees are elected to serve for a period of three years after which they may stand for re-election at the Annual General Meeting for a further 3 years.

The Board of Trustees consists of twelve members and contains a broad mix of skills, including two service users, experienced clinicians in the field of neurological conditions and individuals with practical business, marketing and fundraising experience.

Trustee Induction and Training

New Trustees receive an induction from the Chair and the Chief Executive. They are provided with Charity Commission publications on the roles and obligations of trustees and are invited to familiarise themselves with the charity and the context within which it operates.

Risk Management

The Board of Trustees has reviewed the major risks to which the charity is exposed and, where appropriate, systems or procedures to mitigate the risks have been established. Significant external risks to funding are addressed by a fundraising strategy intended to develop diversification of funding. This is overseen by a sub-committee of Trustees. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Policies and procedures are in place to minimise health and safety risks for staff, volunteers, clients and visitors to the operational centre and for staff, volunteers and clients during home visits. All policies are reviewed at least annually.

Organisational Structure

The Board of Trustees of INS meets four times a year in addition to the AGM and is responsible for the strategic direction and policy of the charity. Sub-committees, covering finance, fundraising, clinical services, marketing, HR and premises meet bi-monthly or as appropriate. Day to day responsibility for the management of the charity and provision of the services is vested in the Chief Executive.

Communication

Communications with supporters and other interested parties are conducted in various ways, including the annual report, newsletters, the charity's website, tailored mailings and events such as the annual Open Day at the charity's premises.

Responsibilities of the Board of Trustees

Company law requires the Board of Trustees to prepare financial statements each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Members of the Board of Trustees

Members of the Board of Trustees, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page two.

In accordance with company law, as the company's directors, we certify that:

- So far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- As the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

Coulthards Mackenzie was appointed as the charitable company's auditors during the year.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees on 25 August 2011 and signed on its behalf by



Judith Anderson
Chair of the Board of Trustees

INTEGRATED NEUROLOGICAL SERVICES

Statement of Financial Activities: for the 12 months to 31 March 2011

(Including an Income and Expenditure Account)

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2011 £	Total Funds 2010 £
Incoming Resources					
Incoming resources from generated funds					
Voluntary Income					
Donations		43,686		43,686	61,031
Grants	2/16	18,800	352,402	371,202	212,925
<i>Activities for generating funds:</i>					
Voluntary contributions from users		27,208		27,208	26,833
Fundraising activities income		17,018		17,018	14,681
Investment income (bank interest)		689		689	295
Other income	3	1,002		1,002	1,152
Incoming resources from charitable activities					
Grants	4/16		112,911	112,911	73,500
Income from teaching Users funded by Health Authorities		11,013		11,013	7,337
		0		0	270
Total incoming resources		119,416	465,313	584,729	398,024
Resources expended					
Cost of generating funds	5	18,494	32,099	50,593	24,752
Charitable activities	5	77,008	403,475	480,483	341,686
Governance costs	5	19,165	29,739	48,904	17,657
Total resources expended	5	114,667	465,313	579,980	384,095
Net incoming resources before transfers		4,749	0	4,749	13,929
Net movement of funds		4,749	0	4,749	13,929
Reconciliation of funds					
Total funds brought forward		97,895	0	97,895	83,966
Total funds carried forward	15	102,644	0	102,644	97,895

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

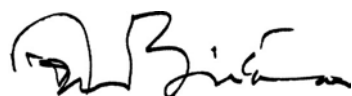
INTEGRATED NEUROLOGICAL SERVICES

Balance Sheet as at 31 March 2011

	Notes	2011 £	2010 £
Fixed Assets			
Tangible Fixed Assets	10	7,449	11,440
Current Assets			
Debtors	11	12,123	9,200
Cash at bank		194,661	193,035
		206,784	202,235
Creditors: amounts falling due within one year	12	(111,589)	(115,780)
Net Current Assets		95,195	86,455
Net Assets	14	102,644	97,895
Unrestricted funds			
Designated funds	15	102,644	97,895
Restricted funds	16	0	0
Total Funds		102,644	97,895

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 25 August 2011 and signed on its behalf by:



Alan Britten
Trustee

INTEGRATED NEUROLOGICAL SERVICES

Notes Forming Part of the Financial Statements for the 12 months ended 31 March 2011

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year.

a) Basis of accounting

The financial statements have been prepared under the historical cost convention, in accordance with the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities issued in March 2005.

b) Fund accounting

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

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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

c) Incoming resources

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

Voluntary income by way of donations, legacies and gifts is included in full in the Statement of Financial Activities when receivable.

Restricted grant income received in advance of related future costs is treated as deferred income.

Restricted grants are used as specified by the grantor. Details are provided in Note 16.

Donated services are included at their value where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

d) Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. VAT which cannot be recovered is recorded as part of the expenditure to which it relates.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

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

Governance costs include those 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.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. time allocation.

e) Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost. Tangible fixed assets are stated at cost less depreciation.

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Furniture and Equipment	30%	straight line
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f) Cash Flow

The financial statements do not include a cash flow statement because the charitable company, as a small reporting entity, is exempt from the requirement to prepare such a statement.

2. Incoming resources from generated funds:
Voluntary Income
Grants

	Unrestricted	Restricted	2011 Total	2010 Total
	£	£	£	£
Dept. of Health, Social Enterprise Investment Fund		119,200	119,200	-
Big Lottery Fund Grant		46,814	46,814	-
Dept. of Health, Hardship Fund		42,088	42,088	33,267
Dept. of Health, Financial Assistance Fund		31,500	31,500	-
Henry Smith Charity		35,300	35,300	8,825
Dunhill Medical Trust		30,000	30,000	30,000
Richmond Parish Lands Charity		20,300	20,300	17,352
Hampton Fuel Allotments Charity		5,500	5,500	25,500
The Rayne Foundation		5,000	5,000	5,000
City Bridge Trust		-	-	30,000
Big Lottery Fund – Awards for All		-	-	9,895
Borough of Richmond, Grants Direct		-	-	7,833
Garfield Weston Foundation	5,000	-	5,000	5,000
Other Grants	13,800	16,700	30,500	40,253
Total	18,800	352,402	371,202	212,925

3. Other Income

	2011 £	2010 £
Client payments towards cost of specific unfunded services	1,002	1,152
Total	1,002	1,152

4. Incoming resources from Charitable Activities
Grants /Contracts

	Unrestricted	Restricted	2011 Total	2010 Total
	£	£	£	£
London Borough of Hounslow/PCT	0	64,528	64,528	35,000
London Borough of Richmond/PCT	0	48,383	48,383	38,500
Total	0	112,911	112,911	73,500

5. Total Resources expended

	Basis of Allocation	Cost of Generating Funds £	Charitable Activities £	Governance Costs £	Total 2011 £	Total 2010 £
Costs directly allocated to activities						
Staff costs	Direct	-	216,791	-	216,791	195,029
Recruitment	Direct	-	5,198	-	5,198	3,818
Project costs	Direct	-	1,710	-	1,710	3,969
Staff/Volunteer expenses	Direct	-	3,720	-	3,720	2,358
Client transport	Direct	-	0	-	0	597
Equipment and supplies	Direct	-	3,101	-	3,101	4,038
Sub total			230,520		230,520	209,809
Support costs allocated to activities						
Premises	Usage	1,463	26,343	1,463	29,269	21,950
Chief Executive	Staff Time	-	29,919	29,919	59,838	2,791
Marketing	Direct	1,442	1,442	-	2,884	-
Manager/Fundraising costs	Staff Time	31,632	-	7,908	39,540	41,694
Finance/Office staff	Staff Time	-	42,211	4,165	46,376	14,363
Fundraising costs	Direct	15,038	-	-	15,038	15,571
Payroll costs	Staff Time	28	508	28	564	460
Office costs	Usage	605	10,891	605	12,101	10,665
Communications & IT	Usage	127	2,284	127	2,538	4,162
Training and conferences	Direct	258	2,316	-	2,574	3,251
Building and refurbishment	Direct	-	128,167	-	128,167	-
Moving Expenses	Direct	-	-	-	-	48,290
Legal and professional	Direct	-	-	3,046	3,046	764
Governance Costs	Direct	-	-	1,643	1,643	4,921
Depreciation	Direct	-	5,882	-	5,882	5,404
Sub total		50,593	249,963	48,904	349,460	174,286
Total		50,593	480,483	48,904	579,980	384,095

6. Net Incoming Resources for the year

	2011 £	2010 £
This is stated after charging:		
Accountancy fees	-	764
Auditor's remuneration	2,000	-
Depreciation	5,882	5,404

7. Staff costs and numbers	2011	2010
	£	£
Staff costs were as follows:		
Salaries and wages	326,635	231,699
Social Security costs	32,073	22,178
Pension costs	3,837	-
Total	362,545	253,877

No employee received emoluments of more than £60,000.

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows:

	2011	2010
Chief Executive	0.9	0.8
Fundraising Manager	1.0	1.0
Physiotherapist	1.0	0.8
Physiotherapist	0.6	0.6
Occupational therapist	1.0	0.8
Occupational therapist	0.6	0.3
Social worker	1.0	-
Social worker	0.6	0.6
Administrator	1.0	0.8
Rehab assistant	1.0	1.0
Rehab assistant	0.8	-
Finance Officer	0.7	0.5
	10.2	7.2

The charity does not operate any pension scheme for its employees but does administer contributions to a stakeholder pension scheme for 6 (2010 - 0) staff. The company makes contributions to this scheme.

8. Trustee Remuneration & Related Party Transactions

No trustee received any remuneration during the year.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the 12 months.

9. Taxation

As a charity Integrated Neurological Services is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to charitable objects. No tax charges have arisen in the charity.

10. Tangible Fixed Assets	Equipment			
	£			
Cost at 1 April 2010	18,618			
Additions	1,891			
Cost at 31 March 2011	20,509			
Depreciation at 1 April 2010	7,178			
Charge for the year	5,882			
Depreciation at 31 March 2011	13,060			
Net Book Value at 31 March 2011	7,449			
Net Book Value at 31 March 2010	11,440			
11. Debtors	2011	2010		
	£	£		
Debtors and prepayments	12,123	9,200		
12. Creditors: Amounts falling due within One Year	2011	2010		
	£	£		
Taxation and social security	-	-		
Grant income received in advance (Note 13)	(73,500)	(106,913)		
Accrued expenses	(8,592)	(8,867)		
Building works creditor	(29,497)	-		
	(111,589)	(115,780)		
13. Deferred Income	2011	2010		
	£	£		
Balance at 1 April 2010	106,913	29,035		
Amount released to incoming resources	(106,913)	(29,035)		
Amount deferred in the year	73,500	106,913		
Balance at 31 March 2011	73,500	106,913		
14. Analysis of Net Assets between funds	Unrestricted	Restricted	Total	Total
	Funds	Funds	Funds	Funds
	£	£	2011	2010
			£	£
Tangible Fixed assets	7,449		7,449	11,440
Current Assets	133,284	73,500	206,784	202,235
Current Liabilities	(38,089)	(73,500)	(111,589)	(115,780)
	102,644	-	102,644	97,895

15. Movement of Funds

	At 1 April 10 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 11 £
Total Restricted Funds	-	465,313	(465,313)	-	-
Unrestricted funds	97,895	119,416	(114,667)	-	102,644
Total Funds	97,895	584,729	(579,980)	-	102,644

16. Purposes of Restricted Funds

All restricted funds are held as liquid assets and are used within the time period specified by the grantor. The accounts show the amount applicable to this period. Balances are carried forward to the next period as grant income received in advance.

Big Lottery Fund Grant

The accounts show the amount applicable to the first 7 months of a 5-year grant from the Big Lottery Fund to support the development of the charity. The balance of £13,375 was carried forward as grant income received in advance.

Department of Health – Social Enterprise Investment Fund (SEIF)

1. A capital grant of £114,450 was paid for the rebuilding work and refurbishment of our premises.
2. £4,750 of the total grant was provided as funding to support INS involvement in a Social Return on Investment (SROI) analysis carried out by SEIF to measure the impact of their investment.

Department of Health – Hardship Fund

The accounts show the balance of the grant awarded in 2009-10 to support INS services.

Department of Health – Financial Assistance Fund

This grant was provided to support INS services in 2010-11.

Dunhill Medical Trust

This is a three year grant to pay for the post of Rehabilitation Assistant. A final balance of £20,000 was carried forward as grant income received in advance.

Hampton Fuel Allotments Charity

A one year grant to support the cost of delivering social and emotional support to INS clients and carers in the London Borough of Richmond.

Henry Smith Charity

Year two of a three year grant to support the costs of INS administration and finance posts. A balance of £26,475 was carried forward as grant income received in advance.

London Borough of Richmond/PCT

The total shown in the accounts is made up of two grants:

1. £45,863: Year one of a two year grant to support the cost of services for INS clients and carers living in Richmond.
2. £2,520: For a pilot programme for INS clients and carers living in Richmond to help them develop coping strategies to regain a sense of control and perspective and to manage anxiety and depression.

London Borough of Hounslow/PCT

The total shown in the accounts is made up of two grants:

1. £60,000: A one year contract to support INS services for people in Hounslow who have had a stroke.
2. £4,528: For Hounslow residents to participate in the same pilot project outlined above under London Borough of Richmond.

The Rayne Foundation

A three year grant to support the costs of INS services. A final balance of 3,350 was carried forward as grant income received in advance.

Richmond Parish Lands Charity

A one year grant to support the costs of INS therapists. A balance of £10,300 was carried forward as grant income received in advance.

17. Purpose of Designated Funds

The designated funds are held as cash reserves. The Trustees have established a policy which requires the maintenance of the equivalent of at least 3 months' expenditure in cash reserves.

18. Lease Commitments – Operating Leases

At 31 March 2011 the charity had commitments for payments in the following year under non-cancellable operating leases as set out below:

	2011	2010
	Land and	Land and
	Buildings	Buildings
	£	£
Operating lease which expires:		
After 5 years	19,000	19,000

Independent Auditor's Report to the Members of Integrated Neurological Services

We have audited the financial statements of Integrated Neurological Services for the year ended 31 March 2011, which comprises the Statement of Financial Activities, the Balance Sheet and the related notes. The financial statements have been prepared under the accounting policies set out therein. The comparative financial statements for the year to 31 March 2010 were not audited.

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

Respective Responsibilities of Trustees and Auditors

The trustees' (who are also the directors of Integrated Neurological Services for the purposes of company law) responsibilities for preparing the Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the financial statements give a true and fair view are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland)

We report to you our opinion as to whether the financial statements give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and have been prepared in accordance with the Companies Act 2006. We also report to you whether, in our opinion, the information given on the Trustees' Annual Report is consistent with those financial statements.

In addition we report to you, if in our opinion, the charity has not kept adequate accounting records, if the charity's financial statements are not in agreement with the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if certain disclosures of trustees' remuneration by law are not made.

We read the Report of the Trustees and consider the implications for our report if we become aware of any misstatements within it.

Basis of Audit Opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanation which we consider necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Independent Auditor's Report to the Members of Integrated Neurological Services (Continued)

Opinion

In our opinion:

- The financial statements give a true and fair view of the state of the charity's affairs as at 31 March 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended:
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice.
- The financial statements have been properly prepared in accordance with the Companies Act 2006; and:
- The information given in the Trustees' Annual Report is consistent with the financial statements.

Signed:

Dated: 20 September 2011



Christopher J Pexton
Senior Statutory Auditor for and behalf of:
Coulthards Mackenzie
Chartered Accountants
Statutory Auditors

9 Risborough Street
London SE1 0HF

With thanks to those who have supported us with grants and awards in 2010/11:



Hampton Fuel Allotments Charity



Richmond Parish Lands Charity

Barchester Healthcare Foundation
The Barnes Workhouse Fund
The Bay Tree Charitable Trust
The Beatrice Laing Foundation
The Big Lottery Fund
Chapman Charitable Trust
The Cotton Trust
The Coutts Charitable Trust
The D'Oyly Carte Charitable Trust
The Dunhill Medical Trust
Garfield Weston Foundation
The Gosling Foundation
Greggs Foundation
Hampton Fuel Allotments Charity
The Hedley Foundation
Henry Smith Charity
The Hospital Saturday Fund
London Borough of Hounslow
London Borough of Richmond upon Thames
Marsh Christian Trust
The Misses Barrie Charitable Trust
The Munro Charitable Trust
PF Charitable Trust
Polizzi Charitable Trust
The Rayne Foundation
Richmond Parish Lands Charity
Sir Jules Thorn Charitable Trust
Tesco Charity Trust

Thanks to all who have generously made donations, including:

Cisco Systems
The Diocese of Bath and Wells
ExxonMobil Volunteer Programme
GlaxoSmithKline plc
Rotary Club of Kew Gardens
Rotary Club of Twickenham upon Thames
St. Winefride's Church, Kew
Waitrose Limited

Sincere thanks to our service users, friends and supporters for their donations and to those who gave donations In Memoriam.

Current Services

Held at 82 Hampton Road, Twickenham, Middlesex TW2 5QS
or MS House, 82 New Heston Road, Hounslow TW5 0LJ

Group Programmes

Weekly Groups for each condition
Parkinson's Disease, Stroke, Multiple
Sclerosis

Fit Club

Individual exercise programmes using
INS specialist equipment

Hydrotherapy

At Teddington Pool

Creative Activities

A changing programme of therapeutic,
educational and leisure activities

Communication Groups

With Speech and Language Therapists

Short Programmes

A variety of short term programmes
offered throughout the year

Home Visits

Monday to Friday

Supported Outings

To places chosen by clients

Mutual Support Groups for Family Carers

Monthly meetings for each condition

Individual Emotional Support

Befriending Scheme

Individually by arrangement

For Further Information Please Contact:

Ann Bond, BSc (Hons) OT, DMS, Chief Executive

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