



IMPACT REPORT

April 2025 – March 2026



Supporting people with Neurological conditions

Ryan Neuro Therapy Centre
Bradbury House, Lloyd Avenue, Coulsdon, Surrey, CR5 2QS
Reg. Charity No. 1044584

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INTRODUCTION

Welcome to the Ryan Neuro Therapy Centre's second Impact Report.

It's been another busy and rewarding year for our Centre and we're delighted to share some of the highlights with you. Over the past 12 months, we've continued to support people living with neurological conditions to build strength, confidence, and independence, while also growing a community that feels welcoming, supportive, and positive.

This report builds on the story we began last year. It captures not only how our services have developed, but more importantly, the real difference they make to the lives of our members and their families. From everyday progress to big milestones, every achievement is something worth celebrating.

As one of our members shared:

"Since joining the Centre, my confidence has grown so much, and it's brought real peace of mind to me and my family. The staff feel more like friends, and being here is something I truly look forward to."

What makes our Centre so special is the people. Our members, staff, volunteers, and supporters all play a part in creating a space where everyone feels encouraged and valued. Together, we're helping people to move better, feel better, and live well.

We're incredibly proud of what we've achieved this year, and we're excited about what lies ahead.

Thank you for being part of our journey.

MISSION STATEMENT

The Ryan Neuro Therapy Centre provides a supportive and encouraging community environment in which adults with neurological conditions can access specialist physiotherapy/other therapies, so essential for the management of their condition, and advice and support for their families and carers.

This community service is managed responsibly to maintain financial stability and longevity.

OUR VALUES

At The Ryan Neuro Therapy Centre, our values guide everything we do:

FAIRNESS & RESPECT

We are committed to treating everyone with dignity, fairness and respect, valuing each individual for who they are.

INCLUSIVITY

We foster a welcoming and inclusive environment where everyone feels safe, supported and heard.

PERSON CENTERED CARE

We recognise that every person's needs are unique, and we tailor our approach to provide support that reflects individual goals, preferences and experiences.



GREAT THINGS HAVE SMALL BEGINNINGS!

From our beginnings in the 1980s as a small group meeting in a village hall, to becoming a registered charity in 1994, moving to Lloyd Avenue in 1997, and evolving into the Ryan Neuro Therapy Centre in 2023, expanding our ability to support a wider range of neurological conditions. We are proud to be a well-established organisation. However, there is still much more growth ahead of us.

Over the past year, we have continued to develop and grow, introducing several new initiatives:

- Growth in membership numbers
- Launch of a Seated Pilates class to support core stability and strength
- Introduction of the *It's a Matter of Balance* falls prevention programme
- Development of the *Balance & Beyond* class
- Introduction of a Boxfit class
- Expansion of our paid Neuro 1-to-1 service, helping to further subsidise costs for our members



GOVERNANCE AT A GLANCE

How we are run & who is involved



The Ryan Neuro Therapy Centre is a registered charity and company limited by guarantee. Each member is a part-owner of the Centre and agrees to pay just **£1** if the Centre ever needed to close and settle its debts.

We are legally able to **fundraise and receive donations** to support our work.

The Centre is overseen by a **Board of Trustees**, who are also the legal directors of the Company. All Trustees are **volunteers**, elected by and accountable to our members. They receive **no payment** for their service.

TRUSTEE RESPONSIBILITIES

Our Trustees are responsible for ensuring the Centre:

- Delivers on its charitable purpose
- Operates within charity law
- Manages resources responsibly
- Acts in the best interests of our members
- Upholds high standards and transparency

GOVERNANCE IN PRACTICE

- All Trustees must be **members** of the Charity.
- We maintain a minimum of **three Trustees** at all times.
- **One-third** of Trustees retire each year (but can stand again).
- New Trustees are appointed by the Board, then approved by members at the AGM.
- The **AGM** is open to all members, with reports, updates and opportunities to ask questions.
- Trustees meet **monthly** and each oversees an area of the Centre's operations, e.g. Finance, HR and Safeguarding.

OUR TRUSTEES



Joanne
Kibbey



Julie
Taylor



Eileen
Jackman



Maja
Willhoft



Anthea
Dendy



Susan
Anthony



Sophie
Earles-Barrett

Following 15 years of dedicated service to the Charity, many of them as Chairman, **Richard Bowden** retired at the end of the financial year. We extend our sincere thanks to Richard for his longstanding commitment, leadership, and enthusiasm.

We also said farewell to **Paul Connor** and express our gratitude for his valued support and contribution as a Trustee.

GUIDING THE RYAN NEURO THERAPY CENTRE

Joanne Kibbey (Vice-Chair) is a part-time market research consultant, working sometimes in the London office but mostly in her home office (adapted with Access to Work funding).

Her MS started suddenly in 2012, she became a member in 2013 and has been a Trustee since Christmas 2016.

Eileen Jackman (Safeguarding Trustee) has a background in Education. When Principal of a National Specialist College for young adults with Acquired Brain Injury, she became very interested in neurological damage and its impact on life and learning.

Since retirement she has held several Trusteeships continuing her interest in the management of neurological conditions.

Anthea Dendy joined the Board in April 2026. A Physiotherapist since 1985, she spent 38 years working in the NHS before retiring in 2023 and now continues to practise privately as a Neurology Specialist. Her career has been dedicated to neurological rehabilitation across acute, outpatient, tertiary and community settings, including the NHS, a Social Enterprise, the MOD and private practice. She feels fortunate to have worked in a profession she loves and remains passionate about high-quality therapy for people with neurological conditions.

Anthea has always prioritised keeping up to date with research and evidence-based practice to ensure the services she led delivered the best possible care. With increasing pressure on local NHS services, she recognises the growing need for support from private providers, charities and voluntary organisations.

Having watched the Ryan Centre thrive, she hopes her clinical insight will help the team continue developing services while preserving the values that have shaped its success.

Julie Taylor (Treasurer) is a physicist with over 25 years' experience in laboratory research as Principal Research Scientist, Quality Manager, and Business Manager.

An experienced Trustee, she was Chairperson of the scientific charity 'The Colour Group'. She enjoys our zoom sessions which helps her MS.

Maja Willhoft joined the Board in 2025. She is a married mother of 2 grown up children, living in Banstead.

Maja was diagnosed with MS in January 2004 when her son was 14 months old. It has now progressed to secondary progressive. She joined the Ryan Neuro Therapy Centre as a Member in April 2017, which has been a great addition to her life.

Before she had to give up work, Maja was a Bank Manager in a High Street bank. She loves spending time with her family and their Cockapoo Mabel.

Susan Anthony (Health & Safety Trustee) joined the Board in Spring 2026. She was born & raised in Epsom & Ewell and continues to live there with her husband Peter. They have two sons that live locally.

Having dedicated her life to helping and supporting others, she qualified as a State Registered nurse in 1979 and worked in private and London hospitals until 2000. Susan then worked as a coordinator in the SEND department at Nescot Collage until 2021, when she was medically retired. Susan also served as a governor at her sons' primary school for 16 years, chairing H&S and Personnel and joining residential trips as the resident nurse.

She offers valuable experience and a deep understanding for the challenges facing families, carers and the community in general.

As a couple they run a business specialising in signwriting, gold leaf and design. Susan enjoys the opportunity to travel extensively, with her husband's support.

Sophie Earles-Barrett (HR Trustee) joined the Board in Spring 2026. She is a Senior HR and People professional with over 11 years' experience in people strategy and organisational effectiveness, including advising boards, C-suite and senior leadership across fast-growth startups, scaleups and established corporates, in industries including media, tech and management consulting.

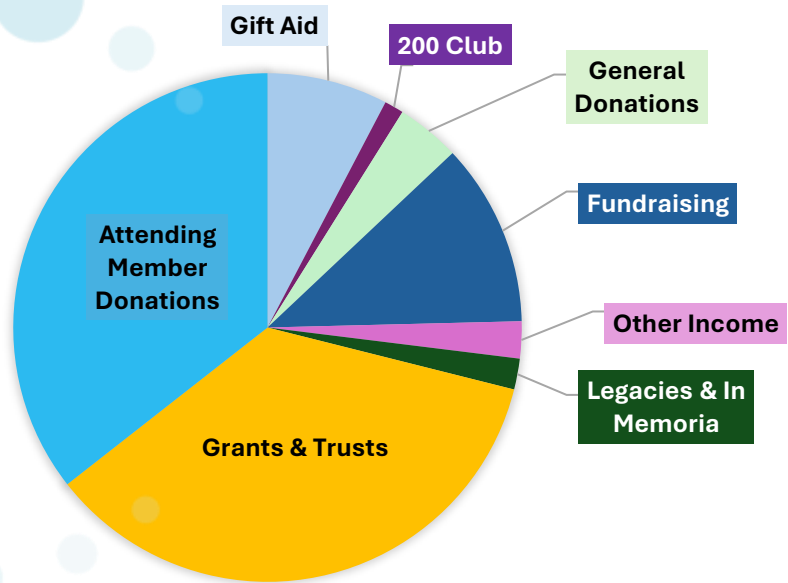
CIPD Level 7 qualified, Sophie specialises in organisational effectiveness and people performance - building the systems, frameworks and processes that help organisations operate efficiently and enable their people to thrive.

Sophie brings a strong commercial mindset, a commitment to good governance and a genuine passion for making organisations work better for the people within them.

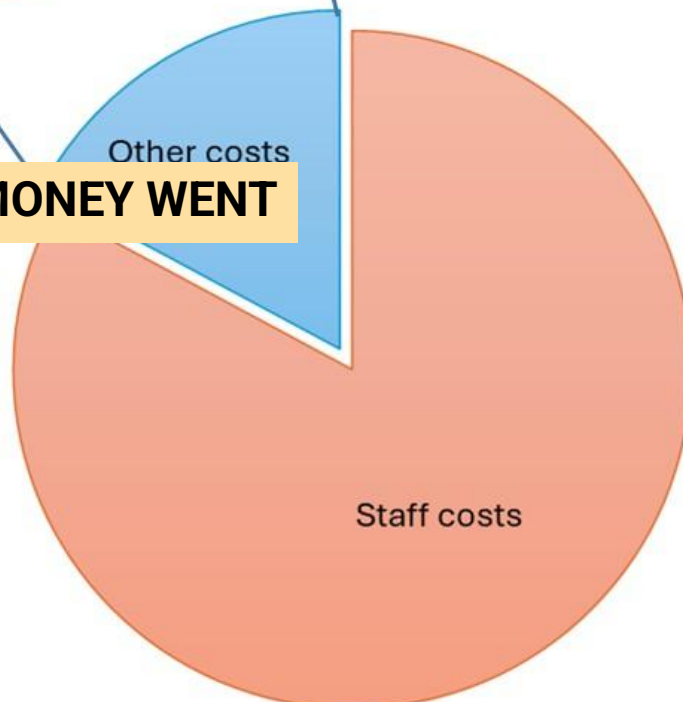
Living locally, Sophie was drawn to Ryan Neuro Therapy's meaningful mission of improving lives through neurotherapy - joining the Board to contribute her professional expertise and make a positive impact in her local community.

OUR YEAR IN NUMBERS	1 st April 2025 – 31 st March 2026	1 st April 2024 – 31 st March 2025
Income	£342,464	£306,392
Expenditure	£354,891	£300,572
Year End Out-turn	(£12,427)	£5820
Members supported throughout the year - including Members who have moved away/are unable to attend	153	131
Attending Members at 31 st March	124	116
Contracted Physiotherapists	3	3
Occupational Therapist	1	1
Contracted Administrators	2	2
Contracted Grants & Trusts Fundraiser	1	1
Self-employed staff	12	11
Volunteers	17	16
Trustees	6	5
Volunteer hours contributed	1747	3100
£ saved by volunteer hours	£23,494	£37,000
Income from Grants & Trusts	£122,356	£69,461
Number of Trusts & Foundations who supported us		16
Gift Aid income	£26,472	£29,426
Donations (excluding Gift Aid) - % increase on previous year	£20,763	£30,322
Internal Fundraising Income	£23,998	£16,500
External Fundraising Income <i>(The drop in this financial year is due to a £17,000 fundraiser held by a local golf club in 2024/25)</i>	£16,094	£34,253

WHERE OUR MONEY CAME FROM



WHERE OUR MONEY WENT



GRANTS & TRUSTS – WHO SUPPORTED US...

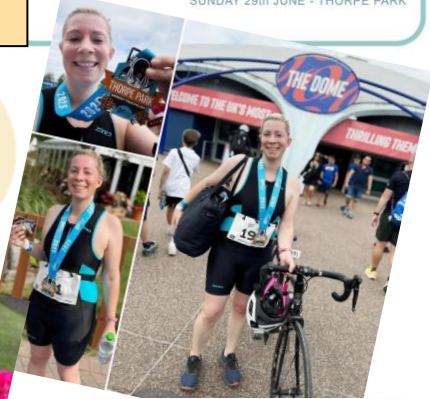


Funder	Project	Award
Aims2Cure	Equipment	
C A Redfern Foundation	Core costs	£3,000
Clothworkers Foundation	Specialist Chair x 2	£5,000
Coop Community Fund	Core costs	£2,704
FB Coales	Core costs	£1,000
Garfield Weston Foundation	Core costs	£30,000
Giv To (Better Giving Partnership)	Core costs	£248
Green Hall Foundation	Funding towards standing frame	£2,000
London Borough of Sutton	Falls Service	£3,248
Marsh Charitable Trust	Core costs	£500
Misses Barrie Charitable Trust	Core costs	£2,200
Morrisons Foundation	Reception improvements	£9,500
Netherby Trust	Core costs	£4,756
Reigate & Banstead Borough Council (Thriving Communities)	10 RBBC Members	£4,279
Richer Sounds Foundation	Amazon wish-list items	£500
Ros Harding Trust	Funding a Croydon Member with a neurological condition	£2,000
Shanly Foundation	Core costs	£2,000
Souter Charitable Trust	Physio	£2,000
Sport England	New Sessions	£6,000
St. James Place	Core costs	£2,500
Surrey County Council (Your Councillor Community Fund)	Equipment	£397
Tandridge Together	19 Tandridge residents	£1,622
Tesco Stronger Starts	Physio for MS	£1,500
The February Foundation	1 weeks costs (£337k/50)	£5,000
The National Lottery Community Fund - Awards for all	Physio-led exercise sessions	£19,933
Unum	Equipment	
Warburtons	New sessions	£400
Wingate Foundation	1 day per week for OT	£8,130

While grants and Trusts are an important source of income for the Centre, many funders restrict their support to specific projects or tangible items. Although income from these sources appears strong, most of the funding is ring-fenced for designated purposes such as projects or equipment. Securing unrestricted funding to cover core costs, such as staffing, utilities, and day-to-day operations, continues to be one of our greatest challenges.



A YEAR OF FUNDRAISING, EVENTS & OUTREACH



VISIT FROM OUR MP

CARSHALTON ECO FAIR

PLANT SALE

VISITS FROM FUNDERS



VOLUNTEERS 'THANK YOU' TEA

FESTIVE CELEBRATIONS AT THE CENTRE



WORKING IN CONJUNCTION WITH SUTTON COUNCIL TO SUPPORT THE LOCAL COMMUNITY

Working on strength and balance to keep you fit and active as you get older



SCHOOL CAREERS FAIR — ENCOURAGING FUTURE PHYSIOTHERAPISTS, OCCUPATIONAL THERAPISTS & FUNDRAISERS

OUTREACH AT A COMMUNITY HEALTH FAIR



OCCUPATIONAL THERAPY OUTREACH AT SUTTON CARERS CENTRE

THERAPIES & SERVICES THROUGHOUT THE YEAR



2 X 45 Minute classes or gym sessions for every Member each week

2 x 1 hour online classes per week offered to Members

1-to-1 paid for Neuro appointments

Additional paid sessions if available

Annual Reviews for all service users to update treatment plans

Occupational Therapy Service

Parkinson's Disease specific sessions tailored to ability

New cross trainer and small equipment purchased

New classes – Seated Neuro Pilates

Monthly training program for staff to support professional development

Whole evidence based care development sessions.

New Balance & Beyond Class for the local community

Liaison/signposting to other services eg. wheelchair service, GPs, social services, blue badges, other voluntary sector organisations.

New staff recruited – new physio and assistants

Subsidised Services:

MSK assessment and support

Reiki Therapy

Yogalates class for friends, family and carers

Additional Paid for Services:

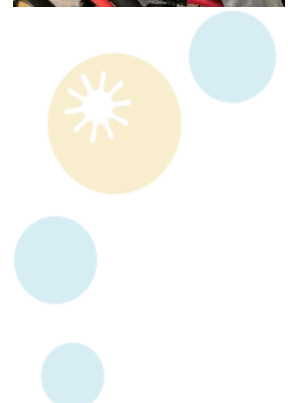
Counsellor

TENS machine hire

Podiatry service

Beauty Therapies & Massage

Members Shop – physiotherapy and disability equipment



COMMUNITY OUTREACH

Building strong relationships with our local community and wider networks is a key part of our work. We have welcomed many visitors to the Centre, giving them the opportunity to see our services in action, helping us broaden our understanding of support available beyond the Centre, and raising awareness among external organisations of the high-quality provision we offer. **2025–2026 saw a significant increase in our outreach activity:**

Visitors to the Centre:

- YMCA Exercise referral lead.
- Neuro Navigators from Sutton and Croydon
- Local NHS Commissioner – discussed funding opportunities and how we can work alongside the NHS to assist with waiting list reduction.
- 2 Neurologists from local hospitals
- Continence Nurse to give advice.
- Epsom Community Neuro Team
- Continuing Community Care – a local charity
- Occupational Therapist from Social Services
- 'Healthwise' – GP exercise referrals
- MP for Sutton & Cheam
- Community Action Sutton
- Lead Occupational Therapist from Croydon Community Rehab Team
- Sutton Occupational Therapist
- St Christopher's Hospice Team
- Prospective Funders – Grants & Trusts and Community projects (Co-Op/Asda)
- Work experience students.



Networking & Outreach beyond the Centre:

- Redhill YMCA to view exercise methods and equipment.
- MS Conference
- Occupational Therapist attended NAIDEX to discover innovations in accessibility, inclusion, and independent living and to connect with suppliers.
- Sutton Carers Centre – Outreach to promote the benefits to the caring community of attending the Centre, particularly with a view to occupational therapy enabling more independence.
- City of London Freeman's School Careers Fair – Outreach opportunity to promote careers in physiotherapy, occupational therapy and charity fundraising. The school support us with fundraising.

MEMBER COMMENT *"I have been a member of Ryan for at least a decade and have had the pleasure of watching it grow and develop into what I believe now to be it's very best. I have remitting relapsing MS and have always found the support from members, volunteers and staff invaluable. However, the last 6 years have been the most challenging for me. I have been overwhelmed with the immense kindness that everyone has shown me, the welcome I receive every week, including from carers of other members. I look forward to coming to the Ryan, the support the members give to each other, and I have made lovely friends. Of course I cannot leave out every single member of staff, including the volunteers and the Reiki therapist, you are all amazing. You provide professionalism, advise, knowledge, kindness and adapt to help me whether it be for physical or emotional support. Finally, the office staff have been an absolute breath of fresh air and are always approachable, helpful, kind and fun. Thank you for always being there for me, especially when I have had some really dark and lonely times. Those cups of tea, support and friendship have been invaluable."*

A SNAPSHOT OF THE YEAR'S KEY FACTS & CHALLENGES

KEY FACTS

Growth

Continued growth in demand for our services, with more members accessing therapy than ever before. A waiting list is now in place for assessments.

% OF ATTENDING MEMBERS BY CONDITION

	Multiple Sclerosis	Parkinson's Disease	Stroke Survivors	Spinal Injury	Other Neuro
MARCH 2025	77%	8%	7%	0	8%
MARCH 2026	63%	12%	13%	2%	10%

Engagement

Expansion of outreach and community engagement, raising awareness of our work.

Strengthened partnerships with healthcare professionals and external organisations.

Wide Community Reach for Service Users

Our members primarily come from Sutton & Croydon. Others travel or attend online classes from Kent, Lambeth, Merton, Wandsworth, Mole Valley, Epsom & Ewell, Reigate & Banstead, Havant, and Tandridge.

Charity Reserves

Reserves remain vital to ensure resilience during periods of unforeseen challenge. Total reserves reduced by £12,427 from £459,384 in 2025 to £446,957 in 2026.

Work is ongoing to explore and develop income streams that will help sustain therapy services into the future.

Living Wage Certified

We continue to hold Living Wage Employer status. This helps:

- Recruit and retain dedicated staff
- Strengthen our grants and Trust applications

Feedback from service users Positive outcomes reported by members, including improved mobility, confidence, and wellbeing.

CHALLENGES



Increasing demand placing pressure on capacity, resources, and waiting times.

Ongoing need for sustainable funding to maintain and grow services.

Managing rising operational costs to avoid impact on day-to-day delivery.

Ensuring all members receive timely access to appropriate therapy sessions for their needs.

Balancing growth with maintaining the high standard of personalised care.

CHALLENGES & LOOKING AHEAD

Like many charitable organisations, the Ryan Neuro Therapy Centre continues to operate in a challenging environment. Demand for our service continues to grow, reflecting both the increasing prevalence of neurological conditions and the recognised impact of our specialist therapies. Every week, we see individuals and families navigating the life-changing impact of neurological conditions, relying on the Centre for specialist therapy, connection, and hope. This growing demand brings both urgency and responsibility. At the same time, rising operational costs and ongoing pressure on traditional funding streams present significant challenges to long-term sustainability.

Our reserves—**£459,3845 in 2025**, reduced by £12,427 to **£446,957 in 2026**—provide short-term resilience, but they are not a substitute for reliable, recurring income. Ensuring sustainable income remains a key priority, particularly as more individuals seek access to our specialist services.

Despite these challenges, our focus remains firmly on impact. The commitment of our staff, volunteers, and supporters remains unwavering. Every session delivered is a step towards greater mobility, confidence, and wellbeing for our service users. That impact is what drives us forward. Every session delivered supports improved mobility, independence, and quality of life for our service users. Protecting and expanding this impact is at the heart of our forward planning.

Looking ahead, we are committed to strengthening and diversifying our income streams to safeguard the future of our service. This includes exploring new fundraising opportunities, building partnerships, and continuing to increase awareness of the Centre within the wider community.

We will continue to invest in our staff and training opportunities, our facilities and equipment, to ensure we can meet growing demand and deliver the best possible outcomes for our service users.

Above all, our focus remains on supporting individuals to live more independent and fulfilling lives. With the support of our Members, other service users, staff, volunteers and supporters, we are confident in our ability to meet future challenges and continue to build a sustainable, thriving Centre.



We would like to thank all our donors, volunteers, clients, staff, trustees and supporters for their generous support. Whether you have donated to us, taken part in a fundraising event or given your time as a volunteer—your contribution is invaluable and we are very grateful.



thank you!