



Supporting people with  
Neurological conditions



# IMPACT REPORT 2024—2025



**Ryan Neuro Therapy Centre**

**Bradbury House, Lloyd Avenue, Coulsdon, Surrey, CR5 2QS**

**Reg. Charity No. 1044584**

**Website: [www.ryanneurotherapy.org](http://www.ryanneurotherapy.org)**

**Email: [contact@ryanneurotherapy.org](mailto:contact@ryanneurotherapy.org) Tel: 020 8660 1181**

This is the Ryan Neuro Therapy Centre's first-ever Impact Report. Over the past 18 months, we've been on an exciting journey—shaping and growing the Centre to better meet the needs of all our Members. It's been a time of learning and innovation for our team as we've explored new ideas and approaches to enhance our support.

This report highlights the difference we've made and demonstrates the positive impact of our work so far.

## OUR MISSION

To provide high quality, accessible therapy and support services for people living with Multiple Sclerosis (MS) and a wide range of neurological conditions, empowering them to live healthier, more independent lives.

## 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-Centred 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.



# FROM GRASS ROOTS TO REGISTERED CHARITY

The Ryan Neuro Therapy Centre has a proud history rooted in community and care.

It began in the mid-1980s, when Monica Ryan and a group of people living with Multiple Sclerosis came together to form a support network. Meeting in a local church hall, they offered physiotherapist-led exercise sessions for those managing MS.

As demand grew, the group found premises at Queen Mary's Hospital in Carshalton and formally established a member organisation of around 100 people.

- **1994** – Sutton & Croydon MS Therapy Centre was incorporated as a Company Limited by Guarantee
- **1995** – Registered as a charity
- **1997** – Purchased our permanent home on Lloyd Avenue, Coulsdon
- **2003** – Extended our facilities to meet growing demand
- **2018** – Renamed *The Ryan MS Therapy Centre* to reflect our wider geographical reach
- **2023** – Became *The Ryan Neuro Therapy Centre* to recognise our broader therapy offer for a range of neurological conditions



From a small local group to a trusted specialist Centre, we have grown while staying true to our founding purpose: to provide supportive, high-quality therapy for people living with neurological conditions.

Since the COVID pandemic, the Charity has adapted and developed its services to provide much more support to its members and their carers.



# 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

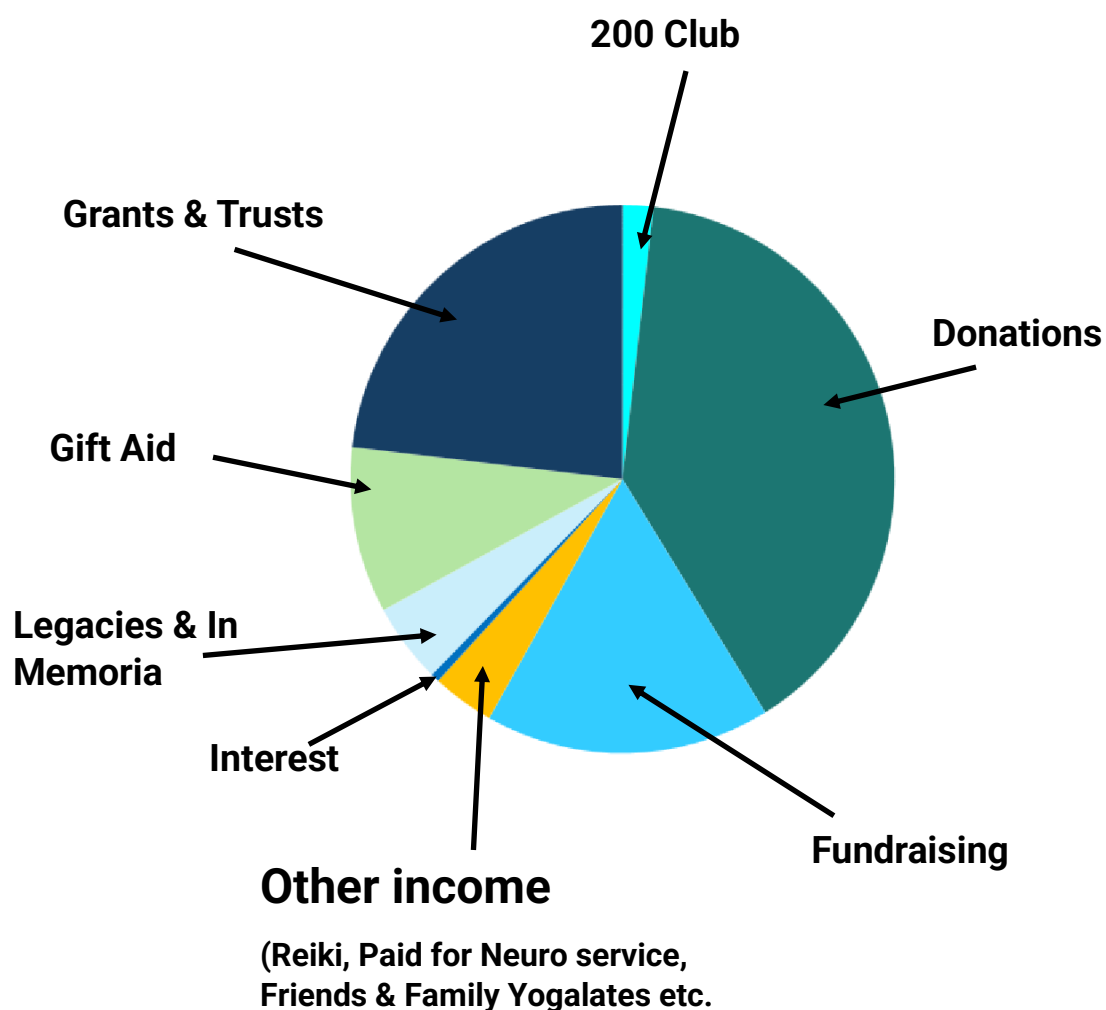
- All Trustees must be **members** of the Charity
- We maintain a minimum of **three Trustees** at all times
- **One-third** of Trustees retire each year (but can stand again)
- New Trustees are appointed by the Board, then approved by members at the AGM
- The **AGM** is open to all members, with reports, updates and opportunities to ask questions
- Trustees meet **monthly** and each oversees an area of the Centre's operations
- **4 Trustees have personal experience of MS**, bringing their experience to the heart of decision-making

## OUR YEAR IN NUMBERS

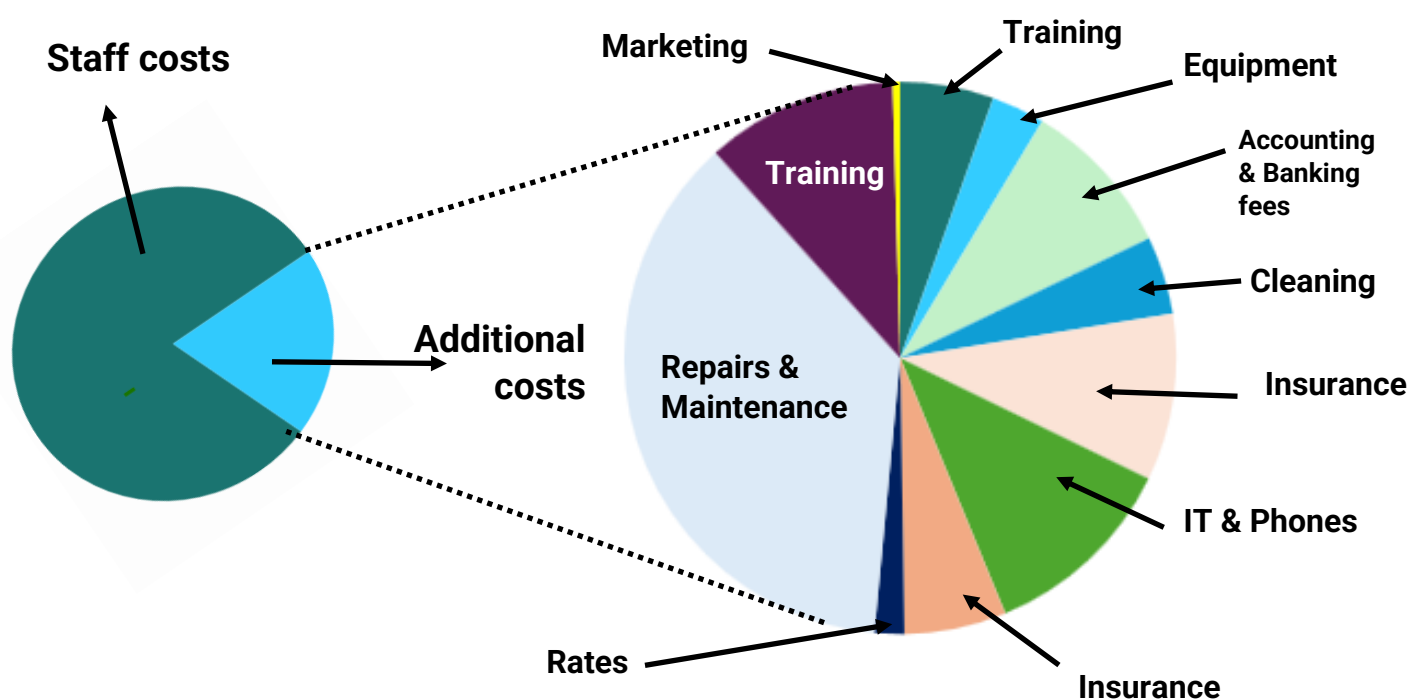
Money raised	£306,392
Money spent	£300,572
Surplus at end of year	£5820
Members supported	131
Contracted Physiotherapist	3
Contracted Administrators	2
Contracted Grants & Trusts Fundraiser	
Self employed staff	11
Volunteers	16
Trustees	5
Volunteer hours contributed	3100
£ saved by volunteer hours	£37,000
Income from Grants & Trusts	£69,461
Number of Trusts & Foundations who supported us	16
Gift Aid income	£29,426
Donations (excluding Gift Aid) - % increase on 2023/24	40%
External & Internal Fundraising—% increase on 2023/24	43%



## WHERE OUR MONEY CAME FROM:



## WHERE OUR MONEY WENT:



## GRANTS & TRUSTS WHO SUPPORTED US

TRUST/FOUNDATION	PROJECT	AWARD
Garfield Weston Foundation	1 months physio	£25,000
Axis Foundation	2 specialist chairs	£7,222
The Truemark Trust	1 weeks physio activities	£5,000
The Childwick Trust	Core costs	£5,000
Shanly Foundation	Physio exercise sessions	£5,000
The February Foundation	Physio costs	£4,983
Netherby Trust		£4,756
Hedley Foundation	1 Specialist chair	£3,600
The Anton Jurgens Charitable Trust	1 week of physio	£3,000
Parkinson's Physical Activity Grant	New PD sessions	£3,000
St James' Place Foundation		£2,500
Souter Charitable Trust	Physio Month of Sessions	£2000
Misses Barrie Charitable Trust		£1000
The Bruce Wake Trust	Classes for wheelchair users	£1,000
Arnold Clark Community Fund	Core costs	£500
Tandridge Together Charitable Fund	Physio classes	£500
Warburtons	Blaze Reaction Pods	£400

**While grants and Trusts provide vital income, much of this funding is restricted to specific projects outlined in our original applications.**

This means that although our income from grants and Trusts appears healthy, the majority is already earmarked for particular purposes. Securing funding to cover our core costs—such as staffing, utilities, and everyday operations—remains one of our biggest on-going challenges.



# OUR THERAPIES & SERVICES THROUGHOUT THE YEAR

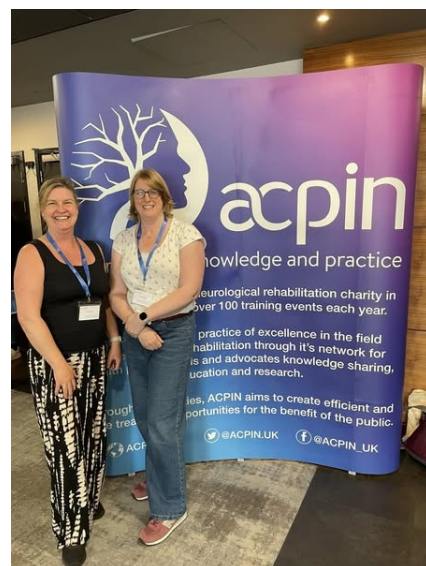
- ◆ 2 x 45 minute classes or gym session for every member each week
- ◆ 2 x 1 hour online classes per week offered to members
- ◆ 1-to-1 appointments
- ◆ Annual reviews for all members to update treatment plans
- ◆ Occupational Therapy Service
- ◆ Three new classes tailored for members with Parkinson's Disease
- ◆ Several new pieces of equipment purchased
- ◆ Monthly training program for staff to support professional development
- ◆ Whole evidence based care development sessions

## **Subsidised services:**

- ◆ MSK assessments and support
- ◆ Reiki Therapy
- ◆ Yogalates classes for friends, family and carers

## **Additional paid for services:**

- ◆ TENS machine hire
- ◆ Podiatry services
- ◆ Beauty therapies & massage
- ◆ Members shop— physiotherapy and disability equipment.



Ashted Charities Fair distributing marketing materials and delivering presentations, resulting in a significant rise in enquires and new member assessments.

## **OUTREACH**

Over the year the staff team have actively engaged with several external organisations,



Visit from Addiscombe & Shirley Rotary following a presentation given by the Centre staff



# POINTS OF INTEREST

A snapshot of the year's key facts and challenges

## 100% Self-Funded

We receive no statutory revenue funding.

Our income is entirely dependent on:

- ♦ Successful Grant & Trust applications
- ♦ Fundraising activities
- ♦ Donations from members & supporters

Everyone plays a role: staff, members, and Trustees are all actively involved in income generation.

## Rising Challenges in Funding

Grants & Trusts are increasingly competitive. Therefore, we must explore new and sustainable income streams.

## Fundraising Snapshot

Fundraising income rose significantly thanks to externally led sponsored sporting events.

Still, it only covered 18% of annual costs.

## Financial Pressures

Main costs:

- Staffing
- Energy & maintenance costs
- Unplanned drainage works: £15,387

## Year-End Position

Actual: £5,820 surplus

## Charity Reserves

£459,384 (2025), up from £453,564 (2024)

Reserves are essential for resilience in times of unforeseen difficulty.

Recent unplanned expenditure (drain repairs) has limited growth of reserves and therefore, new income streams are needed to sustain therapy services.

## Neurological Conditions- March '25

- 77% Multiple Sclerosis
- 9% Parkinson's Disease
- 7% Stroke survivors
- 1% Transverse Myelitis
- 7% Other conditions

## Wide Community Reach

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

## Living Wage Certified

We continue to hold Living Wage Employer status.

This helps:

- Recruit and retain dedicated staff
- Strengthen our applications to Grants and Trusts

## SUMMARY

We rely on community support, responsible management, and sustainable funding.

New income streams are critical to continue delivering therapy for those with neurological conditions.

## CHALLENGES & LOOKING AHEAD

As costs for staffing, maintenance, and energy rise, our income isn't keeping pace. Without action, our reserves will shrink. The Trustees have set a clear plan for 2025–2026 to protect our future and grow our services.

### OUR PRIORITIES

- **Protect reserves** and avoid further losses
- **Expand therapy provision** for people with neurological conditions

### BUSINESS PLAN

- Boost donations and Gift Aid to cover **45%+ of costs**
- Launch new income streams for **5%+** of funding
- Secure **30%+** from Grants & Trusts through stronger applications
- Maintain fundraising events to deliver **20%+** of income
- Promote services via GPs, nurses & support networks to grow membership
- Increase uptake of new **Parkinson's classes**
- Launch **paid community classes** to support long-term sustainability
- Build staff expertise with **continuous learning**
- Expand **Occupational Therapy** with more tailored classes
- Engage local businesses for **sponsorship**
- Promote Centre spaces for **community hire**

### MOVING FORWARD

We're focused on delivering excellent therapy and building financial resilience. With a clear strategy and the support of our community, we're ready for the year ahead.

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.

