

# **Totnes Natural Health Centre Charity No 279033**

Annual Report for the year ending 30<sup>th</sup> June 2022

The Management Committee present their report for the year ending 30.6.2022

The members of the committee trustees during the time of the Report were:

Ursula Athene (Chair )

Chris Meeson (Secretary)

Maggie Rosier

Anthea Chater

Heather Blakestone

Christopher Gethin

Valerie Belcher

Samuel Plumb

Roy Whenery (Treasurer)

Co ordinator from Dec 2021 to April 2022 Maia Tooke

Co-ordinator from April 2022 Susannah Hall

## Background

The Charity was established by two trust deeds dated 2<sup>nd</sup> and 7<sup>th</sup> of September 1974 and amended by the Constitution of the Totnes Natural Health Centre dated 18<sup>th</sup> September 1978, the wording of which was agreed with Charity Commissioners and is now registered with the Charity Commission Number 279033. The Charity's address is The Plains Totnes, South Devon TQ9 5DW.

The Management Committee members are elected/ratified at the Annual General Meeting, with officers being elected usually from general membership, (Chair, Secretary and Treasurer and other named positions). The AGM is normally held in the autumn. Due to Covid restrictions and considerable movement of trustees, Co-ordinator, and membership in the last year, the AGM is planned for September 2023. Meanwhile a users' meeting is taking place on February 28th 2023 in order to involve all members in the progress planned for the TNHC in the coming year.

## Objects, Organisation and Activities as (outlined on Charity commission site)

The Charity is established according to its Constitution to:

1. Relieve sickness by practice, support and promotion of all methods of healing and natural therapeutics designed to relieve human suffering and distress.
2. Research into and training of students in all such methods of healing and natural therapeutics and publication of the useful results of such research.
3. In the furtherance of the above but no further or otherwise the association may organise meetings, discussions, and practice sessions about the objects and activities of the Association.

## Review of progress and achievements 2021/2022

As one of the country's longest established Natural Health Centres, 45 years this year ,we continue to lead the way in offering low cost complementary healthcare to our local community, despite the significant challenges of the last three years.

We aim to promote wellness, provide support and information via the currently accepted modalities of natural health therapies. This enables us to support people in their health journey, facilitating their decisions to both improve and maintain their own health at a cost more affordable than private treatments. This has never been more imperative as we all navigate our way through post-pandemic challenges in health, wealth and social care.

The Totnes Health Centre does not receive any funding from other bodies and relies solely on donations of time, from volunteer therapists, receptionists and room hire fees for its revenue. Therapies are offered to clients on a donation based system, where each therapist donates three hours per week of therapy time, free of charge. The client receiving the therapy then pays a donation in accordance with their ability to pay.

Rooms are hired by our therapists for classes and workshops and courses for a previously agreed fee, thereby also contributing to the Centre's revenue. Private Sessions can be undertaken only by our own therapists, who can rent a space for private bookings at a competitive hourly, half day or daily rate.

Therapists offering more regular private sessions can book these as templated slots, but this will not be allowed to erode or compromise Donation sessions.

Rooms can be booked for therapists/practitioners not affiliated to the Centre only if the space is not booked by our members. There is a different, slightly higher pay scale for non-members.

We currently offer 21 different therapies; these change in accordance with the individual therapies donated any one time. These are:-

Acupuncture  
Astrology  
Aromatherapy Massage  
Bio Dynamic massage  
Counselling  
Cranio -sacral therapy  
Emodied awakening  
Homeopathy  
Herbalism  
Holistic Massage therapy/Yoga Nidra  
Hypnotherapy  
Indian Head Massage  
Kinesiology  
NLP Coaching  
Pilates  
Reflexology  
Reiki  
Shamanic healing  
Tui Na (Chinese Medical Massage)  
Transpersonal Art Therapy  
“The Journey “Practitioner led sessions

We have three employees: one employee works 20 hours per week as Co-ordinator of the Natural Health Centre, delivering a multi-faceted role of management, administration, communications, housekeeping, financial awareness and the overseeing and support of therapists. The Co-ordinator recruits, arranges interviews and provides an induction programme to all those successful candidates.

We employ two cleaners providing a minimum of weekly cleaning for two hours. Sometimes additional cleaning is arranged after workshops have taken place at weekends.

We have employed a new bookkeeper who oversees payments for donations and invoicing Therapists for their room rents. In addition she is establishing new systems to support both the therapists and the Centre in improving invoicing, organisation of payments and recording the relevant financial data to provide to the Committee and the Charity Commission. It is the intention that the bookkeeper will provide information to support the Co-ordinator and the Chairperson in completing the annual financial returns for the Charity Commissions report in 2023.

The Reception continues to be wholly staffed by a group of dedicated volunteers, some long standing and some new. The new volunteers are trained by experienced Reception staff. They are assisted in their roles by a comprehensive Receptionists' handbook. This team is invaluable in providing a friendly, welcoming and personal service to the clients and therapists visiting the Centre. They are usually the first contact in the Centre, helping clients to navigate choosing the appropriate therapies for them.

The Lucia Fern Croft memorial Trust fund continues to enable the Centre to provide a number of sessions to clients that are in specific and/or urgent need of the supportive therapy that they cannot afford. This can help to ease both debilitating conditions and sometimes provide comfort in a terminal diagnosis. This is a very well received fund that can benefit the most needy and vulnerable in the community. Application for this fund is via the Co-ordinator.

The Centre continues to receive many positive and heartfelt comments for its services to the community.

Like all charities and many health related services, the post Pandemic emergency period has continued to challenge us. Some therapists occasionally have offered telephone consultations or Zoom calls to those clients that prefer this, although mostly donation sessions take place in the centre now. It has remained our priority to keep clients, therapists and volunteers safe and confident to visit us.

In October 2021 the Co-ordinator Ross Hargrave resigned from his post.

(From December 2021 until April 2022 there was an interim coordinator, Maia Tooke).

Susannah Hall, the Centre's new Co-ordinator has been in post from 21.3.22.

A new Chair was elected on 25.3.22., (Samuel Plumb), however due to personal circumstances he stood down on 1.8.22 and the Chair returned to Ursula Athene.

### Plans for 2022/2023

For the coming year (commencing June 2022) we have purchased a computer for the front desk in reception. This is in order to establish an online method of booking appointments and hiring rooms. This will be beneficial for Therapists, Clients and Receptionists as well as supporting the Co-ordinator in efficient and effective management of these systems.

We will update the Reception Handbook for Volunteers on a regular basis.

We will review and maintain the Safety checks required to keep the Centre a safe and comfortable place to be. These include:

Fire Risk

Health and Safety

PAT testing,

Boiler maintenance,

Re-decorating

Insurances as appropriate

We will improve our social media presence in order to allow more access to the local community providing information about our therapists, events and activities. This will provide a platform for advertising new therapists and upcoming workshops , and ultimately available appointments.

We will move towards development of a new website to update and promote our charitable services to the community.

We will update our policies listed within our Charity Commission profile and have started with a new Code of Conduct and our own a Safeguarding Policy. In addition we have added Disciplinary Policies for Employees and Volunteers.

The Co-ordinator will work to encourage Therapists to develop their own peer support group as requested by them.

We will encourage and provide the opportunity for Receptionists to meet for coffee and be updated informally in a social way.

The co-ordinator and chair will arrange a Service Users' meeting for 2023.

The co-ordinator will work towards an Open Day for the Centre in spring 2023 to showcase the website and provide information and exposure to the local community.

The Trustees will invite items for the agenda of monthly meetings from its members by encouragement to add topics for discussion to the form displayed on the reception noticeboard or contacting the Chair or Trustees.

Minutes of relevant meetings will be provided for all members to access in Reception.

On behalf of all of the Trustees we would like to take this opportunity to extend our most sincere gratitude to all members of the Totnes Natural Health Centre. This includes the Co-ordinator, Therapists, Bookkeeper, Reception Volunteers, all other ad hoc volunteers and cleaners for their support in maintaining this treasured Centre that supports our community. This continues to be a challenging time for the Centre, and for those involved with it. The dedication and support given by all its members is truly appreciated.

At the time of Report Submission 25.4.23

The current Co-ordinator is Susanna Hall

The current Chair is Christine Meeson as of (22.3.23) and prior to formal ratification in September 2023

The Charity's Bankers are Lloyds Plc, Totnes.

The Investment Account will be changed to The Charity Bank, Fosse House, 182 High Street Tonbridge, Kent TN9 1BE

The Independent Examiners are Channon and Co Chartered Accountants.

The Mill, Kingsteignton Road, Newton Abbot, TQ1 2QA

This Report has been prepared by the Chairperson Chris Meeson 25.4.23

**TOTNES NATURAL HEALTH CENTRE**  
**(Registered Charity: 279033)**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 30 JUNE 2022**

**TOTNES NATURAL HEALTH CENTRE**  
**INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 30 JUNE 2022**

	2022 £	2021 £
<b>INCOME</b>		
Client donations	19,042	6,418
Practitioners' rents	4,076	4,073
Meeting rooms	3,328	1,606
Miscellaneous	792	437
Sales	-	82
Interest received	141	252
Fund raising	-	400
HMRC & SHDC grants	<u>-</u>	<u>1,334</u>
<b>Total Income</b>	<b><u>27,379</u></b>	<b><u>14,602</u></b>
<b>DIRECT CHARITABLE EXPENDITURE</b>		
Provision of centre salaries (net of Job retention scheme)	15,292	4,683
Travel expenses – receptionists	-	29
Service charge, water and insurance	8,443	5,978
Depreciation and amortisation	882	882
Postage and telephone	612	581
Printing, stationery and photocopying	431	54
Advertising	112	157
Maintenance and cleaning	1,471	1,860
Property equipment and signs	421	-
Miscellaneous expenses	<u>6,096</u>	<u>5,467</u>
	<b><u>33,760</u></b>	<b><u>19,691</u></b>
<b>OTHER EXPENDITURE</b>		
Accountancy & payroll fees	1,053	1,344
Fund raising costs	-	60
Catering and kitchen food	<u>-</u>	<u>139</u>
	<b><u>1,053</u></b>	<b><u>1,543</u></b>
<b>TOTAL EXPENDITURE</b>		
Surplus / (Deficit) for year	(7,434)	(6,632)
Fund balances brought forward	<u>93,817</u>	<u>100,449</u>
Fund balance carried forward	<b><u>86,383</u></b>	<b><u>93,817</u></b>



**TOTNES NATURAL HEALTH CENTRE**

**BALANCE SHEET**

**AS AT 30 JUNE 2022**

	Notes	2022 £	£	2021 £	£
<b>FIXED ASSETS</b>					
Natural Health Centre -					
Leasehold premises	3		1		1
Furniture and equipment	3		<u>3,183</u>		<u>4,065</u>
Net book value			3,184		4,066
<b>CURRENT ASSETS</b>					
Bank account – current		24,025		24,451	
Cash in hand		175		100	
Bank account – corporate		<u>60,000</u>		<u>66,200</u>	
		84,199		90,751	
<b>CURRENT LIABILITIES</b>					
Sundry creditors		<u>(1,000)</u>		<u>(1,000)</u>	
<b>NET CURRENT ASSETS</b>			<u>83,199</u>		<u>89,751</u>
<b>TOTAL ASSETS LESS</b>					
<b>CURRENT LIABILITIES</b>			<u>86,383</u>		<u>93,817</u>
<b>REPRESENTED BY</b>					
Unrestricted income fund			2,603		2,603
General purpose fund			<u>83,780</u>		<u>91,214</u>
			<u>86,383</u>		<u>93,817</u>

Approved



Christine Meeson

For and on behalf of the Management Committee (Trustees)

Dated:

28.7.23

# TOTNES NATURAL HEALTH CENTRE

## NOTES TO AND FORMING PART OF THE STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 JUNE 2022

### 1. CONSTITUTION

The Totnes Natural Health Centre is an unincorporated association registered as a charity with the Charity Commissioners, (Charity Number 279033).

### 2. ACCOUNTING POLICIES

#### General

These accounts have been prepared under the historical cost convention and in accordance with the Statement of the Recommended Practice on Accounting by Charities and the Financial Reporting Standard for Smaller Entities.

#### Depreciation

Depreciation is provided on the Centre building and furniture and equipment at the following rates based on the estimated useful lives of certain fixed assets:

Natural Health Centre building (leasehold)	-	2.5% p.a. (Straight line basis)
Furniture and equipment	-	5% p.a. (Straight line basis)

#### Internal Control

The Charity, in common with many other organisations of a similar size, derives a considerable proportion of its income from voluntary donations and sales net of associated expenditure which cannot be fully controlled until they are entered into the accounting records and banked.

#### Taxation

No provision for Corporation Tax has been made in these accounts as it is considered that the Centre's activities are all of a charitable nature and hence, are exempt from taxation.

### 3. FIXED ASSETS

	Leasehold premises £	Furniture and equipment £	Total £
<b>COST</b>			
At 1 July 2021	76,827	17,640	94,467
Additions	-	-	-
<b>At 30 June 2022</b>	<b><u>76,827</u></b>	<b><u>17,640</u></b>	<b><u>94,467</u></b>
<b>DEPRECIATION</b>			
At 1 July 2021	76,826	13,575	90,401
Charge for the year	-	882	882
<b>At 30 June 2022</b>	<b><u>76,826</u></b>	<b><u>14,457</u></b>	<b><u>91,283</u></b>
<b>NET BOOK VALUE</b>			
<b>At 30 June 2022</b>	<b><u>1</u></b>	<b><u>3,183</u></b>	<b><u>3,184</u></b>
At 30 June 2021	<u>1</u>	<u>4,065</u>	<u>4,066</u>

**TOTNES NATURAL HEALTH CENTRE**  
**(Registered Charity: 279033)**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 30 JUNE 2022**

**TOTNES NATURAL HEALTH CENTRE**  
**INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 30 JUNE 2022**

	2022 £	2021 £
<b>INCOME</b>		
Client donations	19,042	6,418
Practitioners' rents	4,076	4,073
Meeting rooms	3,328	1,606
Miscellaneous	792	437
Sales	-	82
Interest received	141	252
Fund raising	-	400
HMRC & SHDC grants	<u>-</u>	<u>1,334</u>
<b>Total Income</b>	<b><u>27,379</u></b>	<b><u>14,602</u></b>
<b>DIRECT CHARITABLE EXPENDITURE</b>		
Provision of centre salaries (net of Job retention scheme)	15,292	4,683
Travel expenses – receptionists	-	29
Service charge, water and insurance	8,443	5,978
Depreciation and amortisation	882	882
Postage and telephone	612	581
Printing, stationery and photocopying	431	54
Advertising	112	157
Maintenance and cleaning	1,471	1,860
Property equipment and signs	421	-
Miscellaneous expenses	<u>6,096</u>	<u>5,467</u>
	<b><u>33,760</u></b>	<b><u>19,691</u></b>
<b>OTHER EXPENDITURE</b>		
Accountancy & payroll fees	1,053	1,344
Fund raising costs	-	60
Catering and kitchen food	<u>-</u>	<u>139</u>
	<b><u>1,053</u></b>	<b><u>1,543</u></b>
<b>TOTAL EXPENDITURE</b>		
Surplus / (Deficit) for year	(7,434)	(6,632)
Fund balances brought forward	<u>93,817</u>	<u>100,449</u>
Fund balance carried forward	<b><u>86,383</u></b>	<b><u>93,817</u></b>

**TOTNES NATURAL HEALTH CENTRE**

**BALANCE SHEET**

**AS AT 30 JUNE 2022**

	Notes	2022 £	£	2021 £	£
<b>FIXED ASSETS</b>					
Natural Health Centre -					
Leasehold premises	3		1		1
Furniture and equipment	3		<u>3,183</u>		<u>4,065</u>
Net book value			3,184		4,066
<b>CURRENT ASSETS</b>					
Bank account – current		24,025		24,451	
Cash in hand		175		100	
Bank account – corporate		<u>60,000</u>		<u>66,200</u>	
		84,199		90,751	
<b>CURRENT LIABILITIES</b>					
Sundry creditors		<u>(1,000)</u>		<u>(1,000)</u>	
<b>NET CURRENT ASSETS</b>			<u>83,199</u>		<u>89,751</u>
<b>TOTAL ASSETS LESS</b>					
<b>CURRENT LIABILITIES</b>			<u>86,383</u>		<u>93,817</u>
<b>REPRESENTED BY</b>					
Unrestricted income fund			2,603		2,603
General purpose fund			<u>83,780</u>		<u>91,214</u>
			<u>86,383</u>		<u>93,817</u>

Approved



Christine Meeson

For and on behalf of the Management Committee (Trustees)

Dated:

28.7.23

# TOTNES NATURAL HEALTH CENTRE

## NOTES TO AND FORMING PART OF THE STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 JUNE 2022

### 1. CONSTITUTION

The Totnes Natural Health Centre is an unincorporated association registered as a charity with the Charity Commissioners, (Charity Number 279033).

### 2. ACCOUNTING POLICIES

#### General

These accounts have been prepared under the historical cost convention and in accordance with the Statement of the Recommended Practice on Accounting by Charities and the Financial Reporting Standard for Smaller Entities.

#### Depreciation

Depreciation is provided on the Centre building and furniture and equipment at the following rates based on the estimated useful lives of certain fixed assets:

Natural Health Centre building (leasehold)	-	2.5% p.a. (Straight line basis)
Furniture and equipment	-	5% p.a. (Straight line basis)

#### Internal Control

The Charity, in common with many other organisations of a similar size, derives a considerable proportion of its income from voluntary donations and sales net of associated expenditure which cannot be fully controlled until they are entered into the accounting records and banked.

#### Taxation

No provision for Corporation Tax has been made in these accounts as it is considered that the Centre's activities are all of a charitable nature and hence, are exempt from taxation.

### 3. FIXED ASSETS

	Leasehold premises £	Furniture and equipment £	Total £
<b>COST</b>			
At 1 July 2021	76,827	17,640	94,467
Additions	-	-	-
<b>At 30 June 2022</b>	<b><u>76,827</u></b>	<b><u>17,640</u></b>	<b><u>94,467</u></b>
<b>DEPRECIATION</b>			
At 1 July 2021	76,826	13,575	90,401
Charge for the year	-	882	882
<b>At 30 June 2022</b>	<b><u>76,826</u></b>	<b><u>14,457</u></b>	<b><u>91,283</u></b>
<b>NET BOOK VALUE</b>			
<b>At 30 June 2022</b>	<b><u>1</u></b>	<b><u>3,183</u></b>	<b><u>3,184</u></b>
At 30 June 2021	<u>1</u>	<u>4,065</u>	<u>4,066</u>