

Totnes Natural Health Centre Charity No 279033

Annual Report for the year ending 30th June 2021

The Management Committee present their report for the year ending 30.6.2021

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

Ursula Athene (Chair from 14.5.21) until 25.3.22
Roy Whenery (Treasurer)
Chris Meeson (Secretary) from 11.6.21)
Maggie Rosier
Zoe Prendergast (for a short period only and resigned)
Anthea Chater
Ross Hargrave (Co-ordinator until October 2021)
Pauline Morris (secretary until June 2021)
Roger Hart (Chair until 14.5.21)
Smita Tomalin (resigned 2021)
Pam Rogers (resigned 2020)
Adam Sibalis
Pat Mansell (resigned 2020)
Nicola Moulton (bookkeeper)until October 2021

Management Committee members are elected at the Annual General Meeting, with offices being elected usually from general membership. The AGM is normally held in the autumn. Due to Covid restrictions and considerable movement of trustees and Co-ordinator last year ,the AGM has not taken place yet but is planned.

The Charity was established by two trust deeds dated 2nd and 7th of September 1974 and amended by the Constitution of the Totnes Natural Health Centre dated 18th 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.

Objects, Organisation and Activities

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 2020/2021

As one of the country's longest established Natural Health Centres, we continue to lead the way in offering low cost complementary healthcare to our local community despite the uncertainties of the last two years.

We promote wellness, provide support and information via the currently accepted modalities of natural health therapies. This provides support to people in their health journey, facilitating their decisions to both improve and maintain their own health. This is never been more imperative as we all navigate our way through the current Pandemic.

The Totnes Health Centre does not receive funding and relies solely on donations received for complementary treatments and room hire in the Centre.

Treatments are offered on a donation based system, where each therapist donates three hours of therapy time free of charge. The client then pays a donation in accordance with their ability to pay, (this is always negotiable.)

Rooms are hired by our therapists for classes and this adds to our revenue. Private Sessions can be undertaken by our own therapists only, who can rent privately space at an hourly, half day or daily rate.

We offer 18 different therapies currently, with 20 volunteer therapists. These are:-

Ayurvedic Massage

Acupuncture
Astrology
Aromatherapy Massage
Breathwork Therapy
Bio Dynamic massage
Counselling
Cranio -sacral therapy
Homeopathy
Holistic Massage
Hypnotherapy
Indian Head Massage
Osteopathy
Reflexology
Reiki
Systematic Kinesiology
Tui Na (Chinese Medical Massage)
Transpersonal Art Therapy

We have three employees :- one employee works 20 hours per week who coordinates the Natural Health Centre on a daily basis, delivering a multi-faceted role of administration, communications, housekeeping, financial awareness, and the overseeing of therapists.

We employ a cleaner providing weekly cleaning for two hours, and additional cleaning if required.

We also employ a bookkeeper.

The Reception continues to be staffed by a group of dedicated volunteers, some long standing and some new. The new volunteers are trained by existing Reception staff and all provide a welcoming and personal service to the centre.

The Lucia Fern Croft memorial Trust fund continues to enable the centre to provide a number of sessions to clients that are in particular need, supporting both debilitating conditions and sometimes in terminal diagnosis. This is a very well received memorial fund benefit to local people.

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

Like all charities and many health related services, the Pandemic has challenged us to deal with new procedures in order to keep people safe. These have included, policy development with regard to risk and cleaning procedures (Hands Face and Space), additional cleaning in the centre, uncertain opening times, apprehensive practitioners and clients, as well as trying to meet client need in the most appropriate and safe way.

Some therapists offered telephone consultations or Zoom calls during lockdown periods and for shielding or nervous clients. It has remained our priority to keep clients, therapists and volunteers safe by following recommended guidelines whilst acknowledging differences of opinions where possible.

There has been considerable change in the Trustees in the period of the report

With both resignations and retirements, the Chairperson included. New members have joined including a Chairperson, in 2021, the current team of Trustees (2022) is ten strong, with a Chairperson, a Treasurer (joined June 2020) a Secretary (joined June 2021) and seven other members.

Meetings have continued usually on a monthly basis, and when necessary on zoom, but more recently face to face.

Therapists have remained stoic and supportive of their own donation sessions in as safe a way as possible, working within new health, safety and Covid guidance.

The co-ordinator was supported under the Furlough scheme during this period and up to the end of October 2021.

At the time of writing the report there is a new Co-ordinator in post from 21.3.22. Susanna Hall. There was an interim co coordinator from January 2022 until April 2022, (Maia Tooke) a new Chair elected on 25.3.22., (Samuel Plumb) when the existing chair,(Ursula Athene) stepped down.

The Natural Health Centre is fully opened with new therapists joining us regularly.

In the coming year we have plans to introduce new methods of appointment systems.

We are planning to improve our social media presence in order to allow increased access to our services.

We are in the process of updating all of our policies and Code of Ethics listed within our Charity Commission profile, as well as a new Safeguarding Policy as a result of our Serious Incident Report (see below).

The Totnes Natural Health Centre reported a Serious Incident in October 2022 to the Charity Commission- Incident no 15327.

No further action was required

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-ordinators, Therapists, Reception Volunteers, cleaners and bookkeepers for their support in maintaining the treasured centre that supports our community. This has been a very challenging year for the Centre itself and for all involved with it, and the dedication given by all its members is truly appreciated.

At the time of Report Submission

The current Co-ordinator is Susanna Hall

The current Chair is Ursula Athene (22.3.22)

The Charity's Bankers are Lloyds Plc, Totnes.

The Independent Examiners are Channon and Co Chartered Accountants.

Report prepared jointly by the Management Committee 30.3.22

TOTNES NATURAL HEALTH CENTRE				
RECEIPTS AND PAYMENTS ACCOUNTS				
for the year ended 30 June 2023				
Receipts and payments				
	Unrestricted	Restricted	Total	2022
	funds	funds	funds	
	£	£	£	£
Receipts				
Donations	19,280	-	19,280	19,042
Practitioners' room rents	6,266	-	6,266	4,076
Meeting room hire	6,848	-	6,848	3,328
Miscellaneous	94	-	94	792
Interest received	426	-	426	141
Total receipts	32,914	-	32,914	27,379
Payments				
Salaries, payroll tax and pension contributions	16,133	-	16,133	15,292
Service charges, rates and water	7,420	-	7,420	8,443
Light and heat	3,542	-	3,542	-
Telephone and broadband	720	-	720	612
Stationery & postage	201	-	201	431
Marketing and advertising	1,100	-	1,100	112
Repairs & maintenance & safety checks	5,382	-	5,382	1,471
Equipment	1,037	-	1,037	421
Cleaning	1,635	-	1,635	-
Linen and laundry	51	-	51	-
Consumables	1,135	-	1,135	-
Bookkeeping, accountancy and payroll fees	4,331	-	4,331	1,053
Insurance	443	-	443	-
Miscellaneous expenses	184	-	184	6,096
Zettle fees	164	-	164	-
Total payments	43,478	-	43,478	33,931
Net receipts / (payments)	(10,564)	-	(10,564)	(6,552)
Cash funds last year end	84,199	-	84,199	90,751
Cash funds this year end	73,635	-	73,635	84,199

Statement of assets and liabilities at 30 June 2023				
Cash funds	Unrestricted	Restricted	Total	
	funds	funds	funds	
	£	£	£	
Bank account - current	50,010	-	50,010	
Bank account - corporate	23,097	-	23,097	
Cash in hand	528	-	528	
Total cash funds	73,635	-	73,635	
Assets retained for the charity's own use				
	Cost	Fund to which		
	£	asset belongs		
Leasehold premises (at cost)	76,827	Unrestricted		
Furniture and equipment (at cost)	18,040	Unrestricted		
Debtor				
Paypal/Zettle	238	Unrestricted		
Liabilities	None			
These accounts were approved by the Management Committee on				
and are signed on behalf of the trustees by				
<i>Signature of a trustee:</i>				
<i>Name of the trustee signatory:</i>				

Independent examiner's report to the trustees of the Totnes Natural Health Centre

I report to the trustees on my examination of the accounts of the Totnes Natural Health Centre ('the Charity') for the year ended 30 June 2023.

Responsibilities and basis of report

As the Charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

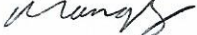
I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 
Name: Nigel Langley
Address: Ribbonwood, Rowsells Lane, Totnes, Devon TQ9 5AG
Date: 24 March 2024