Rebuilding lives after spinal cord injury

Spinal Injuries Association
Impact Report and Financial Statement 2012-2013
Rebuilding lives after spinal cord injury

Message from our PATRON

BUCKINGHAM PALACE

The recent riding accident at Cheltenham involving the jockey J T McNamara which has sadly left him paralysed shows us all just how, in a moment, an active life can be devastated by spinal cord injury.

While our thoughts turn to him and his family, the incident reminds us how important an organisation such as the Spinal Injuries Association is to the many hundreds of people each year who experience similar injuries. From its inception, the organisation’s purpose has been to support, encourage and enable spinal cord injured people to develop their potential and achieve their goals in life, whatever they may be.

The early days of spinal cord injury can be very dark indeed for a newly injured person, and very difficult for those closest to them, but thanks to the work of SIA there is light at the end of the tunnel. From these early days, we offer peer support to the individual as well as information and advice to the family. This support continues throughout the subsequent rehabilitation and discharge into the community.

SIA’s purpose lies in the belief that every spinal cord injured person, whatever the extent of their paralysis, has the potential to achieve a fulfilling life following injury. Life, inevitably, will be lived in a different way and contain many new challenges. However, the organisation is there to offer support and encouragement every step of the way and show how hopes and ambitions can be realised, even for those with the most severe spinal cord injury.

This Report highlights how the organisation has worked over the past year to enable spinal cord injured people to develop their potential. In doing so, it underlines the organisation’s commitment to its original purpose of enabling spinal cord injured people to achieve their life goals, despite their injury.

As Patron of the Spinal Injuries Association, I would like to thank all the dedicated staff for their work over the last year and offer my own support to their efforts which do so much to alleviate the devastation of spinal cord injury.
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Message from the CHAIR

Welcome to our Impact Report for the financial year 2012-2013. In this document we show how we have worked to rebuild the lives of spinal cord injured people following injury. In doing so, we have endeavoured to adhere to the principles set out in our Vision Statement, namely those of respect, empowerment, commitment, challenge, inclusivity and integrity and at the same time ensure that we remain an organisation that is user-led and guided by the needs of its members.

The task has not been an easy one given that the past year has been a turbulent one for both disabled people and those working on their behalf. We have seen the biggest changes to the NHS since its formation in 1948, as well as major reform of the welfare system. These changes have had a significant impact on the lives of disabled people and continue to do so as the ongoing reforms remain controversial. SIA has been at the forefront of the debate and has championed the rights of spinal cord injured people at every opportunity.

Service provision lies at the heart of SIA’s work, and all of our services have felt the impact of the current legislative changes. Our work in the field of health and social care funding has been particularly active, both supporting vulnerable individuals and representing the wider interests of disabled people endeavouring to rebuild their lives. In a climate which can, at times, appear lacking in empathy to their situation, those who are disabled, through whatever cause, can suddenly find themselves at risk of losing their battle for self-determination and independence. SIA has, and continues, to fight to ensure this is not the case and that those living with a disability are able to lead as independent a life as possible.

I am pleased to report that SIA has risen to the challenges presented by the current climate and has increased its activity on all fronts, significantly increasing the number of people with whom we have worked. This has been made possible through improved working practices and communication throughout the Association brought about as a result of our recent Management Review.

I would like to thank our dedicated team at SIA, the Trustees, the staff and the volunteers, all of whom have worked so hard to help realise our mission and vision. We have also received backing from funders, supporters and professionals working in a wide range of healthcare settings. To all those involved over the past year, I would like to express the Association’s thanks for their vital support.

Jonathan Fogerty
Chair
Message from our President

As an active member of the House of Lords, and myself spinal cord injured, I have had the opportunity to debate from a position of strength on the needs of disabled people, in particular, the health and social care legislation which has come before Parliament has required scrupulous examination and frequent amendment to ensure that the lives of vulnerable people are not compromised.

I am pleased to report that I have had the opportunity to speak in some 55 debates this year, well above average amongst their Lordships. This has given me the chance to raise matters which I know are of great concern to spinal cord injured people as a number of Bills affecting their future everyday lives have made their progress through Parliament. Of the numerous Questions I have tabled to the Government, many have involved the direct impact of health provision on the lives of disabled people. I have been concerned, for example, that, with the creation of NHS Clinical Commissioning Groups, appropriate guidance has been provided to local health authorities regarding the consideration of local demand when planning provision of services. I have also stressed the importance of the patient pathway relating to bowel management and that this is reviewed in the light of the currently available evidence. Another area of concern has been the need to ensure that there are enough suitably qualified doctors available within the emergency medicine service.

At a time when funding for health and social care is under such pressure, there is great concern that local provision will be inadequate to enable disabled people to maintain their dignity and independence. Similarly, the vital role of the Spinal Cord Injury Centre service must be maintained and those requiring its expertise at the time of the onset of disability and beyond, be assured of timely admittance and treatment.

In my role as President of the Spinal Injuries Association, and as a working Peer, I will continue to press for the voice of disabled people to be heard on these and other issues. SIA has, over the past twelve months, worked hard to use its influence with policy-makers. Its new Manifesto sets out the challenges we face as an organisation – challenges that we can meet with the support of the SIA membership, Trustees, staff, volunteers and supporters.

Baroness Masham of Ilton
President
MISSION, VISION and VALUES

Mission
As the leading user-led spinal cord injury (SCI) charity in the UK, our mission is to support all those affected by SCI, by advising, educating and campaigning on their behalf.

Vision
Our vision is that all spinal cord injured people receive the specialist treatment, care, rehabilitation and support they need to be fully integrated and empowered participants in society.

Values
We will:
- Work together in an environment built on RESPECT and mutual support.
- Always be USER-LED in our decision making and development.
- EMPOWER SCI people as the experts in managing their lives.
- Be COMMITTED to the ever-changing needs of SCI people by campaigning for the best treatment and care.
- CHALLENGE perceptions and behaviours towards SCI, ensuring a more INCLUSIVE society.
- Have INTEGRITY in our work, collaborating with others where a greater impact can be achieved.

“Fortunately my Consultant and Physiotherapist knew about SIA and contacted the Peer Support Officer to come and visit me. At the time I was in denial about the paralysis and believed that I would walk out of hospital. It was a huge help to my wife to be able to talk to him too…”
What is **SPINAL CORD INJURY**?

The spinal cord is responsible for carrying messages between the brain and the rest of the body. An injury to the spinal cord results in partial or complete paralysis below the level of injury. Injury to the spinal cord in the neck results in tetraplegia with paralysis affecting the arms, hands, trunk and legs. Injury to the spinal cord in the back results in paraplegia with paralysis affecting the trunk and legs.

**Spinal cord injury (SCI) can:**
- be caused by disease, surgery or trauma to the spinal cord through an accident
- result in complete loss of movement and sensation below the level of the injury
- happen to anyone, at any time, at any age

**Some facts about SCI:**
- every day in Britain, three people are permanently paralysed by damage to their spinal cord
- the largest group of people who become SCI are active and between 21 and 30 years old
- loss of mobility, bladder and bowel control and sexual function are likely consequences
- common causes of injury are road traffic accidents, sports injuries and falls
- non-traumatic causes include infection and tumours of the spine
- currently it is not possible to repair the spinal cord

Spinal cord injury is one of the most devastating traumas that can affect the human body. The result is partial or total paralysis, often with the individual facing life in a wheelchair.
At SIA we believe that extending our services to newly injured people will help maximise the potential of even the most severely disabled individual. We are there to help and support and show people the way back to a fulfilling life. We also support those who have been injured for many years and who now face new challenges as they grow older with a spinal cord injury.

**SIA extends its reach to people by:**
- providing one-to-one contact with other spinal cord injured people
- ensuring up-to-date, relevant information is available
- offering emotional and psychological support
- supporting the family as well as the individual
- providing access to good legal advice
- campaigning for the best medical care and rehabilitation
- working with health professionals to share expertise
- being the voice of spinal cord injured people

**We do this through our range of services and publications which include our:**
- Freephone Advice Line
- NHS Continuing Healthcare Service
- Interactive website
- Online Chat Rooms
- Outreach services
- ‘Your Voice’ self-advocacy training
- Master Classes in Choosing a Wheelchair, Care Funding, Housing, Equality and Parenting
- Vocational Support Service
- Bi-monthly magazine *forward*
- Monthly e-bulletin e-clips
- Counselling Service
- Active and growing social media sites
- Working with other like-minded organisations

These key services ensure that we can meet need across the full age spectrum and at each stage of a person’s life after injury. Our work is informed by our members and we represent their views and their voice through our campaigning and Parliamentary work.

“The latest edition of ‘forward’ magazine is excellent. I particularly like the Q & A section and the features. It’s interesting to read about other people’s lives and gives me inspiration that I might do some of these things one day.”
Work together in an environment built on **RESPECT** and mutual support

Supporting people in rebuilding their lives after spinal cord injury is at the heart of SIA’s work. And to achieve the best outcomes over the past year we have worked with a number of healthcare professionals.

These range from frontline staff in Accident & Emergency Departments who deal with newly disabled people on admittance to their hospital through to ward staff, rehabilitation specialists as well as healthcare professionals working in the community. By adopting an attitude of respect for their specialist knowledge and expertise, we can work together in an environment of mutual support to achieve the maximum benefits for spinal cord injured people. During the course of the year, we have trained 1,539 healthcare staff in both specialist Spinal Cord Injury Centres and in non-specialist hospital settings.

In addition, our range of Master Classes and SCI Study Days has attracted healthcare staff from across the NHS and private healthcare sector. Through our training arm, the SIA Academy, courses have been run in Moving & Handling and Bowel & Bladder Management. We have achieved maximum attendances and have been gratified by the number of SCI specialists who have willingly offered their expertise as instructors on our courses. This has ensured a high quality of training and valuable experience for attendees. Over the course of the past year, we have held 46 Master Classes and 9 SCI Study Days, with 482 healthcare delegates attending the latter.

We have also focussed on supporting our healthcare colleagues working with spinal cord injured people in District General Hospitals where the specialist care offered by a dedicated Spinal Cord Injury Centre is not available. By increasing the staffing and skills of our Outreach Team, we have been able to send in our Community Peer Support Officers to an increased number of hospitals to offer support and encouragement to in-patients and their families. This led to the number of support hours offered to patients and their families increasing considerably.
During the year under review, we expanded the remit of our Lottery-funded employment project Workwise, which began in 2006, and established a new service, namely that of Vocational Support. This has enabled us to build on the strengths of Workwise and broaden the scope of its remit to cover vocational training, education and other opportunities for those wishing to train or reskill. During the first six months of the new service, we have assisted 180 people, giving 150 hours of advice and support through our spinal cord injured Vocational Support Officer.

“The Vocational Support Service really opened my eyes and made me realise I could go back to work. I was amazed to learn how much support is out there to help disabled people in the workplace.”
Always be **USER-LED** in our decision-making and development

As the leading national user-led organisation, SIA is uniquely placed to deliver a range of services and opportunities conceived as a result of the direct lived experiences of spinal cord injured people.

As a result, consultation plays an important role in our work; this year we have carried out a number of membership surveys to gather views, the most significant of these being the Social Care Survey, Experience of SCI people living in Manchester and a similar survey for those living in Cornwall.

It has always been, and remains, our aim to ensure that our service delivery programme is tailored to the needs of those with spinal cord injury, however their disability may have occurred. Our close and continuous contact with SCI people, both in hospital and out in the community, and our relationships with healthcare staff working with them, ensures that our activities remain timely and relevant. In addition to consultation, various mechanisms within the organisation exist to gather feedback and ideas, plan initiatives and, of great importance as a user-led organisation, to consult with those whose lives are directly affected by spinal cord injury.

Through our Freephone Advice Line (0800 980 0501), we are able to monitor current concerns and issues as they arise. Over the past year, the Advice Line has dealt with nearly 3,000 enquiries, many complex in nature. In the current climate of welfare reform, benefit enquiries have inevitably risen as disabled people feel the impact of changes which may compromise their ability to live independently. Some three hundred such enquiries were received which required detailed investigation and the support of Advice Line staff.

Dealing with welfare benefits paperwork can be highly stressful for those coping with a disability and whose ability to function may vary from day to day. Our Advice Line staff were successful in challenging rulings made under the new Employment and Support Allowance regulations, resulting in the majority of those receiving our assistance being moved into the Support Group.

We revised our website at www.spinal.co.uk during the year to increase its accessibility and readability. This resulted in a 20% rise in overall visits and a rise of 15% in unique visits to the site. Feedback and intelligence from users helps in our planning for service development.
We have embraced the new opportunities for communication through social media such as Facebook and Twitter, increasing our Facebook following by over 50% during the year, with a record increase being achieved during the Olympics and Paralympics. Currently the majority of our followers are in the 35-44 years age group, and a quarter of our followers are between 25 and 34 years of age. Twitter has proved a valuable source of instant communication and our followers are now over 4,500 and increase on a daily basis.

Easy access to support is available through our Advice Line – which also operates Text Messaging and Live Chat features – and by employing new technology we have been able to ensure that we maintain our user-led ethos, reporting on communications to our Trustee Board.

Trustee Board members are themselves spinal cord injured thus ensuring that the best interests of spinal cord injured people are served at all levels throughout the organisation.

Key Facts

4,679 followers on Twitter
Most Facebook followers are aged between 35 & 44 years
Advice Line dealt with over 3,000 enquiries
2,044 Facebook followers
300 Welfare Benefit enquiries dealt with
Increased Outreach Team to 22
Exhibited at 6 major exhibitions

“Callers have been contacting us for help in completing the paperwork for the new Personal Independence Payments (PIPs) as they are phased in across the country. Others need assistance completing the limited capability to work questionnaire.”

Ray Cross, Advice Line Officer
EMPOWER SCI people as the experts in managing their lives

SIA acknowledges the undoubted high level of expertise amongst specialist health professionals in managing the medical aspects of spinal cord injury. Our role is to work alongside these skilled professionals and highlight the fact that, in living with their impairment on a day to day basis, it is the individual SCI person who becomes the expert. This is the foundation of our work in rebuilding lives after spinal cord injury.

Living with spinal cord injury can be daunting, frustrating and exhausting. However, we aim to show, through example and peer support, that even a severely disabled person can become independent and lead a fulfilling life once again.

Since the foundation of the SIA Academy in 2003, we have trained hundreds of spinal cord injured people and their families in the techniques and skills required to lead a successful and independent life. Our courses and workshops are led by spinal cord injured trainers, all of whom have many years experience of living with SCI. Their insight is invaluable and gives authenticity to our unique training programme.

During the year, over 400 people have attended SIA courses with topics ranging from self-advocacy and knowing your rights, to practical sessions on choosing a wheelchair, housing, and options for employment and vocational activity.

We believe strongly that, by becoming an expert in their impairment, and gaining the skills to enable management of that impairment, all spinal cord injured people can achieve their independence and reap maximum benefit from life.

Further support and encouragement has been given to our membership through our bi-monthly journal forward. Each issue had a different theme always stressing the positive, with real-life examples of spinal cord injured people who have achieved their goals. This could be through gaining new skills and interests following injury, becoming a parent, travelling abroad, or taking up a new and rewarding career or lifestyle.
An important aspect of achieving such independence has been for severely disabled people to have access to appropriate funding for care to empower them to independence. With the welfare reforms beginning to bite, our Continuing Health Care Advice Service saw a significant rise in calls for assistance and 80 cases were handled. As a result of the overall impact of the benefit changes on our members and the increase in policy work, this service has been moved to the Public Affairs Department.

“Keep classes going! It was well-researched and presented. I found it very useful. I’m now aware of the pitfalls and what to avoid. Some tactics I’ll bear in mind as they’ll come in useful.”

**Key Facts**

- Trained **409** people in the SIA Academy Master Classes
- Received **120,000** visitors to our website
- Supported **78** people with Continuing Health Care issues
Be COMMITTED to the ever-changing needs of SCI people by campaigning for the best treatment and care

Our new Manifesto, Campaigning for Change 2013-15, published during the year and distributed to over 5,000 people, tackles head-on the challenge of providing specialist care to spinal cord injured people. SIA believes that anyone who acquires an SCI – whether caused by traumatic means or as a result of genetics, illness or disease – should be admitted to an SCI Centre as soon as possible after their injury, and have lifelong access to the services of these Centres for the ongoing treatment of their condition.

During the year, steps were taken to convey this message to key decision-makers through our representation on a range of influential bodies, including NHS commissioning panels such as the Clinical Reference Group on SCI. Our aim is to ensure that the SCI Centre service is fully fit for meeting the needs of SCI people from the moment they are injured and throughout their lives.

We have also had representatives on the NHS Continuing Healthcare Stakeholders’ Forum, the National SCI Strategy Board and the NICE Guidelines Development Group on Pressure Ulcers. SIA also attended the European Spinal Cord Injury Federation conference in Italy and played a significant role in the International Spinal Cord Society (ISCOS) Conference held this year in London.

Since being brought into line with European legislation, SCI medicine has lost its position as a medical specialty. This has the potential to render this branch of medicine less attractive for medical students. Consequently, we have campaigned to ensure that staff in SCI Centres receive the appropriate training to manage the treatment, rehabilitation and numerous health complications which may arise from spinal cord injury. We have also worked to ensure that SCI medicine remains an attractive career for the best medical students and professionals.
We have also worked with healthcare professionals to ensure equal and appropriate treatment for those with SCI being treated in District General Hospitals and other non-specialist settings. With research showing that over 75% of respondents found their local DGH to be lacking in SCI awareness, this focus of attention has been vital. Avoiding the complications of SCI through appropriate treatment and care is paramount to ensure the optimum outcomes for those paralysed through spinal cord injury.

“The last few months have been very difficult for me and the family. Sometimes my husband and I felt completely drained, and had little energy to write the next email or make the next phone call. It really was a very stressful time. Hearing your reassuring voice and optimism really did help me, and usually gave me a boost of energy to continue fighting. I know that if I hadn’t had SIA’s back up I may not have had the strength to tackle the Council.”

SIA member, T6
**CHALLENGE** perceptions and behaviours towards SCI, ensuring a more **INCLUSIVE** society

Assisting spinal cord injured people in their day-to-day lives and dealing with difficult issues which, if left unresolved, threaten an individual’s independence, also alerts us to where further work is needed.

This year, in particular, the fast-moving and changing political environment required our close attention as sweeping reforms to the welfare system threatened to create an unequal society, compromising the progress that had been made to date.

Consequently our Public Affairs activities increased significantly during the year. We were heavily involved in responding to Government Consultations; this year these were the Long Term Conditions Strategy, Personal Independence Payments and eligibility for a Blue Badge, and the Future of the Independent Living Fund. Added to this there was high-level contact and discussion with the Departments of Health, Work & Pensions, and Transport as well as representation on various groups such as the NHS Continuing Healthcare Stakeholders’ Forum.

Inclusion covers all aspects of life as a spinal cord injured person, from equality of treatment at the onset of disability, through to equality of care as individual reaches their older years. We have focussed on inclusion at all levels, from incorporating the subject in our Master Class programme on Equality, through to re-launching our Ageing Well project.

**Key Facts**

Engaged **90** Parliamentarians on SCI issues

*Campaigning News* e-bulletin sent to **2,217** subscribers

**8,000** copies of *Campaigning for Change* 2013-15 printed

“It was really useful having the training which I found very helpful. I attended the study day in Manchester with a few therapists from my Trust and we all found it really beneficial as it will help us to provide effective treatment and information to our patients”

Physiotherapist
Have **INTEGRITY** in our work, collaborating with others where a greater impact can be achieved

During the year we have sought to work with like-minded partners and supporters, whether from the public, private or corporate world. Such collaboration has brought mutual benefits – organisational, practical and financial.

Our SCI Study Days have been held in partnership with a range of NHS healthcare professionals, who have ensured quality of delivery in training by their many years of skills and expertise in dealing with spinal cord injury. With the majority of Study Days and other Academy courses benefitting from sponsorship, we have been able to offer our courses free of charge to NHS staff as well as spinal cord injured people.

Integrity in our work is also at the heart of the organisation, through the Board of Trustees. With 16 Trustees, 14 of whom are spinal cord injured, the ‘backroom’ work of the organisation has been dealt with swiftly, efficiently and with probity. This year a number of Working Groups were established within the Board of Trustees to assist staff at an advisory level, bringing their skills and experience to the project work in hand.

**Key Facts**

- Over **50%** of employed staff are SCI
- We use **24** SCI volunteers to help meet objectives
- Mailed over **30,000** copies of our bi-monthly magazine forward around the world

“Overall the Options course went really well and I was delighted with the interaction between the participants. There were several incomplete walkers attending and they had practically set up a self-help group by the end of the day and clearly benefitted from meeting other people with similar issues. The group discussions were well-contributed to and the one-to-one chats with either me or the other trainer seemed to give individuals focus and direction.”

Course Trainer
This year proved to be a challenging one with the continuing economic climate affecting many of our income streams, in particular our community fundraising and corporate events. The year called for a refocusing of efforts for the newly-formed Business Development Team, to ensure funding was maintained for our services and, where possible, to allow development in response to identified need.

As a result, we secured the highest ever level of sponsorship for our service activity. By actively researching and identifying affinity links with our service delivery, and with strong account management, we were able to ensure the support was maximised. All of our outreach services within the regions were sponsored, along with the majority of SIA’s Academy activities.

We developed our event portfolio alongside our established calendar. Our networking evenings have provided greater opportunities for engaging with our corporate supporters at a regional level. This has also had many indirect benefits, including the strengthening of our relationships with our supporters and increased engagement by them in a wider range of our activities. Over 1,200 people attended events this year, the highlight being our Patron, HRH The Princess Royal, attending our annual Oil and Gas Quiz.

SIA forged a new alliance this year with one of the City of London Livery Companies, the Worshipful Company of Feltmakers. Working together we delivered a very successful day at Ascot racecourse. Additional horse racing events were staged at Haydock and Epsom. SIA was fortunate to benefit once again from the Horserace Writers and Photographers annual lunch. Although the racing world is affected as much as any other area during these tough economic times, their awareness of SIA and what it does remains strong.
Corporate supporters also attended our dedicated Academy training programme for lawyers and barristers, with further training offered for case managers and expert witnesses. Members of our Corporate Partnership programme now number 91, with a further 11 joining during the year. These partners, three of whom upgraded their level of support, were automatically offered sponsorship opportunities, with a 90% take up.

SIA was also nominated as the Charity of the Year for the Motor Accidents Solicitors Society, which organised a range of activities, including a ball and a quiz evening, to raise funds. A relationship so successful that they have gone on to nominate us for a further year.

The London Marathon again attracted support for SIA, with 47 runners taking part, raising nearly £100,000 for the organisation. In addition, 72 members of the public were involved in the 12 challenge events we held. Community fundraising also requires close collaboration, frequently with family members of newly injured people. With 10 Community Stars now working with us, we were able to offer them one-to-one support in staging their chosen fundraising events. Our popular Fish & Chip Suppers, held to coincide with SCI Awareness Day, increased by 5% to 105. However, the British summer of 2012 affected many of the ‘fair weather’ community activities which usually generate much-needed unrestricted income.

Once again, SIA benefitted from the loyal support of many Trusts and Foundations, with a significant increase in support from the Armed Forces Benevolent Funds for our work at DMRC Headley Court. We also secured the support of an additional 13 new Trusts, demonstrating that all our restricted income is spent directly on services for SCI people.

“The Great British Fish and Chip Supper is all about getting together, having fun and raising money for SIA!”
Securing our first statutory grant from the Department of Health for three years was a major achievement, and enabled us to extend our work with healthcare professionals working in NHS District General Hospitals.

In order to develop a sustainable income base we have started to explore, with added vigour, social enterprise activities. This period saw the development of a new relationship with a specialist motor insurance company, and the initial development of further ideas to come to fruition in the coming year.

SIA is very fortunate that many of the injured people and the families that we support generously remember us in their wills and through In Memoriam donations. This year was no exception. Gestures of this magnitude go some way towards ensuring that the future needs of SCI people are met and help us weather the tough economic climate.

SIA’s experience in 2012-13 was not unlike much of the voluntary sector, with the recession and an ever-competitive environment proving the strongest challenge to ensuring that we secure sufficient funding to carry out our core activities. However, much has been achieved in developing a sustainable and diversified income base, with many loyal supporters, from whom we intend to garner further support in the future.

“Sponsoring allows us to raise our profile with the exact audience who could benefit from our support. We get to help fund the service, along with getting some marketing exposure.”

Key Facts

Attracted funding for Peer Support in Yorkshire and Humberside
Trebled support from Armed Forces Benevolent Funds for work with injured personnel
Secured grant from Department of Health to extend our work in NHS District General Hospitals
100% take up of Outreach sponsorship opportunities
Benefitted from unprecedented Legacy income and In Memoriam donations
Raised £15,000 over target at the London Marathon
New Drinks events attracted 150+ attendees
Our Patron, HRH The Princess Royal, attended the Oil & Gas Quiz
The Cornflower Ball was a sell-out resulting in a 100% profit on the night
The Motor Accident Solicitors’ Society nominated SIA as their Charity of the Year for 2013
Launched our first social enterprise relationship with a motor insurance company
Looking FORWARD

Over the past year, SIA and its members have faced great change as the much-heralded reform to the Welfare State has become a reality.

Despite this, the organisation and spinal cord injured people themselves have steadfastly maintained their position— that rebuilding lives after spinal cord injury is both achievable and necessary, even given the straightened times we live in and the seemingly never-ending cutbacks to public services that we face. As representatives of some of the most vulnerable members of society, it has been beholden on us to ensure that the independence of paralysed people is not compromised. As this Impact Report shows, given the right support even the most severely disabled person can achieve maximum independence.

Our Management Review, implemented in May 2012, has enabled us to put in place systems and structures which have improved our working practices; this has, in turn, led to a more efficient and effective means of communication, not just internally but, most importantly, externally with our members, funders and supporters. This has enhanced our work on all fronts, and continues to deliver benefits to the organisation.

For the future, we now have in place our new Strategic Plan, Pathway of Support, which will guide our work over the next three years. This Plan underlines our commitment to our original philosophy of ‘Rebuilding lives after spinal cord injury’, established at our inception nearly 40 years ago, consolidated through our Rebuilding Lives Through Sport project, and now encapsulated in our new strapline. However, it is more than just a strapline; behind the words are the necessary actions and activities we will carry out to ensure that lives truly are rebuilt.

Our organisation continues to innovate and provide support in a wide variety of ways based on our user-led ethos. As we move towards our 40th Anniversary Year in 2014, we can look back with justified pride at SIA’s significant role in the progress that has been made to improve the lives of spinal cord injured people. However, at a time of considerable austerity, and the impact of this on those we represent, the need for our organisation to be the voice of spinal cord injured people is now greater than ever.

I would like to thank our dedicated staff team for their continued enthusiasm and the Trustees for their support and commitment to all aspects of our work.

Paul Smith
Chief Executive Officer
Statement of financial activity for the year ended 5 April 2013

Incoming resources

Incoming resources from generated funds:
Voluntary income:
Grants and donations 2,007,657 829,644

Activities for generating funds:
Fundraising activities 744,767 833,605
Trading activities 8,426 5,545
Investment income 13,061 2,949

2,773,911 1,671,743

Incoming resources from charitable Activities:
Publications and Training 155,544 140,571

Total incoming resources 2,929,455 1,812,314

Resources expended

Cost of generating funds:
Fundraising costs of grants and donations 121,100 119,010
Fundraising activities 311,005 305,448
Trading activities 5,493 6,825
Sub total cost of generating funds 437,598 431,283

Charitable activities:
Grants and donations 15,000 4,020
Services, Publication and Social Policy 1,367,801 1,078,035
Awareness Raising 114,971 110,523
Sub total charitable activities 1,497,772 1,192,578
Governance costs 171,011 134,074
Total resources expended 2,106,381 1,757,935

Net (outgoing) incoming resources before transfers 823,074 54,379
Gross transfers between funds - -

Net (outgoing) incoming resources before revaluation 823,074 54,379
Gains/losses on revaluations of Investment assets - -

Net movement of funds in year 823,074 54,379
Total funds as at 6 April brought forward 2,686,185 2,631,806

Total funds as at 5 April carried forward 3,509,259 2,686,185

The charitable company has no recognised gains or losses other than the results for the year as set out above.
All of the activities of the charitable company are classed as continuing except where indicated otherwise.
## Balance sheet as at 5 April 2013

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<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible assets</td>
<td>1,863,310</td>
<td>1,888,882</td>
</tr>
<tr>
<td>Investments</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,863,311</td>
<td>1,888,883</td>
</tr>
</tbody>
</table>

| **Current assets**   |            |            |
| Stock                | -          | 687        |
| Debtors              | 724,512    | 90,688     |
| Short term deposits  | 900,000    | 900,000    |
| Cash at bank and in hand | 360,357 | 152,616    |
| **Total**            | 1,984,869  | 1,143,991  |

| **Current liabilities** |            |            |
| Creditors: amounts falling |          |            |
| Due within one year      | (232,450) | (200,134)  |
| **Net current assets**   | 1,752,419 | 943,857    |

| Creditors: amounts falling |            |            |
| Due after more than one year | (106,471) | (146,555)  |
| **Total assets less Liabilities** | 3,509,259 | 2,686,185 |

| **Represented by Funds** |            |            |
| Unrestricted            |            |            |
| Designated funds        | 9,923      | 45,187     |
| Property funds          | 1,699,622  | 1,699,206  |
| Other charitable funds  | 1,568,147  | 693,480    |
|                        | 3,277,692  | 2,437,873  |
| Restricted              |            |            |
|                        | 231,567    | 248,312    |
| **Total funds**         | 3,509,259  | 2,686,185  |

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

The financial statements were approved and authorised for issue by the Trustees on 16 August 2013 and signed on their behalf by:

Amanda Ross ACA
Treasurer
THANKING our supporters

Service Sponsors
- Active Assistance
- Bolt Burdon Kemp
- Brethertons
- Coloplast
- Fentons Solicitors
- Gerald Simonds
- Hilary Meredith Solicitors
- Hollister
- Irwin Mitchell Solicitors
- New Law Solicitors
- Origin
- Pannone Solicitors
- Pulse Healthcare
- Slater Gordon
- Total Community Care
- Wellspect Healthcare
- Withy King

Corporate Partners
Diamond
- Coloplast Ltd
- Fentons LLP
- Hollister
- Independent Community Care Management
- Stewarts Law LLP

Platinum
- Active Assistance
- Bush & Company Rehabilitation
- Frenkel Topping
- Hugh James
- New Law LLP
- Pannone LLP
- Pulse Healthcare
- Total Community Care Ltd

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- Express Solicitors
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- Irwin Mitchell
- JMW Solicitors
- Leigh Day & Co
- Lyons Davidson
- MRF Solicitors
- Nestor Partnership
- New Quadrant Partners LLP
- Northern Case Management

Silver
- Outer Temple Chambers
- Prince Evans Solicitors
- Prolegal
- Pryers Solicitors
- Russell, Jones & Walker
- Simpson Millar LLP
- Sinton’s LLP
- Slater & Gordon
- Steele Forde & Newton
- Teleflex
- Thompsons
- Thorneycroft
- Walker Smith Way
- Withy King

Bronze
- Anthony Gold
- Bolt Burdon Kemp
- Campbell, Courtney, Cooney
- Clarkson, Wright & Jakes Ltd
- Field Fisher Waterhouse
- Freeth Cartwright
- Harrowells
- Hay & KlinAer
- JS Parker Ltd
- Leo Abse & Cohen
- Mackenzie Jones
- OCS Group (UK) Limited
- Origin
- Prestige Nursing + Care
- Wellspect Healthcare

Committees
- Ascot Race day Committee
- Cornflower Ball Committee
- Legal Dinner Committee
- Newbury Race day Committee
- Oil & Gas Quiz Committee
- Women In Spinal Cord Injury Committee

Community Stars
- Anne Evans
- Box Hill School
- Bramall Park Golf Club Ltd
- Catsfield Christmas Tree Farm
- Dogs in Need Agility Society
- Keith Jansz
- Pendennis Motorcycle and Lightcar Ltd
- Simon Holden
- Taverners Section of VMCC
- Valerie Oldrey

Legacies
- Stephen Bradshaw
- Anne Frances Gibbons
- George Reginald Lindley
- Elizabeth Martin
- Enrico De Pierro
- Christine Richmond
- Neil Shipman
- Kevin Paul Walker
- Monica Irene Whitehorn
- John William Vail
### Trust Income
- A&S Lass Charities Ltd
- The Albert Hunt Trust
- The Alice Ellen Cooper Dean Charitable Foundation
- The Ammoco Trust
- Anne Duchess of Westminster’s Charity
- Anson Charitable Trust
- The Ardwick Trust
- ABF The Soldier’s Charity
- The Austin Bailey Foundation
- B E Rodmell Trust
- The Barbour Trust
- Barnwood House Trust
- Baron Davenport’s Charity
- BMH Charitable Trust
- The Bothwell Charitable Trust
- George Teasdale Charity
- The Camelia Trust
- The Charles & Elsie Sykes Trust
- The Charles and Edna Broadhurst Charitable Trust
- The Charles Hayward Foundation
- The Charles Irving Charitable Trust
- The Charles Littlewood Hill Trust
- The Childwick Trust
- The City Bridge Trust
- Community Foundation for Wiltshire and Swindon
- The Company of Actuaries Trust Fund
- The Coutts Charitable Trust
- Criffel Charitable Trust
- The Davis Rubens Charitable Trust
- Dixon Pitchfork Charitable Trust
- The Dowager Countess Eleanor Peel Trust
- The E F Bulmer Benevolent Fund
- EBM Charitable Trust
- The Edgar Lee Foundation
- The Elizabeth & Prince Zaiger Trust
- Enkalon Foundation
- The Eranda Foundation
- The Ernest Kleinwort Charitable Trust
- The Eveson Charitable Trust
- The Florence Turner Trust
- The Freemasons’ Grand Charity
- Garfield Weston Foundation
- The George Henry Collins Charity
- The Gerald Bentall Charitable Trust
- The Glander Fondation
- The Gilbert Edgar Trust
- The Goldsmith’s Company Charity
- The Hadrian Trust
- Hasluck Charitable Trust
- Henry James Sayer Charity
- The Henry Smith Charity
- The Highcliffe Trust
- Hospital Saturday Fund Charitable Trust
- I.B.C. Vehicles Ltd Employee’s Charity Fund
- The Ian Askew Charitable Trust
- The John & Celia Bonham Christie Charitable Trust
- The James Neill Trust Fund
- Javon Charitable Trust
- The John Coates Charitable Trust
- The Joicey Trust
- The Joseph Strong Frazer Trust
- Lavinia Norfolk’s Family Charitable Trust
- The Leathersellers’ Company Charitable Fund
- The Liz & Terry Bramall Charitable Trust
- Lloyds TSB Foundation for England and Wales
- The Carrington Charitable Trust
- The Macdonald-Buchanan Charitable Trust
- MacRobert Trusts
- The Marsh Christian Trust
- The Mary Potter Convent Hospital Trust
- The Maud Elkington Charitable Trust
- The May and Stanley Smith Charitable Trust
- The Michael & Anna Wix Charitable Trust
- The Grimley Charity
- The Mollie Croysdale Charitable Trust
- The Neighbourly Charitable Trust
- The Norman Family Charitable Trust
- The Nottingham General Dispensary
- The Miss Pannett Charitable Trust
- The Patricia & Donald Shepherd Charitable Trust
- The Paul Bush Foundation Trust
- Pennycress Trust
- Persula Foundation
- The PF Charitable Trust
- Pilkington Charitable Trust
- Pixiella Trust
- The Princess Anne’s Charities Trust
- The P Y N & B Hyams Charitable Trust
- Queen Mary’s Roehampton Trust
- The R H Scholes Charitable Trust
- R S Brownless Charitable Trust
- Royal Air Force Benevolent Fund
- The Rayne Foundation
- The Rest Harrow Trust
- The Roger Raymond Charitable Trust
- The Rothera Family Settlement
- The Rothschild Foundation
- The Royal British Legion
- Seafarers UK
- The Michael Shanly Charitable Trust
- The Sheelagh Felce Discretionary Settlement
- The Sheffield and District Hospital Services Charitable Fund
- The Sheffield Church
- Burgesses Trust
- Sheffield Town Trust
- The Sylvia & Colin Shepherd Charitable Trust
- The Sir James Knott Trust
- Sir James Roll Charitable Trust
- Sir Jeremiah Colman Gift Trust
- Sir John Eastwood Foundation
- Sir Jules Thorn Charitable Trust
- The Sir William Coxen Trust Fund
- The Sobell Foundation
- The Sovereign Health Care Charitable Trust
- St Michaels & All Saints Charities
- The Stanley Grundy Foundation
- Steinberg Family Charitable Trust
- The Steven Bloch Image of Disability Charitable Trust
- The Stewarts Foundation
- The Strasser Foundation
- Sustainable Routes
- The Swinton Charitable Trust
- The Sylvia & Colin Shepherd Charitable Trust
- The Tay Charitable Trust
- The Langtree Trust
- The Mistra Trust
- The Walter Guinness Charitable Trust
- The Wilmcote Charitable Trust
- Trust for London
- The Vivien and Samuel Cohen Charitable Trust
- The Warwickshire Masonic Charitable Association Ltd
- Westcroft Trust
- William Chown Charitable Trust
- William Harding’s Charity
- Zurich Financial Services

### Statutory Income
- Department of Health
- Office for Disability Issues

### Other income
- Big Lottery Fund
- Big Lottery Fund Wales
Legal and Administrative Information

As at 6 April 2013

Patron
HRH The Princess Royal

President
Baroness Masham of Ilton*

Vice Presidents
- Lady Gillian Howard de Walden
- Paul Harrison

Trustees & Board of Directors
- John Borthwick*
- David Bracher*
- Peggy Deane*
- Christa Dyson*
- Rupert Earl*
- Roger Fitzwater*
- Jonathan Fogerty*
- Michelle Howard*
- Darren Hughes*
- Judith Jesky*
- Greg Judge*
- Alison Lyon*
- Martin McClelland (co-opted)
- Amanda Ross (co-opted)
- Raquel Siganporia* (co-opted)
- John Van Dongen*

Company Secretary
Paul Smith*, Chief Executive Officer

Senior Management Team
- Paul Smith*
- Jackie Bailey*
- Julie Braithwaite
- Dan Burden*
- Anne Curran
- John Illankovan
- Bernie Murphy

Auditors
Mazers LLP
The Pinnacle
160 Midsummer Boulevard
Milton Keynes MK9 1FF

Solicitors
emw law
Seebeck House, 1 Seebeck Place
Davy Avenue, Knowlhill
Milton Keynes MK5 8FR

Bankers
Barclays Bank plc
Muswell Hill
London N10 1DD

* denotes disabled person
Total Community Care Ltd
Specialists in Spinal and Neurological Care

9 Nursery Court, Kibworth Business Park, Harborough Road, Kibworth, Leicester, LE8 0EX
Tel: 08445 935935 or: 01858 469790
Fax: 01858 469791
Email: info@totalcommunitycare.co.uk

Providing excellent care for people with spinal injuries

Proud sponsors of the Spinal Injuries Association
Spinal Injuries Association
SIA House
2 Trueman Place
Oldbrook
Milton Keynes
MK6 2HH

Contact us
Online: www.spinal.co.uk
Email: sia@spinal.co.uk
Telephone: 0845 678 6633 (main office)
0800 980 0501 (Freephone Advice Line)

Spinal Injuries Association
@Spinalinjuries

Registered Charity No: 1054097
Registered Company No: 3175203