

Ménière's Society

helping people with vertigo, tinnitus and deafness



Ménière's Society Annual Review and Accounts 2008-09

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2008/09: A Year in Pictures



1. Ménière's Society Trustees at the AGM & Conference 2008
2. Winning design from the Society's Notecard Competition 'Spinning Top'
3. Dr Sarah Kirby
4. Alex Tye (member) completes the Reading Half Marathon
5. Professor Joel Goebel at the Ménière's Society Conference 2008
6. Dr S Surenthiran at the Ménière's Society Conference 2008

7. Dr Danuta Orłowska at the Ménière's Society Conference 2008
8. Di Roberts wins the Notecard Competition
9. The Society's President, Mrs Marie Nobbs MBE, draws the winning ticket in the 2008 Christmas Raffle



Foreword

David Riches, Honorary Chairman

When I became a trustee of the Ménière's Society there was a number of matters which needed addressing. Perhaps foremost was the apparent lack of research. I say apparent because research takes time to get started, with both reasonable and bureaucratic hurdles to be leaped. By the time I took the Chair this had changed and came to striking fruition during this last year. Dr Kirby's fellowship was completed, Professor Bronstein and Dr Agarwal's trial proposal was approved and commenced and funding for Jas Sandhu and Anna Morris was approved and work commenced. This activity also increased our contact with health professionals.

The AGM and Conference 2008 was fully booked and appreciated. One leading professor of neuro-otology commented on the keen interest of the members attending, which he found inspiring. Speakers at the 2008 Conference included Professor Joel Goebel from the Washington University School of Medicine, USA, who last addressed our Conference the month after 9/11. His talk included audience participation, revealing the standard of knowledge of our membership.

Membership remains stable with acceptance of the increase in membership fees allowing us to continue our now considerable programme.

The future

I am optimistic for the future. The strength of our team of trustees and dedicated staff has always been of great help to me and continues so. However, the strength of the Ménière's Society lies not in its officers or staff but in its members and I would like to thank all those who place the interests of sufferers high on their list of priorities. Health professionals have noted the activity of our members and I do too, with gratitude. Some, privileged with being honorary chair of a charity, speak of 'my charity'. It is not 'my charity'; it is yours, the members. Thank you.

A handwritten signature in black ink, appearing to read 'David Riches', with a long horizontal line extending to the right.

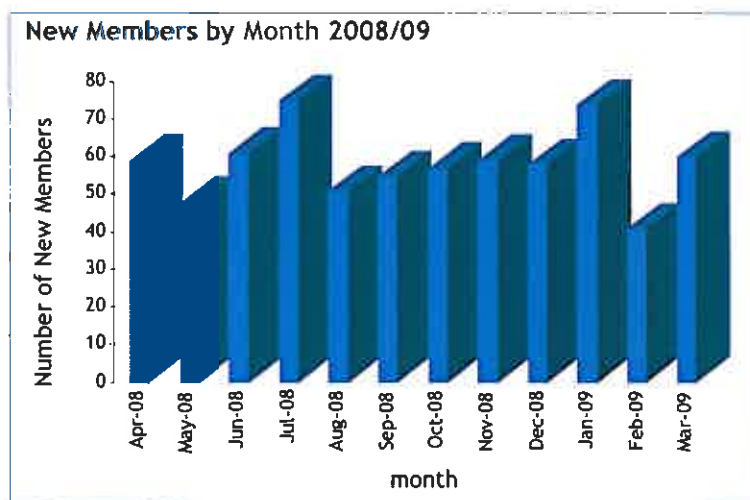
Review of the Year 2008/09

AGM & Conference 2008

The 2008 Ménière's Society AGM and Conference was one of our best ever. A fully attended event, members and health professionals commented on the welcoming atmosphere and high standard of the speakers. The guest speakers covered a range of interesting subjects. Dr Danuta Orłowska, Clinical Psychologist from the Royal National Throat Nose and Ear Hospital, London, opened the conference with her presentation *Cognitive Behaviour Therapy for Tinnitus and Balance Problems*. Dr Orłowska was followed by Dr S S Surenthiran, Consultant Neuro-otologist at the Medway Maritime Hospital, Kent, whose presentation *Treatment of Ménière's disease: an Holistic Approach* discussed treating the whole person for symptoms of Ménière's disease. The final presentation was given by Professor Joel Goebel from Washington University School of Medicine, USA, who discussed *Office-Based Treatments for Ménière's disease: Why we don't Operate as Often as Before*. This was the second time Professor Goebel had spoken at the Society's annual conference and as in 2001, Professor Goebel was well received.

Membership

At the 2007 AGM it was agreed that the annual membership subscription would be increased from £13 to £16 for UK residents and from £20 to £24 for organisation and overseas members. This increase came into place from April 2008. The subscription increase was accepted by the members to provide the Society with additional finances for membership services and research.



Although a small decline in membership figures was seen in 2008/09, on the whole membership figures remain stable with an average of 58 new members per month. July 2008 and January 2009 saw the most number of new members with 75 and 74 respectively. Additionally, thirty members rejoined the Society after having a lapsed membership for two or more years.

Member Support

The Ménière's Society telephone information line is manned during office hours and is frequently used by both members and non-members alike. Enquiries by email are equally received and attract enquiries from both the UK and overseas.

Members of the Ménière's Society are invited to participate in a contact list, allowing mutual support between members. The list remains popular among new and existing members and currently has almost 600 participants.

Local groups offer support within the members' community and we now have almost 20 groups around the UK. This year has seen new groups set up in Buckinghamshire, Newcastle, Norfolk, Surrey and Yorkshire and, sadly, the closure of the Croydon and the West Midlands groups during the year.

Research

It has been a positive year in terms of research for the Ménière's Society. In June 2008 Dr Sarah Kirby, a health psychology researcher based at the University of Southampton completed her Post-Doctoral Fellowship with the Society. During her Fellowship, Dr Kirby's work has included raising awareness of how to help people cope with Ménière's disease by publishing the results of her PhD work in journals and presenting her work to health professionals at conferences. With Professor Yardley, Dr Kirby was also involved in sending research proposals to different funding bodies. The aim of the research proposals is to see how helpful different types of support are for people with vestibular disorders and Ménière's disease. Dr Kirby also carried out interviews and a questionnaire survey with members of the Society to try to learn more about the different patterns of symptoms and triggers of Ménière's attacks. This information will hopefully help people with Ménière's disease to better anticipate, understand and manage their attacks. Although Dr Kirby's Postdoctoral Fellowship has come to an end, she continues to work with and provide advice to the Society.

During the year three further research projects were approved for Ménière's Society funding:

1. Clinical Trial in Refractory Ménière's disease: Transtympanic Gentamicin vs. Transtympanic Steroids. Dr K Agarwal, Professor A Bronstein and Mr J Harcourt, Imperial College, London.
2. The Development of a Proposal for a National Study of Balance. Dr A Morris and Professor M Lutman, ISVR, University of Southampton.
3. The use of Cervical Vestibular Evoked Myogenic Potential (C-VEMP) and Ocular Vestibular Evoked Myogenic Potential (O-VEMP) frequency tuning curves to predict and monitor Ménière's disease. Dr J Sandhu, Mr R Low and Mr N Saunder, Royal County Sussex Hospital.

Department for Work and Pensions (DWP)

In cooperation with the Royal National Institute for Deaf People (RNID), the Ménière's Society put forward revised guidelines on Ménière's disease. These guidelines are used when considering awarding benefits to sufferers and have been confusing in the past, resulting in appeals backed by the RNID Casework Service. In June 2008 the Ménière's Society received confirmation that the DWP had accepted the suggested revisions. The guidelines can be accessed on the DWP website:

<http://www.dwp.gov.uk/publications/specialist-guides/medical-conditions/a-z-of-medical-conditions/hearing/menieres-hearing.shtml>.

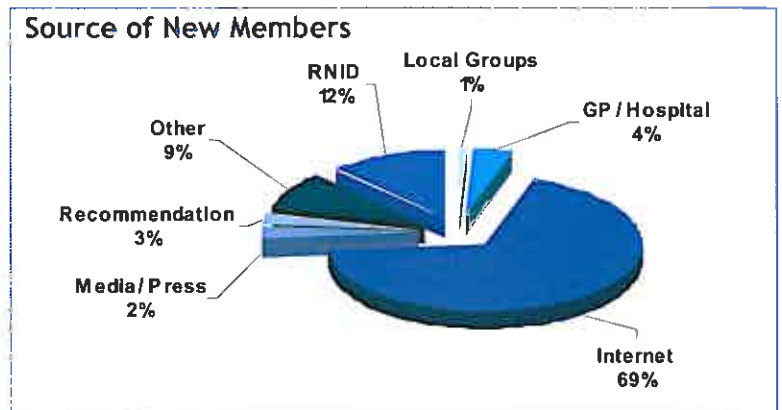
Trustees and Staff

At the October 2008 AGM Richard Wheen was elected as Vice-Chairman of the Ménière's Society. Richard has been a trustee of the Society since 2005. Two trustees stepped down during the year; however, four prospective trustees will stand for election in October 2009. There have been no changes within the office staff during the year.

Raising Awareness

The Ménière's Society has benefitted from a number of awareness raising opportunities over the course of the year. The Society's magazine, Spin, continues to be published on a quarterly basis and has covered a range of topics including triggers and warnings of vertigo attacks, the built environment, effective control of vertigo and acupuncture for Ménière's disease. As well as being distributed to members of the Society, Spin was also sent to over 200 health professionals who have an interest in vestibular disorders and the work of the Society.

The Ménière's Society has continued to participate in the RNID's Waiting Room Information Service which distributes our leaflets to clinics and hospitals around the UK. This source of membership accounts for 12% of our new members; second only to the Internet.



The Ménière's Society produces over 70

information sheets on a variety of subjects relating to Ménière's disease and vestibular disorders. The Society continues to develop and improve its information sheets. During the year, further sheets were produced covering topics including *Employment and Support Allowance* and *Leaving a Legacy to the Ménière's Society*.

Published articles played a part in signposting people to the work of the Ménière's Society. These included an article in ENT News by Professor Yardley and Dr Kirby in March 2009 looking at the *Psychological Aspects of Ménière's Disease and How to Manage Them* which has generated renewed interest in the balance booklets; including requests from overseas.

The Society continues to distribute the balance booklets produced from Ménière's Society supported research in 2001. During this year we have been actively distributing the booklets not only to individuals suffering from balance problems, but also to health professionals who often require 50-100 copies of each of the booklets for distribution to their patients.

In addition to the annual conference the Society also attended a number of other events and meetings during the year. These events gave us the opportunity to inform others about Ménière's disease and the work of the Society, as well as raise our profile. Events attended during the year included a tinnitus study day in June 2008 led by the British Tinnitus Association's Bournemouth Group. The Ménière's Society had a stand at this event and spoke to over 100 people in one day enabling us to increase awareness of the condition, as well as gain some new members. In July and August, representatives from the Ménière's Society visited hard of hearing groups in East Sussex to raise the profile of Ménière's disease and the work of the Society. The Society's Director received a bursary from the National Council of Voluntary Organisations (NCVO) and represented the Ménière's Society at

the Liberal Democrat Conference in September. The Director and trustees met with representatives from the All Party Health Group in December 2008 to discuss the impact of the condition on sufferers.

Donations and Fundraising

The Society is always overwhelmed by the generosity of donors and this year was no exception with donations accounting for one fifth of our total income. The Ménière's Society is increasingly benefitting from donations raised through sponsorship. Many supporters are now choosing to collect their sponsorship online and the Society's presence on the JustGiving website is proving successful.

Fundraising during the year included the 200+ Club, Christmas cards and raffle tickets. The Christmas cards and raffle raised a combined total of over £13,000 in funds for the Society and the 200+ Club over £6,500. A Society notecard was also produced during the year following our competition. Fundraising from this source will have an impact in 2009/10.

Independent telecommunications company, Change Implementations, set up a mobile phone recycling scheme in 2008/09 with profits donated to the Ménière's Society. As a result of this scheme, the Ménière's Society was able to benefit from donations totalling £271.80 during the year.

The Ménière's Society is proactive in encouraging members to participate in Gift Aid and reclaiming the tax from HMRC from this scheme. As a result the Society has been able to claim almost £15,000 Gift Aid during the year. In December 2008 the Ménière's Society undertook an internal audit to review our Gift Aid processes and recording procedures. The Gift Aid audit was compiled by the Society's database provider, Blackbaud. The Blackbaud representative provided the Society with recommendations to improve our Gift Aid processes and procedures. These were implemented by the Society before the end of the financial year.

Partnerships

The Ménière's Society has built on a number of existing partnerships during the year, as well as forming some new ones. Contacts with health professionals in the field of otolaryngology have increased during the year; either through research programmes or by providing information to support the day-to-day work of the office. The Society also had the opportunity to work with the Care Services Improvement Partnership (CSIP), South East for six months. During this time we were able to benefit from their medical and NHS contacts.

The Society has also built on our existing relationships with Ménière's support groups overseas. Notably Ménière's Australia, formed by an alliance of the Ménière's Support Group of Victoria and the Ménière's Support Group of New South Wales; the Belgian Meniere Federation; and the Meniere Commissie, Netherlands. The Ménière's Society is also a member of the Vestibular Disorders Association (VEDA) in the US.



Review of Financial Activities 2008/09

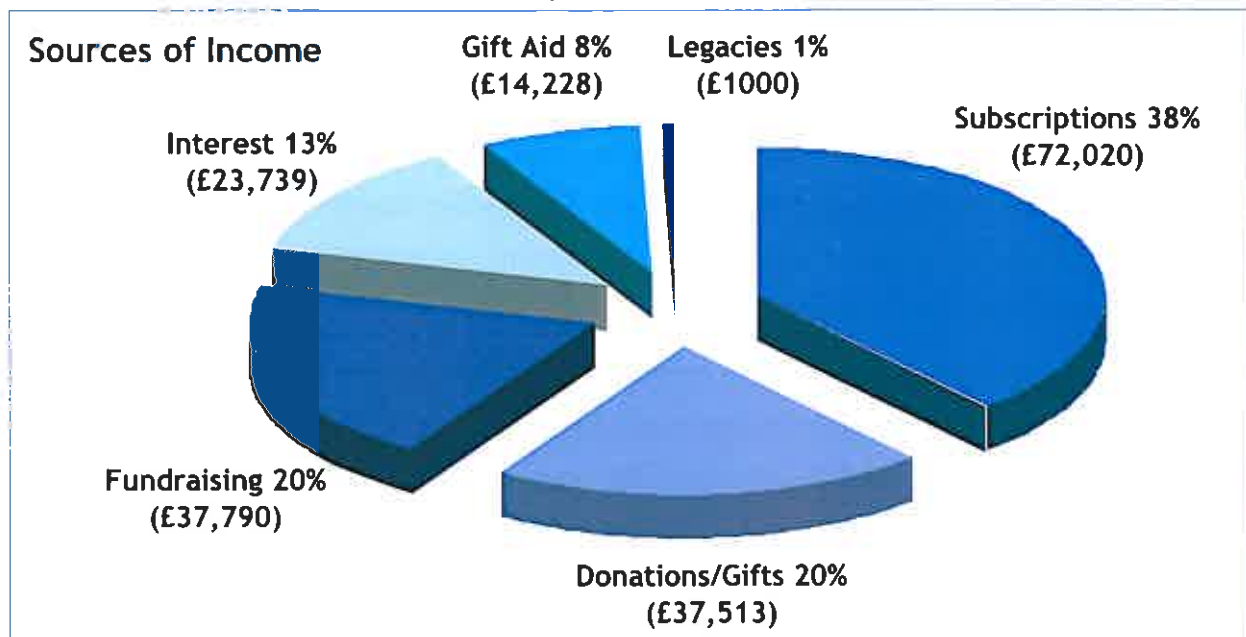
Peter Joiner, Honorary Treasurer

During 2008/2009 funds of the Society decreased from £647,092 to £516,169, a reduction of £130,923. There were two main reasons for the reduction in value of our funds. Firstly, on a positive note, the Society spent approximately £43,000 on research, one of our core objectives. Secondly, but on a negative note, our invested funds decreased in value during the year by £90,695 reflecting the very difficult problems in financial markets around the World. However, to put matters into perspective during 2007/2008 there was a modest increase in the value of our invested funds whilst the two years prior to that produced very good gains. The “loss” in 2008/2009 largely recovered the previous gains made. There was a slight decrease in members during the year and consequently membership figures were also down against budget. The budgeted amount, however, for membership was based on the increased subscription rate and there is an ongoing transition phase with a significant number of members still paying at the old rate.

Since the end of March 2009 financial markets have shown a steady recovery which is reflected in the current value of our invested funds and provided this continues, hopefully, will show an improved position for 2009/2010. The Trustees do keep in touch with our investment advisers and our investment policy is regularly reviewed and will continue to be monitored closely.

Our income of the year ended March 2009 was just under £10,000 more than the previous year reflecting the increase in members’ subscriptions and an increase in fundraising activity. Our day to day costs (excluding Research expenditure) were covered by our income leaving a modest surplus of less than £2000. I think this does reflect the Trustees diligence in working to budgets and keeping a close eye on finances.

The three main sources of income are subscriptions, donations/gifts and fundraising activities, as shown:



This opportunity is taken to thank everyone who has supported the Ménière’s Society through subscriptions, donations, and voluntary work etc. Your continued help and assistance will be appreciated in order to help those affected by the condition.

Statement of Financial Activities 2008/09

	Unrestricted Funds	Restricted Funds	Total	Budget	Variance from Budget (under) over
	£	£	£	£	£
Income & Expenditure					
Income					
Incoming Resources					
Members Subscriptions	72,020		72,020	83,000	(10,980)
Donations & Gifts	35,184	2,329	37,513	40,000	(2,487)
Legacies	1,000		1,000	3,000	(2,000)
Fundraising Activities	37,790		37,790	33,300	4,490
Gift Aid Tax Recovery	14,228		14,228	15,000	(772)
Investment Income & Interest Received	23,739		23,739	15,000	8,739
Total Incoming Resources	183,961	2,329	186,290	189,300	(3,010)
Resources Expended					
Direct Charitable Expenditure					
Information Services & Helpline	15,489		15,489	20,050	(4,561)
Spin Magazine	23,773		23,773	21,000	2,773
Research	-	42,993	42,993	62,000	(19,007)
Total Direct Expenses	39,262	42,993	82,255	103,050	(20,795)
Indirect Expenditure					
Salaries	89,337		89,337	92,598	(3,261)
Fundraising & Publicity	11,602		11,602	11,438	164
Management & Administrative	43,325		43,325	52,635	(9,310)
Total Indirect Expenses	144,264	-	144,264	156,671	(12,407)
Total Resources Expended	183,526	42,993	226,519	259,721	(76,195)
Net Outgoing Resources For Year	435	(40,664)	(40,229)	(70,421)	(79,205)
Capital (Reduction)/Increase In Investments	(90,695)		(90,695)		
Net Movement in Funds					
Fund Balances Brought Forward 1 April 2008	532,442	114,651	647,093		
Fund balance carried forward 31 March 2009	£442,182	£73,987	£516,169		
Balance Sheet					
	March 31 2009		March 31 2008		
	£	£	£	£	
Fixed Assets					
Office Equipment & Computers		6,414		12,938	
Current Assets					
Stock Of Consumable & Promotional Items	8,184		8,367		
Debtors & Prepayments	15,732		9,837		
Bank Current Accounts & Cash	29,751		22,632		
Bank Deposit Accounts	160,919		226,476		
Investments	307,134		383,868		
Total Current Assets	521,720		651,180		
Current Liabilities Payable In One Year					
Subscriptions Received In Advance	5,165		4,578		
Accrued Expenses	4,285		9,783		
HM Revenue & Customs	2,515		2,664		
Total Current Liabilities	11,965		17,025		
Net Current Assets		509,755			634,155
Net Assets		£516,169			647,093
Funds					
Unrestricted					
General		221,041		222,828	
Programme		221,141		309,614	
Restricted					
Research		73,987		114,651	
Total Funds		£516,169			£647,093

Ménière's Society Information

The Ménière's Society is a UK registered charity dedicated to supporting sufferers of Ménière's disease and vestibular disorders. The Society is run on behalf of members by a Board of Trustees. The Trustees control the activities of the Society and meet as an Executive Committee at least four times a year. Day-to-day management of the Ménière's Society is the responsibility of the Director. The Society's office currently has three full-time paid members of staff.

Patrons

Lady Marjorie Clark
Mr Ian Chapman CBE, D Litt., FRSA

President & Founder
Mrs Marie B Nobbs MBE

Board of Trustees

Mr David Riches (Honorary Chairman)
Mr Graeme Noble (Honorary Vice-Chairman until 22/09/08)
Mr Richard Wheen (Honorary Vice-Chairman from 04/10/2008)
Mr Peter Joiner (Honorary Treasurer)
Dr Humphrey Bowen
Mr Max Coleman
Mrs Carol Evans
Mr Robert Goodier
Mr Geoffrey Howard
Mrs Sharon Jaye (until 25/06/2008)
Mr David Renton (until 04/10/2008)

Office Team

Mrs Natasha Harrington-Benton (Director)
Mrs Elaine Fenner (Membership Manager)
Miss Sarah Lucas (Administrator)

Accountant

Mr Michael Harlow FCA, Acquis, The Bell House, 57 West Street, Dorking, Surrey RH4 1BS

External Auditors

Crilly & Co Chartered Accountants, Wyvern House, 1 Church Road, Great Bookham, Surrey KT23 3PD

Bankers

Lloyds Bank Plc, 12 High Street, Haslemere GU27 2JG
CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ (from February 2009)

Investment Funds

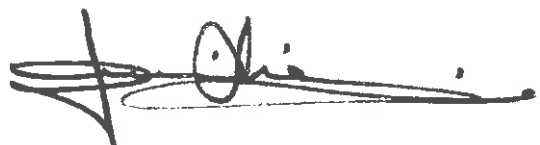
CCLA Investment Management Ltd, COIF Charity Funds, 80 Cheapside, London EC2V 6DZ
Sarasin Investment Management Ltd, Juxon House, 100 St Paul's Churchyard, London EC4M 8BU

Registered Office

The Rookery, Surrey Hills Business Park, Wotton, Surrey RH5 6QT

Registered Charity Number
297246

By order of the Board of Trustees



David Riches, Honorary Chairman
Ménière's Society

Acknowledgments

The Ménière's Society is extremely grateful for all the support we receive. Many thanks to all our members for supporting the Society. Your membership fees, donations and fundraising efforts allow us to continue supporting people diagnosed with Ménière's disease and vestibular disorders; as well as enabling us to fund vital research. In addition to our members, individuals and organisations that also warrant special thanks include:

Our President & Patrons

Mrs Marie Nobbs MBE and Mr Gordon Nobbs
Mr Ian Chapman
Sir Robert & Lady Marjorie Clark

Health Professionals

Andrew Clements
Dr David Baguley
Professor Adolfo Bronstein
Carol Evans
Professor Joel Goebel
Mr Ian Johnson
Dr Sarah Kirby
Professor Linda Luxon
Mr Gavin Morrison
Dr Danuta Orlowska
Mr Peter Rea
Eloise Scholtz
Professor Shakeel Saeed
Mr David Selvadurai
Dr S S Surenthiran
Dr Peter West
Professor Lucy Yardley

Local Support Group Leaders

Daphne Bromley (Amersham)
Eleanor Given (Ayr)
Brian Coleman (West Midlands)
Max Coleman (Bedfordshire)
Diana Rodda (Canterbury)
Chris Wood (Croydon)
Kay and Roy Smith (Derby)
Janet Dicker (Devon)
Maria Smith (Essex)
Elizabeth Cottingham (Hailsham)
Marie Quinn (North Hampshire)
Elaine Watts (London)
Phillip Gilchrist (Macclesfield)
Elaine Hughes (Manchester)
Valerie Tait (Newcastle)
Ann Read (Norfolk)
Liz Papps (Northampton)
Ian Winter (North Wales)
Valerie Moore (Somerset)
Robin Sharpe (South Wales)
Helen Purdey (Yorkshire)

Volunteers

Michael Powell
West Byfleet Charity Christmas Card Shop
Rebecca Arnold
Louise Fenner
Mark Fenner
Chris Harrington-Benton
Jonathan Maxted
Declan Trezise

Organisations

Care Services Improvement Partnership (South East)
Change Implementations
East Sussex Hearing Resource Centre
King's Fund
Medtronic
Ménière's Australia Inc
Royal National Institute for Deaf People (RNID)
RNID Waiting Room Information Service
Slaughter & May for generously providing accommodation for trustee meetings
STTRs Direct for Palantype Services
Surrey Young Farmers

Print Services

Ashley Forms
Dash (UK) Ltd
Hobbs The Printers
Ling Design
Netherne Printing Services
Quick Print (UK) Ltd

IT, Website and Office Services

Blackbaud
Craig Grannell, Snub Communications
E D G Matthews
Principal I Ltd
Shredder Waste Paper

Financial Services

Mr Michael Harlow, Acquis
Mr Aidan Crilly, Crilly & Co

Contact us:

Ménière's Society
The Rookery
Surrey Hills Business Park
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Surrey RH5 6QT

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Registered charity number 297246

Ménière's Society

helping people with vertigo, tinnitus and deafness

