

Neuro Muscular Centre (NMC)

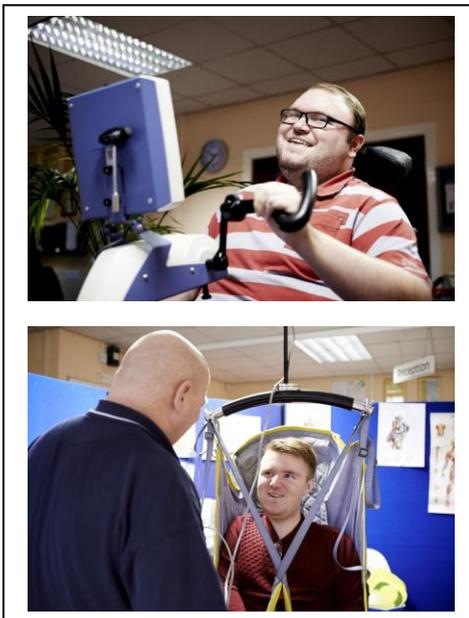
NMC is charity founded in 1990 which took up Social Accounting and Audit in 2006.

Prior to then the charity was small, low profile, lacked confidence and ambition despite high demand for its unique range of physiotherapy, training and employment services for adults with neuromuscular conditions including muscular dystrophy.



NMC Values:

1. *We are a caring organisation with an open management style, which values and respects the individual*
2. *We enjoy what we do, creating a warm, welcoming and positive environment*
3. *We are an inclusive community which is informed, influenced and guided by people with Muscular Dystrophy for people with Muscular Dystrophy*
4. *We create and maintain an environment where disability is no barrier to achievement*
5. *We are innovative, creative and ambitious*
6. *We celebrate our successes and achievements*
7. *We have a high profile, creating a high level of understanding of what we do in the wider community*
8. *We have the highest ethical and professional values and standards*



NMC came across Social Accounting and Audit as they looked around for something which would more demonstrably show the value of their work and difference they made. They were able to join a small group/cluster of likeminded voluntary sector organisations in Cheshire who were being supported through SAA training by the County Council Social Enterprise department. They have completed the Social Accounting and Audit process every year since 2006 and through this have discovered the following facts:

- 100% of service users said NMC keeps them out of hospital
- 93% said NMC inspired them to achieve more in life
- 90% + of carers surveyed said NMC was the key to them feeling in control and making friendships

The social accounting process has impacted NMC in the following ways:

- NMC recognised for the first time that they provided crucial service for Carers. Carers were previously treated as peripheral to our work. Provision of carers service/support and breaks now represents a key area of NMC work and they have gained new local authority/CCG carer contracts now worth 6% of NMC turnover

- That they have gained more Physiotherapy and exercise contracts/SLA's with even more CCG's to part fund their specialist Physiotherapy service – the only place in the UK where adults with neuromuscular conditions can access ongoing specialist physio
- NMC have also responded to the Social Accounts findings about how they have inspired and helped to boost self-esteem and confidence. It guided them to add to their adult services a range of new services for teenagers and their families. Inspiring short breaks and transition support. NMC has gained a large contract under Aiming High for Disabled Children which they have retained and developed and replicated.

NMC's tips for completing SAA:

- Make sure it is everyone's task to do the social accounts
- Stick at it! Show resolve and determination and keep repeating the process – it gets better and easier
- Don't agonise too much about surveys and question detail. Dive in and get cracking. Great and useful stuff will come out whatever

During the social accounting process, NMC discovered that there was a lack of outcome measurement, but over time, they were able to change this and comments from stakeholder include:

"It has helped me stay positive about my future ahead and also makes me feel healthy enough to work"

"Without it I would not have achieved the things I have in my life. Both physically and mentally"

CONTACT DETAILS

Further information can be found at NMC's website [www.NMCENTRE.COM](http://www.nmcentre.com) and <http://www.nmcentre.com/nmc/about-us/social-accounts/>