



Annual Review 2022-23



“Revive provides such a safe, friendly, positive, understanding and supportive space for all of us with MS. It is a lifeline giving us all hope.”

Client Survey 2022

Revive is not just about MS, it's about people.

It's people who make Revive the incredible place it is. It's the individuals whose lives have been touched by MS. It's the countless stories of defiance, determination, and the refusal to let MS define who they are. It's the vibrant tapestry of personalities that gather at Revive, bringing their unique stories, strengths, and experiences.

We can't change someone's diagnosis, but at Revive we meet them on their journey and help them take control of their condition, maximise their mental and physical health and well-being, and help them work towards their goals.

This Annual Review provides an opportunity to reflect on what's been achieved over the last year as we've emerged from the pandemic and started to write the next chapters of Revive's story. Services have been re-established and new ones developed, exciting events have raised vital funds, and we've connected with more people who need our support. On average, we welcomed a new client to Revive every day of the last year.

Our staff team make all of this happen and are the heartbeat of Revive; they go above and beyond to connect with everyone who uses our services. Their dedication, compassion, and commitment is outstanding, and I am immeasurably grateful for the contribution they make every day.

None of our achievements over the last year would be possible without the incredible support of our donors, fundraisers, and volunteers. Their kindness and generosity enable us to continue providing lifeline services to those who need them most, and we are truly thankful for their unwavering support.

Together, we can create a society where everyone affected by MS feels supported, valued, and empowered to lead fulfilling lives.

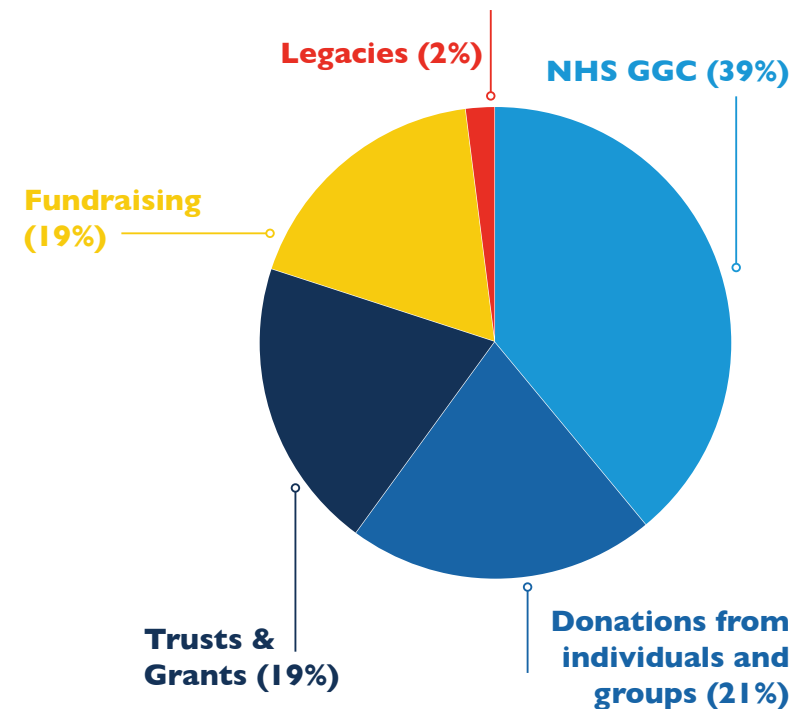


Iain McWhirter
Chief Executive Officer, Revive

“A totally inclusive place for help, advice and recognition.”

Client Survey 2022

How we were funded in 2022-23



We are grateful for the support we receive from NHS Greater Glasgow and Clyde, trusts and grants, fundraising efforts, individual donations, and legacies. Each contribution ensures we can continue to be a caring and inclusive community where everyone affected by MS can find physical, emotional, financial and social support. We are continuing to diversify our funding model to ensure future sustainability and development.

“All services I used, including just being in the cafe, made me feel less isolated and helped me to accept the new me.”

Client Survey 2022



Year in Review

Revive MS Support is the only charity in the West of Scotland providing nationwide support for people who are affected by Multiple Sclerosis. The centre was set up in 1984 by people living with MS and their families, and helps people manage the physical, emotional, social, and financial impacts that come with a diagnosis of MS.

Revive welcomes on average 440 clients a month to its purpose-built centre in Govan, Glasgow.

All our services are free to clients attending our centre. Nursing advice, Counselling, Physiotherapy and Benefits advice are also available digitally through Revive MS Connect for clients across Scotland.

This year has seen significant changes in the leadership and management of the charity. We welcomed a new CEO, MS Specialist Nurse & Clinical Lead, and strengthened our Senior Management Team to include a new Head of Communications & Engagement. We also welcomed new staff positions with a Community & Events Fundraiser, Communications & Engagement Officer, Café Manager, Operational Support Officer, and an additional Speech & Language Therapist.

These changes have brought fresh ideas and perspectives, strengthening our position and ability to build our inclusive, welcoming and friendly community and deliver high-quality, evidence-based services to everyone affected by MS.

Following a competitive tender process, Revive was awarded a new two-year contract with NHS Greater Glasgow and Clyde to provide MS services by delivering predominantly supportive and non-clinical services from 1 April 2023, with the possibility of extension for a further two years.

As a result of the increased demand for some of our services, we allocated additional resources to ensure that the needs of our service users were met during the year. In particular, we focussed on increasing our capacity for Counselling. The additional resources allowed us to offer more appointments, reducing waiting times for this essential service. The positive outcomes for our service users have been significant, with independently validated outcome measures showing a reduction in stress levels and an improved sense of wellbeing after accessing our Counselling services.

As part of our commitment to becoming a fully inclusive organisation, we further enhanced our efforts to listen to, and engage with, the broadest range of people affected by MS. We conducted a Client Experience Survey in 2022, to understand more about who uses our services and develop our engagement strategy. We also undertook an Inclusion, Equalities, Diversity and Accessibility Monitoring Survey which, in addition to our service users, was extended to all staff, trustees and volunteers to help us understand more about who we support and who works with us. This data will be used to increase our accessibility and develop our strategy and policies.

We have been working to increase awareness of Revive to allow more people who need us to access our services. In the past year we have created a new film about Revive; produced new printed material and developed a podcast with Sunny Govan Community Radio.

We are also fully committed to effective stakeholder engagement to achieve shared goals.

Our CEO joined the Executive Committee of the Neurological Alliance of Scotland, ensuring that the voice of Revive and those we support is heard at the highest levels of decision-making.

Additionally, we are proud to be part of the Scottish Parliament Cross Party Group on MS, which allows us to engage with policymakers and raise awareness of the issues facing our service users.

We also proactively worked to build positive and collaborative relationships with other relevant organisations, such as the MS Society, which will ensure that we are working together towards common goals for people affected by MS.

“The people at Revive are there to offer support tailored to fit you and can help make your journey with MS just a little less difficult and a little less isolated.”

Client Survey 2022

621

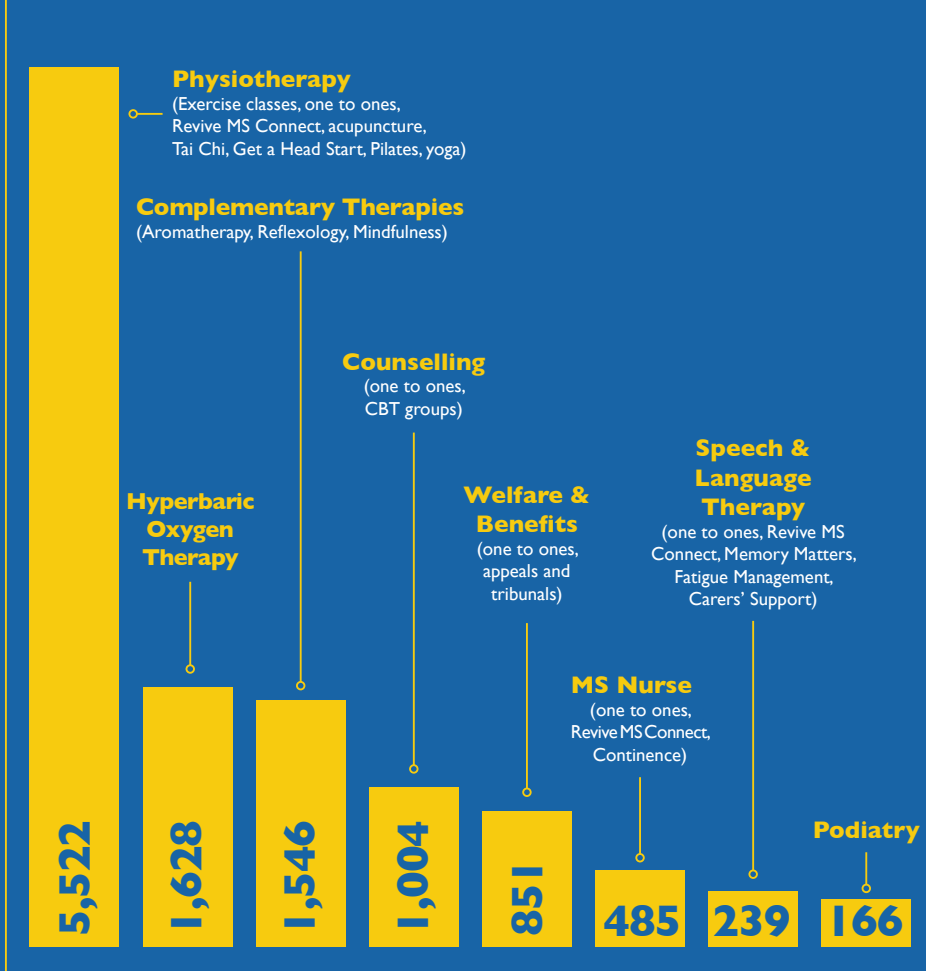
Total number of clients

364

Total number of new clients

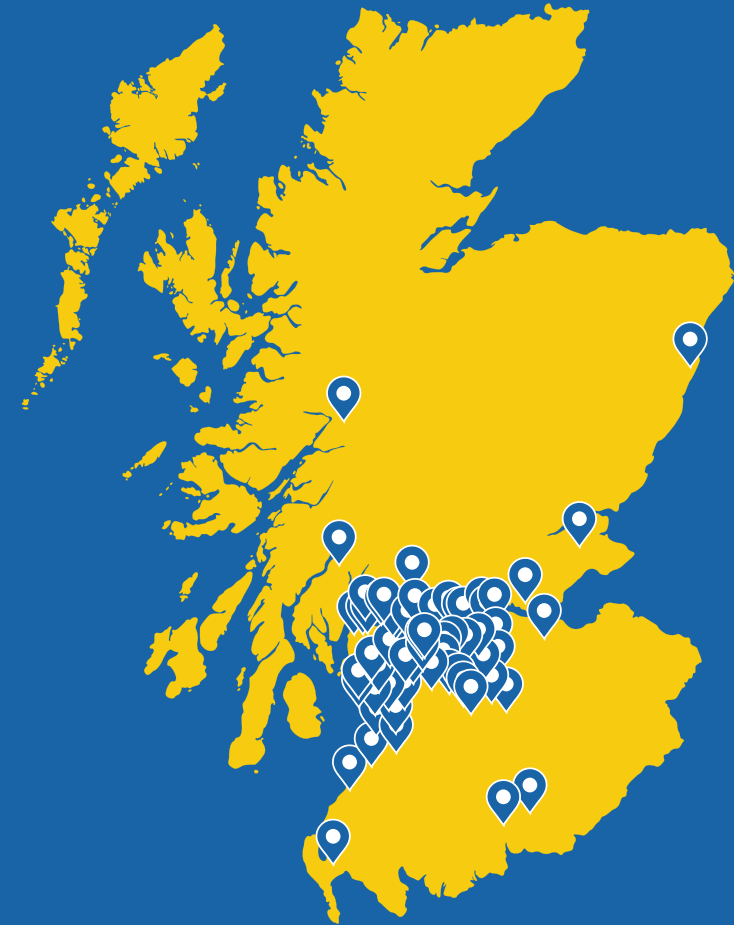
11,441

Total number of completed appointments*



*includes remote appointments via Revive MS Connect

We had clients from 9 out of 14 health boards across Scotland in 2022-23.



“Attending the centre has made a huge difference to my mental health whereby I am accepting living with MS. I do not like it, but the help I receive from you all and meeting up with the friends I have made there is helping me live with the disease. Thank you.”

Client Survey 2022

Fundraising & Events

We successfully reintroduced in-person fundraising events to the centre following the lifting of lockdown restrictions. A Christmas Fayre and Revive All meet-up event took place with the support of the Friends of Revive group, and quizzes have taken place bi-monthly. These events are not only important for fundraising, but also for engaging with our service users and wider community, and for social connection. They provide an opportunity for people to come together, have fun and support our work in a tangible, interactive and connected way.



Our Firewalk in November saw 30 brave participants raising over £15,000 for Revive. This was such an exciting event, and we are grateful to everyone who took part and helped to make it a huge success. We are also proud and grateful to supporters who have taken part in third-party events such as the Kiltwalk and Great Scottish Run, raising vital funds for our cause. We see great potential in expanding our participation in these areas and are committed to exploring new opportunities in the coming year.

In 2023-24, we will reintroduce our Ladies Lunch at the Village Hotel in Govan; host more social events in the centre; and invite people to fundraise for us through our Skydive for Revive in September.

We would like to extend a heartfelt thank you to all our donors, fundraisers and volunteers for their kindness and generosity during 2022-23; their support is vital in enabling us to provide our lifeline services to those who need them.



“The centre is more than that... it’s a community that gives purpose. It’s a friendly, safe zone. It’s the reason someone smiles... day to day.”

Client Survey 2022

Looking ahead

We have published our Strategic Framework 2023-26 on our website at <https://revivemssupport.org.uk/strategic-framework> which outlines the work planned for the coming three years.

Key goals include:

 <p>Increase the provision of support to carers and families of people with MS.</p>	 <p>Meet the needs of people with MS by further developing person-centred, accessible, and evidence-based support services.</p>
<p>Increase awareness of the ways Revive can support people affected by MS.</p> 	<p>Measure and demonstrate the effectiveness of all services we provide.</p>
 <p>Improve access to the centre and our services for those without transport.</p>	<p>Ensure effective clinical governance, quality assurance, and quality improvement through regular audits and evaluations.</p> 
<p>Empower people with MS to express their views, wishes, and choices while ensuring that they remain involved in all decisions that affect their lives.</p>	
<p>Actively engage with people affected by MS to inform, develop, and evaluate current and future activity.</p> 	



Engage with political stakeholders to advocate for policies that improve the lives of people with MS.


Develop environmentally friendly practices to reduce Revive's carbon footprint, such as using sustainable materials, reducing energy consumption, and encouraging staff and clients to adopt greener practices.




Engage with researchers to facilitate their connection with people with MS and enable people with MS to actively take part in research.




Engage with existing supporters and build new partnerships with individuals, businesses, and charitable trusts and foundations.




Develop improved partnerships with NHS, healthcare professionals and MS specialists to improve signposting to Revive and other sources of support.



Raise the profile of Revive to attract new clients and supporters.



Integrate our values into all aspects of Revive's operations and culture, including recruitment, decision-making, and stakeholder engagement.




Regularly measure and report on Revive's work to demonstrate our impact to stakeholders and make informed decisions about future plans.



Upgrade the physical infrastructure of the centre, including improvements to the building's utilities, equipment, technology, and decor.

Become a fully inclusive organisation, recognising and celebrating the diversity of our staff, clients and volunteers.






“Wonderful place for support, meeting others with MS, laughter in the Cafe, so many services available. I never take for granted how lucky we are in Glasgow to have Revive.”

Client Survey 2022



Photography by Christopher Bowen and Craig Young.

Revive MS Support

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Scottish Charity SC022886. Company limited by guarantee, registered in Scotland number SC152198.