

PAIN CONCERN
TRUSTEES' REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2017

PAIN CONCERN

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Dr Pamela Bell
Chris Braun
Jean Gaffin
Chris Hughes
Derek Sims
Heather Wallace

Secretary

Chris Braun

Charity number

SC023559

Principal address

Unit 1-3
62-66 Newcraighall Road
Fort Kinnaird
Edinburgh
EH15 3HS

Independent examiner

McFadden Associates Limited
19 Rutland Square
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PAIN CONCERN

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PAIN CONCERN

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2017

The trustees present their report and accounts for the year ended 31 March 2017.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's governing document and the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2015.

Structure, governance and management

The charity converted from a charitable unincorporated association to a charitable company limited by guarantee and not having share capital on 29 August 2016. The charitable purposes, powers and administration arrangements are set out in our Memorandum of Association.

The trustees who served during the year were:

Dr Pamela Bell

Paul Black

(Resigned 31 January 2017)

Chris Braun

Jo Cumming

(Resigned 23 June 2017)

Jean Gaffin

Chris Hughes

Heather Wallace

Trustees are appointed by member at AGM or on a case by case basis to fill vacancies that materialised during the year. Under the constitution the executive has limited powers to co-opt additional trustees. Pain Concern's AGM was held on 12 July 2016. The trustees appointed Derek Sims as a trustee on 13 April 2017. Paul Black resigned on 31 January 2017 and Jo Cumming resigned on 23 June 2017.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Objectives and activities

Our charitable purposes are to alleviate pain and suffering. We aim to empower people to live life to the full despite pain. We aim:

1. To produce information on pain using a variety of media platforms
2. To provide support to people with pain and those who care for them
3. To raise awareness about pain and improve the provision of pain management services through campaigning and research.

We believe that all the members of the pain community need to communicate effectively and understand one another, and work together in order to manage pain as well as possible.

Producing Information

- Pain Concern's website provides news and information as well as a hub for accessing our other services.
 - Pain Concern's **Airing Pain** radio programmes are a series of audio podcasts featuring the experiences of those coping with and managing everyday pain and interviews with top internationally-recognised experts.
 - Pain Concern's magazine **Pain Matters** contains news, features and comments on self-management techniques, research into pain treatments and personal experiences of living with pain.
 - Pain Concern's leaflets on pain are authored by experts with years of experience in managing pain. They are downloadable from the website and sent out on request.
 - Pain Concern's social media presence on Facebook and Twitter allows us to keep our followers up to speed with the latest news.
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PAIN CONCERN

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2017

Providing support

- Pain Concern's helpline is staffed by volunteers who provide information and support of just a listening ear to people wanting to talk about their own pain or that of a family member or friend.
- Pain Concern's community pain education sessions, run in collaboration with the NHS, empower people to self-manage their pain.
- Pain Concern's on-line community on **HealthUnlocked** provides a space for people in pain to connect with each other.

Campaigning and research

- Pain Concern works to raise awareness of pain and advocate for improvements in pain management provision through campaigns, lobbying and research. We work together with other organisations who share our goals.

Achievements and performance

Recognition

Our first research project on *Barriers to self-management of chronic pain in primary care* was well received by healthcare professionals and patients alike, winning prizes at the 2015 Scientific Meetings of the British Pain Society and North British Pain Association. As part of this project, we developed a Navigator Tool that is designed to support self-management and focus the consultation on meeting the patient's concerns. Now, our second research project is underway. A group of healthcare professionals in primary care will be trained to change their approach, using the Navigator Tool as an aid to consultations. We are working with the Thistle Foundation, who will train the healthcare professionals in the new approach. This ground-breaking project is funded by The Alliance and Lothian Healthcare Trust. It runs to October 2018.

We've promoted our research by giving presentations at the Houses of Parliament in London, The Scottish Exhibition and Conference Centre in Glasgow and the British Pain Society's Annual Scientific Meeting in Birmingham. A major highlight of the year was the publication on 19 December 2016 of *Barriers to self-management of chronic pain in primary care* in The British Journal of General Practice, where it is reaching a wider audience.

Pain Education Sessions

Since 2015 Pain Concern and NHS Greater Glasgow and Clyde have collaborated to provide peer-led pain education sessions. The sessions, which are open to anyone who has had pain for 12 weeks or more, focus on living well with pain. In 2017 the Pain Education Sessions (along with *Airing Pain*) won the Highly Commended category at the Grunenthal Pain Awards. This adds to two awards from 2016, when these sessions were part of a wider project that scooped The Alliance Self Management Award and NHS Greater Glasgow and Clyde Facing the Future Together Award.

We held sessions at 6 venues across Greater Glasgow and Clyde. Next year our plan is to expand the project to another venue, reaching over 350 beneficiaries. Feedback from the participants has been positive, with over 98 per cent saying they would recommend the sessions to others. We exhibited a scientific poster about the sessions at the 2017 British Pain Society Annual Scientific Meeting in Birmingham. In addition, our pain trainers have given presentations across Glasgow to healthcare professionals and support groups (including Bladder Health UK, Dystonia Society and Endometriosis UK) and they are helping with policy and fundraising.

PAIN CONCERN

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2017

Airing Pain

Winning first prize in the Napp Awards for Chronic Pain allowed Pain Concern to launch *Airing Pain* in 2010. From the beginning, we have made radio programmes in collaboration with producer Paul Evans and disability broadcaster Able Radio. We reached a high point in 2015, when Paul won Best Nations and Regions Producer at the Radio Productions Awards, with the judges singling out *Airing Pain's* programme on Female Genital Mutilation as a "stop what you are doing" moment.

This year, we produced 12 programmes (numbers 79 to 90). Topics have varied, from neglected issues such as sickle cell disease to art therapy for children and pain relief for cancer survivors. A series of three podcasts on pain among former members of the armed forces attracted praise from healthcare professionals and veterans alike. Our running total of all listens to *Airing Pain* is 527,000.

We'd like to thank the UK pain societies for their assistance with making *Airing Pain*, and The British Pain Society for providing recording facilities at their scientific meetings. Next year we plan to broadcast *Airing Pain* monthly, and we will celebrate when we reach the 100th edition of *Airing Pain*.

When our advisory board evaluated *Airing Pain*, they found that it was well received, with 80% of listeners saying they were helped by listening and over 90% saying they would recommend it to others.

Helpline and forum

Our helpline volunteers are trained to help people live well with pain. They undertake a unique 3-month training course in pain management and listening skills, which was developed in collaboration with Dorset Community Pain Management Service. Right now, we answer around 200 calls a month but we face growing demand. We trained 7 new helpline volunteers, and next year we are planning a new intake of volunteers. As well as the helpline, we offer online support through our HealthUnlocked forum with 2,600 active members.

Pain Matters

Covering all aspects of understanding and living well with pain, our quarterly magazine *Pain Matters* is available in print or electronic format. We distributed 11,000 printed magazines this year. According to a survey of *Pain Matters* that we conducted, 97% of readers agreed that it met their expectations and 94% said they would recommend it to others. Readers said that the magazine informed, raised awareness, reduced their feelings of isolation and boosted self-management skills. *Pain Matters* is distributed to more than 50 pain clinics around the UK and has 800 individual subscribers.

Leaflets, videos and website

We revised our flagship booklet 'Manage Your Pain', which is available in Welsh for the first time. Also, we published a new leaflet 'Getting a Good Night's Sleep'. Its authors Dr Nicole Tang and Corran Moore, from Warwick University Sleep Lab, provide strategies to tackle sleep problems related to chronic pain. Both publications carry the NHS logo, to identify them as resources used for the pain education sessions. In the pipeline, we have three new leaflets on medication, funded by Awards for All and written by leading experts John Lee, Roger Knaggs and Chris Wells.

We have retained Information Standard accreditation. This prestigious award certifies that our leaflets and aspects of our website meet the quality standard required by the NHS. Our website acts as a hub for all our resources, including digital versions of our leaflets and Paul Evan's unique videos on self-management. This year our website attracted 338,000 visits.

Our editor Tom Green built up Pain Concern's reputation as a serious publisher when it comes to pain. He has left Pain Concern to pursue a teaching career, and one of our trustees Paul Black resigned as trustee so he could step in to help. Paul's expertise is in marketing and his mission is to get us better known.

We have exhibited our resources at every opportunity including the scientific meetings of the British Pain Society, the Welsh Pain Society, The Scottish Pain Research Community, the North British Pain Association, the Northern Ireland Pain Society and the Societal Impact of Pain Symposium. Also, we have exhibited at third sector events such as The Alliance's Self-Management Week.

PAIN CONCERN

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2017

Working with others

Publishing and broadcasting require a lot of networking with third sector organisations and this year we have collaborated with The Maggie Centre (Edinburgh), Macmillan, Arthritis Care, Arthritis UK, Sickle Cell Society, Burning Lights (CRPS), Vulvodynia Society, Pelvic Pain Network, Breathworks, Playlist for Life and Gout UK.

Pain Concern representatives sit on top-level policy groups in England, Scotland and Northern Ireland, and we've been invited to join the Scottish Government's National Advisory Committee. We've supported initiatives to improve education of healthcare professionals, participating in an undergraduate education development group at Glasgow Caledonia University and giving talks at Swansea Medical School and at a Sickle Cell and Thalassaemia Study Day at Cardiff and Vale University Hospital. There was special recognition this year for Pain Concern's chair Heather Wallace, when she was awarded Honorary Membership of the British Pain Society. We are represented on The International Association for the Study of Pain's Expert Patient Panel. In that capacity, we supported the bid to make 2018 the Global Year for Excellence in Pain Education and we are now assisting with their plans to make it a year to remember.

Financial review

The trustees' policy is to maintain a reserves' balance adequate to cover 3 months' worth of general expenditure. The Trustees are confident that the charity had, at the balance sheet date, general reserves adequate for three months' operation, and accordingly the accounts have been prepared on that basis.

Plans for the future

In addition to the plans we have outlined in this report, we are carrying out a strategic review and improving how we monitor and evaluate our projects.

We know that many of our supporters and service users live in England and Wales so we will review how we represent their needs.

On behalf of the board of trustees

Heather Wallace

Trustee

Dated:

PAIN CONCERN

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF PAIN CONCERN

I report on the accounts of the charity for the year ended 31 March 2017, which are set out on pages 6 to 11.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006, and they consider that the audit requirement of Regulation 10(1)(a) to (c) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1)(c) of the Act and to state whether particular matters have come to our attention.

Basis of independent examiner's report

My examination was carried out in accordance with the Statement of Standards for Reporting Accountants and Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

- (a) which gives me reasonable cause to believe that in any material respect the requirements:
 - (i) to keep accounting records in accordance with section 44 (1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations; and
 - (ii) to prepare accounts which accord with the accounting records and comply with the accounting requirements of Regulation 8 of the 2006 Accounts Regulations and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;have not been met; or
- (b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

David Stewart CA

19 Rutland Square
Edinburgh
EH1 2BB

Dated:

PAIN CONCERN**STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT****FOR THE YEAR ENDED 31 MARCH 2017**

	Notes	Unrestricted funds £	Restricted funds £	Total 2017 £	Total 2016 £
Income from:					
Donations and legacies	2	59,786	-	59,786	49,090
Other income	3	150	-	150	675
Trade income	4	307	-	307	509
Investment income	5	23	-	23	74
Incoming resources from charitable activities	6	1,562	121,353	122,915	110,811
Total income		61,828	121,353	183,181	161,159
Expenditure on:					
	7				
Raising funds		18,399	-	18,399	21,493
Charitable activities		41,522	95,074	136,596	157,795
Total expenditure		59,921	95,074	154,995	179,288
Net income/(expenditure) for the year/ Net movement in funds		1,907	26,279	28,186	(18,129)
Fund balances at 1 April 2016		23,106	34,106	57,212	75,341
Fund balances at 31 March 2017		25,013	60,385	85,398	57,212

PAIN CONCERN

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2017

1 Accounting policies

1.1 Basis of preparation

The financial statements have been prepared in compliance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. The charity is a private company limited by guarantee and incorporated in Scotland with registration number SC546994.

The financial statements have been prepared in accordance with the requirements of the Companies Act 2006, the Charities Accounts (Scotland) Regulations 2006 (as amended) and under the requirements of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)(effective 1 January 2016) - (Charities SORP (FRS 102)).

Pain Concern meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost of transaction value unless otherwise stated.

1.2 Incoming resources

Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable, except insofar as they are incapable of financial measurement.

Income from charitable activities includes fees and performance income which is recognised as earned. Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

1.3 Resources expended

Expenditure is recognised when a liability is incurred.

Charitable activities include expenditure associated with the staging of productions and include both direct and support costs relating to these activities.

Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.

Support costs include central functions and have been allocated to the charitable activity on a basis consistent with their use.

2 Donations and legacies

	2017 £	2016 £
Donations and gifts	23,457	24,673
Grants receivable for core activities	36,329	24,417
	<u>59,786</u>	<u>49,090</u>

PAIN CONCERN**NOTES TO THE ACCOUNTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2017****3 Other income**

	2017	2016
	£	£
Referral income	25	-
Advertisement in Pain Matters magazine	-	675
Other general income	125	-
	<u>150</u>	<u>675</u>

4 Trade income

	2017	2016
	£	£
Magazine Digital Subscriptions	196	476
CD sales	41	24
Book sales	70	9
	<u>307</u>	<u>509</u>

5 Investment income

	2017	2016
	£	£
Interest receivable	23	74
	<u>23</u>	<u>74</u>

6 Incoming resources from charitable activities

	Unrestricted	Restricted	Total	Total
	funds	funds	2017	2016
	£	£	£	£
Magazine subscriptions and membership	1,562	-	1,562	2,096
Grants	-	121,353	121,353	108,715
	<u>1,562</u>	<u>121,353</u>	<u>122,915</u>	<u>110,811</u>

PAIN CONCERN**NOTES TO THE ACCOUNTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2017****7 Total resources expended**

	Staff costs £	Other costs £	Total 2017 £	Total 2016 £
Costs of generating funds				
Fundraising costs	-	18,399	18,399	21,493
Charitable activities				
<u>Support and information services</u>				
Activities undertaken directly	53,128	62,733	115,861	144,948
Support costs	7,641	11,758	19,399	4,779
Total	60,769	74,491	135,260	149,727
Governance costs	-	1,336	1,336	8,068
	60,769	94,226	154,995	179,288

8 Support costs

	2017 £	2016 £
General Administration	11,758	3,042
Staff costs	7,641	1,737
	19,399	4,779

9 Governance costs

	2017 £	2016 £
Legal costs for charity conversion to limited company	46	6,000
Governance	1,290	2,068
	1,336	8,068

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year.

PAIN CONCERN**NOTES TO THE ACCOUNTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2017****11 Employees****Number of employees**

The average monthly number of employees during the year was:

	2017 Number	2016 Number
Direct staff	<u>8</u>	<u>7</u>

Employment costs

	2017 £	2016 £
Wages and salaries	<u>60,769</u>	<u>50,801</u>

There were no employees whose annual remuneration was £60,000 or more.

12 Debtors

	2017 £	2016 £
Trade debtors	<u>4,953</u>	<u>7,074</u>

13 Creditors: amounts falling due within one year

	2017 £	2016 £
Trade creditors	2,600	-
Accruals	1,300	-
	<u>3,900</u>	<u>-</u>

14 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2017 are represented by:			
Current assets	28,913	60,385	89,298
Creditors: amounts falling due within one year	(3,900)	-	(3,900)
	<u>25,013</u>	<u>60,385</u>	<u>85,398</u>