

PAIN CONCERN
TRUSTEES' REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2016

PAIN CONCERN

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees



Charity number

SC023559

Principal address

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Independent examiner

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PAIN CONCERN

CONTENTS

	Page
Trustees' report	1 - 5
Independent examiner's report	6
Statement of financial activities	7
Balance sheet	8
Notes to the accounts	9 - 12

PAIN CONCERN

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2016

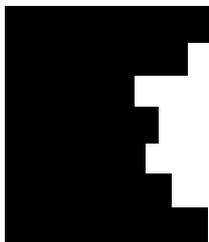
The trustees present their report and accounts for the year ended 31 March 2016.

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 2005. During the period the charity extended its accounting period from 31 December 2014 to 31 March 2015.

Structure, governance and management

The Association is a charitable unincorporated association and the charitable purposes, powers and administration arrangements are set out in our constitution.

The trustees who served during the year were:



Trustees are appointed by members at AGM or by appointment 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 and to appoint advisers. Pain Concern's AGM was held on 2 April 2015. The trustees appointed [REDACTED] as Treasurer on 1 September 2015 and [REDACTED] resigned on 7 April 2016.

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.

PAIN CONCERN

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2016

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

Airing Pain radio programmes. This ground-breaking series continues our collaboration with award-winning producer [REDACTED] and disability broadcasters, Able Radio. Airing Pain was first broadcast on 28 September 2010. At the date of publishing this report there were 81 half-hour podcasts available on our website and we have a running total of listens to Airing Pain of 483,900. During the financial year we produced 11 new programmes achieving 144,190 listens. The topics covered this financial year have varied from the benefits of music therapy, the link between social deprivation and pain, getting back into work, help for young carers and alternative approaches to children's pain management. We also returned to the Northern Ireland Pain Summit to review the *Painful Truth* report.

Best Nations and Regions Producer. First broadcast in May 2015, our programme on *Female Genital Mutilation* is still receiving acclaim. We are delighted that [REDACTED] won the Best Nations and Regions Producer at the 2015 Radio Production Awards with this programme being described as a "stop what you're doing moment" by the judging panel.

Our advisory board evaluated Airing **Pain** and showed it to be well received by listeners, with 80% saying they were helped by listening and over 90% saying they would recommend it to others. Our next new series will start broadcasting in May 2016, with the first programmes focusing on pain in the armed forces.

Pain Matters. Covering all aspects of pain management and living well with pain, **Pain Matters** is our quarterly magazine available in print and electronic format. During 2015-2016, 12,500 print copies of **Pain Matters** four editions were distributed. We carried out a readers' survey of **Pain Matters** which demonstrated its value - 97% of readers agreed it succeeded in meeting their expectations and 94% said they would recommend it to others. People reported that the magazine informs and empowers them by raising awareness, reduces feelings of isolation, and boosts self-management skills. To date, these magazines are distributed to 50 pain clinics and has 500 individual subscriptions, this includes digital subscriptions and free subscriptions.

Publications. We have published three new leaflets: 'Stress, Pain and Relaxation' and 'Managing Emotions'. Written by Consultant Clinical Psychologist [REDACTED] and Psychologist [REDACTED], 'Stress, Pain and Relaxation' explains why stress interacts with pain and gives practical exercises to help with relaxation. Readers have described it as 'really, really helpful' and 'easy to understand and implement'.

'Managing emotions', by Clinical Psychologist [REDACTED] and Pain Concern's Researcher [REDACTED] draws upon our research (described below) into the barriers to self-management of chronic pain. The leaflet helps readers to recognise and deal with the difficult emotions accompanying chronic pain.

We published a leaflet on 'Neuropathic Pain', written by [REDACTED]. A reviewer commented: "I think it's a great resource for those of us with neuropathic pain as the general public have usually never heard of it. It's also very difficult and confusing for people to understand when first diagnosed, especially as it acts very differently to 'standard' concepts of pain."

PAIN CONCERN

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2016

We also contributed to the Royal College of Anaesthetist's newly launched *Core Standards for Pain Management in the UK*, writing the chapter on communication with patients.

We have renewed our membership of the Information Standard Quality Mark Scheme after a successful self-assessment. This prestigious award ensures that our leaflets, magazine, and aspects of our website meet the quality standard required by the NHS and the Map of Medicine.

Prize-winning research and 6 new videos. We have completed our research project looking into 'barriers to self-management of chronic pain in primary care'. The research was extremely well received by both healthcare professionals and people with chronic pain. The research won prizes at both the British Pain Society and the North British Pain Association 2015 Scientific Meetings. It was also presented at the Scottish Pain Research Community conference in Dundee and the 9th Congress of the European Pain Federation in September in Vienna. The findings were also reported in the media including the *Scotland on Sunday*.

Based on the research findings we produced a number of patient resources to help address some of the issues identified. This includes the leaflet on 'Managing Emotions' and a radio show covering the difficulties of treating chronic pain, a condition that cannot be fixed in the current 'medicalised' system. We produced 6 videos, containing interviews with people in pain and healthcare professionals covering a range of topics such as the emotional impact of pain, GP consultations and 'what is self-management'. We widely promoted the videos through social media and reached 15,000 engagements on Twitter and Facebook within three weeks of the launch on 28 September 2015.

We will continue to use the findings of the research to inform future plans for resource development and are currently seeking funding to develop a 'navigator tool' which targets some of the issues faced by patients and healthcare professionals during a consultation. This was Pain Concern's first venture into original research and, encouraged by the reception we have had from health professionals and patients alike, we hope that we can fund further research in future. Off the back of the 'barriers' research we have been approached by other organizations to support them with their own research including Aberdeen University; the Department of Anaesthesia, Critical Care & Pain Medicine at an Edinburgh hospital; and the University of Oxford. Our involvement in other projects will ensure that the voices of the people in pain and the third sector are included in pain research being undertaken.

Helpline. We have developed a unique Helpline Pain Training Programme to ensure that helpline volunteers have a thorough understanding of chronic pain and its management as well as call-handling and helpline skills. The project has benefited from the guidance of a panel of leading pain management experts chaired by [REDACTED], Clinical Lead at the Dorset Community Pain Management Service. Demand for the helpline service continues to grow, and in the past financial year 1059 members of the pain community contacted us through this service in the past year. We also monitor our online forum **HealthUnlocked** which has over 3,500 users.

We are reviewing processes and developing our helpline training in line with the requirements of the Helplines Standard, with a view to working towards accreditation.

Pain Education Project. We are collaborating with NHS Greater Glasgow and Clyde's Pain Management Service to deliver community pain education sessions in primary care. We are running sessions in 5 venues across Greater Glasgow & Clyde. Since June 2015 we have trained 8 patient trainers, delivered 27 sessions and reached 111 patients. Sessions are free and last two hours covering a range of topics including understanding pain, pacing and managing activity, stress management, sleep management, medical vs self-management and flare up management. Feedback from the classes has been positive with most clients reporting that the sessions were over all extremely useful or very good. NHS Glasgow published an article about the project in their *Medicines Update Primary Care Bulletin*.

PAIN CONCERN

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2016

External affairs. Pain Concern representatives sit on various top-level policy groups in NHS England, Scotland and Northern Ireland. We are represented on The Chronic Pain Policy Coalition, The International Association for the Study of Pain's Expert Patient Panel, the British Pain Society's sub group on Education. We regularly present at SPaRC (Scottish Pain Research Community)'s meeting. In Oxford's Nuffield Hospital we are participating in a new 18-month project to improve the experience and quality of healthcare of adults with chronic musculoskeletal pain

Marketing and Publicity. It is important that we reach as many people as possible. Our marketing team has built strong communication channels with 50 pain clinics across the UK. These receive our quarterly magazine *Pain Matters* for distribution amongst staff and patients.

We have hosted exhibition stands at various events in 2015 including the British Pain Society Annual Scientific Meeting, the Annual Meeting of SPaRC (Scottish Pain Research Community) and the North British Pain Association's Spring and Winter Scientific Meetings.

In Scotland several clinics organise regular information sessions, where our volunteers are on site to meet with patients and healthcare professionals to provide information and signposting. Our leaflets are available at information hubs in Dundee and Aberdeen. We have also attended many local self-management days including Voluntary Action East Renfrewshire's 'Looking After Yourself'; Tayside and Angus' 'Self-Management Week'; and a special Protected Learning Time event, 'Chronic Pain in Primary Care'.

For the first half of 2015, 76 information screens giving details of the help available at Pain Concern were placed in waiting rooms throughout Greater Glasgow and Clyde NHS.

The Faculty of Pain Medicine and The Chartered Society of Physiotherapists have included our logo on their literature. NHS Grampian and NHS Greater Glasgow and Clyde have produced jointly branded editions of our leaflets to distribute to patients.

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.

Where staff have been employed, their contracts are specifically linked to the term of the grant or funding for that project.

The charity's range of services has expanded in the last 2 years. Given the increased number of grants and projects in operation, the trustees plan to increase reserves by £6100 to provide a better contingency allowance.

Plans for the future

The future. We have been awarded part-funding from the Edinburgh and Lothian Healthcare Foundation to carry out a second research project. A navigator tool has been developed to improve patient and healthcare professional communication about self-management, increase knowledge of a wider range of self-management strategies and foster joint decision making. Piloting the tool with patients in collaboration with 2 GP surgeries will determine effectiveness and feasibility of the tool. The Thistle Foundation have agreed to assist us with the project. Members of our Research Steering Group include Professor [REDACTED], National Lead Clinician for Chronic Pain and [REDACTED], National Lead Clinician for Self-Management. At the moment we are looking for matched funding.

We will continue to promote Airing Pain radio programmes and Pain Matters magazine as valuable resources for the pain community. We plan to grow our community pain education classes in NHS Greater Glasgow and Clyde, and we will seek to strengthen our support for volunteers so they feel happy and connected with the charity.

In order to pursue our charitable objectives effectively, the charity will be converted from an unincorporated association to a company limited by guarantee.

PAIN CONCERN

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2016

On behalf of the board of trustees



Trustee

Dated: 12 July 2016

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 2016, which are set out on pages 7 to 12.

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.

[REDACTED]

Dated: 12 July 2016

PAIN CONCERN

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2016

	Notes	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
<u>Incoming resources from generated funds</u>					
Donations and legacies	2	49,090	-	49,090	88,493
Advertising income	3	675	-	675	-
Trade income	4	509	-	509	-
Investment income	5	74	-	74	170
		<u>50,348</u>	<u>-</u>	<u>50,348</u>	<u>88,663</u>
Incoming resources from charitable activities	6	2,096	108,715	110,811	105,294
Total incoming resources		<u>52,444</u>	<u>108,715</u>	<u>161,159</u>	<u>193,957</u>
<u>Resources expended</u>					
Charitable activities					
Support and information services		42,541	128,679	171,220	171,003
Governance costs		8,068	-	8,068	1,920
Total resources expended		<u>50,609</u>	<u>128,679</u>	<u>179,288</u>	<u>172,923</u>
Net incoming/(outgoing) resources before transfers		<u>1,835</u>	<u>(19,964)</u>	<u>(18,129)</u>	<u>21,034</u>
Gross transfers between funds		(18)	18	-	-
Net income/(expenditure) for the year/ Net movement in funds		<u>1,817</u>	<u>(19,946)</u>	<u>(18,129)</u>	<u>21,034</u>
Fund balances at 1 April 2015		<u>21,289</u>	<u>54,052</u>	<u>75,341</u>	<u>54,307</u>
Fund balances at 31 March 2016		<u><u>23,106</u></u>	<u><u>34,106</u></u>	<u><u>57,212</u></u>	<u><u>75,341</u></u>

PAIN CONCERN

BALANCE SHEET

AS AT 31 MARCH 2016

	Notes	£	2016 £	£	2015 £
Current assets					
Debtors	11	7,074		-	
Cash at bank and in hand		<u>50,138</u>		<u>75,341</u>	
Total assets less current liabilities			<u>57,212</u>		<u>75,341</u>
Income funds					
Restricted funds			34,106		54,052
Unrestricted funds			<u>23,106</u>		<u>21,289</u>
			<u>57,212</u>		<u>75,341</u>

The accounts were approved by the Trustees on 12 July 2016


Trustee

PAIN CONCERN

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2016

1 Accounting policies

1.1 Basis of preparation

The accounts have been prepared under the historical cost convention.

The accounts have been prepared in accordance with applicable accounting standards, the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005.

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

	31.03.2015	31.12.2013
	£	£
Donations and gifts	24,673	19,293
Grants receivable for core activities	24,417	69,200
	<u>49,090</u>	<u>88,493</u>

3 Advertising income

	2016	2015
	£	£
Advertisement in Pain Matters magazine	675	-
	<u>675</u>	<u>-</u>

PAIN CONCERN

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2016

4 Trade income

	2016 £	2015 £
Magazine Digital Subscriptions	476	-
CD sales	24	-
Book sales	9	-
	<u>509</u>	<u>-</u>

5 Investment income

	2016 £	2015 £
Interest receivable	<u>74</u>	<u>170</u>

6 Incoming resources from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Magazine subscriptions and membership	2,096	-	2,096	2,653
Grants	-	108,715	108,715	102,641
	<u>2,096</u>	<u>108,715</u>	<u>110,811</u>	<u>105,294</u>

PAIN CONCERN

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2016

7 Total resources expended

	Staff costs £	Other costs £	Total 2016 £	Total 2015 £
Charitable activities				
<u>Support and information services</u>				
Activities undertaken directly	49,064	95,884	144,948	121,665
Support costs	1,737	24,535	26,272	49,338
Total	50,801	120,419	171,220	171,003
Governance costs	-	8,068	8,068	1,920
	50,801	128,487	179,288	172,923

8 Support costs

	2016 £	2015 £
General Administration	24,535	45,875
Staff costs	1,737	3,463
	26,272	49,338

9 Governance costs

	2016 £	2015 £
Legal costs for charity conversion to limited company	6,000	-
Governance	2,068	1,920
	8,068	1,920

10 Trustees

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

11 Debtors

	2016 £	2015 £
Trade debtors	7,074	-

PAIN CONCERN

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2016

12 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2016 are represented by:			
Current assets	23,106	34,106	57,212
	<u>23,106</u>	<u>34,106</u>	<u>57,212</u>