

Pharmacist Support

**(THE WORKING NAME OF THE BENEVOLENT FUND OF THE ROYAL
PHARMACEUTICAL SOCIETY OF GREAT BRITAIN)**

Charity number 221438

**Annual report and financial statements for the year
ended 31 December 2010**

Contents

Page

Report of the Trustees

2-14

Report of the independent Auditors

15-16

Statement of Financial Activities

17

Balance sheet

18

Notes to the financial statements

19-29

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

Report of the Trustees

The trustees present their report along with the financial statements of the charity for the year ended 31 December 2010. The financial statements have been prepared based on the accounting policies set out in note (1) to the financial statements and comply with the charity's trust deed. The Benevolent Fund of the Royal Pharmaceutical Society of Great Britain (working name Pharmacist Support) is a charity registered with the Charity Commission under registration number 221438.

Mission Statement and aim

Our mission statement is

'To provide financial assistance and pastoral support to pharmacists and their families, former pharmacists and pharmacy students'

Our aim is to relieve poverty and financial hardship for pharmacists, former pharmacists and their families, and students of pharmacy, and to provide effective support and information to promote a positive existence.

Activities

When providing services to its users, the charity aims to ensure that solutions are effective in both the short and long term. Thus, services are tailored to an individual's needs and may include financial assistance, information and advice, signposting and referral to other external sources of help. The charity provides the following services for the public benefit:

Grants

This includes direct and indirect grants payable to relieve financial hardship and alleviate poverty.

Specialist advice services

Specialist advice is provided in the areas of debt, welfare benefits, housing and employment.

Listening friends

The Listening Friends telephone service provides a listening ear to pharmacists struggling with a range of situations, both pharmacy and non-pharmacy related. The aim is to reduce stress and improve individuals' wellbeing.

Addiction support

Specialist addiction support and counselling is provided under the Health Support Programme. This is tailored to the individual's needs and incorporates a range of solutions such as a telephone helpline, one to one counselling, in-house treatments and local support groups.

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

Information and signposting services

This includes an enquiry service, research, collation and dissemination of information and/or referral on to an appropriate and authoritative source to assist enquirers further.

Other programmes

Other programmes include collaborative working with other pharmacy organisations, collation of social policy information on issues commonly affecting service users, and research into areas affecting specific groups of pharmacists.

In determining our programme of services we have regard to both the Charity Commission's general guidance on public benefit and prevention and relief of poverty for the public benefit. The trustees always ensure that the services we provide are in line with our charitable objects and aims.

How we work

The charity meets its charitable aims in two ways:

Internally provided services

A number of services are delivered directly by charity staff, for example, telephone support and information services, awareness raising work and the administration of grants.

Partnership services

Specialist assistance for individuals is provided chiefly by using our partner organisations – Action on Addiction and Manchester Citizens Advice Bureau.

Work carried out by the partner organisations is especially useful where it provides a more economic approach than using our own staff.

Using both partner organisations and our own staff helps utilise both pharmacy related and other areas of specialist knowledge effectively and assists in our work.

Attempting to put in place longer term solutions requires that we address the underlying social and economic circumstances of people who approach us for assistance. Through our work we hope to empower our service users and so transform lives. Our charitable aim is to ensure that people being supported by either the internal or partnership services enjoy an adequate standard of living.

We decide on how we expand and develop our work, taking into account the following factors:

- honouring our existing commitments to prevent or relieve financial hardship;
- information from partners and service users about relevant areas not well served by other organisations , where our input would be valued;

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

- availability of external partners willing and able to work with us;
- viability of the proposed activity.

We do not utilise charitable funds to replace any available state assistance and as such we will not provide financial assistance when another source of income or entitlement is identified. To this end we seek to assist the individual in claiming all available entitlements and then use charitable funds to top up their income, either in the short or long term to ensure that an adequate level of income is in place.

Over the year we have directly supported 731 individuals, indirectly there have been over four thousand interactions with individuals in need via our website, where we provide online information and downloadable factsheets. We seek to help people regardless of race, sexual orientation, religion, creed, disability, age or gender.

Further information on support provided by the charity and the impact on individuals and families can be seen in the case studies section of our web site www.pharmacistsupport.org

Voluntary help and gifts in kind

The trustees are very grateful to the many volunteers who help by staffing our Listening Friends helpline and home visiting scheme. Both schemes have a team of dedicated volunteers and would be unable to operate without their input. Volunteers also provide assistance with promoting the Charity's services and raising awareness of our work, giving time and commitment to make us a success.

We are also very grateful to the Pharmacy magazine and ICP magazine for providing free advertising to the Charity during 2010, and also to Chemist and Druggist and the Pharmaceutical Journal for providing free subscriptions to their publications. The charity also received pro bono copywriting services for our 2009 review from Pursuit communications. A full list of organisations and individuals who generously provide discounts to the charity will be acknowledged within our 2010 review.

What we did: Activities, Achievements, Performance

Benevolence

The trustees are pleased to advise that they have met their key aim in providing financial assistance and pastoral support to pharmacists, former pharmacists and their families and students of pharmacy, in need. The charity considers applications for assistance from pharmacists who either are or were registered as members of the Royal Pharmaceutical Society of Great Britain or are currently registered with the General Pharmaceutical Council. In addition we also consider applications from widows, widowers or dependants of pharmacists and from preregistration

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

trainees. Students of pharmacy (specifically the MPharm course) are also eligible to apply for a one off student hardship grant. The following activities make up the charities benevolence activities (expenses for which are listed at page 17 of the SOFA).

Grants

Towards the end of 2009 the charity redefined its grants categories in order to simplify processing, monitoring and reporting. Grants are now categorised as follows - regular grants, one off grants and fixed term grants.

The amount of financial assistance given during 2010 totalled £179,865 (excluding treatment grants) this was a reduction on the previous year, (£253,000 in 2009). 170 individuals applied to the charity for financial assistance during 2010(181 in 2009), and of those applicants 152 were assisted (164 in 2009).

We received 78 applications from people contacting us for the first time in 2010 (77 new applications in 2009) and the remaining grant recipients were people submitting repeat requests for help, including 52 individuals who receive regular grants (which are assessed annually). In 2010, 18 students of pharmacy took advantage of the one off student hardship grant.

No genuine case of financial hardship or poverty, either temporary or permanent was refused assistance during the year. The principal grant purpose in 2010 was for assistance with living costs and the largest grant recipient group was working age pharmacists. This was predominantly preregistration trainee pharmacists who commonly have the lowest wages in the sector and are usually managing a high amount of student debt also, whilst completing their placements, prior to sitting the registration exam.

The Charity continues to provide a regular grant to 52 individuals (57 in 2009. We are sad to note that a number of our beneficiaries have passed away). In the main these are widows and widowers of pharmacists who have experienced financial instability since losing their spouses and been adversely effected by the subsequent drop in income. This group of people receive regular funding either monthly, quarterly or annually, as best suits their circumstances and there is an annual renewal process in place. Of the 52 individuals receiving regular grants in 2010, 27 were also provided with home visits during the year.

Annual hampers

2010 marked the final year of the annual hampers scheme. For many years the Charity has emitted a basket in December to all regular grant recipients. The number of hamper recipients has steadily reduced over the years, and many of our older (80 years+) beneficiaries have reported that they are no longer in a position to benefit from this gift. Reasons reported included: not requiring additional food due to being resident in a care home, ill health limiting the range of foods the recipient is able to consume and spending time with relatives over the festive period. Where grant recipients report

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

that they require assistance with food costs (at any time during the year) we have the flexibility to accommodate this, and this factor was significant in the decision to cease the scheme.

Home visits

The provision of home visits is firmly rooted within our objectives to provide pastoral support to our beneficiaries. The trustees wish to ensure that the charity has some face to face contact with annual grant recipients. This approach increases understanding for us as to the individuals' needs and circumstances and also encourages awareness amongst the beneficiaries as to what we can offer them, and how we can support them.

Home visits are delivered by one of our team of 10 volunteers. We match the volunteer with the beneficiary taking into consideration a number of factors (ie the background of the individual, whether they or their spouse were the pharmacist, as well as the geographical location). In addition to the team of volunteers, we also utilise two members of staff depending on the purpose of the visit as well as the needs of the beneficiary. As a relatively new service for the charity (commenced in 2009), the trustees are pleased to report that this service provided over 30 visits during 2010 at a total cost of £1,495.

Information and signposting service

During 2010 enquiries rose by 19% on the year before, in total we received 347 enquiries. A significant amount of these were from preregistration trainees, with the calls from this group doubling during the second half of the year. Enquiries were wide ranging and we have continued to use the frequency/popularity of an enquiry subject to inform our fact sheet topics. Our enquiry service aims either to provide an answer to a query posed or locate an authoritative source of external assistance to signpost the caller on to. The use of this service continues to grow and the benefit to this is that we are able to identify areas of social policy, giving us an understanding of the issues affecting the sector. Wherever possible we look to raise the profile of these issues to benefit all pharmacists.

Specialist Advice Services

2010 marks the completion of our second year of collaboration with Manchester Citizens Advice Bureau. They provide specialist advice and assistance on a wide range of subjects (but for the purposes of our referred clients this is primarily welfare benefits, debt, housing law and employment). This local organisation has a track record of success in empowering and assisting individuals in understanding their rights and responsibilities within the law.

During 2010 MCABs successfully assisted 107 individuals referred by Pharmacist Support (93 in 2009). This has achieved gains to those assisted worth in excess of £412,000. These gains are made

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

up of increases in service users' incomes through identifying and claiming state benefits worth £89,648 per annum, assisting individuals in gaining pay entitlements worth £33,279 from employers and helping people with the rescheduling, management or write off of personal debt liabilities totalling over £290,000 the cost of this service to the charity in 2010 was £19,547.

Advice and Support

Listening Friends

The Listening Friends service provides an empathetic, non judgemental environment for pharmacists, trainees or students dealing with a variety of stressful situations and in need of someone to talk to. The service is confidential and is staffed by volunteers who are pharmacists themselves, so they are well placed to understand the unique pressures that the pharmacist may face. All of our volunteers attend two training sessions per year to equip them with the skills they need to support others, whilst ensuring that their development is ongoing to enrich the volunteering experience. During 2010 the scheme dealt with 280 calls, 68 of which were from new callers. The trustees noted a slight reduction in calls from the year before, and to combat this we increased our efforts to raise awareness of the service, and were successful in increasing the use of the scheme as a result of obtaining a number of free adverts specifically promoting the service.

Addiction Support

Health Support Programme

Action on Addiction is our most recent collaborative partner; we joined forces with them towards the end of 2009, to enable the efficient operation of the Health support Programme. The charity has provided addiction support to pharmacists for some 17 years, and its evolution to being partnered by the country's leading addiction charity is illustrative of the trustees aim to provide a service for supporting pharmacists with addiction issues that is of the highest possible standard.

During 2010 the service assisted 36 pharmacists seeking assistance or information with addiction issues, 5 of whom accessed in-house treatment at Clouds House in Wiltshire, AoA's residential treatment centre. This partnership has enabled us to provide a 24/7 dedicated telephone line, which ensures that we are ready to assist when an individual takes the first step to conquering an addiction. We have assisted individuals with grants to enable them to obtain the treatment they require to help them take control of their futures. During 2010 the charity spent £27,387 on grants for individuals and direct payments to AoA. This expenditure represented a large (£26,000) reduction on the previous year's spend. However it should be noted that the figures are not a like for like comparison due to a change in service operation (£53,000 in 2009).

Marketing

Raising awareness

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

Awareness raising is an integral part of the work of the charity. The ability to promote our activities enables us to ensure that we effectively work towards our aim of reaching the people who need our support, as well as assisting us in reaching new donors. We use a variety of methods to achieve this such as giving presentations to groups of pharmacists, preregistration trainees and students as well as other pharmacy groups, such as employers, unions and professional support networks. We also place advertisements in the pharmacy press as well as publications unrelated to pharmacy that may provide access to other eligible groups (such as Saga magazine aimed at retired pharmacists and widows and widowers of pharmacists). This helps to increase familiarity with the charity brand as well as extending our reach.

During 2010 we attended 5 large scale events including the British Pharmaceutical Student Association Conference, the Pharmacy show and the RPS conference. These events give an opportunity to network with large numbers of potential service users and donors. In addition to this we regularly receive requests from a variety of sources to attend seminars and give presentations and we try to do as many as we can, within the limitations of our resources.

The team succeeded in getting 16 articles published in the pharmacy press, which has kept both the name of the charity and the issue of pharmacists' needs on the sector's media stage. Our expenditure on marketing was £50,433 which represented an under spend of £9,566, as we had budgeted for expenditure of £60,000 in 2010. In the previous two years, the charity had a higher expenditure on awareness raising (£89,000 in 2009, as shown on page 17 of the SOFA, and £79,000 in 2008) and this was specifically aimed at communicating the charity's re-branding, in line with our strategic plans set in 2008.

Other programmes

Pharmacist Support focuses on working collaboratively with other pharmacy related organisations wherever appropriate in support of the well being of pharmacists in and out of the work force/place. In 2010 we joined forces with a large number of other organisations such as CPPE, RPS, NAWP, SCPPE and GPhC to work on a joint venture regarding supporting pharmacists returning to practice.

The aim is to provide a coordinated approach to assisting individuals requiring advice, support or information regarding this topic. Pharmacist Support also presented a seminar on supporting pharmacists in association with NCAS at the RPS conference in September. Where we identify any other organisations with a remit that is complementary to ours, we endeavour to forge links and establish relationships to benefit our service users, both present and future.

External factors affecting achievement

The charity works alongside a wide range of other relevant pharmacy organisations and were mindful that 2010 was anticipated as a defining year for the pharmacy sector. This was due to the transfer of regulatory powers from the Royal Pharmaceutical Society to the newly established General Pharmaceutical Council. The trustees agreed that 2010 would be the right time to focus on

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

building capacity within our internal infrastructure, whilst externally focusing on making and cementing effective relationships. Due to these changes and the development of the new professional body and its services, Pharmacist Support decided not to develop any new services in 2010 and instead we focused on our strategic development.

Financial review

The Statement of Financial Activities (SOFA) set out on page 17 shows that during the year, the net funds raised from the general public, via legacies and donations to fund the charity's activities was £108,000. The trustees are very grateful to the individuals who generously support the work of the charity in this way, and recognise that the charity continues to benefit from the legacies of former RPSGB members who have made gifts in their wills. Such gifts are very much appreciated and vital to the continuation of our work. The trustees would like to encourage all pharmacists to remember Pharmacist Support when making their wills to provide us with funds necessary to fulfil the charity's remit to support pharmacists in the future.

All of the funds received and a small amount from reserves were used in the current year to fund our activities, as shown in the incoming resources generated funds line in the SOFA (on page 17) which is in line with our policies. Our net income after costs was £472,000 which was utilised for current services, and the balance of our net income for 2010 was from investment income which amounted to £257,734. The total fund balance increased by £605,000 (2009; £737,000) to £11.9 million.

The charity promotes donations being made under the gift aid scheme to maximise their value and the Pharmacist Support website has the facility for on-line donations. Pharmacist Support seeks to encourage donations from small groups and individuals within the pharmacy sector, we do this via fundraising literature and promotional presentations.

Investment policy and performance

The trustees have a general power of investment and so enjoy considerable freedom to invest in such investment assets as they see fit. The charity sometimes needs to react to particular market fluctuations and has a policy of keeping some surplus liquid funds within a 30 day notice account. Our investment managers, Rensberg Sheppard report that we have obtained a return of 11.8% in interest on our portfolio. The investment policy continues to be to maximise the long-term total return of the charity's investment funds subject to the risks normally associated with a balanced approach to portfolio management. This includes an ethical stance that excludes any investment in specific sectors or organisations.

The charity completed the sale of York Place in Edinburgh during 2010, which was the charity's remaining investment property. York Place was previously rented to the Scottish office of the Royal Pharmaceutical Society for operational purposes but became surplus to requirements towards the

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

end of 2009. Due to the extensive modernisation works required to attract a new tenant, it was decided that it would be in the best interests of the utilisation of charity funds to sell the property.

Reserves policy

The charity has reserves as shown in the financial statements. In reviewing its reserve requirement, the trustees have given weight to the fact that in order to enable the continued effective operation of the charity, and ensure that the long term commitments to our services users are met we must hold a sufficient level of reserves to ensure that both the investment returns and also a modest use of the capital sum each year are achievable. The charity's yearly expenditure is in excess of its voluntary income and our reserves policy reflects this. Reserves are currently above the Trustees benchmark due to the sale of the investment properties, which the Trustees will be reviewing during 2011.

Financial assistance policy

The trustees have delegated authority for the assessment and decision making to the Charity Manager and team, with authorised spending limits. This approach allows a greater amount of flexibility and responsiveness to be applied to the financial assistance system. The Grants Officer and Charity Manager have access to facilities, expertise, staff of other related organisations (typically assisting or supporting the applicant within another often related area of need) and the applicants themselves, making them better placed to deliver consistent decisions, in line with charity policies, within the agreed time frames contained in the policy.

Applications for financial assistance are invited either directly or via a third party, such as a Citizens Advice Bureau or SSAFA . The overwhelming majority are submitted direct from the applicant. Our financial assistance policy is reviewed at least once a year to ensure it is aligned with our priorities and programmes of activity, and more often if there are any external factors that need to be considered and applied. This ensures that our policy remains current, responsive and in line with both changes in the law and also recognised best practice guidelines.

Plans for the Future

In 2010 the Trustees engaged in a strategic planning exercise to inform the direction of the charity's work, as they have achieved many of the aims contained within the current business plan and were alert to the fact that major external changes occurred in 2010 which required the charity to be both responsive and pro active to the changing needs of our potential and current service users.

During this process the Trustees agreed the following aims for 2011:

- To develop the information and signposting service, by updating the IT system;
- Enabling the provision of specific web based information for key user groups;
- To ensure that robust monitoring and evaluation systems are in place for all services
- To scope and pilot new services, responsive to current needs;
- To set a long term fundraising strategy to support the work of the charity;

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

To position ourselves as a key collator of social policy issues relevant to pharmacists, and share this information with other interested parties to add value to wider debates and work benefitting the pharmacy sector.

Risk management

All significant activities undertaken are subject to a risk review as part of the initial activity assessment and implementation. Major risks are identified and ranked in terms of their potential impact and likelihood. Major risks, for this purpose, are those that may have a significant effect on:

- Achievement of our aims and objectives; and/or
- Operational performance, including risks to our personnel and volunteers; and/or
- Meeting the expectations of our beneficiaries or supporters.

The trustees review these risks on an ongoing basis and satisfy themselves that adequate systems and procedures are in place to manage the risks identified. Where appropriate, risks are covered by insurance. The following framework is central to ensuring adequate risk assurance:

- Regular monitoring of major risks and development of action plans; and
- A clear structure of delegated authority and control; and
- Regular summary reports on risk management to the Trustee Board.

We have paid particular attention during the year to monitor the increased risks of duplication of our services by other pharmacy organisations.

Trustees' responsibilities in relation to the financial statements

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards. The law applicable to charities in England and Wales requires the trustee(s) to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any departures disclosed and explained in the financial statements and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees note that on 1 October 2010, Horwath Clark Whitehill LLP changed its name to Crowe Clark Whitehill LLP. The trustees also wish to inform the reader that Crowe Clark Whitehill LLP has indicated its willingness to be reappointed as statutory auditor.

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy the financial position of the charity and enable them to ascertain to ensure that the financial statements comply with the Charities Act 1993, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In the interest of transparency and accountability to our donors we publish our annual report, accounts and an annual review on the website. The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Objects, Structure, Governance and Management

Our legal objects

Pharmacist Support is a national, independent occupational benevolent fund for the benefit of pharmacists, their families and students of pharmacy. We are a non-political, non-religious organisation established by the Royal Pharmaceutical Society of Great Britain under their benevolence charter in 1846.

The charity was governed by the Council of the RPSGB until 2006 when the current Board of Trustees were recruited and appointed to independently govern the organisation. It is constituted under a trust deed dated 27th November 2006 (as amended on 8th September 2010). It is registered as a charity with the Charity Commission. The Trust deed defines the charity's objects as being: 'The relief of financial need or other distress amongst members and former members of the Society and any individual who is or has ever been on the register of pharmacists maintained by the Society or the General Pharmaceutical Council and their widows, widowers, dependants or orphans, and amongst pharmacy students in Great Britain.'

Our Charity Commission registration number is 221438.

Trustees and organisational structure

Following the governance review undertaken during the year provision has been made by the Trustees to facilitate change and renewal to the trustee board and the present eight original Trustees will all have retired by the end of 2013, starting with three leaving at the end of 2011. The original trustees may not be reappointed. At the same time the trust deed has been amended to allow for up to 9 trustees to be appointed, and for the possibility of co-opting an additional two trustees. All new trustees will serve for a term of 3 years, with one third of the trustees retiring

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

automatically by rotation each year. A new trustee may be reappointed, but may not serve for more than two terms of office. (The term of office of a co-opted trustee is one year, unless thereafter appointed as a trustee in the normal manner). Trustees serve until they either resign or their term ends without renewal.

All our existing trustees have experience of being a charity trustee. No trustee is remunerated for their trusteeship, but reasonable out of pocket expenses are reimbursed. Trustees meet every quarter primarily to focus on the broad strategy and underlying policies of the charity, receive regular reports on its activities and to review the financial position. Trustees are encouraged to undertake training to keep their knowledge of charity regulation, investment and good practice current.

Trustee expenses (detailed at note 4 within the SOFA, page 22) illustrate expenditure at £5,595 in 2010 which was a reduction of 23% on the previous year (£7,286 in 2009). These expenses are necessary in facilitating the trustees to travel and attend meetings on charity business, in support of their governance responsibilities. There were four quarterly Board meetings held in 2010 in addition to a strategy day held mid year with the staff.

Our Trustee recruitment and induction policy provides that upon appointment new trustees are given a formal induction to the work of the charity and provided with the information they need to fulfil their roles, which includes information about the role of trustees and charity law. New trustees are recruited via a national recruitment process and are interviewed by a panel of three trustees. Prospective trustees are required to illustrate that they have the necessary skills to contribute to the charity's management and development.

Each trustee has the opportunity to take responsibility for monitoring the charity's activities in specific operational areas, chairing sub-committees of the trustee board. There are subcommittees with delegated authority to cover areas such as external partnerships, marketing and communications and membership of these committees includes the Charity Manager.

Pharmacist Support is a member of the Association of Charity Officers (ACO). The ACO is a membership body of benevolent funds which provides advice and guidance on governance and legal changes. ACO represents its members to the Government and the Charity Commission and is committed to the promotion and development of benevolent funds.

Trustees

Our trustees are responsible for setting the strategy and are responsible in law for the governance of Pharmacist Support.

Mr David Thomson FPharms **Chairman**

Mr David Morgan FPharms **Vice Chairman**

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)
Annual Report
For the year ended 31 December 2010

Dr Leonard Brookes FPharms **Treasurer**

Miss Seema Agha LLB(Hons)

Mrs Catherine Beman FRSS

Professor David Johns CBE

Mrs Doreen Laity FPharms

Mr Arthur Williams OBE

Charity Manager

Ms Diane Leicester

Advisers

To help us in our work we retain a number of professional advisers:

Auditor:

Crowe Clark Whitehill LLP,
St Bride's House,
10 Salisbury Square,
LONDON.
EC4Y 8EH.

Investment Manager:

Rensberg Shepard,
2 Gresham Street,
LONDON.
EC2V 7QP.

Banker:

National Westminster Bank,
91 Westminster Bridge Road,
Lambeth,
LONDON.
SE1 7HW.

Solicitor:

Bates Wells & Braithwaite,
2 – 6 Cannon Street,
LONDON.
EC4M 6YH.

Principal Office

Pharmacist Support
3rd Floor, The Pinnacle
73-79 King Street
Manchester
M2 4NG

Telephone: 0808 168 2233

Website: www.pharmacistsupport.org

Approved by the trustees and signed on their behalf by:

Name

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Independent Auditors Report to the Trustees
For the year ended 31 December 2010

Mr David Thomson, FPharms. Chairman

Date

Name

Dr L B Brookes, FPharms. Treasurer

Date

We have audited the financial statements of Pharmacist Support for the year ended 31 December 2010 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes numbered 1 to 11.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's trustees, as a body, in accordance with section 44 of the Charities Act 1993. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Statement of Trustees' Responsibilities, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed as auditor under section 43 of the Charities Act 1993 and report in accordance with regulations made under section 44 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements.

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain)

Independent Auditors Report to the Trustees

For the year ended 31 December 2010

We read all the information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 December 2010 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 1993.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 1993 requires us to report to you if, in our opinion:

- the information given in the Trustees Annual Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Crowe Clark Whitehill LLP

Statutory Auditor

London

Date

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) **Statement of Financial Activities**
For the year ended 31 December 2010

	Notes	2010 Total £'000	2009 Total £'000
Incoming Resources			
Generated funds:			
Voluntary Income			
Donations, gifts and unrestricted grants		5	18
Legacies		103	25
Activities of generating funds:			
Investment and other income	2	286	315
Incoming resources from charitable activities:			
Other incoming resources	3	160	-
Total incoming resources		554	358
Resources Expended			
Costs of generating funds:			
Investment management fees		27	20
Net incoming resources available for charitable application		527	338
Charitable activities by objective:			
Benevolence		517	472
Advice and support		38	44
Addiction support		27	53
Marketing		55	89
		637	658
Governance costs	4	114	120
Transfer of Emergency Funds	3	-	160
Total resources expended	5	778	958
Net incoming resources before investment gains/losses		(224)	(600)
Gain on investments		829	1,336
Investment property revaluation		-	(57)
		829	1,279
Net movement in funds		605	679
Reconciliation of funds			
Balances brought forward		11,336	10,657
Fund balances carried forward		11,941	11,336

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) **Statement of Financial Activities**
For the year ended 31 December 2010

All incoming resources and expended resources arise from continuing activities. The notes on pages 19 to 29 form part of these accounts.

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) **Balance Sheet**
For the year ended 31 December 2010

	Notes	2010 £'000	2009 £'000
Fixed Assets			
Tangible assets	6	17	23
Investments	7	10,231	10,769
		<u>10,248</u>	<u>10,792</u>
Current Assets			
Other debtors	8	59	71
Cash at bank and in hand		1,710	553
		<u>1,769</u>	<u>624</u>
Creditors: amounts falling due within one year	9	<u>76</u>	<u>80</u>
Net current assets		<u>1,693</u>	<u>544</u>
Net assets		<u>11,941</u>	<u>11,336</u>
Capital funds			
Unrestricted charitable funds	10	11,941	11,336
		<u>11,941</u>	<u>11,336</u>

The financial statements on pages 17-18 were approved and signed on behalf of the Trustees on ADD DATE 2011 by:

Mr David Thomson

Chairman

Dr Leonard Brookes

Treasurer

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to the Financial Statements
For the year ended 31 December 2010

1. Accounting policies

Accounting convention

These financial statements have been prepared under the historical cost convention as modified by the inclusion of investments at market value and in accordance with applicable accounting standards and comply with the current Statement of Recommended Practice "Accounting and Reporting by Charities" (the Charities SORP) issued in March 2005.

A summary of the accounting policies which have been applied consistently is set out below.

a) Incoming resources

Income from investments is included in the financial statements when receivable. A legacy would be regarded as receivable when it has become reasonably certain that the legacy will be received and the value of the incoming resource can be measured with sufficient reliability. All other sources of income are included in the financial statements on an accruals basis.

b) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular objectives, they have been allocated to activities on a basis consistent with the use of the resources.

Cost of generating funds

These represent professional fees incurred in relation to the administration and management of the Charity's investment properties and security based investment portfolio.

Charitable activities

These include cost of grants, staff costs and other support costs directly incurred in meeting the Charity's objectives.

Grants and annuities represent benevolent payments to eligible individuals (as defined on page 4 under the benevolence heading). Financial assistance can be in the form of interest free loans, payment of specific living expenses or annual GPhC retention fees for example. Applications for grant assistance are considered on their merits, by the Pharmacist Support Manager ensuring compliance with the Charity's objectives, and in accordance with guidelines issued by the Trustees.

Support costs not directly attributable to individual objectives are allocated on an annual basis, based on the number of employees.

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

Governance costs

Governance costs are those associated with constitutional and statutory requirements together with the costs of the Society's Charities Officer who is responsible for the day-to-day governance matters of the Charity.

c) Fund Accounting

General unrestricted funds represent unrestricted income, which is expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

Restricted funds are subject to specific conditions imposed by the donor or by the specific terms of a trust deed or other legal measures.

d) Tangible fixed assets

Freehold properties

Freehold land is not depreciated. Freehold properties are depreciated to their estimated residual values over their estimated economic lives. The principal annual rate in use is 2% per annum.

Motor vehicles & equipment

Depreciation is calculated on motor vehicles and equipment so as to write off the cost of the assets, less their estimated residual values, in equal annual instalments over their expected useful economic lives. The principal annual rates in use are as follows:

Motor vehicles and other equipment 5 years

Computer equipment 12 months

e) Investments

Investments held as fixed assets are stated at market value.

Any surplus or deficit realised on the disposal of investments is included in the Statement of Financial Activities in arriving at the net incoming resources for the year. Any unrealised surplus or deficit incurred in revaluing investments at the year end is separately stated in the Statement of Financial Activities.

f) Investment properties

Investment properties are revalued every three years and included in the balance sheet at their open market value. In accordance with SSAP 19, no depreciation is provided in

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

respect of investment properties. This represents a departure from the normal accounting practice concerning the depreciation of fixed assets.

These properties are held for investment purposes and the Trustees consider that the adoption of this policy is necessary to give a true and fair view.

Full valuations of investment properties are made by independent professionally qualified valuers every three years, and in the intervening years these valuations are updated by the Trustees with the assistance of independent professional advice as required. The basis of the valuation is explained in note 8.

g) Gifts in kind

The value of services or facilities provided free of charge is recognised in the Statement of Financial Activities as both income and expenditure where the benefit is quantifiable and material, and where the service or facility would otherwise have been purchased.

h) Foreign exchange

Assets and liabilities denominated in foreign currencies are translated into sterling at the rate ruling at the Balance Sheet date. Foreign exchange differences are taken to the Statement of Financial Activities in the year in which they arise.

i) Taxation

As a registered charity, the charitable funds are exempt from certain elements of corporation tax but not from VAT. Irrecoverable VAT is, in accordance with standard accounting practice, included in the cost of those items to which it relates. Income tax recoverable on income received under Gift Aid donations is accounted for on a receivable basis.

j) Cash flow statement

The Charity is exempt from the requirement to publish a cash flow statement on the basis that it qualifies as a small charity.

k) Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised and included at cost including any incidental expenses of acquisition.

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

2. Investment and other income

	2010	2009
	£'000	£'000
Income from U.K. listed investments	216	205
Income from overseas listed investments	42	28
Interest receivable	23	7
Rental income	-	75
Gift In Kind	5	-
	<u>286</u>	<u>315</u>

3. Transfer of Emergency Funds

The Emergency Funds were transferred back into Pharmacist Support during 2010 following approval of the transfer by the Charity Commission.

4. Governance costs

Breakdown of the sum total includes, expenditure relating to Trustee meetings and related expenditure items totalling £7,000 staff costs for the Charity secretary of £21,000 payments to Crowe Clarke Whitehill (auditors) £10,000 payments to legal advisors Bates Wells & Braithwaite £16,000 other costs relating to the sale of investment property £60,000.

During the period no salary payments were made to any Trustee. Trustees were reimbursed for travel and subsistence expenses for attending meetings and training courses. This amounted to £5,595 for the year (2009: £7,286).

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

5. Analysis of Total Resources Expended

	Staff Costs	Support Costs	Grant Costs	Treatment Costs	Other Costs	Total Costs	Total
	2010	2010	2010	2010	2010	2010	2009
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Costs of generating funds:							
Investment mgt. fees	-	-	-	-	27	27	20
Charitable Activities:							
Benevolence	174	20	207	-	116	517	472
Listening Friends Scheme	17	21	-	-	-	38	44
Health Support Programme	-	-	-	27	-	27	53
Marketing	-	3	-	-	52	55	89
	191	44	207	27	195	664	678
Governance Costs	21	-	-	-	93	114	120
	212	44	207	27	288	778	798
			IT	Finance	H.R.	Total	Total
			2010	2010	2010	2010	2009
			£'000	£'000	£'000	£'000	£'000
Service Costs							
Benevolence			11	14	8	33	28
			11	14	8	33	28

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

Staff Costs

The Charity does not directly employ any staff. All those working on the affairs of the charity are employed through the Society and a recharge of actual salary costs is made on a monthly basis. Staff costs and staff numbers are shown as an indication of the staff involvement within the Charity.

Staff costs recharged to the Charity may be analysed as follows:-

	2010	2009
	£'000	£'000
Wages and salaries	157	165
Social security costs	13	8
Pension costs	21	15
	<u>191</u>	<u>188</u>

The average full time equivalent number of staff during the year was:

	2010	2009
	No.	No.
Benevolence	4	3
	<u>4</u>	<u>3</u>

During the year no member of staff received a gross salary exceeding £38,264 (2009 £40,000).

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

6. Tangible fixed assets

	Equipment	Total
	2010	2010
	£'000	£'000
Cost or valuation		
As at 1 January 2010	56	56
Additions	1	1
Disposals	-	-
At 31 December 2010	<u>57</u>	<u>57</u>
Depreciation		
At 1 January 2010	(33)	(33)
Charge for the year	(7)	(7)
Disposals	-	-
At 31 December 2010	<u>(40)</u>	<u>(40)</u>
Net book value	17	17
At 31 December 2010	<u>17</u>	<u>17</u>
At 31 December 2009	<u>23</u>	<u>23</u>

The net book value at 31 December 2010 represents fixed assets used for:

	£'000
Direct charitable purposes	<u>17</u>

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

7. Fixed asset investments

	2010	2009
	£'000	£'000
Tangible Assets	17	23
Investment properties (note 8a)	-	1,600
Market value of investments listed on a recognised Stock Exchange (note 8b)	10,231	9,169
	<u>10,248</u>	<u>10,792</u>

7a. Investment properties

	2010	2009
	£'000	£'000
Valuation 1 January	1,600	1,657
Revaluation in year		(57)
Disposal in year	(1,600)	
Valuation 31 December	<u>-</u>	<u>1,600</u>

The investment property (York Place) was sold April 2010.

7b. Investments listed on a recognised Stock Exchange

	2010	2009
	£'000	£'000
Market value 1 January	9,169	7,578
Less: disposals proceeds	(1,637)	(3,063)
Add: acquisitions at cost	1,970	3,178
Net gain on revaluation at 31 December	729	1,476
Market value 31 December	<u>10,231</u>	<u>9,169</u>
Historical cost 31 December	<u>8545</u>	<u>8,298</u>

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

Additional information on investments

Market value investments – UK	7,602	6,661
Market value investments – overseas	2,629	2,508
Market value 31 December	<u>10,231</u>	<u>9,169</u>

The following holdings represent more than 5% of the total value of investments:

	2010	2009
	£'000	£'000
Investec Fund Managers Equity Inc	-	1,190
HSBC Inv (UK) Ltd. Sterling Liq B	-	700
	<u>-</u>	<u>1,890</u>

All of the above assets were held for investment purposes rather than direct charitable purposes during the year.

8. Debtors

	2010	2009
	£'000	£'000
Trade Debtors	15	25
Beneficial Loans	28	6
Prepayments and Accrued Income	16	40
	<u>59</u>	<u>71</u>

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

9. Creditors

	2010	2009
	£'000	£'000
Balances with related parties (note 11)	19	7
Trade creditors	15	33
Accruals	42	40
	<u>76</u>	<u>80</u>
	<u><u>76</u></u>	<u><u>80</u></u>

10. Funds

(i) Unrestricted Funds

	As at 1 January 2010	(Outgoing)/ incoming resources	Realised gains/(loss)	Unrealised gains/(loss)	As at 31 December 2010
	£'000	£'000	£'000	£'000	£'000
Benevolent Fund	11,336	(384)	100	729	11,781
Emergency Fund	-	160	-	-	160
	<u>11,336</u>	<u>(224)</u>	<u>100</u>	<u>729</u>	<u>11,941</u>
	<u><u>11,336</u></u>	<u><u>(224)</u></u>	<u><u>100</u></u>	<u><u>729</u></u>	<u><u>11,941</u></u>

Pharmacist Support (the working name of the Benevolent fund of the Royal Pharmaceutical Society of Great Britain) Notes to Financial Statements (continued)
For the year ended 31 December 2010

(ii) Analysis of net assets between funds

	Total Funds
Fund balances at 31 December are represented by:	2010
	£'000
Tangible fixed assets	17
Investments	10,231
Current assets	1,770
Current liabilities	(77)
	<hr/>
	11,941
	<hr/> <hr/>

11. Related party transactions

The Royal Pharmaceutical Society of Great Britain provides services to the Charity. The Society also formerly administered the investment properties on behalf of the Charity and provided advice, upon request, to the Trustees.

During the year, the Society raised a charge for services provided totalling £32,728 including VAT (2009: £27,854). On 31/12/10 an outstanding balance of £19,521 was owed to the Royal Pharmaceutical Society.

Additionally, due to the sale of the Charity's investment property (York Place) during 2010, the rental income previously received from the Society for the Scottish office's tenancy ceased (2009: £75,000).