

# Trustees' Report and Accounts 2022



PHARMACIST  
SUPPORT

# Contents

## Our Impact & Achievements

Welcome	4 – 5
Why we exist	6 – 7
Our Values	10 – 11
Why our support is needed	12 – 13
How we help	14 – 17
2022 achievements and impact	20 – 31
Equality, Diversity, and Inclusion	32 – 33
Our commitment to environmental sustainability	34
We can't do it alone	35 – 39
What's next	40 – 41

## Our Year in Figures

Public benefit	46
Financial review	46
Key policies	47
Structure, management, and governance	49
Statement of responsibilities of the Trustees	52
Independent auditor's report	53
Statement of financial activities	57
Balance sheet	58
Statement of cash flows	59
Notes to the financial statements	60
Reference and administrative details	75

# Welcome

2022 proved to be a pivotal year for Pharmacist Support. As we move into the post-pandemic era, we have taken the learnings from the challenging times our profession faced, strengthened our existing relationships with professional bodies and continued to build connections that will both support and enhance the services we offer. Pharmacists continue to play a crucial role in meeting the demands of a stretched NHS and remain a key 'face to face' point of contact for patients. It is recognised that our pharmacy family's wellbeing is linked to the safety of patients and, as our Workplace Wellbeing Survey held jointly with the RPS indicated, there is still much that could be done to support this.

As Trustees we are immensely proud of the support that the charity has provided during 2022 and how the charity has used the challenging circumstances of the last 2 years to adapt and grow. As examples, individuals are now able to apply for financial assistance directly through the website which expedites the overall process, and the number of beneficiaries receiving support from our counselling service has tripled compared to 2021; an increase which is likely to continue during 2023. As a board we have continued to evolve and, following some end of term departures, we welcomed 5 new trustees that have strengthened our skill base and brought diversity as well as refreshing new insights to our team. (A 6th new trustee also began his term in January 2023.)

This year the board took the opportunity to consider the question around Pharmacy Technicians potentially becoming part of our beneficiary pool in the future. This is not a new consideration for the charity, but given significant planned changes that will impact the role of the Pharmacist and further increase in the professional autonomy of the Pharmacy Technician, we felt it appropriate to revisit this question at this time. Our next steps will be guided by and aligned to the outcome of the UK Commission's report on the future for Pharmacy Professional Leadership including that of the prospective Pharmacy Leadership Council.

In the spirit of good governance, we took the opportunity this year to review our investment manager, Investec. An independent partner reviewed the performance of our investments under Investec and we were reassured that they were aligned with our strategy. This review aligned well with our discussions about the charity's approach to responsible investment and we have now retained Investec as our investment managers and divested from all producers of fossil fuels.

Our investment portfolio exists to fund the day-to-day operational costs of the charity and combined with our fundraising efforts, funds the services and financial assistance we deliver. We want to ensure we will always be there for our beneficiaries, so our objective is to at least maintain the portfolio's real term value after management expenses. In common with many charities this has been a real challenge over the last 12 months, and we recognised that our fundraising strategy needed to evolve. Building on our approach which focuses on marketing, communication and partnership, we will focus on enabling individuals and organisations to support us more easily. We will do this by creating new fundraising campaigns, redeveloping our fundraising pack and developing a new corporate supporter pack. We believe this will help us meet a fundraising goal of raising £1m over the next 4 years, so the real term value of our portfolio enables Pharmacist Support to exist in perpetuity.

On behalf of the Board of Trustees, thank you for your interest in the charity and we hope we can count on your continued support in the future.

**Esther Sadler-Williams**

Chair of Trustees  
Pharmacist Support

**Anita Cawley**

Vice-Chair of Trustees  
Pharmacist Support

# Why we exist

Pharmacist Support champions the wellbeing of our pharmacy family. Our vision is that no one in our pharmacy family will face challenging times without us by their side!

As the profession's independent, trusted charity, we exist to support the health and wellbeing of our pharmacy family by providing a wide variety of support services to current and former pharmacists and their families as well as students and trainees who are working towards registration as a pharmacist. Our support aims to meet their wellbeing needs, whether those be financial, physical, mental or social.

The charity's connection to the profession is deep. Existing as an independent charity since 2006, we were initially established by the Royal Pharmaceutical Society of Great Britain in 1841, and thus we have spent more than 180 years supporting members of our pharmacy family through difficult times. We've evolved from a small benevolent fund, mainly providing financial assistance to those in the profession who had fallen on hard times, into a modern-day independent charity. Today, as well as providing monetary support, we are focused on championing the wellbeing of our pharmacy family through the provision of a wide range of confidential services. We continue to be responsive and proactive, adapting to the profession's needs, and we listen carefully to individuals across the profession to understand and empathise with the issues affecting pharmacy today.



Our legal Objects define 'our pharmacy family' and are specifically restricted to the relief of financial need or other distress, and the advancement of general health and wellbeing of:

- any individual whose name is or ever has been on the Register of Pharmacists maintained by the General Pharmaceutical Council (GPhC) (formerly maintained by the Royal Pharmaceutical Society of Great Britain), and their dependents;
- any Trainees\* in Great Britain; or
- any Pharmacy Students\*\* in Great Britain.

***We're proud to be able to support people from such a caring profession, and we'll never give up on what we like to call our pharmacy 'family'.***

\* A Trainee is defined as a person in Great Britain who has successfully completed a course accredited by the GPhC, is eligible to enter training to become a pharmacist, and intends to seek registration as a pharmacist.

\*\* A Pharmacy Student is defined as a person undertaking a GPhC accredited course in Great Britain leading to eligibility to enter accredited foundation training and register as a pharmacist.



## CASE STUDY

***“I genuinely don’t know if I would be sitting here writing this if it wasn’t for the counselling sessions and financial support”***

Imani\* is an overseas qualified pharmacist enrolled at one of the universities offering the Overseas Pharmacists Assessment Programme (OSPAP) course in the UK. Imani shares their story and experience of using the Pharmacist Support services.

“Outside the UK, apart from working as a licensed pharmacist in a busy community pharmacy, I’ve worked in the pharmaceutical sales industry and the health insurance industry. During one of my monthly virtual meetings with my RPS mentor, I broke down crying when she asked how I was coping with my OSPAP course, my part time job at a hospital pharmacy and my personal life. I wasn’t attending lectures, I had stopped going in to work and did not want to leave my bed. It was also the first time in my life when I was living by myself and wouldn’t see anyone for days.

“I was clearly not managing stress very well and looked like I needed professional help. My RPS mentor asked me to look into counselling sessions but, being a student, I wasn’t making enough money to

afford therapy and NHS services had a long waiting list. My mentor suggested I approach Pharmacist Support since they were offering free counselling sessions to people working and studying in pharmacy.

“I was a bit hesitant at first since, in my experience, most organisations aren’t aware that OSPAP students are just like MPharm students. However, I was desperate for help and decided to contact the charity. Accessing support from Pharmacist Support was straight forward. Their website had all the information I needed to access the counselling service. After giving my availability, I was matched with a counsellor and started my sessions within a few weeks. The counselling sessions were extremely focused and helped me deal with my problems at hand.

“My counsellor created a safe space for me where I could talk to her and come up with a solution for everything by myself. It was a very cathartic experience. I felt in control of my own life for the first time and felt confident to live my life in the way I wanted. I cannot put into words how much the weekly sessions have helped me. My thought process has changed. I am more positive, I am prioritising myself, I am making a conscious effort to look after my mental health and to assess my emotions instead of ignoring them and letting them build up as I used to before.

“Additionally, I was going through a difficult time in my personal life and was dependent on someone financially who was affecting my mental wellbeing. I wanted to remove

that person from my life but was financially tied to them. Through their Financial Assistance service, Pharmacist Support helped me pay a month’s worth of rent so I could start my foundation training year without worrying about where to live. It gave me the peace of mind that I needed to start a new chapter of my life.

“I genuinely don’t know if I would be sitting here writing this if it wasn’t for the counselling sessions and financial support. It’s true to say I was in a dark place and didn’t see a way out. I will be forever grateful to Pharmacist Support for being there in my time of need”.

\*We have used a pseudonym to protect Imani’s identity.



# Our values

Wellbeing is embedded into everyday activities at Pharmacist Support. Our services put people first, create positive impact and deliver on our aspiration as a charity for an empowered and resilient pharmacy workforce.

As a charity, our values are important to us and guide the way we work. If and when a beneficiary contacts us for support, they can expect to be treated in a compassionate and empathetic way.

## People First

We are **compassionate**.  
We **listen**. We are **empathetic**.  
We bring people **together**.



## Empowerment

We make **good things** happen.  
We encourage and build **resilience**.  
We create **positive** impact.



## Positivity

We believe in **better**.  
We champion our pharmacy **family**.  
We **never** give up.



## Fairness

We are **non-judgemental**.  
We are **independent**.  
We work **with integrity**.



# Why our support is needed

To ensure that our support meets the needs of those we are here to help, each year we collaborate with the Royal Pharmaceutical Society to carry out an annual Workforce Wellbeing Survey. A total of 1,496 responses were received from those working within pharmacy, with 1,295 of those responding within our beneficiary pool (89%). Whilst this is a snapshot, it provides a good indication of the issues facing the pharmacy workforce and our beneficiaries.



**88%**

**OF ALL  
RESPONDENTS**

at high risk of burnout.\*



**96%**

**OF RESPONDENTS**

working in community  
pharmacy at high risk of  
burnout.\*



**37%**

**OF RESPONDENTS**

stated that their mental  
health was poor or very poor.

The top issues  
identified as having  
a negative impact  
on respondents'  
mental health and  
wellbeing in the  
last year were:

**70%**

Inadequate staffing

**53%**

Lack of work-  
life balance

**48%**

Lack of protected  
learning time

**47%**

Lack of colleague  
or senior support

**42%**

Long working hours

**41%**

Lack of rest breaks



**17%**

**OF RESPONDENTS**

reported that they had taken time off  
work or study in the past year due to the  
impact of their work on their mental  
health and wellbeing; 27% had wanted to  
take time-off but had not felt able to.



**16%**

**OF RESPONDENTS**

were concerned about addiction or  
addictive behaviours including increased  
alcohol consumption, drug use, an  
unhealthy relationship with food, and  
gambling, but none had sought support.

\* as measured by the Oldenburg Burnout Inventory (Demerouti, 2010), a standardised tool for measuring burnout in healthcare professionals.



Read the full report of  
our joint 2022 workforce  
wellbeing survey findings.



# How we help

Throughout our history it has been critical that we listen to the profession to evolve our services. We continue to develop and adjust our services to meet the changing needs of the profession through seeking regular feedback from not only our beneficiaries but the wider profession, which in turn informs any developments to our services. This process has designed the suite of services we offer today.



**Information & Enquiries**



**Specialist Advice**



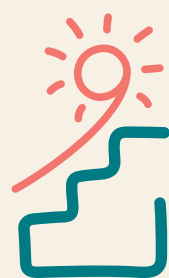
**Financial Assistance**



**Wardley Wellbeing Service**



**Counselling & Peer Support**



**Addiction Support**



## Counselling & Peer Support

Through our counselling service, we provide timely access to direct psychological support for those who are experiencing mental health issues. The counsellors are there to help our beneficiaries cope with a variety of issues. Counselling sessions can be accessed via phone, online or face-to-face and are available in several different languages including Urdu, Punjabi, and Hindi. The counselling service sits alongside the well-established Listening Friends service. Our Listening Friends service provides the opportunity to speak over the phone and in confidence to a trained volunteer pharmacist who understands the pressures of the profession and can provide a listening ear.



## Information and Enquiries

We provide a host of information and resources on our website covering a range of topics, including mental health and wellbeing, physical health, family and personal life, finances and work life. In each section we provide guidance, resources and tips on topics ranging from managing stress and anxiety, help with sleep, and coping with bereavement or bullying, right through to building positive workplace relationships. The enquiries part of the service is delivered by team members with expert knowledge of the sector and is open every weekday (except Bank Holidays) between 9am and 5pm.





## Specialist Advice

The Charity partners with Citizens Advice Manchester to provide the specialist advice service. This accelerates beneficiary access to advisors for tailored high-quality advice and information on employment, welfare benefits, debt, housing issues and immigration.



## Financial Assistance

We offer financial support to those experiencing financial difficulty. For example, we can help with a one-off cost linked to an unexpected bill or minor household repair or support those who are struggling on a reduced income. Once a year the charity opens its national bursary scheme to all fully accredited pharmacy schools in Great Britain. Bursaries of between £3,000 and £5,000 are awarded to help MPharm students entering their final year of study. To apply, students must demonstrate financial hardship as a result of unexpected or life changing events outside of the applicant's control; outstanding or exceptional qualities to overcome an ongoing adversity, and an expectation by the applicant's school of pharmacy that they will make a positive contribution to pharmacy in Great Britain.



## Addiction Support

Our addiction support assists and supports individuals and their families experiencing problems with a range of dependency issues including alcohol, drugs, gambling, and eating disorders. This service provides access to a fully qualified addiction specialist, and we can facilitate and support access to residential treatment where appropriate. We provide ongoing support through an 'Addiction Recovery Group' comprising a small group of pharmacists who have benefited from this service and are in advanced long-term recovery. In December 2022, we launched a pilot for a peer support service that will run to September 2023. This pilot service offers those who may be uncertain about contacting the addiction support helpline, the option, prior to talking to a qualified addiction specialist, to speak anonymously and in confidence with one of our trained pharmacist volunteers from the 'Addiction Recovery Group' who have been through addiction themselves.



## Wardley Wellbeing Service

The Wardley Wellbeing service provides evidence-based, practical information and guidance on wellbeing. We provide a range of free resources including videos, workshops and printable posters on topics such as managing stress, anxiety and developing skills such as assertiveness, resilience and time management. Our Wellbeing Learning Platform, launched in 2021, enables individuals to access online learning related to wellbeing.

## CASE STUDY

***"I am in an incredibly good position in my life which would have been markedly more difficult to achieve without this bursary."***

Natasha was a student pharmacist studying at Liverpool John Moores University when she received a bursary from the charity. Natasha shares how receiving this financial support positively impacted her.

"I have been financially independent since I moved out of home at 18, I am now 24. During these years there have been times when I have been completely homeless, having to move in with amazing friends who had the heart to take me in when I was at my lowest. Alongside not having a place to call home, I had to work multiple jobs to be able to afford and put myself through university.

In 2017 I was accepted into Liverpool John Moores University and after explaining the situation I was in, I wasn't eligible for extra funding. Meaning I had to continue to work a part-time job alongside my studies to keep a roof over my head and pay the bills. Doing this caused my disability, chronic fatigue syndrome, to badly relapse. Flare-ups can leave me collapsing whilst I am at work or I am bed-bound for days, two things I couldn't afford to happen as I needed to work to live.

In my second year of university, my friends and I were targets of a brutal attack outside of my flat. Not only was I hospitalised, but I suffered for two weeks with a concussion unable to work or attend university. I was also petrified to leave my flat after dark which sent my wellbeing into a downward spiral. Even though this was all during exam season, I managed to pass all my exams and come out of second year with a first. This year taught me I am a very resilient person and no matter what I am going through, I will keep doing the right things to steer my career in the right direction.

With the support from my friends and university tutors, I was encouraged to apply for the Pharmacist Support Bursary. After being turned down for university funding through my academia, I had limited hopes about anything coming from the application.

To me, the Pharmacist Support bursary means an active facilitation of the future pharmacist workforce. The bursary assists in providing a level playing field for students who have had a more challenging route to achieving their pharmacy degree. I received the bursary in my final year which provided stability both inside and outside of university. I was able to reduce my hours at work which had a positive impact on my wellbeing and made sure I was able to get my disability into a more manageable position. I was able to attend all university classes and allow more time for revision. By providing me with financial stability, I was able to achieve what I wanted in my ORIEL exam and accept a trainee pharmacist position at Leeds Hospital which was my 1st choice in ORIEL. I also achieved a 1st class masters in pharmacy.

Receiving the bursary also meant I could afford to start wearing contact lenses, improving the quality of my life in all aspects. I was previously wearing out-of-date prescription glasses because I couldn't afford to update them, which meant I had to strain to see and in turn, gave me constant headaches. These have now subsided as I was able to afford my new prescription. Another part of my life the bursary has helped me with is that I am now able to afford driving lessons, which will open opportunities throughout my career, and when I make the move to Leeds in the following months, the bursary will facilitate the logistics of moving across the country and setting up there.

I am in an incredibly good position in my life which would have been markedly more difficult to achieve without the financial support from the charity. This bursary has been life changing!"



# Summary of 2022 achievement and impact



**One of eight** charities recognised at the 2022 Association of Charitable Organisations Annual Awards.



**49% increase**

in sign-ups to our annual ACTNow wellbeing campaigns.

**#ACTNOW**



**911 counselling sessions funded during 2022, a**

**214%**

increase compared to 2021.

**44%**

increase in the number of grants awarded compared to 2021, with

**114 GRANTS AWARDED**

TOTALLING

**£107,901**

during 2022.



**100% SATISFACTION**

with the charity's services according to respondents of the charity's services survey with **75% of respondents very satisfied** and **25% of respondents satisfied** with the service received.

**50**

applications received for the charity's student bursary with

**£27k**

awarded to

**SEVEN**

applicants.



Increased awareness of the charity, with

**70%**

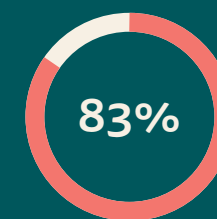
of student, trainee and pharmacist respondents to our joint workforce wellbeing survey with the RPS saying that they were aware of Pharmacist Support.



**Over 2,000** new likes/followers on social media.



**36% increase** in the value of our corporate donations.



**OF RESPONDENTS TO THE CHARITY'S SERVICES SURVEY**

stated that they felt they could not access the support they needed elsewhere.



**OF RESPONDENTS TO THE CHARITY'S SERVICES SURVEY**

stated that the service had a positive impact on their level of knowledge.





## CASE STUDY

***“I felt a mental and emotional block with my work situation and concerned about future career opportunities. I felt extremely stuck.”***



Chi is a pharmacist currently working as a university lecturer. After COVID challenged his mental health, making him feel anxiety over his future, he decided to contact Pharmacist Support.

“I was fortunate enough to do a PhD in clinical pharmacy and in August 2016 began my career as a lecturer in pharmacy. Everything was going very well until 2020 when COVID hit. Having to push all the in-person sessions into just a few weeks because of the imminent lockdown and implement the many changes to initial education and training (IET), my anxiety was significantly heightened. I managed to put on a brave face and continued as normal for as long as I could as I knew everyone was in the same position. During lockdown I decided to stay in Birmingham by myself, which ended up in me feeling deeply isolated. January 2022 came around and I just could not cope any longer. I felt a mental and emotional block with my work situation and concerned about future career opportunities. I felt extremely stuck.

“After contacting the relevant support services, I decided to seek emergency support to protect my mental health and decided to take some time off work. In February, with the encouragement of my local mental health team, I plucked up the courage to ask Pharmacist Support for extra help.

“My initial thoughts were ‘Surely the support available would just be for those pharmacists working in hospital or community pharmacies’. However, when I reached out, a member of the Pharmacist Support team contacted me and provided me with great tailored advice. They also put me in touch with a Listening Friend – someone who may not understand all my situation, but having worked in an academic environment themselves, was able to offer a listening ear.”



# Strategic objective 1

Raise awareness of Pharmacist Support.

**Why?** So that more potential beneficiaries are aware of who we are and what we do - enabling more people within our pharmacy family to seek support.

## What we achieved during 2022

Building on the last two years, we continued to focus on raising awareness and developing strong partner relationships to increase our reach. We continued to adopt a coordinated approach to our marketing and communications activities, using a mix of promotional tools such as PR, social media, digital marketing, direct marketing, events, and partnerships to reach our specific audiences with targeted information. Towards the end of the year, we focused our activity on highlighting the support available via the charity and elsewhere in the face of the cost of living crisis. We provided information on managing energy bills, money management and self-care and showcased the support available via the charity.

2022 saw us further utilise our partner networks to reach, interact and engage with our pharmacy family, attending a variety of events and delivering several face-to-face and online presentations

and workshops. Events attended included the Clinical Pharmacy Congress and Pharmacy Show, at which we held charity partner status. Across these two events thousands of people had the opportunity to find out more about the charity by visiting our stand or attending one of our wellbeing focused presentations. At the Pharmacy Show we also hosted a panel chat with representatives from Teva UK and the Pharmacists' Defence Association (PDA) focused on workplace culture and wellbeing.

In November 2022 we attended the RPS conference which had a dedicated Pharmacist Support wellbeing zone where we were able to showcase our wellbeing support and deliver wellbeing focused activity including breathing workshops. We also presented a new Mental Health Champion Award at the Day Lewis Conference and Awards. Recognising that not everyone was able to attend the face-to-face events

held across the year, we delivered several online presentations and workshops, the most successful being wellbeing workshops held online in conjunction with the PDA.

We continued to invest in digital development, completing phase two of the charity's new website, that saw the integration of our wellbeing hub into the main site. The website is now a 'one stop shop' of information and resources which can be accessed 24/7. Significant developments in our online information and signposting, have enabled our beneficiaries to make informed choices. This has been very successful, with high levels of traffic to the newly developed 'I need help managing my...' area of the website and a reduction in enquiries to our Information and Enquiries team.

The impact this had:

# 70%

**AWARENESS OF THE CHARITY WITHIN THE PROFESSION.**



## 144 MENTIONS

of the charity across pharmacy and charity press- taking the total to **420 since 2020.**



## 20% decrease

in **direct enquiries** to the charity compared to 2021 as **information is now available on the website.**



**AN INCREASE IN WEBSITE SESSION DURATION AND SOCIAL MEDIA FOLLOWERS ACROSS ALL PLATFORMS.**



## 9% increase

in **e-newsletter subscribers** in the last year.

## Strategic objective

Enable pharmacists to manage their wellbeing.

**Why?** So that pharmacists are empowered to improve their wellbeing, creating a more resilient pharmacy workforce.

### What we achieved during 2022

Considerable development was undertaken in this area during 2022 which focused on both proactive wellbeing support and development of our services. Our mental health and wellbeing support continues to grow, with many individuals and teams benefitting from the abundance of guidance and resources available on our website, team training through our Wellbeing Workshops, and individual training through the Wellbeing Learning Platform. Thanks to funding from the COVID-19 Health Support Appeal, the charity was able to respond to high demand and continue to provide free direct psychological support through our counselling partnership, for those experiencing mental health issues. We also invested in additional training for our Listening Friends to bolster our capacity to support those in need of a listening ear. In addition, we carried out a large piece of research focused on building a workplace culture which supports positive mental health and wellbeing in the workplace. This has

resulted in development of a new training course for managers and leaders which will launch in 2023.

During the year, we reviewed our Addiction Support Service. The review concluded that this long-standing service was highly impactful, unique and extremely valuable. However, it highlighted that more needs to be done by the charity to reiterate its independence so that more people feel able to reach out for support. The review of this area led to the launch of the addiction peer support pilot. This is a volunteer-led service offering individuals who may not be ready to contact the addiction support helpline a safe space to speak anonymously and in confidence to one of our trained volunteer pharmacists who has been through addiction themselves and experienced the journey. The charity also started to review its Financial Assistance service, with a view to identifying any potential barriers to support and ensuring that the charity is supporting people in the best way possible.

The impact this had:

 **133**

people were referred for counselling during 2022, with **1,201 sessions of counselling funded** since the service launched in April 2021.

 **65 support calls provided**

by the charity's addictions counsellor to

**13 people** via the **addiction support service**.

 **£64,155**

was accessed by our beneficiaries through claiming benefits and successfully appealing against DWP decisions (£35,412 confirmed financial gains and a further £28,743 projected gains).

**£382,135**

in gains were achieved for our beneficiaries as a result of our specialist employment advice. Gains included where discrimination practices were changed, harassment or bullying was stopped and retention of salaries where dismissal was averted. (£372,000 estimated gains and £10,135 actual gains).

 **963**

enquiries were received which resulted in **1,704 support outcomes**.

**31 individuals**

were provided with a Listening Friend, delivering

**51 hours of peer support.**

 **170**

**SPECIALIST ADVICE REFERRALS**

were made supporting individuals with employment, benefits, debt and immigration advice. (73 Employment, 29 Debt, 36 Welfare benefits, 1 Housing and 31 Immigration).

**78% of respondents**

to the charity's services survey stated that the support received via our services had a positive impact on their sense of wellbeing.



## Strategic objective 3

Increase awareness of the issues impacting our pharmacy family's wellbeing.

**Why?** To see our sector is actively working together to improve the wellbeing of our pharmacy family.

### What we achieved during 2022

Pharmacist Support collaborated with the Royal Pharmaceutical Society to run our fourth joint annual workforce wellbeing survey. This, alongside our own data, has provided a wealth of information giving us a deep understanding of the challenges faced by those studying and working in pharmacy. We've used this to continue to raise awareness of mental health and wellbeing issues within the profession and promote the importance of investment in wellbeing sector-wide. To influence change, we continued to provide data to key organisations on trends within the sector and responded to several consultations. We successfully influenced a positive change to the foundation training manual, highlighting to the GPhC that specific wording around

contracts had caused stress and anxiety to several of our trainee enquirers.

Following its launch in 2020, this year saw the success of the charity's ACTNow wellbeing campaign continue to grow. For the second year running, the ACTNow campaign was segmented into three targeted and tailored campaigns aimed at our main audiences: students, trainees and pharmacists. The student campaign ran from the 30th March – 6th April and the trainee ACTNow campaign ran from 25th May – 1st June. Both focused on the needs of these individual groups with the trainee campaign split into three key categories: assessment resources; transition to pharmacy resources; and general mental health and wellbeing resources.

*"Great timing coming up to the exam and it's nice to have a campaign directly aimed at trainees, feels like the charity is really rooting for us"*

The Pharmacist ACTNow campaign ran from 25th September – 22nd October and was the longest of the three campaigns. Week one "Breaking the silence" focused on personal stories of mental health and wellbeing from across the pharmacy sector with huge engagement. The following weeks provided practical support and resources on workplace culture, developing teams and prioritising individual wellbeing.

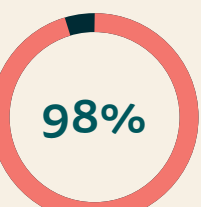
*"I think I'm much better at prioritising as a direct consequence of this campaign"*

The impact this had:

 **2,135** sign-ups to the **#ACTNOW** wellbeing campaigns, including **1,646 pharmacists**.

 **197% overall increase** in social media engagement with the campaign compared to 2021.

 **86%** of survey respondents reporting that the **ACTNow** campaign had supported them to **prioritise their wellbeing**.

 **98%** increase in trainee sign ups for the **ACTNow** campaign (from 2021), with **95%** of survey respondents saying a similar campaign would be useful in the future.

 **100%** of respondents stated that they were **more resilient** because of our **workshops/using the wellbeing learning platform**.

 **55** mentions of wellbeing in the pharmacy press.

# Strategic objective 4

Manage the charity effectively to ensure we meet current and future demand.

**Why?** So that we increase our impact as a charity whilst ensuring long term financial sustainability.

## What we achieved during 2022

Digital development was highlighted as a key priority within our strategy to enable us to manage increased demand and meet the changing needs of our pharmacy family including that of a 24/7 society. During 2022 we have launched phase two of our website and customer relationship management system enabling us to reach and support more individuals. The new customer relationship management system has enabled the charity to improve and streamline delivery of its support, data collection, and monitoring and evaluation. The impact of this development has been clear to see within the charity and on our beneficiaries. Thanks to our digital development, our beneficiaries can now:

- Access a wealth of information via our 'I need help managing my' area of the website.
- Submit a grant application via our secure portal, including the ability to upload documents to support an application and monitor the progress of the application.

- Self-refer for a range of services via our website.
- Complete e-learning via our Wellbeing Learning Platform, enabling beneficiaries to develop their knowledge and skills at a time and in a location that suits them, contributing to their continued professional development as well as providing them with a space to focus on their own wellbeing.

During 2022, to manage growing demand, the charity has focused on increasing income and developing our volunteer base. The way in which we fundraise has changed significantly since 2020, as we are now focussed on working with key partners across the profession. In a similar way, we have been developing new ways of engaging volunteers to support our work. We carried out a review of the ambassador programme during the year, identifying areas to redevelop the role and target areas of underrepresentation in our volunteer pool.

Following changes in working arrangements because of COVID-19, the charity implemented a new hybrid working policy and started to review its Manchester office requirements, as the lease is due to expire in late 2023. The charity also carried out a review of its investment managers in line with best practice and updated its investment policy to include the exclusion of direct investment in fossil fuel producers. This forms part of a wider environmental plan developed during 2022.

The impact this had:



**INCREASE IN FUNDRAISING FROM CORPORATE DONORS.**



Recognised by the Association of Charitable Organisations annual awards with the **2022 digital transformation award.**



**DIVESTMENT IN FOSSIL FUEL PRODUCERS AHEAD OF 31ST DECEMBER 2022 TARGET DATE.**



**Five new Trustees** recruited and supported in their new roles.



**SEVEN new Listening Friends volunteers** inducted and trained, taking the **total to 14.**



**Two addiction peer support volunteers** recruited and trained.





# Equality, Diversity, and Inclusion

Pharmacist Support is committed to promoting equality, valuing diversity, and creating an inclusive environment for all who work with or access its services. We want to ensure people are treated fairly, equitably and are offered equal access and opportunities. This applies to our beneficiaries and supporters as well as our staff, volunteers and Trustees.

During 2022, we implemented an Equality, Diversity and Inclusion (EDI)

strategy and action plan. We recognise that we still have a lot to learn, and it will take time to apply that learning. However, we are committed to continually improving our practices and listening to those we are here to help. As a charity we put people at the centre of all that we do. We are particularly mindful of the diverse needs of the people we are here to support and are committed to understanding and responding to their needs.

## The EDI strategy has three objectives:

### Objective one:

To develop and deliver services that are inclusive, accessible and free from discrimination and bias.

### Objective two:

To develop organisational policies and practices that encourage diversity, equality, and inclusion and which proactively help tackle discrimination.

### Objective three:

To attract and retain a diverse group of staff, Trustees and volunteers who reflect the beneficiaries we serve and put them at the centre of our decision-making processes.

## What we have done so far:

- Developed a clear understanding of why EDI is important and needed.
- Reviewed the changes to the EDI principle in the charity governance code and reflected this in our own governance practices.
- Improved the knowledge of both staff and Trustees through two courses delivered by the Diversity Trust.
- Invested in additional extensive training for one Trustee (MI 7 Equality Diversity and Inclusion Programme) and the Chief Executive (NCVO EDI training).

- Acknowledged that a diverse Board contains a broad mix of skills, knowledge and experience which should give it greater flexibility to overcome challenges. The Board has actively worked to ensure that the Trustee Board is representative of the profession.
- Recognised that discrimination and unconscious bias might exist within our charity and taken steps to identify and tackle this.
- Continued to build relationships with other pharmacy organisations to allow us to better understand barriers to service users and reach more potential beneficiaries.
- Identified gaps in data collection and worked to build EDI data collection across all our services.
- Embedded new flexible working and hybrid working policies.

We will continue this journey over the coming years and are committed to ensuring all voices are heard and to the continuous improvement and development of our services to meet our beneficiary's diverse needs.



# Our commitment to environmental sustainability

Pharmacist Support exists to support our pharmacy family now and into the future. We recognise that the climate crisis is a global threat, impacting the health of our pharmacy family and the whole of humanity. Tackling this threat will require significant change and we believe we have a duty to do all we can to support the global effort that is required. As a charity, we believe we have a responsibility to act on climate change and during 2022 joined others across the profession to make a commitment to consider environmental sustainability across our work. Our commitment includes:

## Strategy

We formally acknowledge there is a climate crisis and have committed to consider the impact of the decisions we make on the climate in line with Pharmacist Support's charitable objectives.

## Investments

We are conscious of the impact our investment portfolio can have and we have put in place measures to achieve a more socially and environmentally responsible investment portfolio. We continue to work with our investment managers to measure the impact of our investments against several of the UN Sustainable Development Goals and ensure that their environmental,

social and governance investment policies align with our values and commitment. A key part of our commitment was to divest in fossil fuel producers by 31st December 2022. This was achieved ahead of schedule.

## Working practices

We recognise that as well as our investments, other aspects of how we operate (such as our offices, IT, meetings and events) affect the environment. We have committed to reviewing our internal processes and have produced an environmental policy which will seek to reduce our environmental impact. The implementation of the policy will embed the consideration of sustainability within our working practices and operational decisions.

# We can't do it alone.....

## Volunteers

Volunteers play a crucial role at Pharmacist Support and help us to increase our reach and impact. Our volunteers are based across the country and are supported by our staff. Regular updates and learning and development opportunities are delivered to all volunteers to ensure that they are kept abreast of any changes within the charity, to facilitate peer support activities and to enhance knowledge and skills in relevant areas so that they can carry out their roles effectively.

Our main groups of volunteers are Trustees, Listening Friends and Ambassadors. During 2022 we also launched a small 'Addiction Peer Support' pilot delivered by two pharmacist volunteers.

Trustees are also volunteers and are accountable for ensuring that the charity continues to thrive. Pharmacist Support has 11 Trustees, each appointed for an initial term of three years. Trustees may only serve a maximum of nine years consecutively, which provides an opportunity for fresh perspectives, skills and experience to be included on a regular basis. In line with our aim to have a Board that reflects the diversity of the pharmacy profession, following a successful recruitment process we recruited six new Trustees, five of whom were appointed and inducted during 2022

and one who was appointed on 1st January 2023. The Board is currently made up of eight pharmacist Trustees and three lay Trustees. Our lay Trustees are not pharmacists and bring a viewpoint gathered from outside the profession.

Listening Friends are current or retired pharmacists, and because of this shared professional background they are uniquely able to understand the specific pressures affecting pharmacists and their families as well as pharmacy students. The Listening Friends peer support has been available for 26 years.

Charity Ambassadors champion our work within their local pharmacy communities, such as at their place of work/study, local networks and organisations. This role is vital to Pharmacist Support's work and helps ensure that people who are eligible for support are aware of our charity and how to access our services. Another key part of the role is to help raise valuable funds so that the charity's support continues long into the future. A comprehensive review of the current make-up of Ambassadors was carried out during 2022, which will guide a focused recruitment drive during 2023.



# Fundraising and Partnerships

**As the profession's charity, we recognise that collaboration across the sector is key to supporting our pharmacy family to ensure it is well-equipped to face any challenges people may have. Our charity partnerships enable us to deliver much needed support to our pharmacy family. Our partners help us to raise awareness of the charity and our support services, champion the importance of wellbeing in pharmacy, deliver our support services and meet our strategic objectives and raise valuable income.**

## Our high-level partners during 2022



We have been working in partnership with the Pharmacists' Defence Association since

2017. The PDA and their members donate a minimum of £1 each year to the charity. As well as this financial support, the PDA helps us raise charity awareness through their vast network and develop charitable activities. Without their continued partnership, vital support and activities such as our ACTNow campaign, wouldn't be possible. Since launching this partnership, the PDA has provided more than £200,000 in donations.

**"The PDA and our members donate more than £30,000 per year to Pharmacist Support to help fund activities that support pharmacists when they need it. We are delighted to be able to help the charity to help pharmacists improve and maintain their wellbeing."**



In 2020, Teva UK committed to sponsoring our first ever ACTNow campaign. In 2022, we

worked even more closely with the team to raise awareness of the charity and our free and confidential support services amongst their vast networks. This included delivering live online wellbeing workshops to their Teva One members. They were also a headline sponsor for our 2022 Pharmacist ACTNow campaign and were involved with numerous ACTNow activities, including a panel chat on transforming workplace culture.

**"Teva UK is proud to be partnering with Pharmacist Support. It's important to us to endorse the great work the charity does in supporting the pharmacy community, particularly around mental health and wellbeing, which are more invaluable now than ever. As a front-line service, pharmacy felt the full force of the pandemic, continuing to provide a valuable service in extremely challenging circumstances. And that is why, now more than ever, support from organisations like Pharmacist Support is needed."**

## Other 2022 partnerships

We would also like to recognise and thank the following organisations for their support and funding across the year:



# How can you help?

As demands upon the profession increase, the demand for our assistance continues to grow. As an independent, non-membership organisation, we rely on the support of individuals and organisations to continue our important work. If you are an organisation, there are lots of ways to support our work. Opportunities range from raising money on

behalf of the charity, making a donation on behalf of your organisation right through to campaign sponsorship and high level mutually beneficial partnerships. If you are an organisation keen to support the profession's independent charity please get in touch with us via our website.

## Royal Pharmaceutical Society (RPS)

At the end of 2022, the RPS committed to facilitating donations from their members. RPS President Professor Claire Anderson said "We work closely with the charity to better understand the mental health and wellbeing of the workforce, particularly through joint events and our annual workforce wellbeing survey. We've now made donating even easier by

providing an option of giving when you join or renew your membership of RPS. Your donation could help change the life of a colleague facing difficulty. I urge you to support the profession's charity which does such great work offering a helping hand at times of need and is needed now more than ever before."

***"Many of our members have benefitted from services provided by Pharmacist Support, which relies solely on donations from individuals and organisations."***

## Core Prescribing Solutions

The team at Core Prescribing Solutions donated £1,000 to us in order to show their support and give back to the profession. Co-founders Sohail Ahmed, Layequr Rahman and Adeem Azhar said that ***"Being pharmacists ourselves, assisting pharmacy colleagues at such***

***challenging times through Pharmacist Support was a natural choice. The charity has been doing great work in helping our pharmacist colleagues over the years, so we would like to support their altruistic efforts and be part of the amazing journey in helping our profession"***.

If you are an individual there are a number of ways you can help us support more people in need:

- **make a one off or regular donation**
- **hold a fundraising event**
- **leave a gift in your will (legacy)**
- **give through your work, using Payroll Giving**
- **even when you eat out or shop online, or by donating your used stamps!**

Whichever route you choose and no matter how large or small your donation, it will make a real difference to the lives of our pharmacy family in their times of need.

## Your legacy could help us to change lives!

Joy Wingfield was one of the UK's leading figures in Pharmacy Law and Ethics, a former deputy superintendent for Boots and honorary professor at Nottingham Pharmacy school. She gave immense support to her profession during her life and continued to support her

peers through leaving a legacy to Pharmacist Support in her will. Thanks to Joy's legacy, during 2022 we have been better able to meet increasing demand for wellbeing support. Leaving a gift in your will will help us support our pharmacy family now and into the future.



# What's next?

As we head into year four of the charity's five-year strategy, Trustees have taken time to reflect on the current approach and consider any changes within the internal and external environment.

As with many charities, our income took a considerable hit during the pandemic which was further impacted by the war in Ukraine and the knock-on effects on the cost of living. We operate at a deficit and rely on our investment portfolio to provide funds for the ongoing operational costs of the charity. Over the long term, this means that our investments must provide us the necessary returns to enable us to continue to deliver our activities annually whilst at least maintaining the portfolio's real term value (after management expenses) to ensure the financial viability of the charity. However, the charity has continued to see an increase in demand for its services, and therefore must

increase its income from other sources to meet this demand. The charity will therefore implement a new fundraising strategy during 2023 to secure the long-term future of the charity.

Timely adjustment of our fundraising strategy becomes even more crucial when we think about the direction of travel for the future profession. We have been increasingly asked to consider supporting Pharmacy Technicians and, as part of our strategic review cycle, we began a process during 2022 to review options around Pharmacy Technicians potentially becoming part of our beneficiary pool in the future. In light of the recent publication of the UK

Commission's report, on the future for Pharmacy Professional Leadership, the Board of Pharmacist Support has agreed during 2023 to re-evaluate our next steps so that the potential impact of the report, including that of the prospective Pharmacy Leadership Council, can be considered.

Since the launch of the strategy in 2020, we have seen a shift in the type of support required by our beneficiaries and a change in the needs of the profession, most of this as a result of Covid-19. Our plans for 2023 focus on continuing to examine our existing support to ensure it is fit for purpose and accessible to all in our pharmacy family, making use of our

improved equality, diversity and inclusion data to inform developments. This will include the reframing of the addiction service in line with the recommendations set out in the 2022 review and the conclusion of the financial assistance service review.

We will continue to raise awareness of the important work of the charity and the wellbeing agenda via the ACTNow campaign and through the recruitment of new charity ambassador volunteers. We're also launching a new training course for managers and leaders which will look at how to build a culture which supports positive mental health and wellbeing in the workplace.



# What our users say...

*"It was a reminder that I won't perform at my best in the exam without feeling at my best".*



*"I was in serious financial crisis after I finished my training year and my exams in July. I've tried everything possible to aid myself but failed. Finally, I decided I should seek assistance and that's when I contacted Pharmacist Support. The financial assistance I got from them will help me with the cost of living (food, bills, and rent). I was seriously depressed and anxious that I was going to be homeless. The financial support will help me massively until I find a job. The relief I have now is indescribable. I'm so grateful!"*

*"Before being offered support I had pretty much nothing in my bank account. Meanwhile, I had numerous bills and expenses coming up which were causing me a lot of stress, so the support helped alleviate my financial burden."*



*"The charity helped me find information I could not obtain elsewhere. It was not easy finding out the steps to get back to work. This service was very useful."*

*"I started counselling for a few reasons, however while undergoing counselling, I found myself in the middle of a crisis at work. Counselling so far has helped me to find a new job and move from the bullying environment that has been affecting my mental health and wellbeing and has helped me move on with both my crisis but also my emotional wellbeing. I communicate my emotions better and I stand up for myself better."*



*"I have less mental/physical stress and am able to continue with my course."*



*"A sympathetic ear and timely referral to Citizens Advice."*



*"The ACTNow campaign empowered me to speak up and seek help regarding a current workplace difficulty."*

The background is a solid green color. There are several large, thick, teal-colored swirls or loops of varying sizes scattered across the page. One large swirl is on the left side, another is at the top right, and a third is at the bottom right.

OUR YEAR IN FIGURES

# Financial Report



PUBLIC BENEFIT

Charities have a duty under section 17 of the Charities Act 2011 to have due regard to the Charity Commission’s general guidance on public benefit. As Trustees, we aim and work to fulfil our Objects in line with the requirements for demonstrating public benefit. The beneficiaries we aim to assist are clearly identifiable and related to these Objects.

We make every effort to ensure that all potential beneficiaries in need have access to our services and maintain close links with professional bodies across the profession. We support the health and wellbeing of our pharmacy family through the provision of grants to individuals and the provision of a broad range of services with our partner organisations. We aim to direct our financial assistance and services towards those people who are in the greatest need and unable to help themselves. We have a clear grants policy that is used to form decisions on grant eligibility. We have evolved from our beginnings as a traditional “benevolent” charity and now provide a range of wellbeing services and support to our beneficiaries.

FINANCIAL REVIEW

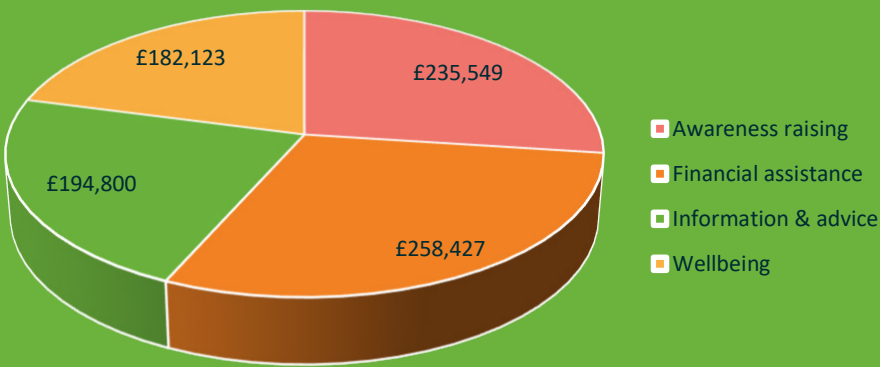
The Charity’s financial statements for the year ended 31 December 2022 are set out on pages 57 to 74. They have been prepared in accordance with the accounting policies set out on pages 60 to 63.

Total income for the year was £506,369, compared with £712,637 in 2021. The main reason for the decrease was the substantial legacy that was notified to us in 2021. We are pleased to report that income from our corporate supporters increased from £57,396 in 2021 to £78,024 in 2022, a rise of 36%.

Like many charities across the world, we have had to find new ways to deliver our support to ensure that the people who need us are not cut off from help when they need it most. In 2022 we continued to invest in digital development, including our Wellbeing Learning Platform, website, and CRM.

Our total charitable expenditure increased from £758,002 in 2021 to £870,899 – an increase of 14.9% - while fundraising expenditure was virtually unchanged at £109,238 (2021 - £109,936).

Charitable expenditure across our activities was as follows:



KEY POLICIES

Risk management

The Trustees are ultimately responsible for risk at Pharmacist Support, though they delegate day-to-day management of it to the Senior Management Team. 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 using the Charity Commission’s guidelines. 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
- the ability to meet the expectations of our beneficiaries or supporters.

The Senior Management Team reviews the risks on a regular basis and presents updates to the Trustees at the Finance Sub-committee (FSC) and Staff and Remuneration Sub-committee (SRSC) meetings. The risk register is also a standing item on every board meeting agenda to ensure that the predominant risks are monitored, managed and mitigated. Where appropriate, risks are covered by insurance policies, but this is only one aspect of mitigation and management and not a standalone approach.

The Charity is predominantly reliant on investment returns to fund its work. Trustees recognise that this is one of the principal risks for the Charity and have taken a long-term view as to how effectively to manage and mitigate this risk through a commitment to fundraising activities and to diversifying income streams.

Investment performance and policy

The main objective of the portfolio is to provide funds for the ongoing operational costs of the charity to enable the delivery of its activities, which include service delivery and grant making activity. Over the long term, this means providing the charity with a steady stream of funding to enable it to continue to deliver its activities annually, whilst at least maintaining the portfolio’s real term value after management expenses. To achieve this, during 2022 the overall objective for investment performance was to achieve an average annual total return of at least CPI+3.5%, measured over five to ten years. This was updated in March 2023 to a target of CPI+3%.

The charity recognises this is a long-term target that can only be fully assessed over the long term. However, the annual returns are considered as part of the continual monitoring of investment performance. Comparisons are made against set benchmarks, which include the Asset Risk Consultants peer group comparator. During 2022, Asset Risk Consultants carried out a full independent review of investment performance. Pharmacist Support reviews its investment policy annually to ensure that it continues to dovetail with the Charity’s objectives. Pharmacist Support’s investment strategy can be summarised as follows:

Standard Criteria	
Objective	Balanced return between income and capital
Risk	Medium
Mandate	Discretionary
Time horizon	Five to ten years

Like many charities, Pharmacist Support had investment losses in 2022. The value of the portfolio fell in the year, closing at £14,499,663 (2021 - £16,767,801). Factors such as the persistence of higher inflation, supply chain issues, Russia’s invasion of Ukraine and other geopolitical shifts all impacted our portfolio.

Trustees consider our ethical responsibility to make investments that meet environmental, social and governance standards. Currently we exclude companies that generate 25% or more in turnover from fossil fuel producers, tobacco, armaments, alcohol, and high risk (high-rate charging) debt and gambling from our portfolio.

We are working with our investment managers to measure the impact of our investments against several of the UN Sustainable Development Goals and ensure that their environmental, social and governance investment policies align with our values and commitment. A key part of our commitment was to divest in fossil fuel producers by the end of 2022. This was achieved ahead of schedule. We are now monitoring our portfolio against recognised ESG benchmarks:

Sustainalytic’s MSCI UK Index (Morgan Stanley Capital International) – where lower is better

Year	Our score	MSCI UK Index average
Up to March 2023	18.9	22.3
2022	20.0	21.4

Carbon footprint:

As submitted to the CDP (Carbon Disclosure Project) – higher is better

Year	Our score	UK equity benchmark
Up to March 2023	5.9	5.7
2022	6.3	5.7

UN Sustainable Development Goals – higher is better

Year	Our score	MSCI UK Index average
Up to March 2023	+3.3	+1.3
2022	+2.7	+1.2

On 12 April 2023, Investec announced that it had reached an agreement with Rathbones Group plc for an all-share combination of Rathbones with Investec Wealth & Investment Limited.

## Reserves

The Charity is fortunate to have been able to build a substantial investment portfolio over its lifetime. The charity hold reserves to ensure that it can meet the needs if future beneficiaries as well as to fund operational expenditure by using the reserves to generate income.

The Trustees’ reserves policy aims to preserve free reserves, which is monies not tied up in operating activities, at a minimum level of £10m, in order to be able to use the returns generated from investments for the

Charity’s annual expenditure. This reserves level is set to ensure that the investment provides the level of income and growth required to sustain operational activities now and into the future.

At 31 December 2022 the Charity had total reserves of £14,702,292, (2021 - £17,172,235) all of which are considered to be ‘free reserves’, that is funds that are not tied up in fixed assets or otherwise designated. At 31 December 2021, the charity had a restricted reserve of £14,700 to account for the use of the COVID-19 Health Support Appeal (CHSA) grant. We received a further £31,500 from the CHSA in 2022. This was spent down in 2022, along with the 2021 balance, and the reserve closed. Details are given in note 5 to the financial statements.

The Trustees take a long-term view of their obligations to the pharmacy community. A large proportion of the reserves (£14.5m at 31 December 2022) represents investments held to generate income and secure the long-term funding of the Charity. The Trustees recognise that the value of these reserves may vary significantly from year to year because of investment market price movements, and that such variations do not in themselves necessarily affect the portfolio’s potential to generate income. These reserves historically have represented the Charity’s principal source of funds for annual expenditure. Investing them in this way, rather than liquidating the reserves for short-term spending, ensures an income stream for the long-term to enable us to support our beneficiaries and achieve our charitable objectives.

## STRUCTURE, MANAGEMENT, AND GOVERNANCE

### Governing document

The organisation is a charitable company limited by guarantee, incorporated on 27 September 2014, and registered as a charity on 27 October 2014. The company was established under a Memorandum of Association that established the Objects and powers of the charitable company and is governed under its Articles of Association.

The company is sole corporate trustee of Pharmacist Support, the dormant Charitable Trust from which the company was created in 2014. The Charity number for the dormant Trust is 221438. The Trust remains in existence to ensure legacies left to the former charitable trust do not fail. A resolution has been passed giving the Charity automatic entitlement to any income due to the Trust.

### Trustees

Our Trustees are responsible for setting the Charity’s strategy and are responsible in law for the governance of Pharmacist Support. All Trustees give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity are set out in note 13 to the accounts. The names of the Trustees who served during the year and beyond are set out on page 75.

### Charity Governance Code

The Trustees take charity governance seriously and aim to apply the Charity Governance Code in all of the Charity’s activities. Further details on how the Board ensures it is effective and how it delegates authority can be found under “Organisational Structure” below.

The Board reviews the purpose of the Charity and its longer-term strategy at least every five years. By monitoring activities and performance, the Trustees review the progress towards strategic objectives on a regular basis and make decisions at least annually to update operational plans to achieve those goals.

The Trustees recognise the importance of public trust and confidence and have established systems for all Trustees, staff, and volunteers for reporting potential interests in transactions, conflicts of interest and inappropriate behaviours. Systems are in place for the proper investigation and resolution of complaints from any source, including members of the public.

Further information on how the Board manages risk can be found in the section “Risk Management” above. All decisions are taken after receiving reports from senior management and/or taking advice from persons with appropriate expertise, be this suitably qualified members of the Board, senior managers, or advisers. All decisions are set out in minutes of meetings and action plans are drawn up, delegated, and monitored to ensure implementation.

Pharmacy is a diverse profession, with pharmacists coming from many walks of life and nationalities. In line with the breadth of its beneficiaries, the Board has implemented policies that encourage diversity in recruitment practices for Trustees, staff, and volunteers alike. The Charity also has operational policies that work to actively prevent discrimination of any kind and encourage non-judgemental support for all our service users. In line with our equality, diversity, and inclusion plan, Trustees and staff members attend an array of training on equality, diversity, and inclusion.

## Organisational structure

When a vacancy occurs on the Board of Trustees, the Board will take the opportunity to review the skills matrix of Trustees to identify specific skill sets that would strengthen the Board’s overall effectiveness. In addition, consideration is given to whether there is a need for any specific community or stakeholder group that needs to be represented by a new Trustee. The Board operates an equal opportunities recruitment policy and new Trustees are required to have demonstrable experience in the areas identified by the skills review.

On appointment new Trustees are given a formal induction to the work of the Charity, introduced to the staff, and provided with the information they need to fulfil their roles. This includes information about the role of the Trustees within Pharmacist Support, the Charity’s policies, and their role within the context of charity law generally. Trustees are provided with a copy of the Charity Trustee’s Handbook, given information relating to the legal framework within which the Charity operates and provided with governance training underlining their responsibilities within the company law context.

Regular training opportunities are offered to Trustees and group training sessions on relevant topics to support the Trustees’ role are provided within board meetings during the year. New Trustees are provided with a ‘buddy,’ an experienced Trustee, as an additional support mechanism.

The Staff and Remuneration Sub-committee oversees the Trustee appraisal process. At the end of a Trustee’s first year, they undergo a review of the contribution they have made to determine any further support that may be beneficial. The review is conducted by the new Trustee’s buddy on behalf of the Board. At the end of a Trustee’s three-year term, they will be asked by the Chair to confirm whether they wish to be considered for reappointment, provided that they have not reached the maximum of three terms. Trustees who wish to be considered for reappointment will take part in a formal appraisal review. The appraiser will be the Chair or

Vice Chair and the review will seek general input from all Trustees and detailed input from a select group of Trustees and the Chief Executive.

Board effectiveness is reviewed after each board meeting. In addition, an annual, comprehensive survey is circulated to all Trustees to assess performance against the Charity Governance Code.

There are four Board meetings a year. Trustees work together to set the strategic direction and monitor the operational activity of the Charity. Trustees are also involved with developing and or monitoring the Charity’s activities in specific areas, by engaging in sub-committee and working group activities.

Day-to-day operations and management are delegated to the Chief Executive and Senior Management Team, who provide regular reports to the Trustees on performance and operations.

The Charity has three sub-committees, established to advise on key areas of activity and with terms of reference that are reviewed regularly. The three sub-committees are as follows:

- The Finance sub-committee
- The Staff and Remuneration sub-committee
- The Bursary sub-committee

Other ad hoc groups focussing on specific projects or service areas are set up as required.

## Related parties

There were no related party transactions other than Trustees’ expenses and key management personnel remuneration. The Charity operates independently of other bodies, although we have developed close working relationships across the sector to ensure that we can raise concerns where necessary to benefit our beneficiaries and other members of the pharmacy family.

## Liability of members

Members of the Charity guarantee to contribute an amount not exceeding £1 to the assets of the Charity in the event of winding up. The total number of such guarantees at 31 December 2022 was ten. The Trustees are members of the Charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the Charity but hold overall responsibility for it.



# STATEMENT OF RESPONSIBILITIES OF THE TRUSTEES

The Trustees (who are also directors of Pharmacist Support for the purposes of company law) are responsible for preparing the Trustees’ annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 in the Charities SORP
- make judgments and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As far as the Trustees are aware:

- there is no relevant audit information of which the charitable company’s auditors are unaware
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information
- the Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Auditors

Crowe U.K. LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity. This report has been prepared in accordance with the provisions applicable to companies subject to the small companies’ regime of the Companies Act 2006.

The Trustees’ annual report has been approved by the Trustees on 22 June 2023 and signed on their behalf by:

**Esther Sadler-Williams (Chair)**

**Paul Johnson (Trustee)**

# INDEPENDENT AUDITORS’ REPORT TO THE MEMBERS OF PHARMACIST SUPPORT

## Opinion

We have audited the financial statements of Pharmacist Support (‘the charitable company’) for the year ended 31 December 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company’s affairs as at 31 December 2022 and of its income and expenditure, 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 Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor’s responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC’s Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees’ use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor’s report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the

# INDEPENDENT AUDITORS’ REPORT TO THE MEMBERS OF PHARMACIST SUPPORT (continued)

financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinion on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees’ report, which includes the directors’ report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors’ report included within the trustees’ report have been prepared in accordance with applicable legal requirements.

## Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors’ report included within the trustees’ report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees’ remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies’ regime and take advantage of the small companies’ exemptions in preparing the trustees’ directors’ report and from the requirement to prepare a strategic report.

## Responsibilities of Trustees

As explained more fully in the trustees’ responsibilities statement set out on page 52, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## Auditor’s responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

# INDEPENDENT AUDITORS’ REPORT TO THE MEMBERS OF PHARMACIST SUPPORT (continued)

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor’s report.

## Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 and the Charities Act 2011 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company’s ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management about their own identification and assessment of the risks of irregularities, designing audit procedures over income, sample testing on the posting of journals, reviewing accounting estimates for biases and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as

# INDEPENDENT AUDITORS’ REPORT TO THE MEMBERS OF PHARMACIST SUPPORT (continued)

these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

## Use of our report

This report is made solely to the charitable company’s members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company’s members 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 charitable company and the charitable company’s members as a body and the charitable company’s trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Date: 22 June 2023  
Vicky Szulist  
Senior Statutory Auditor  
For and on behalf of  
**Crowe U.K. LLP**  
Statutory Auditor  
The Lexicon, Mount Street, Manchester, M2 5NT

# PHARMACIST SUPPORT STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 DECEMBER 2022

		Unrestricted funds	Restricted funds	Total funds	Total funds
		2022	2022	2022	2021
	note	£	£	£	£
<b>Income from:</b>					
Donations & legacies	4	123,834	-	123,834	275,371
Grants	5	-	31,500	31,500	43,575
Other		600	-	600	905
Investments	6	350,435	-	350,435	392,786
<b>Total income</b>		<b>474,869</b>	<b>31,500</b>	<b>506,369</b>	<b>712,637</b>
<b>Expenditure on:</b>					
<i><b>Raising funds</b></i>	8	109,238	-	109,238	109,936
<i><b>Charitable activities</b></i>					
Awareness raising	8	235,549	-	235,549	211,109
Financial assistance	8	258,427	-	258,427	225,642
Information & advice	8	194,800	-	194,800	184,449
Wellbeing	8	136,623	45,500	182,123	136,802
<b>Total expenditure</b>		<b>934,637</b>	<b>45,500</b>	<b>980,137</b>	<b>867,938</b>
<b>Net expenditure before gains/(losses) on investments</b>		<b>(459,768)</b>	<b>(14,000)</b>	<b>(473,768)</b>	<b>(155,301)</b>
(Losses)/gains on investments		(1,996,175)	-	(1,996,175)	1,649,081
<b>Net income/(expenditure) for the year</b>		<b>(2,455,943)</b>	<b>(14,000)</b>	<b>(2,469,943)</b>	<b>1,493,780</b>
Transfer between funds		700	(700)	-	-
<b>Net movement in funds</b>		<b>(2,455,243)</b>	<b>(14,700)</b>	<b>(2,469,943)</b>	<b>1,493,780</b>
Total funds brought forward		17,157,535	14,700	17,172,235	15,678,455
<b>Total funds carried forward</b>		<b>14,702,292</b>	<b>-</b>	<b>14,702,292</b>	<b>17,172,235</b>

The notes on pages 60 to 74 form part of these accounts.

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.



PHARMACIST SUPPORT  
BALANCE SHEET AS AT 31 DECEMBER 2022

		2022	2021
	note	£	£
<b>Fixed assets</b>			
Intangible assets	16a	86,213	39,500
Tangible assets	16b	5,364	10,127
Investments	18	14,499,663	16,767,801
Social or programme-related investments	19	600	600
		<b>14,591,840</b>	<b>16,818,028</b>
<b>Current assets</b>			
Debtors	20	75,182	214,545
Short term cash investments	21	78,493	174,181
Cash at bank and in hand	21	50,089	50,106
		<b>203,764</b>	<b>438,832</b>
<b>Creditors: amounts falling due within one year</b>	22	(93,312)	(84,625)
<b>Net current assets</b>		<b>110,452</b>	<b>354,207</b>
<b>Total assets less current liabilities</b>		<b>14,702,292</b>	<b>17,172,235</b>
<b>Unrestricted funds</b>		14,702,292	17,157,535
<b>Restricted funds</b>		-	14,700
<b>Total funds of the Charity</b>	23	<b>14,702,292</b>	<b>17,172,235</b>

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 60 to 74 form part of these accounts.

The accounts are approved and authorised for issue by the Trustees on 22 June 2023 and signed on their behalf by:

Esther Sadler-Williams (Chair)

Paul Johnson (Trustee)

PHARMACIST SUPPORT  
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2022

		2022	2021
	note	£	£
Cash flows from operating activities		(651,327)	(694,559)
Cash flows from investing activities		555,622	648,197
<b>Change in cash and cash equivalents</b>	26	<b>(95,705)</b>	<b>(46,362)</b>
Cash and cash equivalents at the beginning of the year		224,287	270,649
<b>Cash and cash equivalents at the end of the year</b>		<b>128,582</b>	<b>224,287</b>
<b>RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Net movement in funds for the year as per the statement of financial activities</b>		<b>(2,469,943)</b>	<b>1,493,780</b>
Amortisation and depreciation charges		23,186	12,489
Loss on disposal of fixed assets		1,640	167
(Gains)/losses on investments		1,996,175	(1,649,081)
Dividends and interest from investments		(350,435)	(392,786)
(Increase)/decrease in debtors		139,363	(147,313)
Increase/(decrease) in creditors		8,687	(11,510)
Movement in social or programme related investments		-	(305)
<b>Net cash used in operating activities</b>		<b>(651,327)</b>	<b>(694,559)</b>
<b>RECONCILIATION OF CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Dividends and interest from investments		350,435	392,786
Purchase of fixed assets		(66,779)	(46,254)
Proceeds from sale of investments		4,829,567	2,507,922
Purchase of investments		(4,738,648)	(1,972,723)
Cash withdrawn from portfolio		181,047	(233,534)
<b>Net cash used provided by investing activities</b>		<b>555,622</b>	<b>648,197</b>

The notes on pages 60 to 74 form part of these accounts.

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS

1. *Accounting policies*

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. **Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2021) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Pharmacist Support meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b. **Preparation of the accounts on a going concern basis**

The Trustees have assessed the use of going concern and have considered possible events or conditions that might cast significant doubt on the ability of the Charity to continue as a going concern, including the impact of COVID-19. The Trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. The Trustees have concluded that there is a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity therefore continues to adopt the going concern basis in preparing these financial statements.

Trustees believe that the Charity's financial resources and contingency planning are sufficient to ensure its ability to continue as a going concern for the foreseeable future, being at least twelve months from the date of approval of these financial statements and have therefore prepared the accounts on a going concern basis.

There are no key judgments that the Trustees have made that have a significant effect on the accounts.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

c. **Income**

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.

d. **Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. Information about the contribution of volunteers is given in the Trustees' annual report and in note 14.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt. Details of such donations are given in note 4.

e. **Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank.

f. **Fund accounting**

- Unrestricted funds are available to spend on activities that further any of the purposes of Charity.
- Designated funds are unrestricted funds of the Charity which the Trustees have decided to set aside to use for a specific purpose.
- Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

g. **Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

g. Expenditure and irrecoverable VAT (continued)

- Costs of raising funds represent professional fees incurred in relation to the administration and management of the Charity's investment portfolio and other fundraising costs and their associated support costs.
- Expenditure on charitable activities includes the direct costs and staff costs undertaken to further the purposes of the Charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Applications for grant assistance are considered on their merits and assessed to ensure that they comply with the Charity's objectives and adhere to the policies and guidance issued by the Trustees. There is no outright, automatic entitlement to financial assistance and applications are subject to assessment. The liability is recognised when the payment is made.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h. Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. These costs, which include office costs, finance, personnel and payroll, support the Charity's programs and activities and have been allocated between the cost of raising funds and expenditure on charitable activities on the basis of the total staff time (FTE) spent in each area.

Governance costs are those costs which relate to the strategic management of the Charity and legal obligations for accountability. They include support costs, audit fees, legal expenses, trustee expenses and meeting costs. These costs have been allocated between the cost of raising funds and expenditure on charitable activities on the basis of the total staff time (FTE) spent in each area.

i. Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

j. Fixed assets

Intangible and tangible fixed assets costing in excess of £200 are capitalised and included at cost, including any associated costs of bringing the assets into use.

Amortisation and depreciation are calculated to write off the costs of the assets, less their estimated residual values, in equal annual instalments over their expected useful economic lives. The principal annual rates and nominal value in use are as follows:

Software amortisation	between 3-5 years
Leasehold Improvements depreciation	over the remaining lease period
Fixtures and fittings depreciation	5 years
IT equipment depreciation	between 2-5 years

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

k. Fixed asset investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year.

The Charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the Charity is that of volatility in equity markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

l. Social or programme-related investments

Social or programme-related investments represent the interest-free unsecured loans provided to beneficiaries (from the dormant charitable trust) prior to April 2014.

m. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

o. Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p. 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.

q. Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value, with the exception of bank loans, which are subsequently measured at amortised cost using the effective interest method.

r. Pensions

Employees of the Charity are entitled to join a defined contribution "money purchase" scheme. The Charity's contribution is restricted to the contributions disclosed in note 12. The costs of the defined contribution scheme are included in staff remuneration and allocated to the funds of the Charity using the methodology used in note 8.



PHARMACIST SUPPORT

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

2. Corporation tax

The Charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

3. Legal status of the Charity

The Charity is a company limited by guarantee incorporated in England and Wales and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The registered office address is disclosed on page 75.

4. Income from donations and legacies

	2022		2021
	unrestricted	restricted	TOTAL
	£	£	£
Donations	116,334	-	116,334
Legacies	7,500	-	7,500
	<b>123,834</b>	<b>-</b>	<b>123,834</b>
			<b>275,371</b>

Included in Donations is £14,772 (2021: £8,167) gift in kind income that relates to meeting room space, exhibition stands and services gifted to the charity.

Included in Legacies for 2021 was a gift of £150,000 due from the estate of the late Joy Wingfield.

5. Grant income

	2022		2021
	unrestricted	restricted	TOTAL
	£	£	£
COVID-19 Healthcare Support Appeal	-	<b>31,500</b>	<b>31,500</b>
			<b>43,575</b>

6. Investment income

	2022		2021
	unrestricted	restricted	TOTAL
	£	£	£
From UK listed investments	350,351	-	350,351
From short-term cash investments	84	-	84
	<b>350,435</b>	<b>-</b>	<b>350,435</b>
			<b>392,786</b>

PHARMACIST SUPPORT

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

7. Net expenditure

This is stated after charging:

	2022		2021
	unrestricted	restricted	TOTAL
	£	£	£
Audit fees	11,796	-	11,796
Operating lease rentals – property	35,642	-	35,642
Operating lease rentals – other	2,526	-	2,526
Amortisation & depreciation	23,186	-	23,186
			<b>102,150</b>

8. Analysis of expenditure

	Staff costs	Direct costs	Support costs	Governance costs	2022
	£	£	£	£	£
Raising funds	37,288	58,541	11,697	1,712	<b>109,238</b>
Charitable activities					
Awareness raising	150,485	31,038	47,129	6,897	<b>235,549</b>
Financial assistance	84,316	144,974	25,417	3,720	<b>258,427</b>
Information & advice	112,243	41,269	36,017	5,271	<b>194,800</b>
Wellbeing	89,213	61,064	27,780	4,066	<b>182,123</b>
	<b>473,545</b>	<b>336,886</b>	<b>148,040</b>	<b>21,666</b>	<b>980,137</b>

	Staff costs	Direct costs	Support costs	Governance costs	2021
	£	£	£	£	£
Raising funds	33,581	65,533	9,289	1,533	<b>109,936</b>
Charitable activities					
Awareness raising	138,674	28,126	38,034	6,275	<b>211,109</b>
Financial assistance	68,927	135,190	18,477	3,048	<b>225,642</b>
Information & advice	106,176	42,749	30,493	5,031	<b>184,449</b>
Wellbeing	83,204	25,361	24,238	3,999	<b>136,802</b>
	<b>430,562</b>	<b>296,959</b>	<b>120,531</b>	<b>19,886</b>	<b>867,938</b>

9. Analysis of Wellbeing costs

	2022		2021
	unrestricted	restricted	TOTAL
	£	£	£
Staff costs	89,213	-	89,213
Direct costs	15,564	45,500	61,064
	<b>104,777</b>	<b>45,500</b>	<b>150,277</b>
			<b>108,565</b>

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

10. Analysis of direct expenditure

	Raising funds	Awareness raising	Financial assistance	Information & advice	Wellbeing	2022
	£	£	£	£	£	
Other staff costs	863	3,659	528	1,312	2,118	8,480
Volunteers	-	121	-	-	3,520	3,641
Service delivery	-	-	11,264	39,661	53,959	104,884
Grants	-	-	133,069	-	-	133,069
Marketing and publicity	4,257	25,352	-	-	229	29,838
Investment management	53,181	-	-	-	-	53,181
Legal & professional	-	150	-	-	58	208
Office costs	190	1,756	113	296	1,180	3,535
Other costs	50	-	-	-	-	50
	58,541	31,038	144,974	41,269	61,064	336,886

	Raising funds	Awareness raising	Financial assistance	Information & advice	Wellbeing	2021
	£	£	£	£	£	
Other staff costs	1,037	3,179	143	596	901	5,856
Volunteers	-	10	28	-	813	851
Service delivery	-	-	9,444	38,506	18,599	66,549
Grants	-	-	121,367	-	-	121,367
Marketing and publicity	4,510	21,080	-	-	2,106	27,696
Investment management	58,455	-	-	-	-	58,455
Legal & professional	-	1,200	-	-	77	1,277
Office costs	1,381	2,483	4,208	3,647	2,865	14,584
Other costs	150	174	-	-	-	324
	65,533	28,126	135,190	42,749	25,361	296,959

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

10 Analysis of direct expenditure (continued)

Grant expenditure may be analysed as follows:

	2022 £	2021 £
General Grants disbursed	99,609	86,227
Addiction Support	6,460	9,640
Training Bursaries	27,000	25,500
	133,069	121,367

General grants of £107,901 (2021: £87,582) were awarded in the year. The difference between awards and the amount disclosed above is due to the timing of disbursements.

11 Analysis of support and governance expenditure

	2022		2021	
	Support	Gov.	Support	Gov
	£	£	£	£
Other staff costs	5,833	-	3,819	-
Trustees	-	9,689	-	9,000
Legal & professional	14,522	11,797	12,034	10,777
Office costs	126,015	77	103,110	6
Other costs	1,670	103	1,568	103
	148,040	21,666	120,531	19,886

12 Staff costs

	2022 £	2021 £
Wages and salaries	383,149	348,793
Social security costs	33,085	28,366
Pension contributions	54,912	51,809
Other benefits	2,401	1,594
	473,547	430,562

The average number of staff employed in the year was 13 (2021: 13). Full-time equivalents (FTEs) were 11.8 (2021: 11.7). The key management personnel comprise the Chief Executive, Finance Manager, Marketing & Communications Manager and Service Support Manager. They received total remuneration and benefits of £246,049 (2021: £187,207), included in the costs above. Key management personnel represented 4.7 FTEs in 2022 (2021: 3.7 FTEs).

Included in pension contributions above is an amount of £18,045 (2021: £17,090) sacrificed by employees from their salary to pay into the pension scheme.

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

12 Staff costs (continued)

Higher paid employees were as follows:

	Number of employees	
	2022	2021
£60-£70k	-	1
£70-£80k	1	-

The Charity provides a defined contribution pension scheme for employees that meets the requirements of Part 1 of the Pensions Act 2008 for auto-enrolment. Employer contributions are paid at rates between 6% and 13%.

13 Trustee remuneration and expenses

No trustee nor any persons connected with them received any remuneration during the year (2021: £Nil). Nine trustees were reimbursed for expenses, totalling £1,722. (2021: Nine trustees, £1,530). These expenses were for travel, hotel accommodation and subsistence. Management liability insurance that also covers the Trustees, costing £1,275 (2021: £1,058), was purchased during the year.

14 Volunteers

The Charity uses volunteers to provide its Listening Friends service, make home visits to annual beneficiaries and to provide support for marketing and fundraising activities. Total expenses and training costs for volunteers in 2022 were £3,641 (2021: £851). The Charity had 20 volunteers in 2022 (2021: 14).

Volunteers gave their time as follows:	2022	2021
	hours	hours
Listening Friends	50	108
Addiction Support	19	-
Ambassadors	-	14
	69	122

15 Related party transactions

There were no transactions with related parties in 2022 (2021: £nil).

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

16a Fixed assets: intangible assets

	Software	
	2022	2021
	Total	Total
	£	£
<i>Cost or valuation</i>		
At 1 January	52,854	29,322
Additions	63,090	41,748
Disposals	(1,746)	(18,216)
<i>At 31 December</i>	<i>114,198</i>	<i>52,854</i>
<i>Amortisation</i>		
At 1 January	13,354	26,691
Charge for the year	16,377	4,879
Disposals	(1,746)	(18,216)
<i>At 31 December</i>	<i>27,985</i>	<i>13,354</i>
<i>Net book value</i>		
Used for charitable purposes	86,213	39,500
Used for support activities	-	-
<i>At 31 December 2022</i>	<i>86,213</i>	<i>39,500</i>
<i>At 31 December 2021</i>	<i>39,500</i>	<i>2,631</i>

The disposal relates to the discontinuance of a software package no longer in use.



PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

16b Fixed assets: tangible assets

	Leasehold imp'mts £	Fixtures, Fittings & Equip't £	IT Equip't £	2022 Total £	2021 Total £
<b>Cost or valuation</b>					
At 1 January	67,273	9,253	31,229	107,755	104,109
Additions	-	-	3,689	3,689	4,506
Disposals	-	-	(14,018)	(14,018)	(860)
<b>At 31 December</b>	<b>67,273</b>	<b>9,253</b>	<b>20,900</b>	<b>97,426</b>	<b>107,755</b>
<b>Depreciation</b>					
At 1 January	65,153	8,959	23,516	97,628	90,711
Charge for the year	1,106	161	5,542	6,809	7,610
Disposals	-	-	(12,375)	(12,375)	(693)
<b>At 31 December</b>	<b>66,259</b>	<b>9,120</b>	<b>16,683</b>	<b>92,062</b>	<b>97,628</b>
<b>Net book value</b>					
Used for charitable purposes	-	-	2,895	2,895	2,987
Used for support activities	1,014	133	1,322	2,469	7,140
<b>At 31 December 2022</b>	<b>1,014</b>	<b>133</b>	<b>4,217</b>	<b>5,364</b>	<b>10,127</b>
<b>At 31 December 2021</b>	<b>2,120</b>	<b>294</b>	<b>7,713</b>	<b>10,127</b>	

17 Capital commitments

At 31 December 2022 the Charity had capital commitments totalling £9,252 (2021: £38,232). These were for software and website development.

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

18 Fixed assets: investments

	2022 £	2021 £
Market value at 1 January	16,767,801	15,420,385
Additions at cost - purchases	4,738,648	1,972,723
Disposals at fair value	(4,829,567)	(2,507,922)
Net investment (losses)/gains	(1,996,172)	1,649,081
Net cash (withdrawn from)/paid into portfolio	(181,047)	233,534
<b>Market value at 31 December</b>	<b>14,499,663</b>	<b>16,767,801</b>
<b>Historic cost at 31 December</b>	<b>11,470,031</b>	<b>10,607,228</b>

An analysis of the market value of the Charity's investments is as follows:

	2022 £	2021 £
UK equities	4,209,227	6,271,894
UK fixed interest securities	1,458,115	1,535,584
Overseas equities	5,353,832	6,096,122
Overseas fixed interest securities	955,104	307,044
Property	561,579	613,187
Alternative investments	1,349,583	1,117,718
Money market funds	370,000	400,000
Cash held for investment	242,221	426,252
	<b>14,499,663</b>	<b>16,767,801</b>

All investments are carried at fair value and traded in quoted public markets.

19 Social or programme-related investments

Social or programme related investments represent interest free unsecured loans made to beneficiaries prior to April 2014.

	2022 £	2021 £
At 1 January	4,690	5,290
Repaid	(600)	(600)
Provision for doubtful debts	(3,490)	(4,090)
<b>At 31 December</b>	<b>600</b>	<b>600</b>

Of the loans remaining, £nil is due after more than one year (2021: £nil).

## PHARMACIST SUPPORT NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### 20 Debtors

	2022	2021
	£	£
Accrued Income	30,433	177,914
Prepayments	35,171	27,133
Rent deposit	7,925	7,925
Other debtors	1,653	1,573
	<b>75,182</b>	<b>214,545</b>

Included in Accrued Income for 2021 was a legacy of £150,000 due from the estate of the late Joy Wingfield.

### 21 Cash and cash equivalents

	2022	2021
	£	£
Deposit and notice accounts	78,493	174,181
Cash at bank and in hand	50,089	50,106
	<b>128,582</b>	<b>224,287</b>

### 22 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	15,194	7,469
Taxation and social security	13,822	8,343
Accruals and deferred income	56,934	62,011
Other creditors	7,362	6,802
	<b>93,312</b>	<b>84,625</b>

### 23 Funds

	2022		
	General fund	Restricted fund	Total funds
	£	£	£
At 1 January	17,157,535	14,700	17,172,235
Net expenditure	(2,455,943)	(14,000)	(2,469,943)
Transfer	700	(700)	-
<b>At 31 December</b>	<b>14,702,292</b>	<b>-</b>	<b>14,702,292</b>

## PHARMACIST SUPPORT NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### 23 Funds (continued)

	2021		
	General fund	Restricted fund	Total funds
	£	£	£
At 1 January	15,678,455	-	15,678,455
Net income	1,477,005	16,775	1,493,780
Transfer	2,075	(2,075)	-
<b>At 31 December</b>	<b>17,157,535</b>	<b>14,700</b>	<b>17,172,235</b>

### 24 Operating lease commitments

The Charity had annual commitments, under non-cancellable operating leases, as set out below:

	2022			2021		
	Property £	Other £	Total £	Property £	Other £	Total £
Within one year	38,348	2,478	40,826	44,577	2,478	47,055
In two to five years	-	2,477	2,477	38,348	4,955	43,303
After five years	-	-	-	-	-	-
At 31 December	38,348	4,955	43,303	82,925	7,433	90,358

### 25 Financial instruments

	2022	2021
	£	£
<b>Financial assets</b>		
Financial assets measured at fair value through profit or loss	14,499,663	16,767,801
Financial assets measured at amortised cost	168,593	411,699
	<b>14,668,256</b>	<b>17,179,500</b>
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost	<b>89,617</b>	<b>84,625</b>

Financial assets measured at fair value through profit or loss comprise investments. Financial assets measured at amortised cost comprise trade debtors, accrued income and other debtors. Financial liabilities at amortised cost comprise trade creditors, other creditors and accruals.

PHARMACIST SUPPORT  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

26 Analysis of change in net debt

	1 Jan 2022 £	Cash flows £	31 Dec 2022 £	1 Jan 2021 £	Cash flows £	31 Dec 2021 £
Deposit and notice accounts	174,181	(95,688)	78,493	220,461	(46,280)	174,181
Cash at bank and in hand	50,106	(17)	50,089	50,188	(82)	50,106
	<b>224,287</b>	<b>(95,705)</b>	<b>128,582</b>	<b>270,649</b>	<b>(46,362)</b>	<b>224,287</b>

27 Statement Of Financial Activities For The Year Ended 31 December 2021

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
<b>Income from:</b>					
Donations & legacies		275,371	-	275,371	90,244
Grants		-	43,575	43,575	-
Other		905	-	905	-
Investments		392,786	-	392,786	368,010
<b>Total income</b>		<b>669,062</b>	<b>43,575</b>	<b>712,637</b>	<b>458,254</b>
<b>Expenditure on:</b>					
<i>Raising funds</i>	8	109,936	-	109,936	110,090
<i>Charitable activities</i>					
Awareness raising	8	211,109	-	211,109	182,004
Financial assistance	8	225,642	-	225,642	229,636
Information & advice	8	184,449	-	184,449	155,236
Wellbeing	8	110,002	26,800	136,802	103,974
<b>Total expenditure</b>		<b>841,138</b>	<b>26,800</b>	<b>867,938</b>	<b>780,940</b>
<b>Net expenditure before gains/(losses) on investments</b>		<b>(172,076)</b>	<b>16,775</b>	<b>(155,301)</b>	<b>(322,686)</b>
Gains/(losses) on investments		1,649,081	-	1,649,081	(216,234)
<b>Net income/(expenditure) for the year</b>		<b>1,477,005</b>	<b>16,775</b>	<b>1,493,780</b>	<b>(538,920)</b>
Transfer between funds		2,075	(2,075)	-	-
<b>Net movement in funds</b>		<b>1,479,080</b>	<b>14,700</b>	<b>1,493,780</b>	<b>(538,920)</b>
Total funds brought forward		15,678,455	-	15,678,455	16,217,375
<b>Total funds carried forward</b>		<b>17,157,535</b>	<b>14,700</b>	<b>17,172,235</b>	<b>15,678,455</b>

PHARMACIST SUPPORT  
Reference and Administrative Details

Company number	9237609
Charity number	1158974
Registered and principal office	5 <sup>th</sup> Floor, 196 Deansgate Manchester M3 3WF
Tel:	0808 168 2233
Web:	<a href="http://www.pharmacistsupport.org">www.pharmacistsupport.org</a>

Trustees

The Trustees, who are also Directors under company law, who served during the year and since year end were as follows:

<b>Esther Sadler-Williams</b> – Chair	<b>Paul Johnson</b>
<b>Anita Cawley</b> – Vice Chair	<b>Mala Khiroya</b> (appointed 1 June 2022)
<b>Paul Day</b> (appointed 1 January 2023)	<b>Stephen Lutener</b> (resigned 25 May 2022)
<b>David Downham</b> (appointed 1 January 2022)	<b>Alison Scowcroft</b> (appointed 1 June 2022)
<b>Catherine Harper</b> (resigned 8 August 2022)	<b>Mark Sweeney</b>
<b>Karen Harrowing</b> (appointed 1 January 2022)	<b>Sarah Willis</b>
<b>Mohammed Hussain</b> (appointed 1 January 2022)	

Key management personnel

<b>Danielle Hunt</b>	Chief Executive
<b>Kate Westbrook</b>	Marketing & Communications Manager
<b>Gill Darling</b>	Finance Manager
<b>Jo Gahan</b>	Service Support Manager
<b>Melissa Cochrane</b>	Wellbeing Development Manager

<b>Principal bankers</b>	Lloyds Bank plc 42-46 Market Street Manchester, M1 1PW
--------------------------	--

<b>Investment managers</b>	Investec Wealth & Investment Ltd 30 Gresham Street London, EC2V 7QP
----------------------------	---

<b>Solicitors</b>	ShakespeareMartineau Waterfront House, Waterfront Plaza, 35 Station Street Nottingham, NG2 3DQ
-------------------	---

<b>Auditors</b>	Crowe U.K. LLP The Lexicon Mount Street Manchester, M2 5NT
-----------------	---



# Get in touch.

Visit: **[pharmacistsupport.org](https://pharmacistsupport.org)**

Email: **[info@pharmacistsupport.org](mailto:info@pharmacistsupport.org)**

Call: **0808 168 2233**

Connect: **[🐦](#) [f](#) [@](#) [▶](#) [in](#)**



Pharmacist Support is a charitable company limited by guarantee  
registered in England & Wales, company no 9237609 & charity no 1158974