Pharmacist Support

Report and financial statements

For the year ended 31 December 2018

Company number: 9237609
Charity number: 1158974

Index

	Page
Reference and Administrative Information	**3**
Report of the Trustees	**4-19**
Objectives and activities	4-6
Charitable objects	4
Aims and objectives	4
Activities	5
Beneficiaries of our services	6
Public benefit statement	6
Achievements and performance	7-13
Awareness raising	7
Provision of financial assistance	8
Information and enquiry service	10
Specialist advice and other programmes	11
Wellbeing	13
Financial review	14-15
Fundraising	14
Legacies	14
Investment income and performance	15
Financial position and going concern	15
Future plans	15
Key Policies	15-17
Fundraising	15
Investment	16
Reserves	16
Remuneration for key management personnel	16
Risk management	17
Structure governance and management	17-19
Governing document	17
Trustees	17
Charity Governance Code	17
Organisational structure	18
Related parties and relationships with other organisations	19
Statement of responsibilities of the Trustees	19
Auditors	19
Financial Statements	**20-35**
Independent auditors' report	20
Statement of financial activities	23
Balance sheet	25
Statement of cash flows	26
Notes to the financial statements	27

Reference and administrative information

Company number	9237609
Charity number	1158974
Registered and principal office	5th Floor 196 Deansgate Manchester M3 3WF
Tel:	0808 168 2233
Web:	www.pharmacistsupport.org

Trustees

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

Mr Stephen Lutener	Chair from 1 January 2019
Mrs Anita Cawley	Chair until 31 December 2018
Mrs Sally Atkinson	
Mr Robbie Turner	Until 23 August 2018
Mr Sunil Lakhani	
Mr Stephen Riley	Until 25 May 2019
Dr Catherine Harper	
Mr Paul Johnson	
Mr Neil Matthewman	Until 30 April 2018
Mrs Esther Sadler-Williams	
Mr Mark Sweeney	From 12 June 2019
Dr Sarah Willis	

Key management personnel as at June 2019

Danielle Hunt	Chief Executive
David Humphrey	Services Manager
Kate Westbrook	Marketing Manager
Gill Darling	Finance Manager

Principal bankers	Lloyds Bank plc 42-46 Market Street Manchester, M1 1PW
Investment bankers	Investec Bank plc 30 Gresham Street London, EC2V 7QP
Investment managers	Investec Wealth & Investment Ltd 30 Gresham Street London, EC2V 7QP
Solicitors	Browne Jacobson LLP 14th Floor No.1 Spinningfields Manchester, M3 3EB
Auditors	Crowe U.K. LLP The Lexicon Mount Street Manchester, M2 5NT

Report of the Trustees for the year ended 31 December 2018

The Trustees present their report and the audited financial statements for the year ended 31 December 2018. The reference and administrative information set out on page 3 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities. This report includes the Directors' report required by the Companies Act 2006.

Vision

Pharmacist Support is the charity of choice for all pharmacists

Mission

To support pharmacists throughout their life

Charitable objects

The Memorandum and Articles of Association define the Charity's objects as being:
"Specifically restricted to the relief of financial need or other distress and the advancement of general health and wellbeing of any individual who is or ever has been on the Register of Pharmacists maintained by the General Pharmaceutical Council of Great Britain (or formerly maintained by RPSGB) and their dependants; any Pre-registration Trainees in Great Britain; or any Pharmacy Students in Great Britain" (students on an accredited pharmacy under-graduate course in Great Britain).

The Trustees are committed to preserving the essence of the original Trust established in 1841, while responding to the modern day needs of our potential service users.

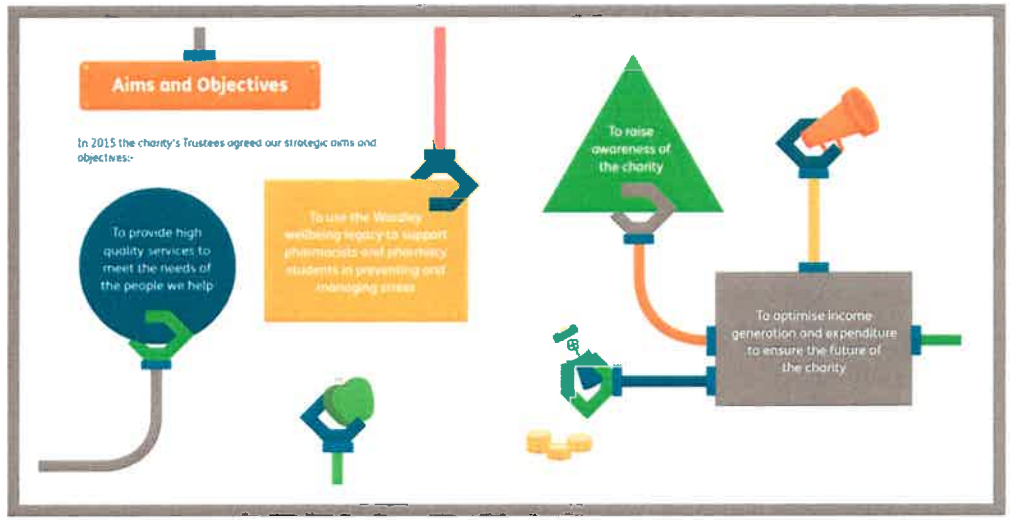
Aims and objectives

Trustees have set aims and objectives for the charity to direct our activities and these support the vision and mission of Pharmacist Support.

The Charity has three strategic aims, which are at the core of all that we do. They are to:

- provide high quality, cost effective services
- have a strong engagement with our stakeholders
- safeguard the Charity's assets and key activities in perpetuity.

To underpin these aims, the Trustees have agreed four strategic objectives to drive the operational activity of the Charity, as set out in the graphic.



Activities

Pharmacist Support offers a range of services designed to enable and assist service users facing difficult situations and to promote positive wellbeing. The main activities of the charity are an enquiry and information service, financial assistance, specialist advice and personal support, such as person-centred counselling and peer support, and wellbeing workshops.

The Charity is committed to providing appropriate and effective services that are responsive to our service users' needs and delivered in an empathetic and non-judgemental manner.

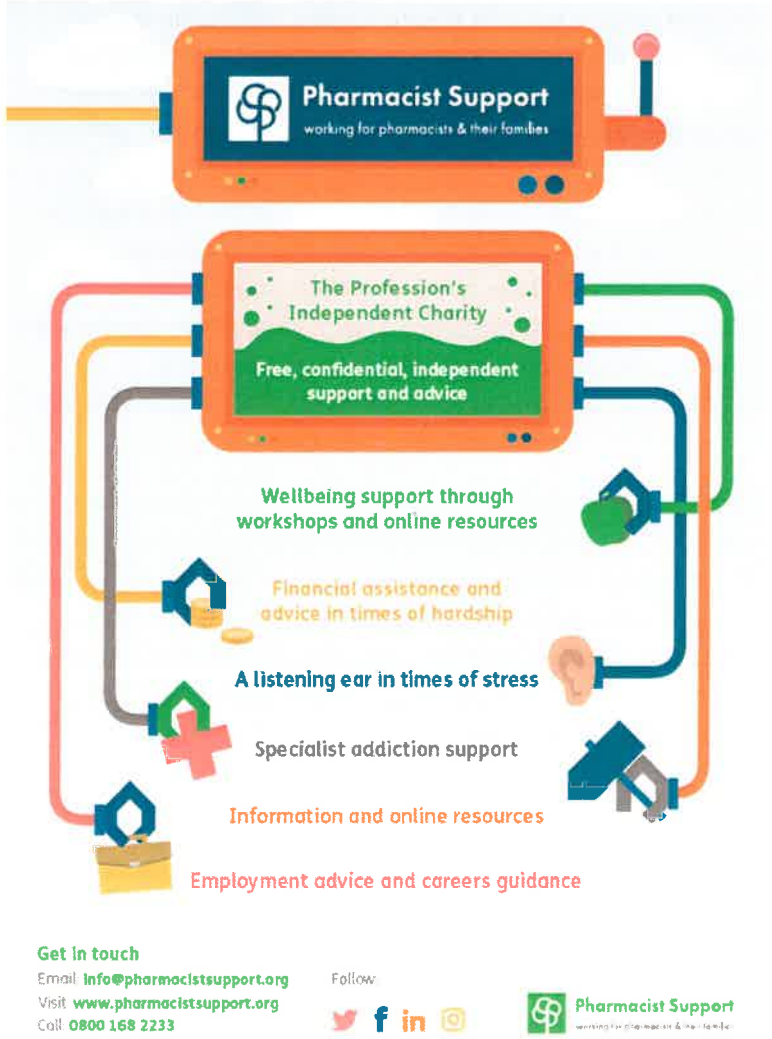
Service development is determined by considering the following factors: -

- whether a service meets our charitable aims
- information gathered from service users, partners and other organisations about relevant service areas and needs, which are in line with our objectives
- whether a service is easily available or accessible elsewhere
- the positive impact any service may bring
- how a service will complement our existing services
- the availability of high calibre external partners
- the overall viability of the proposed activity.

All our services are administered by Charity staff, including the enquiries, information and signposting service, awareness raising work, bursary programme, wellbeing service and grants programme. We are grateful to our dedicated volunteers who deliver our home visiting service, Listening Friends scheme and peer support scheme for addiction support, as well as to our Ambassadors who help raise awareness and funds for the charity. The Trustees wish to take the opportunity to thank all staff and volunteers for their efforts in the year.

Pharmacist Support works in partnership with Outcome Consulting, Citizens Advice Manchester, Renovo and Education Support Partnership in delivering services for the benefit of our service users. The work carried out by our partners provides a resourceful and economic approach for the Charity, enabling service users to access expertise from a practitioner within the relevant field.

All of the charity's activities are detailed in this report. Our services focus on beneficiaries' needs and are undertaken to further Pharmacist Support's charitable purposes for the public benefit.



Beneficiaries of our services

The users of our services are pharmacists and their families, pre-registration trainees and students of pharmacy in Great Britain. During 2018 pharmacists were by far the largest group of individuals accessing our services, making up 100% of clients for some services and within a range of 39% to 75% across the others. This excludes the Bursary scheme that is specifically targeted at MPharm students. The vast majority of service users were pharmacists of working age, reflecting a shift over the past decade away from older and retired pharmacists and the widows or widowers of pharmacists. The other two main groups – pre-registration trainees and pharmacy students – comprised around 23% and 15% respectively. This reflects the Trustees' aims to provide a suite of services focused on supporting pharmacists to be better equipped to contribute to the management of medicines and public health, and to be the charity of choice for all pharmacists.

The Charity monitors feedback from our service users in order to assess the value and impact of our support. The information is collected via an online survey tool and reported at least annually to Trustees, but is also utilised at other times when relevant, for example, when assessing new or existing services, undertaking strategic planning or when seeking authoritative data for internal planning use. Trustees are delighted to report that the top rating was given by 85%-100% of clients responding to our feedback surveys.

Public benefit statement

Pharmacists play an essential role in maintaining the health, safety and wellbeing of the public and the services provided by Pharmacist Support are designed to support pharmacists to carry out this role. Services include help to support the health and wellbeing of pharmacists at work to enable them to perform safely and effectively and help for pharmacists with health issues to assist them while they are off work and to get them back into work.

For those studying to be a pharmacist, our student hardship grants and bursary schemes help students, who would otherwise struggle, to remain on their course, focus on their studies and qualify as pharmacists, increasing the supply of professionals able to take on pharmacy roles.

The Charity's services also contribute to the public benefit by enabling beneficiaries to continue to manage their own life and be a contributing member of society. Some examples include:

- financial and other support for some of our older beneficiaries that helps them to stay in their home and live independently, rather than moving into residential care
- response to calls to our addiction service, which is immediate and removes demand for these services from the NHS
- support for someone to help them remain in work, which can avoid benefit claims and prevent debt.

The Trustees have considered the Charity Commission's general guidance on public benefit and have taken it into account when reviewing the Charity's aims and objectives and in planning its future activities. They are satisfied that the aims of the Charity are carried out wholly in pursuit of its charitable aims for the public benefit.

Achievements and performance

In this section, direct costs quoted are exclusive of allocated support and governance costs. Further details can be found in Note 8 to the Financial Statements.

Awareness raising

Awareness raising is one of the key strategic objectives of the Charity and remains a pivotal part of our work. Through our marketing and communications activities, the Charity was able to raise its profile and connect with those in the profession who needed our assistance. These activities also allowed us to engage with those seeking to support us through their volunteering and fundraising efforts. We used a variety of tools and methods to help us accomplish this as set out in the infographic.

Utilising our growing pool of Ambassadors, in 2018 the charity was able to have a presence at more events than ever before. We hosted information stands and delivered presentations on our work at a total of 92 events across the year (up from 83 in 2017). As a result, we were able to spread our message further, reaching over 29,000 people through attendance at events (up 28% on 2017 figures) and adding over 950 new contacts to our database. This approach, while saving on costs and staff time, has empowered our volunteers and brought them closer to the charity and its aims.

Communications with those in the profession have also improved and increased over the past few years through social media and the pharmacy press. The number of articles on Pharmacist Support and our activities increased by 50% in 2018. Coverage included stories on our fundraising activities (GoGreen, the PCPA triplet bike ride and the FIP Fun Run), the recruitment of new Trustees, our partnership with the Pharmacists' Defence Association, stress and mental health issues and of course the departure of our long-standing Chief Executive Diane Leicester-Hallam.

Across our social media platforms, we saw our largest gains on Instagram where we experienced a 33% increase in followers. On LinkedIn we had a 19% increase

in followers, on Twitter a 15% increase in followers and on Facebook a 7% increase in page 'Likes'.

Despite visits to the charity's website falling for the first time since launching the site in 2013 – which was in the main due to changes to Google Ad Grant eligibility criteria (for which, as a non-profit, we receive $10,000 worth of free advertising every month) – we still saw 134,000 visits from over 108,000 users to www.pharmacistsupport.org.

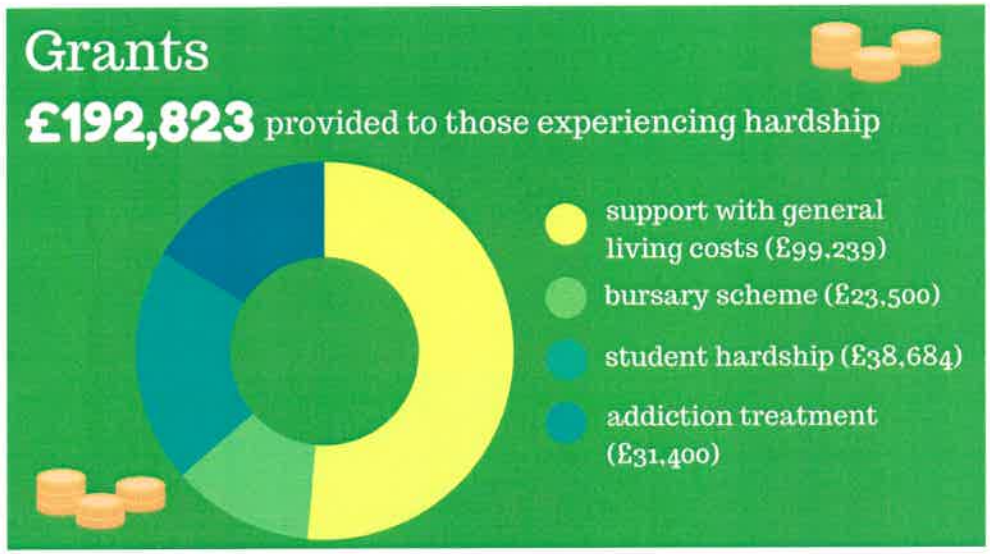
On top of the typical marketing and communications activities, the charity also produced a direct mail to all pharmacies on the GPhC register. Whilst increasing the charity's awareness raising, the charity also implemented changes in its procedures to ensure compliance with the new General Data Protection (GDPR) legislation.

Direct expenditure on awareness raising activity in 2018 totalled £95,512 (2017: £100,792).

Provision of financial assistance

Financial assistance to individuals is a key area of benevolent activity and expenditure within the Charity. The aims are to relieve pressure and to improve health and wellbeing. Grants provided to individuals may be one off, fixed term or regular, depending on circumstances. It is our policy to provide financial assistance that is appropriate and timely in response to applicants' particular circumstances. The Trustees' policy includes some financial limits for students and pre-registration trainees.

The Charity receives in the region of 200 requests for financial assistance each year. We carry out visits to applicants where it is helpful to do so. Our assessment focuses on the information contained in the application and the supporting statements from the applicant to detail their needs. We find that this method is robust and enables an expedient processing of applications. On receipt of all of the required information we are able to process grant applications and usually make a decision within ten working days and, where awards are agreed, make a payment within a week (subject to demand) which is helpful to those facing challenging financial circumstances.



Grants process

Trustees delegate authority to the Chief Executive and key staff to oversee the processing of grant applications and the decision regarding grant awards, within authorised spending limits, while maintaining overall responsibility.

The Grants Officer undertakes the assessment of the applications and has authority to approve small awards. For larger awards the Grants Officer provides a recommendation for approval. This approach allows a greater amount of flexibility and responsiveness to individual applications, as the Grants Officer has immediate access to the applicants (or their families) and the supporting information and possesses the necessary expertise within the team. These factors contribute to our ability to apply a consistent and timely approach to grant giving while complying with the Charity's policies.

Applications are usually submitted directly by the applicant, although we accept applications from third parties such as a family member or another organisation. Our financial assistance policy is reviewed annually to ensure it is aligned with our

priorities and programmes of activity, and to consider any external factors that may have an impact.

During the year 141 financial awards were made for general living costs and for students, and grants totalling £137,923 paid out.

Included in this figure are the sums paid to our eight (2017: fourteen) annual grant recipients. In the main these are widows and widowers of pharmacists who have experienced financial instability since losing their partners and have been adversely affected by the subsequent drop in their income. Annual grant recipients receive regular monthly funding, subject to an annual renewal process.

Included in the amount cited above are the student hardship grants for those studying for the MPharm degree within Great Britain. Student hardship grants of a maximum of £1,500 per academic year are payable, in line with grant limits available to pre-registration trainees.

In addition to the provision of grants, the Charity's financial assistance programme includes referrals for budgeting and debt management, to provide a rounded service that benefits recipients in the long term.

The Charity also assists pharmacy students through our bursary scheme. This is specifically aimed at final year students. In addition, Pharmacist Support also nominates two students a year to the Worshipful Society of Apothecaries of London (APOCS) Charitable Bursary Scheme, which also provides a small number of bursaries each year for pharmacy students in their third or fourth year.

Home visits

Home visits are provided to our annual grant recipients as a key part of our process to help us to better understand our beneficiaries' needs and circumstances and maintain regular contact. Visits are provided by a small team of volunteers and supported by the Grants Officer. We match the visiting volunteer with the beneficiary, taking into consideration the background of the individual and whether they or their partner or spouse were the pharmacist, as well as their geographical location.

Volunteers either are or were themselves pharmacists. The service exists to offer pastoral visits and provide a link to both the Charity and the profession.

During the year five volunteers provided nine home visits.

Expenditure for home visits and the training of visitors amounted to £692 in 2018 (2017: £1,446).

Bursary scheme

> *No words can express my gratitude and happiness. It truly means so much to me. When I started my degree, I wasn't sure if I was doing the right thing. As a mature student it was a big challenge for me, coping with a heavy workload and family and financial issues, it was a bit daunting... However, Pharmacist Support has supported me and my family when I most needed it, and today I can see my dream is nearly coming true!*

Our national bursary scheme is open to all fully accredited schools of pharmacy in Great Britain and bursaries are paid to help students in the final year of their studies. We ask that all applicants are endorsed by their School of Pharmacy.

Applicants are asked to demonstrate how they meet the following criteria: overcoming adversity to achieve their goal of becoming a pharmacist, financial hardship, an expectation by their school of pharmacy that they will make a positive and excellent contribution to pharmacy in Great Britain and sound academic performance.

A three-stage process is in place which starts with an independent assessment on the financial criteria before the shortlisted applications are anonymised and

passed to our judging panel. The panel completes an independent scoring exercise and then meets to consider the shortlist and determine the awards. In 2018 the panel comprised a Trustee, a Listening Friends volunteer, an external guest pharmacy member and the Charity's Chief Executive. The Trustees are grateful to Mark Sweeney, a pre-registration trainee, for being our guest panel member in 2018.

Trustees were delighted that fourteen of the fifteen recipients of an award in 2018 agreed to publicity and this will be followed up during the course of their remaining studies and future career, to track both the individuals' progress and the impact of the award.

Information and enquiry service

The aim of the information and enquiry service is to provide an answer or signpost the enquirer to an authoritative source. The Charity has noted a year on year increase in contacts since the service was introduced in 2009 until 2017. In 2018 we saw a very small decrease (2.6%) in numbers to 1,412.

Enquiries provide an insight into the topical issues affecting the sector which informs our internal social policy monitoring. Where appropriate we look to raise the profile of these issues for the benefit of all of our service users, raising issues of interest or concern with a wide range of stakeholders while maintaining complete confidentiality.

The main contact method during the year remained the telephone, accounting for 65% of enquiries, with the remainder coming from one of the online routes such as live chat, email and social media. Direct expenditure on the service amounted to £36,065 (2017: £36,704).

Specialist advice service

The Charity partners with Citizens Advice Manchester (CAM) to provide our specialist advice service. This enables our service users to access advisors for tailored, high quality advice and information on employment, welfare benefits, debt and housing issues. The direct cost of this service to the Charity in 2018 was £36,320 (2017: £32,000).

The service aims to ensure that individuals fully understand their rights, responsibilities and options in respect of their particular circumstances. Applicants for financial assistance are offered specialist support and guidance in respect of their entitlements, to maximise their income and to ensure that the Charity follows its policy of not using funds to replace state assistance.

During 2018, 241 individuals were referred by Pharmacist Support (260 in 2017). While a common outcome of CAM's advice for those referred was a financial gain, in all cases the advice enabled the service user to make informed decisions to improve or manage their situation, thereby supporting the Charity's mission and objective of supporting wellbeing.

Gains are attained in a number of ways, for example, by increasing income through the identification and claiming of state benefits, by getting personal debt liabilities reduced or written off or by gaining pay entitlements owed from employers. In 2018, overall financial gains of £207,606 were achieved for individuals, (2017: £503,384).

Addiction support (formerly the Health support programme)

> *I am incredibly grateful to Pharmacist Support for your recent help with my eating disorder. Contacting PS and using the addiction support programme has changed my life in a lasting positive way...*

Pharmacist Support has provided a dedicated service for pharmacists with dependency issues for over twenty years. The Charity delivers this service in partnership with Outcome Consulting.

The first point of contact is often via the dedicated phone line but may be via the website or enquiry line, resulting in enquirers speaking to an understanding and supportive member of the Charity's staff to assist them when they take that courageous first step. Following the initial call, enquirers may be referred on to our specialist addiction counsellor, who conducts an assessment before discussing options for treatment and devising an appropriate plan that takes their circumstances into account. Once a care plan is determined, the service user is supported throughout their journey, which may include residential treatment, by the specialist counsellor and the Charity's staff.

The on-going support from the specialist counsellor forms a key part of the individual's recovery. Reliable support systems are pivotal to successful recovery and in recognition of this we facilitate a peer support group comprised of a small group of pharmacists who have used the service and are successfully maintaining their recovery.

The group met three times by teleconference in 2018 and there is an annual meeting attended by key Charity staff and the specialist counsellor. The aim is to provide a safe place for people to discuss their experiences and concerns and to support each other. One of the volunteers in the group is trained to facilitate the peer support group and is supported themselves by our specialist counsellor. During 2018, sixteen individuals called the helpline (2017:29). Of those sixteen people, fifteen were referred on for an assessment with the specialist counsellor. During 2018, five people accessed in-house treatment (2017:4) and Pharmacist Support funded two of these stays. In addition, two referrals from 2017 were funded in 2018. Residential treatment funded by grants from Pharmacist Support resulted in expenditure of £31,400 (2017: £29,713).

The costs of the ongoing support and assistance from the specialist counsellor (i.e. non-residential costs) amounted to £19,949 (2017: £20,184). Total direct expenditure for the addiction support programme was £57,769 (2017: £57,826).

Careers support

The Charity worked with Renovo in 2018 to provide careers support to individuals who required some additional support to help them secure work. The service was developed to provide additional tools (telephone-based coaching) to those seeking financial assistance, in the form of practical support with re-engaging with work, with the aim of improving their situation.

During 2018 we referred eight clients to Renovo. Of these, seven completed a programme in the year and one was still engaged with the programme at the year end. Two people informed us that they had found a new role by the end of the programme. We continue to monitor the progress of the people who use the scheme to gain feedback and monitor the impact of the service over a defined period. The cost of the service amounted to £10,751 (2017: £12,665).

Wellbeing

The Wardley wellbeing service was developed following a legacy in memory of pharmacy owner Robert Wardley received in 2012. As a business owner and employer, Robert understood the pressures those in the profession faced and wished his legacy to be used to support pharmacists struggling with stress.

Wellbeing workshops

In 2018 we delivered 82 workshops (70 in 2017) attended by 3,912 individuals (2,305 in 2017), a 17% increase in the number of workshops and a 70% increase in the number of attendees. Forty-nine percent of attendees were pharmacists, 29% were MPharm students and 22% were pre-registration trainees. The majority of sessions delivered were our original *Introduction to Wellbeing* workshops, followed by *Stress Management and Building Resilience*, *Introduction to Assertiveness* and *Time Management*.

We continue to monitor feedback from attendees of our workshops and assess the impact of the sessions in the longer term, in order to ensure quality of the service and inform service developments. The Trustees are delighted that the workshops scored high feedback marks from the attendees. All feedback was generally very positive.

Listening friends

The Listening Friends' helpline provides an empathetic and non-judgemental space for pharmacists, trainees, students or relatives dealing with a variety of difficult or stressful situations who may benefit from talking to someone in confidence.

The service is provided by volunteers who are, or were, pharmacists themselves, meaning they understand the unique pressures that callers may face.

Volunteers work remotely and independently and are supported by Charity staff. 2018 saw a decrease in activity of 10% within the service, as the scheme's nine volunteers supported 96 new callers (107 in 2017). However, the number of calls handled rose slightly to 268 (264 in 2017).

Coaching pilot

In 2017 Pharmacist Support launched a fully funded pilot coaching service for members of the Boots Pharmacists' Association. The pilot ended in November 2018. Three volunteers and two staff were trained using online workbooks and a face to face training session by a qualified coach, who is also a pharmacist. A review of the pilot has been completed, and further coaching services are currently being reviewed.

Volunteers

The charity relies heavily on volunteers to deliver its services. Our volunteers are based across Britain, with staff being in regular close contact with them. We are committed to supporting our volunteers to undertake their role, providing regular updates and learning and development opportunities. We host regular training days, bringing together volunteers to ensure that they are kept abreast of any changes within the Charity, to facilitate peer support activities and to enhance their knowledge and skills in relevant areas, supporting them in undertaking their roles.

Financial review

In line with our mission and vision, the Trustees have set a key strategic aim to safeguard the Charity's assets and key activities in perpetuity, supported by an objective to optimise income generation and manage expenditure to ensure the future of the Charity. The reports below provide more detail of our financial performance during 2018, particularly on our main sources of income, and provide details of the Trustees' investment and reserves policies.

Fundraising

Fundraising is now well integrated into all that we do here at Pharmacist Support. Our long-term strategy is to build a constituency of supporters within the profession to help secure the financial sustainability of the Charity.

Details of our total income for the year of £180,990 is given in the Statement of Financial Activities and in note 4 to the Financial Statements.

In 2018 fundraising income from individuals through community fundraising (regular and one-off donations, events, campaigns and charity challenges) totalled £36,554 - an increase of £4,620 on 2017 figures. This included £13,331 raised from charity challenges (cycle rides, skydives, running, swimming and hiking events) – up from £8,682 in 2017 - and £5,353 in campaign income from our annual GoGreen4PS activities - up from £2,046 the year prior. Challenge income is included in the donations figure of £72,481 disclosed in note 4, and campaign income is included in Activities for generating funds – a total of £13,470 that also includes income from events – on the face of the Statement of Financial Activities. The infographic to the left shows some of our fundraising highlights.

Also of note in 2018 was the £28,572 received in corporate income. This reflects the Charity's partnership arrangement (announced in Sept 2017) with the Pharmacists' Defence Association, who have committed to donating £1 per member to the Charity per annum.

Assisting the Charity with its awareness raising and fundraising work are the Pharmacist Support Ambassadors. In 2018 the Charity increased its pool of volunteer Ambassadors to 97 (up from 79 in 2017) which included 28 general Ambassadors, 13 organisational Ambassadors (11 from Buttercups pre-reg training and two from Well Pharmacy) and 56 Student Ambassadors from 17 pharmacy schools across Great Britain. These volunteers gave over 500 hours of their time to the charity - disclosed as part of total volunteer time for the charity in note 11 to the Financial Statements - attending 48 events and organising 15 fundraising events. Through their activities they helped raise £6,279 for Pharmacist Support.

The Trustees encourage supporters to maximise the value of their donations under the Gift Aid Scheme. All tax payers can take advantage of the scheme to increase the value of the donation at no additional cost to them. The Pharmacist Support website has the facility for online donations and promotes various ways of giving to benefit the Charity. We seek to encourage donations from individuals, groups and organisations within the pharmacy sector through fundraising literature, attendance at pharmacy conferences, advertising and online promotion through our website and social media.

Legacies

The Charity relies on gifts and legacies to fund its operations. Without the many generous legacies left to Pharmacist Support over the years, the Charity could not continue to provide the level of services and financial support beneficiaries have access to today. The Trustees encourage all pharmacists to consider leaving a gift

to the Charity in their will. In 2018 we partnered with Legacy Wills who provide a simple, discounted online will writing service to help secure future income for the charity from gifts in wills.

During 2018 we were grateful to benefit from two legacies, amounting to £95,039 (Three, amounting to £46,383, in 2017).

Investment income and performance

Net investment income after costs was £388,533 (2017: £378,232). During 2018 the value of the Charity's investments fell by £1.5m to £14.2m after a drawdown of £840,000 to fund operating expenditure. 2017 saw an increase of £1.3m to £15.7m after in-year drawdowns of £500,000. Global markets had their worst year in 2018 since 2008 and the Charity's investment results reflect this, with trade disagreements between the US and China and slower global growth among issues blamed for the poor results.

While the Charity's returns of minus 3.9% were disappointing, they exceeded a bespoke benchmark return, based upon the Charity's asset allocation strategy, of minus 4.3%. Taking the longer view, in the five years to December 2018 the fund has made a return of 36.3%, which compares favourably to the benchmark return of 35.5%. The fund continues to be actively managed by our investment managers, Investec Wealth and Investment and, in line with global economic trends, we are hopeful there will be some recovery in 2019.

Financial position and going concern

The Charity's net expenditure before gains or losses on investments was £370,028 (2017: £473,704). After net investment losses of £1.0m (2017 : gains of £1.4m), the Charity had net expenditure of £1.4m (2017: net income of £0.9m).

At the end of the financial year, the Charity had unrestricted reserves of £14.7m (2017: £16.0m), of which £1.1m (2017: £1.3M) was the designated Wardley fund. Reserves are held to ensure the sustainability of the Charity in the longer term and the Trustees will be reviewing the level of reserves during 2019 as part of their strategy review.

Annual charitable expenditure is currently c.£1.1m per annum and the investment portfolio exceeds the Trustees' minimum reserves threshold of £10m. In light of this the Trustees are content that the charity will be able to meet any liabilities arising in the twelve-month period following the date on which the accounts are signed, and hence that the Charity is a going concern.

Future plans

During 2019 the Charity will develop a new strategy for the organisation. The Charity is currently largely dependent on the income derived from investments. To meet future demands there is a need to increase Charity income and the strategy will focus on the direction and impact of services and the opportunities for income diversification. The charity will carry out market research which will underpin the strategy, ensuring the charity is delivering services with the maximum impact.

Key Policies

Fundraising

The Charity complies with the Code of Fundraising practice and was an early subscriber to the Fundraising Regulator that was established in 2016. All fundraising is undertaken by the Charity's staff or by volunteers raising funds on its behalf. The Charity trains its volunteers and has developed a fundraising policy and guidance for volunteers to act in accordance with current regulations and best practice. The policy is designed to protect both the volunteer and persons with whom they interact, with our fundraising staff member providing direct support and guidance to our Ambassadors.

Volunteers raising funds on behalf of the Charity do so at events agreed with us. Volunteers and staff attending events are provided with briefing notes to ensure that consistent and appropriate messages are disseminated. Volunteers also raise funds by completing individual charity challenges. The funds raised are collected through third party platforms rather than by the individual directly. The Charity

monitors the content of fundraising pages set up by individuals for challenge events.

The Charity does not undertake street collections and does not employ third parties to raise funds on its behalf.

The Charity is mindful of the frequency with which it contacts supporters asking for help. We promote fundraising initiatives via advertisements in the press, leaflets at events and social media and direct contact is only made via our bi-monthly e-newsletter to persons who have opted in to receive it.

The Charity had no complaints in the year relating to fundraising activities.

Investment

The Trustees have a general power of investment that incorporates a socially responsible approach to investments that excludes investment in tobacco.

The investment managers' key aim, revised in 2014, is to target a long-term return of RPI + 3.5% net of fees. In 2018 this meant targeting a return of 6.2%. Actual performance fell short of this, as described above. The investment managers have also been provided with limits on the percentage of assets held in each of the principal asset classes to ensure that a broad range of assets are maintained to spread risk. Our fund managers have tended to weight our portfolio towards long-term assets such as equities and away from bonds. This is in line with our investment policy, which is aimed at maximising the long-term total return of the Charity's funds, subject to adopting a medium risk profile in line with the balanced approach to our fund.

Trustees undertake periodic independent (desk-based) reviews via Asset Risk Consultants (ARC), who assess the performance of our investments and investment managers within the wider context of leading charities and the main investment houses. The last report was in 2016 and showed strong performance of our fund.

Details on the performance of the investment portfolio can be found on page 15 of this report.

Reserves

In reviewing its reserves requirement, Trustees have given weight to the continued effective operation of the Charity and to meeting both short and long-term commitments to our services users.

In line with this, Trustees aim to hold a sufficient level of reserves to ensure that both the investment returns and a modest use of the capital sum each year are sustainable while we develop the activities to increase the income gained from fundraising and develop other income generating options. The Trustees' reserves policy reflects the wish to preserve investments at a minimum level of £10m, in order to be able to use the returns generated for the Charity's annual expenditure. The policy also restricts the use of investments for expenditure to 15% of the value of the investment portfolio in any one year.

Reserves include designations of £1.15m from the Wardley legacy for specific wellbeing activities. The Trustees plan to conduct a full review of reserves policy and strategy in 2019.

Remuneration for key management personnel

The Charity operates an equal opportunities recruitment policy. The Staff and Remuneration sub-committee is responsible for overseeing the Charity's pay and reward structure for all staff, having taken account of skills and experience as well as pay levels in similar charities. In addition, they oversee recruitment for the Charity, ensuring new roles are in line with the pay and reward structure process. In 2018, the sub-committee led the comprehensive recruitment process to secure a new Chief Executive. This concluded in November 2018 with the appointment of Danielle Hunt.

In setting appropriate pay and rewards for staff the Trustees make informed judgments and follow the Charity's governance and constitutional arrangements, while also being mindful of the purposes, aims and values of the Charity and its beneficiaries' needs.

The long-term success and performance of the Charity is directly linked to the motivation and achievements of our staff. We recognise the importance both of our team and of staff development. Staff motivation is nurtured through a

commitment to their wellbeing through wellbeing activities and by providing an environment where work is stimulating and rewarding.

Risk management

All significant activities undertaken are subject to a risk review as part of the initial activity assessment and implementation. Major risks are identified and ranked in terms of their potential impact and likelihood 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) meetings. The FSC in turn takes any proposed changes to Board meetings to satisfy the completion of monitoring, management and mitigation of predominant risks. Where appropriate, risks are covered by insurance policies, but this is only one aspect of mitigation and management of risks and not a standalone approach.

The Charity is predominantly reliant upon investment income 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. This will be a clear focus for the strategy development work that will take place in 2019.

Structure, governance and management

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.

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 2018 was nine. 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.

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 to ensure legacies left to the former charitable trust do not fail. A resolution has been passed giving the Company 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 10 to the accounts. The names of the Trustees who served during the year are set out on page 3.

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 in order 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 tune 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.

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 will undergo a review of the contribution they have made to determine any further support that may be beneficial. The review, which is conducted by the new Trustee's buddy on behalf of the Board, will seek input from the new Trustee, the Chair (or deputy) and the Chief Executive. 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 exceeded 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 at the end of each Board meeting under a standing agenda item, "Meeting reflections and Board effectiveness."

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

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

Related parties and relationships with other organisations

Pharmacist Support partners with a range of organisations in support of its service delivery.

Providers are selected through a robust process which includes development of a brief of the Charity's requirements, consideration of proposals and quotes from suppliers and a due diligence exercise.

Related party transaction audits are undertaken at least annually, and we also conduct an annual update of our internal record of Trustees' interests and external activities to support the management of conflicts of interests. Trustees are reminded of the conflicts of interest policy at each Board meeting, and no related party transactions were declared during the year.

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 judgements 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.

In so 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 13 June 2019 and signed on their behalf by

Mr Stephen Lutener (Chair)

Mr Sunil Lakhani (Trustee)

Independent auditors' report to the members of Pharmacist Support

Opinion

We have audited the financial statements of Pharmacist Support for the year ended 31 December 2018 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash-Flows and notes to the financial statements, including a summary of 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 2018 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. 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.

In connection with our audit of the financial statements, 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Independent auditors' report to the members of Pharmacist Support (continued)

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 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 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 its environment obtained in the course of the audit, we have not identified material misstatements in 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 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;
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption in preparing the trustees' report.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, 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

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.

Independent auditors' report to the members of Pharmacist Support (continued)

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. This description forms part of our auditor's report.

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.

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. This description forms part of our auditor's 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, for our audit work, for this report, or for the opinions we have formed.

Vicky Szulist

14th June 2019

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 2018

		Unrestricted funds			Unrestricted funds			
		General	Wardley	TOTAL	General	Designated funds		TOTAL
		fund	fund	2018	fund	CAPO	Wardley	2017
Income from:	note	£	£	£	£	£	£	£
Donations & legacies	4	166,863	657	167,520	79,203	-	-	79,203
Activities for generating funds		13,470	-	13,470	22,527	-	-	22,527
Charitable trading activities	5	-	8,544	8,544	-	-	4,160	4,160
Investments	6	442,569	-	442,569	432,419	-	-	432,419
Total Income		622,902	9,201	632,103	534,149	-	4,160	538,309
Expenditure on:								
Raising funds								
Generating voluntary income	8	106,379	-	106,379	102,010	-	-	102,010
Investment management costs	8	49,694	4,342	54,036	48,976	-	5,211	54,187
		156,073	4,342	160,415	150,986	-	5,211	156,197
Charitable activities								
Awareness Raising	8	159,279	-	159,279	160,949	-	-	160,949
Financial assistance	8	277,750	-	277,750	277,581	1,340	-	278,921
Information and Enquiries	8	73,042	-	73,042	78,957	-	-	78,957
Addiction support	8	61,758	-	61,758	61,319	-	-	61,319
Specialist Advice	8	51,466	-	51,466	47,317	-	-	47,317
Careers Support	8	14,740	-	14,740	16,158	-	-	16,158
Wellbeing activities	8	-	171,523	171,523	-	-	178,838	178,838
Listening Friends	8	-	32,158	32,158	-	-	33,357	33,357
		638,035	203,681	841,716	642,281	1,340	212,195	855,816
Total Expenditure		794,108	208,023	1,002,131	793,267	1,340	217,406	1,012,013

PHARMACIST SUPPORT
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 DECEMBER 2018 CONTINUED

		Unrestricted funds			Unrestricted funds			
		General	Wardley	TOTAL	General	Designated funds		TOTAL
		fund	fund	2018	fund	CAPO	Wardley	2017
	note	£	£	£	£	£	£	£
Net expenditure before gains/(losses) on investments		(171,206)	(198,822)	(370,028)	(259,118)	(1,340)	(213,246)	(473,704)
Gains/(losses) on investments		(1,017,163)	-	(1,017,163)	1,389,827	-	-	1,389,827
Net income/(expenditure) for the year		(1,188,369)	(198,822)	(1,387,191)	1,130,709	(1,340)	(213,246)	916,213
Transfer between funds	8	(82,354)	82,354	-	(85,867)	-	85,867	-
Net movement in funds		(1,270,723)	(116,468)	(1,387,191)	1,044,842	(1,340)	(127,379)	916,123
Total funds brought forward		14,779,679	1,263,402	16,043,081	13,734,837	1,340	1,390,781	15,126,958
Total funds carried forward		13,508,956	1,146,934	14,655,890	14,779,679	-	1,263,402	16,043,081

General Fund: Represents the reserves after allowing for all designated funds

Wardley Fund: A legacy received from the estate of Mrs Joan Wardley in memory of her husband, the late Robert John Wesley Wardley to support pharmacists in stress.

CAPO: Donations received from the Scottish Chief Assistant Pharmaceutical Officers' group for funding seasonal hampers to our annual beneficiaries.

The notes on pages 27 to 35 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 2018

	note	General Fund 2018 £	Wardley Fund 2018 £	Total funds 2018 £	General Fund 2017 £	Wardley Fund 2017 £	Total funds 2017 £
Fixed assets							
Tangible assets	14	27,317	5,268	32,585	17,630	7,296	24,926
Investments	16	13,104,644	1,141,666	14,246,310	14,465,749	1,256,106	15,721,855
Social or programme related investments	17	1,455	-	1,455	2,415	-	2,415
		13,133,416	1,146,934	14,280,350	14,485,794	1,263,402	15,749,196
Current assets							
Debtors	18	166,986	5,590	172,576	98,835	515	99,350
Short term cash investments	19	233,941	-	233,941	234,683	-	234,683
Cash at bank and in hand	19	20,973	3,396	24,369	22,503	9,901	32,404
		421,900	8,986	430,886	356,021	10,416	366,437
Creditors: amounts falling due within one year	20	(46,360)	(8,986)	(55,346)	(62,136)	(10,416)	(72,552)
Net current assets		375,540	-	375,540	293,885	-	293,885
Total assets less current liabilities		13,508,956	1,146,934	14,655,890	14,779,679	1,263,402	16,043,081
Total funds of the Charity		13,508,956	1,146,934	14,655,890	14,779,679	1,263,402	16,043,081

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 27 to 35 form part of these accounts.

The accounts are approved and authorised for issue by the Trustees on 13 June 2019 and signed on their behalf by:

Mr Stephen Lutener (Chair)

Mr. Sunil Lakhani (Trustee)

13 June 2019

Date

PHARMACIST SUPPORT

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2018	2018	2017
	£	£
Cashflows from operating activities	(880,881)	(898,355)
Cashflows from investing activities	872,104	555,333
Change in cash and cash equivalents	(8,777)	(343,022)
Cash and cash equivalents at the beginning of the year	267,087	610,109
Cash and cash equivalents at the end of the year	258,310	267,087

RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES		
Net movement in funds for the year as per the statement of financial activities	(1,387,191)	916,123
Depreciation charges	20,406	22,073
Loss on disposal of fixed assets	782	-
(Gains)/losses on investments	1,017,163	(1,389,827)
Dividends and interest from investments	(442,569)	(432,419)
Increase in debtors	(73,226)	(12,786)
Decrease in creditors	(17,206)	(19,974)
Movement in social or programme related investments	960	18,455
Net cash used in operating activities	(880,881)	(898,355)

RECONCILIATION OF CASH FLOWS FROM INVESTING ACTIVITIES		
Dividends and interest from investments	442,569	432,419
Purchase of tangible fixed assets	(28,847)	(7,474)
Proceeds from sale of investments	1,606,248	1,417,883
Purchase of investments	(1,173,822)	(1,308,809)
Cash withdrawn from portfolio	25,956	21,314
Net cash used provided by investing activities	872,104	555,333

The notes on pages 27 to 35 form part of these accounts.

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 in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (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 consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

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.

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 a 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 11.

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.

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 at their discretion 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:

- Costs of raising funds represent professional fees incurred in relation to the administration and management of the Charity's security based investment portfolio and other fundraising costs and their associated support costs.
- Expenditure on charitable activities includes the costs of financial assistance 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 under our current policies and all 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. Support costs, which include back office costs, finance, personnel and payroll, support the Charity's programs and activities. These costs have been allocated between the cost of raising funds, governance and expenditure on charitable activities. The basis on which these costs are allocated is as follows:

Staff costs	Time spent (FTE)
Office accommodation, personnel and IT support	Head Count
Finance and Communication costs	Time spent (FTE)

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. Tangible fixed assets

All tangible fixed assets costing in excess of £200 are capitalised and included at cost, including any incidental expenses of acquisition. Assets of the same nature are grouped together if the individual value is less than £200.

Depreciation is 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:

Leasehold Improvements	5 years
Fixtures and fittings	5 years
Software	3 years
IT equipment	3 years or 5 years

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 9. The costs of the defined contribution scheme are included staff remuneration and allocated to the funds of the Charity using the methodology set out in note 8.

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 3.

4 *Income from donations and legacies*

	2018 unrestricted £	2017 unrestricted £
Donations	72,481	32,820
Legacies	95,039	46,383
	167,520	79,203

5 *Income from charitable trading activities*

	2017 £	2017 £
Workshop income	8,544	370
Coaching Pilot	-	3,790
	8,544	4,160

Workshop income was received from non-eligible* wellbeing workshop attendees in line with the terms of the Charity's objectives.

**Eligible groups are Pharmacists, pre-registration trainees and Mpharm students. All income from other trading activities is unrestricted.*

6 *Investment income*

	2018 £	2017 £
Income from UK listed investments	441,542	430,978
Interest from short term cash investments	1,027	1,441
	442,569	432,419

7 *Included within resources expended are the following items:*

	2018 £	2017 £
Audit fees	10,464	9,140
Operating lease rentals - property	23,653	23,338
Operating lease rentals -other	3,077	3,128
Depreciation	20,406	22,073

8. *Analysis of expenditure*

				General fund								Wardley fund			
		Costs reallocated		Generating funds		Provision of charitable services									
	note	Governance costs £	Support costs £	Voluntary income £	Investment management £	Awareness raising £	Financial assistance £	Information & enquiries £	Addiction support £	Specialist advice £	Careers support £	Wellbeing services £	Listening friends £	2018 Total £	2017 Total £
Staff remuneration	9	24,029	109,565	38,322	-	53,282	50,680	32,602	6,239	8,605	6,239	53,779	13,445	396,787	396,446
Other staff costs		3,200	23,038	2,366	-	4,060	-	69	79	-	-	825	212	33,849	29,235
Trustee and committee costs	10	11,572	-	-	-	-	-	-	-	-	-	-	-	11,572	8,853
Volunteer costs	11	-	-	954	-	954	692	-	-	-	-	9	3,859	6,468	9,880
IT, communications and office		184	29,935	1,985	-	2,253	3,638	2,612	102	59	-	3,356	2,489	46,613	43,333
Property and insurance costs		-	50,995	-	-	-	-	-	-	-	-	-	-	50,995	50,975
Grants	13	-	-	-	-	-	161,423	-	31,400	-	-	-	-	192,823	211,321
Capo Grants		-	-	-	-	-	-	-	-	-	-	-	-	-	1,340
Service delivery costs		-	264	-	-	-	-	-	19,949	36,320	4,512	37,500	-	98,545	90,264
Marketing and publicity		-	-	12,595	-	20,263	-	-	-	-	-	5,191	-	38,049	50,034
Costs of shows and events		-	-	4,218	-	10,801	-	-	-	-	-	-	-	15,019	21,325
Investment management		-	-	-	54,036	-	-	-	-	-	-	-	-	54,036	54,187
Legal and professional		12,834	8,838	-	-	-	660	-	-	-	-	-	300	22,632	18,522
Research and development		-	-	5,399	-	3,899	-	-	-	-	-	-	-	9,298	-
Resources and regulatory fees		112	784	50	-	-	169	782	-	-	-	362	-	2,259	2,408
Finance and sundry expenses		-	479	1,519	-	-	-	-	-	-	-	-	-	1,998	1,817
Loss on disposal of fixed assets			782	-	-	-	-	-	-	-	-	-	-	782	-
Depreciation	7	-	20,406	-	-	-	-	-	-	-	-	-	-	20,406	22,073
Total Expenditure		51,931	245,086	67,408	54,036	95,512	217,262	36,065	57,769	44,984	10,751	101,022	20,305	1,002,131	1,012,013
Support costs reallocated		7,424	(245,086)	31,017	-	51,970	49,642	29,601	2,832	4,602	2,832	56,751	8,415	-	-
Governance reallocated		(59,355)	-	7,954	-	11,797	10,846	7,376	1,157	1,880	1,157	13,750	3,438	-	-
Investment management		-	-	-	(4,342)	-	-	-	-	-	-	4,342	-	-	-
Total Expenditure after recharges		-	-	106,379	49,694	159,279	277,750	73,042	61,758	51,466	14,740	175,865	32,158	1,002,131	1,012,013
2017															
Total expenditure after recharges		-	-	102,010	48,976	160,949	278,921	78,957	61,319	47,317	16,158	184,049	33,357		1,012,013

All costs are directly allocated to the activity to which they relate as far as practical when incurred. Staff remuneration, which includes pension contributions, is allocated to the activity to which it relates based on time spent. IT support, office costs, HR support and property expenses are allocated to each activity based upon the number of staff whose principal function is to provide the activity. The remaining Support and Governance costs are then recharged to the costs of generating funds and individual services on the basis of staff time spent on each activity. Investment management costs are charged to each fund in proportion to the value of investments held at the beginning of the year. All expenditure on charitable activities was unrestricted. Support and governance costs allocated to the Wardley Fund are financed by the general reserves and a transfer of £82,354 (2017: £85,867) made at year end.

9. Staff costs

The Charity provides a defined contribution pension scheme for employees which meets with the requirements of Part 1 of the Pensions Act 2008 for auto-enrolment. Employer contributions are paid at rates of between 4% and 13%.

No employee had employee benefits in excess of £60,000, in this year or the previous one.

Staff costs for the year were	2018	2017
	£	£
Wages and salaries	310,688	320,452
Social security costs	27,229	27,389
Pension contributions	51,440	41,693
Other benefits	7,430	6,912
	396,787	396,446

The average number of staff employed during the period was 12 (2017: 12.7). (FTES 11.3 (2017: 12)) The key management personnel comprise the Chief Executive, Finance Manager, Marketing Manager and Service Managers. Included in the costs above, they received total remuneration and benefits of £184,082 (2017: £190,337). Key management personnel represented 3.7 FTEs in 2018 (2017: 4.1 FTEs).

10. *Trustee remuneration and expenses*

No trustee nor any persons connected with them received any remuneration during the year. (2017: £Nil).

Seven trustees were reimbursed for expenses totalling £4,237 (2017: Eight trustees, £6,792).

Management liability insurance which also covers the Trustees costing £375 (2017: £748) was purchased during the year.

11. *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 2018 were £6,468 (2017: £9,880). The Charity had 109 volunteers in 2018 (2017: 100).

Volunteers gave their time as follows:	2018	2017
	hours	hours
Listening Friends	146	133
Home visitors	31	26
Ambassadors	528	344
	705	503

12. *Related party transactions*

There are no donations from related parties that are outside the normal course of business and no restricted donations from related parties.

No Trustee had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year.

13. *Analysis of grants paid*

All grants were awarded to individuals as follows:	2018	2017
	£	£
General Grants	137,923	156,108
Addiction Support	31,400	29,713
Training Bursaries	23,500	25,500
	192,823	211,321

14. *Fixed assets: tangible assets*

	Leasehold Imp'mts	Fixtures, Fittings & Equip't	Software	IT Equip't	2018 Total	2017 Total
Cost or valuation	£	£	£	£	£	£
At 1 January	63,955	15,695	25,007	28,994	133,651	126,178
Additions	-	804	11,106	16,937	28,847	7,473
Disposals	-	(4,873)	-	(16,373)	(21,246)	-
At 31 December	63,955	11,626	36,113	29,558	141,252	133,651
Depreciation						
At 1 January	52,044	13,314	18,216	25,151	108,725	86,652
Charge for the year	11,911	1,688	3,335	3,472	20,406	22,073
Disposals	-	(4,873)	-	(15,591)	(20,464)	-
At 31 December	63,955	10,129	21,551	13,032	108,667	108,725
Net book value						
Used for charitable purposes	-	-	5,983	1,481	7,464	7,296
Used for support activities	-	1,497	8,579	15,045	25,121	17,630
At 31 December 2018	-	1,497	14,562	16,526	32,585	24,926
At 31 December 2017	11,911	2,381	6,791	3,843	24,926	

15. *Capital commitments*

There were no capital commitments at 31 December 2018 (2017: £ Nil).

16. *Investments*

	2018 Total £	2017 Total £
Market value at 1 January	15,721,855	14,462,416
Additions at cost - purchases	1,173,822	1,308,809
Disposals at fair value	(1,606,248)	(1,417,883)
Net investment gains/(losses)	(1,017,163)	1,389,827
Net cash withdrawn from portfolio	(25,956)	(21,314)
Market value at 31 December	14,246,310	15,721,855
Historic Cost 31 December	10,592,571	10,801,297

Further analysis of listed investments

Investment type	United Kingdom £'000	O'seas £'000	2018 Total £'000	United Kingdom £'000	O'seas £'000	2017 Total £'000
Equities	5,941	3,807	9,748	6,808	4,310	11,118
Fixed interest securities	1,841	52	1,893	1,929	56	1,985
Property	980	-	980	941	-	941
Alternatives	683	-	683	743	-	743
Money market funds	700	-	700	650	-	650
Cash held for investment	242	-	242	285	-	285
	10,387	3,859	14,246	11,356	4,366	15,722

Investments are all carried at fair value and are all traded in quoted public markets. No single investment represented more than 5% of the total market value at 31 December (2017: None).

17. *Social or programme related investments*

Social or programme related investments represent the interest free unsecured loans we provided to beneficiaries before April 2014.

Loans were as follows:	2018 £	2017 £
At 1 January	19,630	20,870
Repaid	(960)	(1,240)
Impaired	(17,215)	(17,215)
At 31 December	1,455	2,415

Where loans are impaired, they are reclassified as general grants to the individual.

Of the loans remaining £795 is due after more than one year (2017: £1,455).

18. *Debtors*

	2018 £	2017 £
Accrued Income	138,972	64,372
Prepayments	23,675	25,354
Rent deposit	7,925	7,925
Other debtors	2,004	1,699
	172,576	99,350

19. *Cash and cash equivalents*

	2018	2017
	£	£
Deposit and notice accounts	233,941	234,683
Cash at bank and in hand	24,369	32,404
	258,310	267,087

20. *Creditors: amounts falling due within one year*

	2018	2017
	£	£
Trade creditors	6,578	11,083
Deferred income	-	5,000
Taxation and social security costs	6,326	7,945
Other creditors and accruals	42,442	48,524
	55,346	72,552

Deferred income related to payment received for a workshop pilot that completed in 2018.

21. *Operating lease commitments*

The Charity's total future minimum lease payments under non-cancellable operating leases are as follows:

	Land and Buildings		Equipment	
	2018	2017	2018	2017
	£	£	£	£
Leases expiring within one year	5,190	21,309	-	3,312
Leases expiring within 2-5 years	143,400	-	-	-
	148,590	21,309	-	3,312

22. *Financial instruments*

	2018	2017
	£	£
Cash	258,310	267,087
Debtors	9,929	9,624
Creditors	(16,518)	(23,823)
	251,721	252,888

Financial instrument assets held at cost comprise debtors and cash and financial instrument liabilities held at cost comprise creditors and accruals.