

# Trustees' Report and Accounts 2021



PHARMACIST  
SUPPORT

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# Welcome

## From our Chair and Vice-Chair



As we emerge from the second year of the pandemic, it continues to be a challenging time for our profession. Whilst remaining at the front line, many in our pharmacy family initially did not get the recognition and 'airtime' of other key workers. Despite this, they have continued to play pivotal roles including supporting the vaccine roll out and being the NHS 'face to face' point of contact for patients, many of whom could not see a doctor in person when they felt they needed to.

Throughout this time, the wellbeing of those in our pharmacy family has suffered, with many feeling unable to talk to their employers about their mental health issues. Pharmacist Support recognised this gap and rapidly stepped up to provide an enhanced wellbeing service including counselling.

The second year of the ACTNow campaign is representative of some of the incredible successes for the charity. Alongside the campaign, other successes include developing new and innovative ways of delivering our wellbeing offering and ensuring topics are appropriate to beneficiaries' current needs. This couldn't be done without the support of our corporate donors, and particular thanks are extended to the PDA, Day Lewis, Bestway Medhub, Well and Alphega.

We have also invested in our team and technology to meet current and future demand and have launched a fantastic new website and customer relationship management (CRM) tool.

During the year we have also focused on strengthening our Board as well as honing our overall approach to diversity and inclusion. We have recently reviewed our investment policy, and in acknowledging that there is a climate crisis, made the decision to divest from producers of fossil fuels by the end of 2022. Moreover, we will consider the impact on the climate of the decisions we make in line with our charitable objectives.

Although our visibility continues to increase, our recent annual survey with the RPS has shown that there is a still critical need for us to increase our overall awareness. Unfortunately around 34% of respondents still have not heard of us. As demand for our service continues to outstrip our income, we must seek new partnerships to ensure our support continues to recognise, reflect and respond to, the issues facing our pharmacy family today.

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



# About Pharmacist Support

As the profession's independent, trusted charity, we exist to support the general health and wellbeing of our pharmacy family.

We provide a wide variety of support services to pharmacists and their families, former pharmacists, trainee pharmacists and pharmacy students. Our support aims to meet their wellbeing needs, whether those be financial, physical, mental or social. Our aspiration is to support an empowered and resilient pharmacy workforce.

The charity's connection to the profession is deep. Established by the Royal Pharmaceutical Society of Great Britain in 1841, we have spent 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, we are focused on championing the wellbeing of our pharmacy family through a wide range of free and 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, recently updated, 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) (or 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.

\*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.





## **Our vision**

No one in our pharmacy family will face challenging times without us by their side.

## **Our mission**

To champion the wellbeing of our pharmacy family.



# 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.



## 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.

## People First

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



## Fairness

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



# We believe in better!

## By 2025 we want:

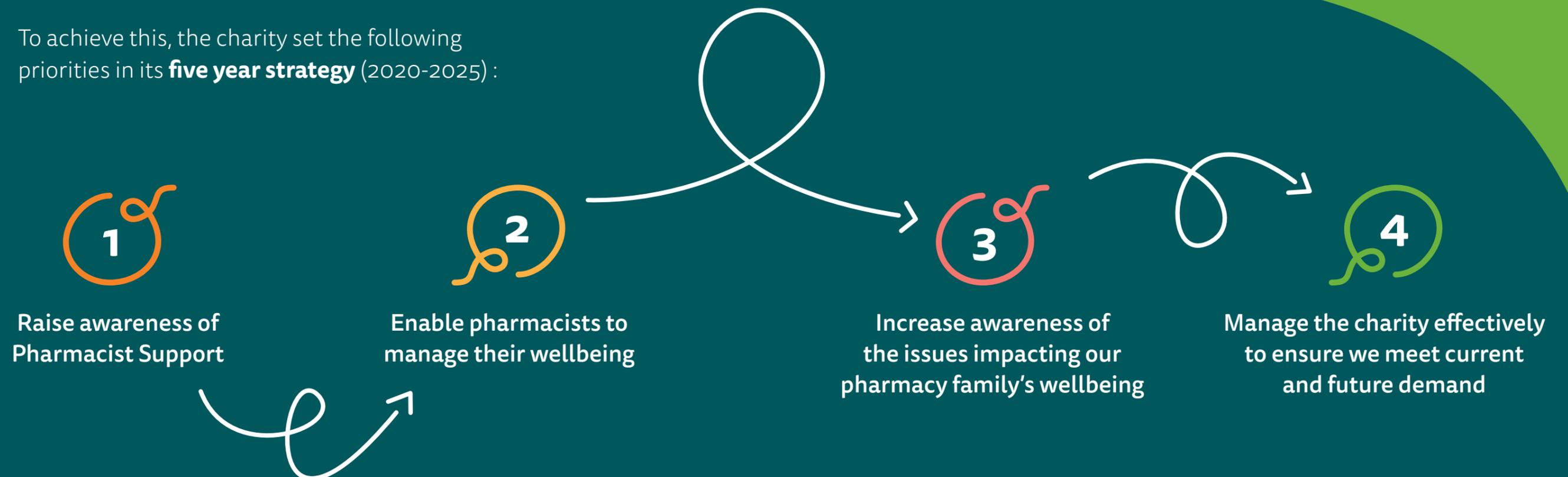
More potential beneficiaries aware of who we are and what we do - enabling more people to seek support.

To see pharmacists empowered to improve their wellbeing, creating a more resilient pharmacy workforce.

A sector actively working together to improve the wellbeing of our pharmacy family.

To increase our impact as a charity whilst ensuring long term financial sustainability.

To achieve this, the charity set the following priorities in its **five year strategy** (2020-2025):



# About our pharmacy family

We are aware that many in our pharmacy family face emotional and psychological challenges in addition to immense workplace pressure. 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. 1014 responses were received in 2021 and of those many reported living with 'poor' or 'very poor' mental health and wellbeing.

89%



OF PHARMACISTS

were at high risk of burnout, a figure unchanged from the 2020 survey.

70%



OF PHARMACISTS

reported that their work had negatively impacted their mental health and wellbeing with reasons cited including workload, inadequate staffing, long hours and a lack of work life balance, recognition and public expectation.

40%



OF PHARMACISTS

said that their mental health sometimes affected their ability to carry out their work effectively or accurately.

13%



OF RESPONDENTS

had been concerned about addiction or addictive behaviours in the last year such as increased alcohol consumption, drug use or abuse, an unhealthy relationship with food, gambling or another addictive behaviour, but had not sought support

66%



OF RESPONDENTS

indicated they would not feel comfortable seeking support for their mental health and wellbeing from their employer, a similar response to 2020.

OF THESE

59%



said they would be more likely to seek support for their mental health and wellbeing from an independent charity. Reasons given centred around confidentiality and trust, stigma, judgement, and the potential of harm to their career.

# Equality, Diversity, and Inclusion

In May 2021, Pharmacist Support signed the Royal Pharmaceutical Society's (RPS) Inclusion and Wellbeing Pledge: a commitment to be inclusive, celebrate diversity, create a culture of belonging and support pharmacy teams' health and wellbeing. To support this commitment, the charity continued to work on our equality, diversity and inclusion plan, with staff and Trustees attending a variety of training courses. As a result of the training, the charity has reviewed how it collects and analyses data to inform its service development. The charity sits on the RPS Inclusion and Diversity

group and Workforce Wellbeing Action group and have supported activities, such as delivering a session at a Women in Leadership event held in November 2021.

The charity also took part in the General Pharmaceutical Council's Equality, Diversity, and Inclusion consultation. Several pharmacy organisations as well as charities attended workshops that covered topics such as equality data, capability building and resources and tackling discrimination through regulatory influence and meeting equality standards and reporting.

In addition to ensuring that our services reflect the needs of and are accessible to all in our pharmacy family, we also focused on ensuring that the makeup and skills of our team also reflect this diversity. During 2021, the Board led a Trustee recruitment exercise, welcoming applications from across the profession, and highlighting that 'lived' experience was more important than previous Board or Trustee experience.

*"I think you are doing a sterling job as a charity in helping pharmacists and pharmacy students. You have such an important and positive impact because you listen to what we need."*

Service User



# Our support

We continue to develop and adjust our services to meet the changing needs of the profession. We seek regular feedback from both our beneficiaries and the wider profession, which in turn informs any developments to our services.



**Information & Enquiries**



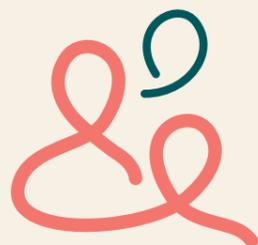
**Specialist Advice**



**Financial Assistance**



**Wardley Wellbeing Service**



**Counselling & Peer Support**



**Addiction Support**



## Counselling & Peer Support

In April 2021, we launched a new counselling service, provided through a partnership with The Counselling and Family Centre. Thanks to a grant from the Covid-19 Healthcare Support Appeal (CHSA) we are now able to provide 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 scheme which, delivered by trained volunteer pharmacists, provides peer support for those wishing to speak with a fellow pharmacist about work or study-related issues.



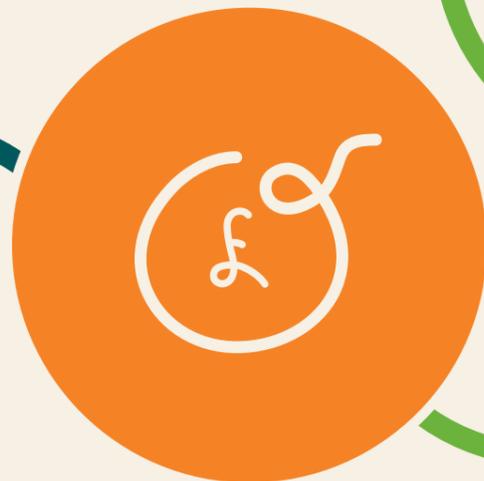
## Information and Enquiries

We provide an information and enquiry service. This service is delivered by team members with expert knowledge of the sector. The enquiry service is open every weekday (except Public Holidays) between 9am and 5pm, and contact is primarily via phone or email. Information and signposting are also provided via our website and directly to enquirers.



## Specialist Advice

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



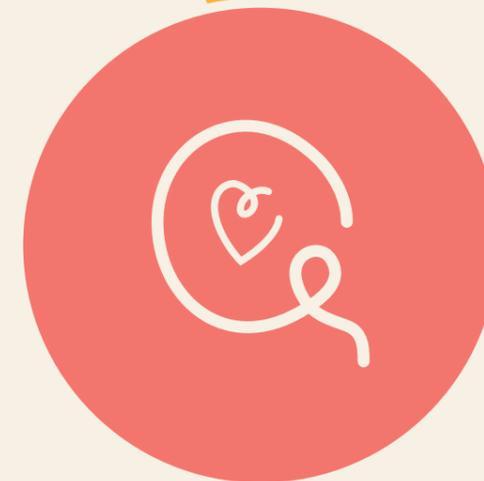
## Financial Assistance

Our financial assistance provides grants to support mental or physical quality of life. There is specific financial help available for students via the student hardship grant. 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 facilitate and support access to residential treatment where appropriate. We also provide ongoing support through a facilitated peer support group comprising a small group of pharmacists who have benefited from this service and have successfully maintained their recovery.



## Wardley Wellbeing Service

The Wardley Wellbeing Service is dedicated to supporting the wellbeing and mental health of our pharmacy family. It was developed as a result of a legacy that was left to the charity in 2012 in memory of pharmacy owner Robert Wardley. There are three areas in the Wardley Wellbeing Service. The first is our online wellbeing resources targeted at individuals, teams, and groups. They provide an array of information, stories, and resources to support wellbeing. The second is the Wellbeing Learning Platform, launched in 2021. The platform enables individuals to access online learning related to wellbeing. Lastly, we deliver a range of Wellbeing Workshops such as "Stress Management and Building Resilience" for pharmacy teams and student groups.



# 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. Our main groups of volunteers are Trustees, Listening Friends and Ambassadors. We also have a small number of volunteers who can provide support for our annual grant recipients and volunteers who facilitate addiction peer support meetings. Ambassadors help the charity to raise awareness mainly at events, so not surprisingly there was less ambassador activity during 2021 due to fewer in-person pharmacy focused events.

At the beginning of 2021, we announced plans to enhance our volunteer schemes to ensure that they reflect the diverse experiences, backgrounds and needs of all in our pharmacy family. To coincide with the 25th anniversary of the Listening Friends service, we launched a recruitment exercise and successfully recruited ten new volunteers, taking our total number

of Listening Friends volunteers to 18. In addition, as mentioned above, we carried out Trustee recruitment (both pharmacists and lay) welcoming applications from individuals of all ages, backgrounds, cultures, and levels of experience resulting in the recruitment of five new Trustees for appointment in 2022.

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. During 2021, thanks to our dedicated resource for volunteers, we carried out a full review of volunteer processes, creating refreshed volunteer handbooks and volunteer agreements. New mechanisms for support, including peer support, communications, training and a new case closure/debrief process was implemented for Listening Friends.

## CASE STUDY

*“The satisfaction of knowing you have helped a fellow pharmacist to cope with a difficult period in their life is second to none.”*



“I’m a community pharmacist with a lot of experience in the sector. At present, I am a locum pharmacist, but I have been a manager in the past. I live on my own and have a son and a daughter. I have been a Listening Friend for ten years now and I love doing it.

Several years ago, one of my male colleagues took his own life and it made me realise that the stresses that come with being a pharmacist may have contributed to his death. I made the decision to become a Listening Friend in the hope that it may help others, even if in only a small way.

The companionship and support of my fellow Listening Friends when we meet **makes me return to the Listening Friend role every year.** We are a close network of friends who support each other and have a laugh. Of course, the knowledge that many of my callers have clearly valued the service is very fulfilling.

There is no typical caller. I would say that trainee pharmacists need a lot of support and worry about exams and lack a lot of confidence in their ability. It’s an isolating and difficult year for them. Poor relationships with a superior or tutor and disciplinary issues have occasionally led to mental health problems and sick leave. Just recently I have seen an increase in pharmacy proprietors who have business worries.

It’s rewarding to know you may have helped someone in some way, even if small, to improve their life. It lifts my spirits and I feel good when I finish a case. As I have developed my skills, I’ve realised that I am capable of empathy, but I can step back if I feel I’m getting too emotionally involved. I was always scared I wouldn’t be able to do this! You have to give in order to receive! Giving is important for everyone to boost their wellbeing and self-worth.”

**- Listening Friend Volunteer.**

## CASE STUDY

### *“My experience with Pharmacist Support has been lifesaving and life changing.”*



My name is Ben\* and I am a registered pharmacist with over 20 years' experience in the profession. I've enjoyed a varied career in both patient-facing and non-patient facing capacities and I am proud to call myself a pharmacist.

Three years ago, I was being investigated by the GPhC for alcohol misuse. Though I did not know it at the time, the issues I was facing with the GPhC should have been the least of my worries. I was at the point of losing my young family and, more importantly, I was pretty much at death's door. Most regrettably of all, I really didn't care if I lived or died.

Due to complications with my drinking and my abrupt cessation of drinking, I had been in and out of hospital more times than I can remember. Despite having a couple of brief stints in a residential rehab, I hadn't been able to achieve more than a couple of months sobriety. Even though I was in contact with healthcare professionals, in truth I was only paying lip service to the help that I was being offered.

It was then that I got in touch with Pharmacist Support's Addiction Support telephone line which was always freely available, with friendly and helpful

guidance. With the charity's assistance, I was fast-tracked into Clouds House Addiction Rehabilitation Centre.

Pharmacist Support also arranged one-to-one sessions with a highly experienced counsellor, who was invaluable before, during and after my stay at Clouds. I was also supported by an anonymous pharmacist via the charity's 'Listening Friends' telephone service. While alcoholism is not limited by age, sex, ethnic background or religion etc; I believe pharmacists feel uniquely stigmatised when they succumb to a physical, psychological or progressive addiction to any substance. I always felt like a bit of an odd-one-out at group therapy meetings, so knowing that I was not the only pharmacist to be suffering in the way that I was came as a relief as well as a surprise. It is a stressful job, after all.

Looking back on the last 3 years of my life, it has been tough. However, I have come out on the other side of an extremely grave situation with a newfound optimism and sense of self-worth. Now, the most important thing to me is my family and I am extremely grateful to be able to fulfil my responsibilities as a husband and dad.

**Pharmacist Support service user**

*\*A pseudonym has been used to protect Ben's identity.*

# 2021 Achievement & Impact

*“I just wanted to thank you for approving my application. I burst into tears crying reading the letter because this grant will help me so much and ease my financial stress for the next few months. The monthly instalments will also ensure I have money coming in every month until the end of my studies. I am beyond grateful.”*

Grant Recipient

SUMMARY OF

# 2021 achievements

## 24,131 ACTS OF WELLBEING SUPPORT

provided via **workshops**, the online **wellbeing learning platform** and through online **wellbeing resources**



New counselling service launched with **290 sessions** of counselling delivered in 2021



## 1,146

**ENQUIRIES HANDLED**  
COVERING A RANGE OF ISSUES

**509** from pharmacists  
**348** from trainee pharmacists  
**155** from students

and the rest being family members, retired pharmacists and other/unknown

**69% increase** in individuals provided with emotional support through our **peer support and counselling service**

## 79 GRANTS AWARDED

TOTALLING

## £86,227



**163** applications for financial support awarded totalling

## £86,227

## 100% OF RESPONDENTS

to our service feedback survey told us that the grant they received had had a positive impact on their situation and their overall wellbeing

## Impact

From our 2021 service feedback survey:



**90% OF COUNSELLING SERVICE USERS** reported improved subjective wellbeing



**80% OF COUNSELLING SERVICE USERS** reported improved symptoms



**70% OF SERVICE USERS ACCESSING FINANCIAL ASSISTANCE** said that they didn't feel they had anywhere else to turn for financial support



**100% OF INFORMATION & ENQUIRIES SERVICE USERS** said that information received had increased their knowledge and had a positive impact on their wellbeing



**100% OF WARDLEY WELLBEING SERVICE USERS** felt more resilient and less stressed as a result of using our wellbeing learning platform





## Strategic objective one:

Raise awareness of Pharmacist Support.

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

### What did we do in 2021?

Celebrating the charity's 180th anniversary in April 2021 was a perfect opportunity to raise awareness of the charity.

Following the development of the charity's strategy and rebrand in 2020, during 2021 we launched a new Pharmacist Support website and created the charity's first impact report. Investment in this new website has enabled us to reach and support more individuals through our extensive library of digital resources and extend our support beyond the traditional 9-5 office hours. The site provides an improved and more intuitive user experience for our website visitors enabling them to find the information they need, which in turn has started to reduce the demand on the information and enquiries team.

We focused our attention on promoting individual services targeted at our different beneficiary groups, creating specific materials that were promoted

through our networks and that of our partners. This resulted in an increased awareness of our services.

Our impact continues to grow thanks to the strong partnerships we have established across the profession. These partnerships have supported us to increase awareness of our services, as well as help us financially to deliver more support to our pharmacy family. During 2021, we worked with several partners including Health Education England (HEE), the Pharmaceutical Services Negotiating Committee (PSNC), UK Black Pharmacist Association (UKBPA) the Royal Pharmaceutical Society (RPS), the Pharmacist Defence Association (PDA), and a number of Community Pharmacy employers. 56% of service users told us they had heard about our services through these partnerships. We also secured nominated charity status for the virtual Clinical Pharmacy Congress (CPC) and face-to-face events and also the Pharmacy Show.

What we achieved during **2021**

# 66%

## AWARENESS OF THE CHARITY

66% of respondents to our joint workforce wellbeing survey with the RPS said that they were aware of Pharmacist Support

**17% increase**  
in the number of subscribers to our **charity newsletter**

**12% increase**  
in our total **social media following**

**14%**  
**INCREASE IN NEWS COVERAGE**  
across the pharmacy and charity press

**143**  
**PIECES OF COVERAGE IN TOTAL**

**15** **EXTERNAL EVENTS**  
where Pharmacist Support were promoted, attended by a total of

**18,000**  
**PEOPLE**

Increased awareness of the services we offer.



2

## Strategic objective two:

Enable pharmacists to manage their wellbeing.

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

### What did we do in 2021?

As we continued to support our beneficiaries through the pandemic, we prioritised development and delivery of wellbeing support. Appointing a dedicated staff member in 2021 has enabled the charity to develop a range of new services that will provide proactive support including the launch of a Wellbeing Learning Platform, the development of new workshops and improved information and signposting, empowering individuals to help themselves.

To support our beneficiaries to manage their wellbeing, we developed a 'I need help managing my...' section on our website to improve access to information and signposting. Since the website launch in September 2021 we have received 1,951 visits to the 'I need help managing my mental health' webpage.

Working with partners, we developed a range of trainee focused wellbeing content to support trainees and provisionally registered pharmacists. This included a series of bite sized videos and support packs, a new trainee workshop, "Get Mentally Prepared", as well as a new Science Behind Wellbeing focused workshop.

Thanks to funding from the COVID-19 Health Support Appeal, in April 2021 the charity was able to address the increased need for mental health support, through the launch of a new counselling service and recruitment of new Listening Friends volunteers.

To support trainees impacted by COVID-19 related disruption to their assessment, we partnered with the British Pharmaceutical Students' Association to assist candidates having to fund unexpected travel and accommodation costs. The charity distributed £1,167 to these candidates.

What we achieved during **2021**



**NEW WELLBEING LEARNING PLATFORM LAUNCHED**

**19,002 VISITS** to the Wardley Wellbeing hub



**1,970 people supported**

through attendance at a **wellbeing workshop** (a mixture of pre-recorded and live online sessions)



**67 people supported**

through **counselling**

**60% of whom**

felt they had no where else to turn



**8 people**

supported through our **addiction support service**

**£25,500**

provided through our **bursary scheme** to

**SEVEN**

MPharm students



**192 SPECIALIST ADVICE REFERRALS**

made supporting individuals with employment, benefits, debt and immigration advice. (74 Employment, 29 Debt, 32 Welfare benefits, 2 Housing and 55 Immigration).

**£93,161**

in **financial gains** were secured for our beneficiaries through **benefits and employment claims and appeals**

**£102,364**

of **financial gains** for clients who received **specialist advice** (for example by retaining their job when threatened with dismissal and not having to repay training costs upon resignation)

# 3

## Strategic objective three:

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 did we do in 2021?

Following the success of the charity's first wellbeing campaign in 2020, the charity ran the ACTNow wellbeing campaign for a second year. Building on feedback, the 2021 campaign took a more targeted approach, focusing on the specific needs and issues of each grouping in our pharmacy family – students, trainees, and pharmacists - and ran at relevant points in the year for each. This more targeted approach succeeded in achieving a much higher engagement rate.

As well as our flagship campaign, the charity worked on a number of smaller campaigns with specific partners. These included the BPSA's month-long mental health campaign (#LetsTalkMH) and a bespoke week-long campaign we created for our partner Alphega Pharmacy. The campaign, entitled TEAMtime, was developed to help the organisation focus their wellbeing efforts inward and to kick start an Alphega Pharmacy team wellbeing routine.

Pharmacist Support collaborated with the Royal Pharmaceutical Society to run our third joint annual workforce wellbeing survey. As well as helping us increase awareness of the importance of wellbeing, these results were also used to inform our wellbeing activities, including the development of new resources and workshops and our campaigns. We also continued to raise awareness of mental health and wellbeing issues in the sector through the pharmacy media.

To influence change, we continued to provide data to key organisations on trends within the sector and responded to a number of GPhC consultations. This included a strategy review for managing fitness to practise concerns about pharmacy professionals in the future.

What we achieved during **2021**

# 12,795 ACTS OF SUPPORT

provided through our website across the wellbeing campaign periods – (up from 6,865 in 2020)

## 68% increase

IN PHARMACIST SIGN-UPS TO THE



CAMPAIGN ON 2020 CAMPAIGN FIGURES.

**WITH 78% OF PHARMACISTS** saying the campaign had **supported them to prioritise their wellbeing** **AND 74% SAYING** a similar campaign would be **useful in the future.**



## 1,436 sign ups

to our wellbeing campaigns

## 412% increase

IN STUDENT SIGN UPS COMPARED TO 2020.

**75%** of students said that the campaign was either **'very useful'** or **'useful'** in helping them to prioritise their wellbeing.



## 230% increase

in trainee sign ups to the campaign compared to 2020.



## 81 MENTIONS

of wellbeing in the pharmacy press.



## 14,580 minutes

(over 243 hours)

were spent focusing on team member wellbeing over five days as part of the TEAMtime campaign ran in conjunction with Alphega Pharmacy

# 4

## Strategic objective four:

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 did we do in 2021?

During 2021 we prioritised digital development with a view to improve and streamline the delivery of our support, to improve data collection and to assist with improved monitoring and evaluation. This included the development and implementation of a new website and a Customer Relationship Management (CRM) system.

Developing our team was another priority. As well as supporting the profession, the wellbeing of our own team is extremely important to us. Informed by our annual staff survey, during 2021 we reviewed our approach to reward and recognition, launching and implementing a new policy that better supported the needs of our team. In addition, we made further adjustments to our flexible working policy and implemented a hybrid working trial. We continued to invest in staff training and development which included delivery of a six-week wellbeing course.

The effect of COVID-19 continued to negatively impact the charity's fundraising activity. As a charity, we are significantly reliant on income from our investment portfolio to fund our charitable activities. Although the value of our portfolio returned to pre-pandemic levels, during 2021 we continued to experience a lower level of income from our investment portfolio. In addition, general fundraising continued to be a challenge in 2021. Thankfully, we did start to see the return of some in-person events, notably the London Marathon. Our runner raised £4,357 worth of donations (including gift aid).

Our efforts to fundraise were focused on corporate fundraising. Our well-established partnership with the Pharmacists' Defence Association (PDA) continued to grow, with us delivering a range of joint activity to its members, to increase the charity's reach and impact. The PDA donated £33,832 to Pharmacist

Support in 2021. Other corporate organisations also supported us financially. We are incredibly grateful to Day Lewis, Bestway Medhub, Well and Alphega for their financial support, enabling us to deliver the ACTNow campaign and other wellbeing activities.

We secured a grant of £43,575 from the COVID-19 Health Support Appeal to support the charity to meet the need for increased mental health support. We were also successful in securing a second grant of £31,500 to continue to deliver our counselling service in 2022. Following the death of prominent pharmacist Joy Wingfield in 2021, we were grateful to be notified of a generous legacy for the charity from her estate, estimated to be in the region of £150,000.

What we achieved during 2021

**Over £75,000**

SECURED IN GRANTS TO DELIVER MENTAL HEALTH SUPPORT IN 2021 AND 2022.

**48 PEOPLE**

accessed services facilitated by volunteers



**NEW WEBSITE AND CRM SYSTEM DEVELOPED AND LAUNCHED**



**CARRIED OUT A REVIEW OF THE CHARITY'S AUDITORS**

Development and continuation of our well-established partnership with the Pharmacists' Defence Association. Since the start of this partnership in October 2017, the PDA and its members have donated over

**£145,000**

to Pharmacist Support

# What our users say...



*"Your signposted information is brilliant, thank you ever-so-much for this info."*

Service User



*"Thank you for the workshop. It was very informative and helpful."*

Workshop Attendee

*"I just wanted to say thank you to everyone at Pharmacist Support for all your help over the last few years. I would not have been able to get through the years without the Listening Friends service."*

Service User



*"I have been fortunate to be able to access counselling through Pharmacist Support and following a tough year with my mental health I am feeling hopeful for my future in the pharmacy profession."*

Service User



*"The fact that there's that option of anonymity and it's judgement-free is priceless."*

Service User

*"With a sudden change of circumstances during my illness I was not sure how I would keep my essential costs going. Pharmacist Support have been a great help for me and my family under these difficult times. Thank you so much. I am so pleased that I have contacted Pharmacist Support as I was not sure how I was going to manage my monthly bills etc. The Pharmacist Support team were brilliant, and it was a very simple application form. Keep doing the great work"*

Grant Recipient



*"I contacted Pharmacist Support because I knew about the service it provides and have referred many people to the counselling services. I was well supported by my counsellor who was excellent. I needed mental health support as I was suffering with trauma, stress, and anxiety. The sessions I had were really helpful because I was able to talk freely and frankly in a safe space with my counsellor."*

Service User

# Looking ahead

With a clear mission and five-year strategy in place the charity has spent the past two years championing the wellbeing of our pharmacy family.

As we move into year three of our strategy, we will focus on the fact that individuals alone cannot prioritise their own mental health and wellbeing if the working environment does not support these individuals to thrive. Therefore, during 2022 we will turn our attention to wellbeing development in the workplace, developing wellbeing tools for managers and organisations to embed wellbeing practice. To support people to make positive change, during 2022 we will launch a new workshop 'Live the life you want to lead'. We realise, however, that as a small charity we cannot do this alone. Collaboration to tackle the root causes of these issues is needed urgently to start reversing the trends identified related to high levels of potential burnout across the profession.

We recognise we still have significant work to do to raise awareness of the charity. Whilst we have made huge progress, increasing awareness by 75% from 2019 to 2020, during 2021 we did see a small dip in those saying they were aware of Pharmacist Support in our survey. During 2022, we will continue to prioritise raising awareness of the charity, highlighting specifically the individual services offered confidentially and independently by the charity. In addition, to continue to raise awareness of both the charity and the wellbeing agenda, we will run the ACTNow campaign for a third year.

In line with our Equality, Diversity and Inclusion (EDI) plan, Trustees will consider EDI in all decision making. Reviewing our EDI data, we will identify any barriers to our support and will

target our services according to our EDI plan, with a particular focus on financial assistance.

To address research carried out in 2021 that indicated some individuals within the profession had been concerned about addiction or addictive behaviours in the last year but not sought support, we will review our Addiction Service provision. We will work to develop and promote this service to encourage more people who may need help to seek support.

Thanks to a grant from the COVID-19 Healthcare Support Appeal (CHSA) we will continue to provide direct psychological support in 2022 to those who are experiencing mental health issues through our counselling service.

In line with our strategy, we will review our approach to fundraising during 2022 looking at our plan to generate legacy, major donor, and corporate income into the future. We will also continue our digital development, focusing on phase two of the website and CRM. This will include the development of a grants portal that will enable applicants to apply and manage applications online.

Finally, during 2022, we will focus our attention on the impact of our activities on the environment. Trustees will review our investment policy and our approach to Environmental, Social and Governance issues.





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. We maintain close links with organisations across the profession including the regulator, the professional body and the union. 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.

## Impact of the COVID-19 pandemic

The impact of the COVID-19 pandemic on Pharmacist Support continued to be significant in 2021, both in terms of financial position of the Charity and the impact on our pharmacy family. Many of the profession have been at the front line in helping protect people against COVID-19 by being vaccinators, and of course the first port of call for many other health conditions. The difficulties they have encountered in ensuring continuity of service, despite staffing shortages, stock shortages and the risk to health of being in the front line has taken its toll.

As a charity, we are significantly reliant on income from our investment portfolio to fund our

charitable activities to beneficiaries and to deliver our activity. Although the value of our portfolio returned to pre-pandemic levels, during 2021 we continued to experience a decrease in income from our investment portfolio. General fundraising also continued to be a challenge. We are fortunate in having a substantial level of reserves – over £15m – meaning that we can be confident of being able to continue to serve our pharmacy family. Our reserves policy can be found below.

As a result of the direct impact of COVID-19 on our beneficiaries, we needed to focus on increased mental health support. Thanks to the COVID-19 Health Support Appeal we were able to address this need. As our systems are cloud-based, our team have continued to be able to work remotely when required. During 2021, we invested in digital, including the development of a new website and new CRM and are reviewing the benefits of hybrid working, both in relation to staff morale and potential future cost savings in relation to office space.

## Financial review

The Charity's financial statements for the year ended 31 December 2021 are set out on pages 51 to 68. They have been prepared in accordance with the accounting policies set out on pages 54 to 57.

Total income for the year was £712,637, compared with £458,254 in 2020. The main drivers of the increase were legacy income and the receipt of the CHSA grant. 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. During 2021 we invested in digital development including a new Wellbeing Learning Platform, new website and new CRM.

## Policies

### Risk management

The Trustees are ultimately responsible for risk at Pharmacist Support, though they delegate day to day management of its operations 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 FSC and SRSC in turn take 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 on 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.

## Investment

The overall objective for investment performance is to achieve a return of at least CPI+3.5%, measured over five to ten years. Our aim is to provide our services in perpetuity and therefore our investment policy is based on a long-term approach to investment.

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

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 tobacco, armaments, alcohol, and high risk (high-rate charging) debt and gambling from our portfolio. During 2022, Trustees will review the charity's ethical responsibilities in relation to the environment.

### Reserves

The Charity is fortunate to have been able to build a substantial investment portfolio over its lifetime. Our policy is to use the funds we have effectively to best serve our beneficiary group, while at the same time ensuring that sufficient reserves are maintained to meet future requirements. The charity carried out a full review of its reserves policy during 2021. 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 2021 the Charity had unrestricted funds of £17,157,535, (2020 - £15,678,455) all of which are considered to be 'free reserves', that is funds that are not tied up in fixed assets or otherwise designated. In addition, Trustees have created a restricted reserve to account for the spend down of the CHSA grant. At 31 December the balance of this reserve was £14,700. (2020 - £nil). In 2022, we received a further grant of £31,500 to continue this important work. It is expected that the restricted reserve will be spent down in 2022.

The Trustees take a long-term view of their obligations to the pharmacy community. A large proportion of the total reserves (£16.8m at 31 December 2021) 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, ensure an income stream for the long-term.

## 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 are set out on page 69.

### 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 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.

Following the development of an equality, diversity, and inclusion plan in 2021, during the year, Trustees and staff members attended an array of training on equality, diversity, and inclusion. This training helped inform a Trustee recruitment exercise which took place in the later part of 2021. A number of other measures have been put in place to support work in this area, including improved data collection and the commitment to implement equality impact assessments in 2022.

## 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, which is conducted by the new Trustee's buddy on behalf of the Board, seeks 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 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 at the end of each Board meeting under a standing agenda item, "Meeting reflections and Board effectiveness." Further work to develop this assessment of overall Board effectiveness will be undertaken during 2022.

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

In addition, the Charity has a bursary panel made up of Trustees and invited panel members. The panel reviewed applications to the bursary during 2021 and made the final decisions on the awards made. The Strategy Working Group of trustees convened in 2020 to facilitate the charity's response to the COVID pandemic, evolved in 2021 to lead projects on Equality, Diversity and

Inclusion and reviewing charity performance against strategic objectives. The group was formally disbanded in December 2021.

### 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 2021 was seven. 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 8 June 2022 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 2021 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 2021 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 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 47, 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.

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 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:  
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 2021

		Unrestricted funds	Restricted funds	Total funds	Total funds
		2021	2021	2021	2020
		£	£	£	£
<b>Income from:</b>	<b>note</b>				
Donations & legacies	4	275,371	-	275,371	90,244
Grants	5	-	43,575	43,575	-
Other		905	-	905	-
Investments	6	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>					
<b>Raising funds</b>	<b>8</b>	<b>109,936</b>	<b>-</b>	<b>109,936</b>	<b>110,090</b>
<b>Charitable activities</b>					
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>

The notes on pages 54 to 68 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 2021**

	note	2021 £	2020 £
<b>Fixed assets</b>			
Intangible assets	16a	39,500	2,361
Tangible assets	16b	10,127	13,398
Investments	18	16,767,801	15,420,385
Social or programme-related investments	19	600	295
		<b>16,818,028</b>	<b>15,436,709</b>
<b>Current assets</b>			
Debtors	20	214,545	67,232
Short term cash investments	21	174,181	220,461
Cash at bank and in hand	21	50,106	50,188
		438,832	337,881
<b>Creditors: amounts falling due within one year</b>	22	(84,625)	(96,135)
<b>Net current assets</b>		<b>354,207</b>	<b>241,746</b>
<b>Total assets less current liabilities</b>		<b>17,172,235</b>	<b>15,678,455</b>
<b>Unrestricted funds</b>		17,157,535	15,678,455
<b>Restricted funds</b>		14,700	-
<b>Total funds of the Charity</b>	23	<b>17,172,235</b>	<b>15,678,455</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 54 to 68 form part of these accounts.

The accounts are approved and authorised for issue by the Trustees on 9 June 2022 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 2021**

	note	2021 £	2020 £
Cash flows from operating activities		(694,559)	(675,919)
Cash flows from investing activities		648,197	745,693
<b>Change in cash and cash equivalents</b>	26	<b>(46,362)</b>	<b>69,774</b>
Cash and cash equivalents at the beginning of the year		270,649	200,875
<b>Cash and cash equivalents at the end of the year</b>		<b>224,287</b>	<b>270,649</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>1,493,780</b>	<b>(538,920)</b>
Amortisation and depreciation charges		12,489	9,664
Loss on disposal of fixed assets		167	-
(Gains)/losses on investments		(1,649,081)	216,234
Dividends and interest from investments		(392,786)	(368,010)
(Increase)/decrease in debtors		(147,313)	1,143
Increase/(decrease) in creditors		(11,510)	3,350
Movement in social or programme related investments		(305)	620
<b>Net cash used in operating activities</b>		<b>(694,559)</b>	<b>(675,919)</b>
<b>RECONCILIATION OF CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Dividends and interest from investments		392,786	368,010
Purchase of tangible fixed assets		(46,254)	(6,388)
Proceeds from sale of investments		2,507,922	2,870,542
Purchase of investments		(1,972,723)	(2,516,281)
Cash withdrawn from portfolio		(233,534)	29,760
<b>Net cash used provided by investing activities</b>		<b>648,197</b>	<b>745,693</b>

The notes on pages 54 to 68 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 2020) - (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. Tangible fixed assets

Tangible fixed assets costing in excess of £200 are capitalised and included at cost, including any incidental expenses of acquisition.

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 set out 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 69.

### 4. Income from donations and legacies

	2021			2020
	unrestricted	restricted	TOTAL	TOTAL
	£	£	£	£
Donations	92,214	-	92,214	87,167
Legacies	183,157	-	183,157	3,077
	<b>275,371</b>	<b>-</b>	<b>275,371</b>	<b>90,244</b>

Included in Donations is £8,167 (2020: £4,034) gift in kind income that relates to meeting room space, exhibition stands and services gifted to the charity.

Included in Legacies is a gift, estimated at £150,000, due from the estate of the late Joy Wingfield.

### 5. Grant income

	2021			2020
	unrestricted	restricted	TOTAL	TOTAL
	£	£	£	£
COVID-19 Healthcare Support Appeal	-	43,575	43,575	-

### 6. Investment income

	2021			2020
	unrestricted	restricted	TOTAL	TOTAL
	£	£	£	£
From UK listed investments	392,769	-	392,769	367,932
From short-term cash investments	17	-	17	78
	<b>392,786</b>	<b>-</b>	<b>392,786</b>	<b>368,010</b>

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

### 7. Net expenditure

This is stated after charging:

	2021			2020
	unrestricted	restricted	TOTAL	TOTAL
	£	£	£	£
Audit fees	10,776	-	10,776	10,776
Operating lease rentals – property	35,642	-	35,642	35,740
Operating lease rentals – other	2,528	-	2,528	2,241
Amortisation & depreciation	12,489	-	12,489	9,664

### 8. Analysis of expenditure

	Staff costs	Direct costs	Support costs	Governance costs	2021
	£	£	£	£	£
Raising funds	33,581	65,533	9,289	1,533	109,936
Charitable activities					
Awareness raising	138,674	28,126	38,034	6,275	211,109
Financial assistance	68,927	135,190	18,477	3,048	225,642
Information & advice	106,176	42,749	30,493	5,031	184,449
Wellbeing	83,204	25,361	24,238	3,999	136,802
	<b>430,562</b>	<b>296,959</b>	<b>120,531</b>	<b>19,866</b>	<b>867,938</b>

	Staff costs	Direct costs	Support costs	Governance costs	2020
	£	£	£	£	£
Raising funds	37,274	60,963	10,609	1,244	110,090
Charitable activities					
Awareness raising	128,469	13,229	36,077	4,229	182,004
Financial assistance	72,402	133,772	21,000	2,462	229,636
Information & advice	84,058	41,908	26,199	3,071	155,236
Wellbeing	58,732	23,328	19,615	2,299	103,974
	<b>380,935</b>	<b>273,200</b>	<b>113,500</b>	<b>13,305</b>	<b>780,940</b>

### 9. Analysis of direct Wellbeing costs

	2021			2020
	unrestricted	restricted	TOTAL	TOTAL
	£	£	£	£
Staff costs	74,898	8,306	83,204	58,732
Direct costs	6,867	18,494	25,361	23,328
	<b>81,765</b>	<b>26,800</b>	<b>108,565</b>	<b>82,060</b>

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

### 10. Analysis of direct expenditure

	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
	<b>65,533</b>	<b>28,126</b>	<b>135,190</b>	<b>42,749</b>	<b>25,361</b>	<b>296,959</b>

	Raising funds	Awareness raising	Financial assistance	Information & advice	Wellbeing	2020
	£	£	£	£	£	
Other staff costs	542	1,754	610	770	1,484	5,160
Volunteers	-	-	-	-	122	122
Service delivery	-	-	13,014	37,384	18,697	69,095
Grants	-	-	115,315	-	-	115,315
Marketing and publicity	4,668	9,218	-	-	162	14,048
Investment management	51,803	-	-	-	-	51,803
Legal & professional	2,423	26	-	-	-	2,449
Office costs	1,477	2,231	4,833	3,754	2,863	15,158
Other costs	50	-	-	-	-	50
	<b>60,963</b>	<b>13,229</b>	<b>133,772</b>	<b>41,908</b>	<b>23,328</b>	<b>273,200</b>

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

### 10 Analysis of direct expenditure (continued)

Grant expenditure may be analysed as follows:

	2021	2020
	£	£
General Grants	86,227	76,715
Addiction Support	9,640	4,600
Training Bursaries	25,500	34,000
	<b>121,367</b>	<b>115,315</b>

### 11 Analysis of support and governance expenditure

	2021		2020	
	Support	Gov.	Support	Gov.
	£	£	£	£
Other staff costs	3,819	-	4,569	-
Trustees	-	9,000	-	937
Legal & professional	12,034	10,777	6,986	12,107
Office costs	103,110	6	100,416	163
Other costs	1,568	103	1,529	98
	<b>120,531</b>	<b>19,886</b>	<b>113,500</b>	<b>13,305</b>

### 12 Staff costs

	2021	2020
	£	£
Wages and salaries	348,793	310,042
Social security costs	28,366	24,299
Pension contributions	51,809	45,779
Other benefits	1,594	815
	<b>430,562</b>	<b>380,935</b>

The average number of staff employed in the year was 13 (2020: 11). Full-time equivalents (FTEs) were 11.7 (2020: 10.1). The key management personnel comprise the Chief Executive, Finance Manager, Marketing & Communications Manager and Service Support Manager. They received total remuneration and benefits of £187,207 (2020: £173,506), included in the costs above. Key management personnel represented 3.7 FTEs in 2021 (2020: 3.4 FTEs).

Included in pension contributions above is an amount of £17,090 (2020: £15,340) 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	
	2021	2020
£60-£70k	1	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. (2020: £Nil). Nine trustees were reimbursed for expenses, totalling £1,530. (2020: Two trustees, £235). These expenses were for travel, hotel accommodation and subsistence. Management liability insurance that also covers the Trustees, costing £1,058 (2020: £856), 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 2021 were £851 (2020: £122). The Charity had 14 volunteers in 2021 (2020: 77).

Volunteers gave their time as follows:

	2021	2020
	hours	hours
Listening Friends	108	153
Ambassadors	14	90
	<b>122</b>	<b>243</b>

Much of the volunteer activity in 2021 was impacted by the COVID-19 pandemic.

### 15 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 a personal interest in any contract or transaction entered into by the Charity, including guarantees, during the year.

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

### 16a Fixed assets: intangible assets

	Software	
	2021 Total £	2020 Total £
<b>Cost or valuation</b>		
At 1 January	29,322	29,322
Additions	41,748	-
Disposals	(18,216)	-
<b>At 31 December</b>	<b>52,854</b>	<b>29,322</b>
<b>Amortisation</b>		
At 1 January	26,691	22,989
Charge for the year	4,879	3,702
Disposals	(18,216)	-
<b>At 31 December</b>	<b>13,354</b>	<b>26,691</b>
<b>Net book value</b>		
Used for charitable purposes	39,500	2,361
Used for support activities	-	-
<b>At 31 December 2021</b>	<b>39,500</b>	<b>2,631</b>
<b>At 31 December 2020</b>	<b>2,631</b>	

The disposal relates to the discontinuance of the old website.

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

**16b Fixed assets: tangible assets**

	Leasehold imp'mts £	Fixtures, Fittings & Equip't £	IT Equip't £	2021 Total £	2020 Total £
<b>Cost or valuation</b>					
At 1 January	67,273	9,253	27,583	104,109	103,699
Additions	-	-	4,506	4,506	6,338
Disposals	-	-	(860)	(860)	(5,928)
<b>At 31 December</b>	<b>67,273</b>	<b>9,253</b>	<b>31,229</b>	<b>107,755</b>	<b>104,109</b>
<b>Depreciation</b>					
At 1 January	64,047	8,751	17,913	90,711	90,677
Charge for the year	1,106	208	6,296	7,610	5,962
Disposals	-	-	(693)	(693)	(5,928)
<b>At 31 December</b>	<b>65,153</b>	<b>8,959</b>	<b>23,516</b>	<b>97,628</b>	<b>90,711</b>
<b>Net book value</b>					
Used for charitable purposes	-	-	2,987	2,987	1,927
Used for support activities	2,120	294	4,726	7,140	11,471
<b>At 31 December 2021</b>	<b>2,120</b>	<b>294</b>	<b>7,713</b>	<b>10,127</b>	<b>13,398</b>
<b>At 31 December 2020</b>	<b>3,226</b>	<b>502</b>	<b>9,670</b>	<b>13,398</b>	

**17 Capital commitments**

At 31 December 2021 the Charity had capital commitments totalling £38,232 (2020: £Nil). These were for software development.

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

**18 Fixed assets: investments**

	2021 £	2020 £
Market value at 1 January	15,420,385	16,020,640
Additions at cost - purchases	1,972,723	2,516,281
Disposals at fair value	(2,507,922)	(2,870,542)
Net investment gains/(losses)	1,649,081	(216,234)
Net cash paid into/(withdrawn from) portfolio	233,534	(29,760)
<b>Market value at 31 December</b>	<b>16,767,801</b>	<b>15,420,385</b>
<b>Historic cost at 31 December</b>	<b>10,607,228</b>	<b>10,228,536</b>

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

	2021 £	2020 £
UK equities	6,271,894	6,068,455
UK fixed interest securities	1,535,584	2,002,808
Overseas equities	6,096,122	5,248,284
Overseas fixed interest securities	307,044	238,590
Property	613,187	761,161
Alternative investments	1,117,718	889,902
Money market funds	400,000	20,000
Cash held for investment	426,252	191,185
	<b>16,767,801</b>	<b>15,420,385</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.

	2021 £	2020 £
At 1 January	17,090	17,710
Repaid	(600)	(620)
Impaired/written off	(15,890)	(16,795)
<b>At 31 December</b>	<b>600</b>	<b>295</b>

Of the loans remaining, £nil is due after more than one year (2020: £195).

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

**20 Debtors**

	2021	2020
	£	£
Accrued Income	177,914	23,391
Prepayments	27,133	35,539
Rent deposit	7,925	7,925
Other debtors	1,573	377
	<b>214,545</b>	<b>67,232</b>

Included in Accrued Income is a legacy, estimated at £150,000, due from the estate of the late Joy Wingfield.

**21 Cash and cash equivalents**

	2021	2020
	£	£
Deposit and notice accounts	174,181	220,461
Cash at bank and in hand	50,106	50,188
	<b>224,287</b>	<b>270,649</b>

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

	2021	2020
	£	£
Trade creditors	7,469	16,651
Taxation and social security	8,343	7,468
Accruals and deferred income	62,011	66,644
Other creditors	6,802	5,372
	<b>84,625</b>	<b>96,135</b>

**23 Funds**

	2021		
	General fund	Restricted fund	Total funds
	£	£	£
At 1 January	15,678,455	-	15,678,455
Net income/(expenditure)	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>

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

**23 Funds (continued)**

	2020		
	General fund	Designated fund	Total funds
	£	£	£
At 1 January	15,167,077	1,050,298	16,217,375
Net income/(expenditure)	(538,920)	-	(538,920)
Transfer	1,050,298	(1,050,298)	-
<b>At 31 December</b>	<b>15,678,455</b>	<b>-</b>	<b>15,678,455</b>

The designated fund arose from a legacy. On 1 January 2020, the decision was taken to un-designate the fund and merge it with the general fund.

**24 Operating lease commitments**

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

	2021			2020		
	Property	Other	Total	Property	Other	Total
	£	£	£	£	£	£
Within one year	44,577	2,478	47,055	44,577	2,478	47,055
In two to five years	38,348	4,955	43,303	82,925	7,433	90,358
After five years	-	-	-	-	-	-
<b>At 31 December</b>	<b>82,925</b>	<b>7,433</b>	<b>90,358</b>	<b>127,502</b>	<b>9,911</b>	<b>137,413</b>

**25 Financial instruments**

	2021	2020
	£	£
<b>Financial assets</b>		
Financial assets measured at fair value through profit or loss	16,767,801	15,420,385
Financial assets measured at amortised cost	411,699	302,342
	<b>17,179,500</b>	<b>15,722,727</b>
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost	<b>84,625</b>	<b>96,135</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 2021 £	Cash flows £	31 Dec 2021 £	1 Jan 2020 £	Cash flows £	31 Dec 2020 £
Deposit and notice accounts	220,461	(46,280)	174,181	150,720	69,741	220,461
Cash at bank and in hand	50,188	(82)	50,106	50,155	33	50,188
	<b>270,649</b>	<b>(46,362)</b>	<b>224,287</b>	<b>200,875</b>	<b>69,774</b>	<b>270,649</b>

### 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 were as follows:

<b>Stephen Lutener</b> – Chair until 31 December 2021, resigned 25 May 2022	<b>Mohammed Hussain</b> (appointed 1 January 2022)
<b>Esther Sadler-Williams</b> – Chair from 1 January 2022	<b>Paul Johnson</b>
<b>Anita Cawley</b> – Vice Chair	<b>Mala Khuroya</b> (appointed 1 June 2022)
<b>Sally Atkinson</b> (resigned 31 December 2021)	<b>Sunil Lakhani</b> (resigned 15 March 2021)
<b>David Downham</b> (appointed 1 January 2022)	<b>Alison Scowcroft</b> (appointed 1 June 2022)
<b>Catherine Harper</b>	<b>Mark Sweeney</b>
<b>Karen Harrowing</b> (appointed 1 January 2022)	<b>Sarah Willis</b>

### 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

### Principal bankers

Lloyds Bank plc  
42-46 Market Street  
Manchester, M1 1PW

### Investment managers

Investec Wealth & Investment Ltd  
30 Gresham Street  
London, EC2V 7QP

### Solicitors

ShakespeareMartineau  
Waterfront House,  
Waterfront Plaza, 35 Station Street  
Nottingham, NG2 3DQ

### Auditors

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**

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