



we are
surprising
people

We are surprising people



Contents	
Main impacts for 2007	4
Message from our chief executive	5
Campaigning	6
Information and support	8
Self-management training	10
Fundraising	12
Annual income and expenditure	14
Thank you	17
How to contact us	18

Our vision. Arthritis Care wants a society in which the needs of people living with arthritis are understood, respected and fully met.

Our mission. Arthritis Care exists to support all people with arthritis.

Main impacts for 2008

Arthritis Care supported 2,016 people with arthritis or other long-term conditions through 157 self-management courses.

Our upgraded website discussion forums carried 25,000 posted messages allowing people to support one another.

Demand for our booklets outstripped supply as the number of requests for booklets rose 47%.

480 people are now on our People Bank of members willing to take part in media interviews or focus groups.

We launched our Challenging Pain course, and have begun selling it under licence to health service providers.

A message from our chief executive



The theme for the report of our work in 2008 is 'Surprising People' – a relevant description in two ways. First, we surprise people by who we are. For example, there is still a level of ignorance that there are 25,000 people with arthritis in the UK aged under 25, a fact we are continually driving home through our work with young people and families.

Second, we surprise people by what we achieve. Take 80-year-old Laurel Kinghan who abseiled down one of Belfast's largest hotels and raised over £1,000 for Arthritis Care; or Claire Allen who, at 20 years old, pushed ahead with her gap year in Australia by flying out her own medicine - both examples of surprising people with arthritis from this year's report.

Arthritis is seen by many as a quiet condition which keeps a low profile. So when our voice shouts loud, it can come

as a surprise. As when, for example I was invited to be the patient and public representative in driving forward a major government initiative to reduce waiting lists within England.

Orthopaedic waiting lists in particular have traditionally been long throughout the UK - people sometimes had to wait two years, waiting in pain and isolation until the operation could take place. I am delighted that so much progress has been made across the whole country and that so many more people have a better quality of life as a result.

Importantly, the role has enabled me to promote the work of Arthritis Care at the highest levels throughout 2008: meeting government ministers, speaking at conferences, commenting on literature and above all offering the perspective of the person who matters most – the individual who actually uses the health service.

In fact working closely with health professionals was a key objective for Arthritis Care during 2008. It has borne fruit in Scotland, where the Scottish Government enlisted the help of the Long Term Conditions Alliance Scotland to write the strategy for long-term conditions. Our Scotland director was instrumental in developing the strategy and it recognises the unique role that the charities like Arthritis Care have in delivering self-management support.

People with arthritis don't always talk about their condition and, as demonstrated by our 2008 Northern Ireland survey, even some doctors can occasionally fail to

prioritise the condition. So it was a tremendous boost to our profile, as well as a welcome boost to the coffers, when Arthritis Care was chosen as one of the three charities supported by the Daily Telegraph Christmas appeal. Many of the myths about arthritis were dispelled by the very human stories of people with arthritis, including our own president, Jane Asher. I am enormously grateful to all the people who supported this appeal.

Last year can truly be said to be the year that Arthritis Care came out of the shadows, not only with politicians and health professionals, but also among many more of the nine million people in the UK who have arthritis. The rapidly rising numbers of visitors to our website bears testament to this. We are indeed surprising people and I look forward to hearing more of those surprising stories that 2009 has in store.

A handwritten signature in black ink that reads "N. J. Betteridge". The signature is written in a cursive, slightly slanted style.

Neil Betteridge
Chief Executive

we are
working
people



Campaigning

Some of our people are highly successful campaigners taking on a surprisingly wide range of challenges. We get right behind them to ensure that all people with arthritis receive the services and support they deserve, whoever and wherever they are.

What we aimed to do	What we achieved
To involve more people in our campaigning activities, particularly those with arthritis themselves	With 480 people on our People Bank, willing to be contacted by the media or take part in focus groups, our voice is louder; we are involved in 16 out of 52 Local Involvement Networks reviewing health and social care services; we produced a How to Campaign guide to galvanise support.
To raise awareness in the workplace and elsewhere of the effects of arthritis and to promote easy access to public places	We have kept track about work-related issues in parliamentary and assembly debates and lobbied over the independent living bill and the employment retention bill; at least three airports and two railway stations have improved access following campaigns by our teams; Moray council, Scotland, gave permission for a hydrotherapy pool after five years of campaigning.
To work with MPs and other policy-makers to raise awareness of the issues and to ensure policy strategies are implemented	Several politicians shadowed people with arthritis, allowing them to witness the challenges of daily life with arthritis; 36 MSPs signed a motion recognising our work; the Freedom of Information Act helped us drive forward implementation of the musculoskeletal strategy in Wales; and in Ireland we held an influential inaugural professional lecture at Stormont.
To involve all people with arthritis – young people, those of working age and older people - in planning the type of services that are right for them	We chair the Long Term Conditions Alliance in Wales to ensure appropriate health strategies; we made a large contribution to Lord Darzi's final report into the NHS; we helped plan 'out of hospital' care in West Sussex in a high-level six-month project; we worked with architects on plans for hydrotherapy pools in Forth Valley and Scarborough.

Left: Campaigner Mary Cowern



JONATHAN GLEDHILL: IT CONSULTANT

Jonathan Gledhill's huge effort to be at work on time at the IT department at Royal Alexandra Hospital, Paisley, went unnoticed by his colleagues. What they didn't realise was that he had been diagnosed with rheumatoid arthritis and each morning his stiff and painful joints took time to improve.

"I think it's because they can't see any deformed joints or anything wrong, they can't really understand that you are quite sore," says 29-year-old Jonathan. Happily his occupational health department explained the situation to his manager and he was allowed flexible working. "Working for the NHS is quite handy because when I need advice I know who to ask. I've got to know a couple of the orthopaedic surgeons quite well," he laughs.

MARY COWERN: CAMPAIGNER

When Mary Cowern answered an advertisement for volunteers for Arthritis Care, little did she know it would lead to being a trustee of Arthritis Care and chair in Wales. "You start out small and it moves on from there," says Mary. "For me, it has been a career as well, although it is all voluntary."

Mary was diagnosed with rheumatoid arthritis at 21. Now, she leaves most people breathless. She also chairs the public affairs committee of Arthritis Care and lobbies Welsh Assembly Members for better provision for people with arthritis. She helps her local health board develop patient services and is studying for an Open University degree. On top of all this, she is addicted to Wii-Fit. "It really helps my joints," she laughs.



we are
young people
and families

Information and support

We provide clear and accurate information to help people with arthritis live their lives to the full. Little hints and tips in our booklets and on our website can have surprisingly big effects on people's lives.

What we aimed to do	What we achieved
To provide all people with arthritis with information to improve understanding of arthritis using all the methods of communication at our disposal	We produced a supplement inside the Mail on Sunday giving style solutions to top challenges posed by arthritis; a new flyer promoted The Source, a helpline for young people; six new factsheets gave people targeted information; for the first time demand outstripped supply as the number of requests for booklets rose 47%.
To inform health and education professionals about our work and how Arthritis Care can help the people they care for or teach	We had requests from teachers for more Kids Have Arthritis Too workshops in south England; we ran a survey in Northern Ireland revealing that people were not getting enough information to manage their pain; we have targeted health professionals via an information pack and in our choice of appearance at conferences; we were voted Health Charity of the Year by journalists for the quality of our information.
To contact and support minority groups and hard to reach people with information about arthritis	We networked with black and minority ethnic groups, gypsy and traveller support groups and attended two race and diversity conferences; we translated courses into Hindi, Punjabi and Cantonese allowing more people to access information about arthritis; we held 18 information days in rural areas; we gave CDs to libraries to allow blind people to access our information.
To put people with arthritis in touch with each other for mutual support and to make it easier for people to contact us	A thousand more people registered on our website; we upgraded the discussion forums to cope with 25,000 posted messages; our helplines service recorded 11,000 enquiries and 70% say the service is excellent; we added a 'chat' instant messaging facility to the helplines; we reached the Charity Times shortlist for Best Use of Technology award.



TEENAGERS: KEEN SAILORS

Paddling a canoe, sailing a dingy, abseiling down a high structure or even cooking pizzas on an outdoor fire are all second nature to teenagers with arthritis on our activity weekends. Positive Futures Workshops combine exciting new experiences with a chance for the 12-18 year olds to discuss their condition with people only slightly older than them who understand.

The end result is a big confidence boost. Daniel, a regular on our sailing weekends, has ambitions to be a water sports instructor himself. And Shelley Hayward, who is training to be a teacher, says the workshops have had a huge impact on her life: "I now feel a lot more positive about arthritis and see it as only a small part of me."

CLARE ALLEN: STUDENT

Nottingham University student Clare Allen set off on her gap year to Australia and New Zealand taking her medication with her in cold boxes. "I left my medication with friends and relatives there and they had to post it to me weekly. Without it I couldn't walk, so certainly couldn't have travelled or worked in a café," she explains.

Diagnosed at 13, Clare, now 21, volunteers with Arthritis Care's young people's project, helping on weekends away, mentoring younger people. "It's very hard at 13. You go from playing a lot of sport to hardly any and you have to take the 'granny' jokes. But it makes you feel good helping the little ones and seeing their faces."

Left: Paddling a canoe

we are
retired
people



Self-management training

More than 27,000 people aged under 25 have arthritis, while for people of working age, arthritis and related conditions are the second most common causes of days off work. Arthritis affects all ages and can have a deep impact on people and their families and yet people with arthritis are surprisingly active.

What we aimed to do	What we achieved
To use courses to encourage all people who have arthritis to manage their condition and its impact on their lives	We ran 157 courses helping 2016 participants develop skills to manage their condition effectively; we trained our first group of young people in England to deliver our body image workshop; our Challenging Pain course proved effective in research - it helped prisoners in Devon and has been exported to Australia; we presented a self-management strategy to the Scottish Parliament.
To work with health services and schools to raise understanding of how arthritis affects young and old	Doctors set up training days after we brought together health professionals and politicians at Stormont for an inaugural lecture to highlight the impact of long-term conditions; we secured contracts to provide volunteers for primary care trusts in north England; we launched a self-help group in Wales involving a musculoskeletal nurse, the first of four.
To encourage employers to understand arthritis and how it affects people in their day to day lives and to help people who would like to return to work	Two workshops in central England aimed to help people with arthritis think about returning to work – within three weeks of the first course two participants found suitable work; we presented the findings of our survey ‘Working Together’ at the Houses of Parliament and we are confident it will encourage better working policies for people with arthritis.
To support people with arthritis to volunteer their skills for the benefit of others and to raise the standard of our high quality volunteering	We trained 107 volunteers to deliver courses; young volunteers aged between 17 and 25 are being recruited in Scotland to help run weekends for young people; volunteers who keep an eye on our online forum received training to help them feel better equipped to do their job putting user involvement at the heart of our work; we achieved Investor in Volunteer status in Northern Ireland.



BOB IRVING: HYDROTHERAPY CLASS

Free access to hydrotherapy – physiotherapy in warm water which loosens the joints – is a top priority for Arthritis Care. So when Scotland’s national football stadium, Hampden Park, offered their hydrotherapy pool to Arthritis Care and a £10,000 lottery grant covered all costs, Bob Irving snapped up the offer.

Bob, Glasgow South West branch chairman, organised two 10-week courses each for 18 women – average age 80. At first scared to be out of their depth in the 8ft deep pool, once they trusted their buoyancy vests and their physiotherapist, they never looked back. Participant Isobel, says: “I can do exercises in the water that I can’t do anywhere else. Other people have noticed a difference in me and say I am walking better.”

MARY THEOBALD: RETIRED NURSE

Retired nurse Mary Theobald, 86, has worked tirelessly for Arthritis Care for 30 years, when she first volunteered to make tea for branch meetings. Now she still helps arrange social events for the New Malden branch, Surrey, and last year received a community award for her work and fundraising in the area.

Mary says her driving force was her elderly mother who was housebound with arthritis: “The hospitals weren’t interested in those days, 20 or 30 years ago. I saw this as a chance to do something in my own area to help. If we can arrange a little social event or activity, it is more than my mother ever got and stops people dwelling on their arthritis.”

Left: **Volunteers Margaret Canning and Duncan McKechnie**



we are everyone

Fundraising

The number of different ways our money flows in never ceases to amaze us. It's surprising to see the variety of methods our members and supporters use to raise money for the needs of people with arthritis in the UK.

What we aimed to do	What we achieved
To increase the number of people joining Arthritis Care and supporting our work	We have turned a corner on membership numbers as more people joined through our website; a full page advertisement in the national press saw hundreds of people getting in touch with us; an awareness-raising day in Guernsey led to more people hearing about our work and to discussions with the island's rheumatology nurse specialist.
To promote the number of ways people can help and to support individual fundraisers	More funds mean more support for all people with arthritis; ways to donate include payroll-giving, supporting appeals, sponsoring events and tax-efficient ways of giving; we await results of 23-year-old Sarah Outen's bid to row across the Indian Ocean; we are grateful to 86-year-old Mary Theobald for her years of support.
To broaden the range of our funding sources	We are broadening our base to provide a more sustainable approach to funding; the Daily Telegraph Christmas appeal raised more than £154,000 and raised our profile significantly; Pfizer UK Foundation gave £40,765 paying for 12 Challenging Pain courses in Devon reaching people in rural areas; the Challenging Pain course will become an income stream for us.
It's surprising where some of our fundraising came from in 2008	£50,000 from our Christmas raffle; £90,000 raised by 32 runners in the Flora London Marathon; £900 from people marshalling a 54-mile trek in Scotland; £10,000 from the lottery small grants scheme for hydrotherapy classes.

Left: **Challenging Arthritis in Walsall**



VEENA BASSI: INTERPRETER

As 18 Asian women arrived for the first session of a Challenging Arthritis course in Walsall, the leaders soon realised few of them understood English. An interpreter was found, but by the second week, Veena Bassi, a Hindi-speaking Arthritis Care employee, began the regular hour's drive from Bristol to deliver the rest of the six-week course.

Veena has arthritis herself and volunteered for Arthritis Care for 10 years before becoming an employee: "I was the only one who could deliver this course in Hindi. Emotions are taboo in my community, especially among the older ladies. The group were really responsive because suddenly they could hear about their condition in their own language and could open up about their pain and inadequacy to deal with it."

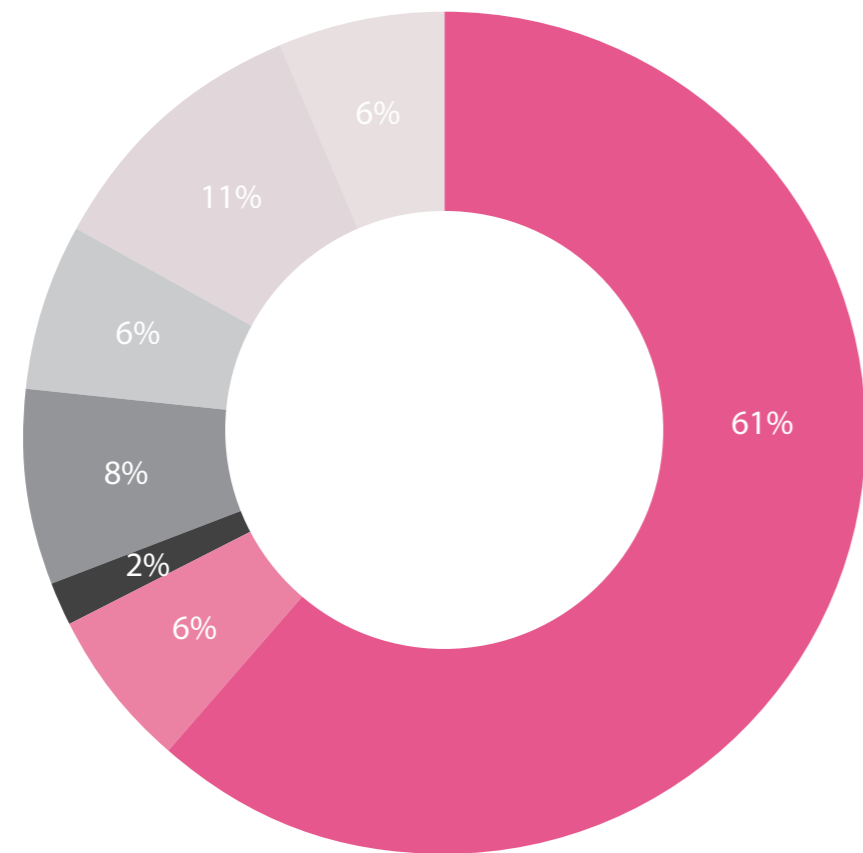
ORKNEY ISLANDERS: DISTANT LEARNERS

Even the remote Orkney island of Stronsay, population 340, is not out of the reach of Arthritis Care. The islands are only accessible by ferry or light aircraft so in partnership with the Orkney Health Board and with the support of Stronsay's doctor and community nurse, we ran a six-week Challenging your Condition course via video-link.

The health board provided the equipment, technical help and line costs and we ferried out handouts to the island in a suitcase in weekly envelopes. The course was such a success that participants soon formed their own swimming group using Stronsay school's swimming pool and Grampian television filmed a news story about it.

How we raised our income (incoming resources)

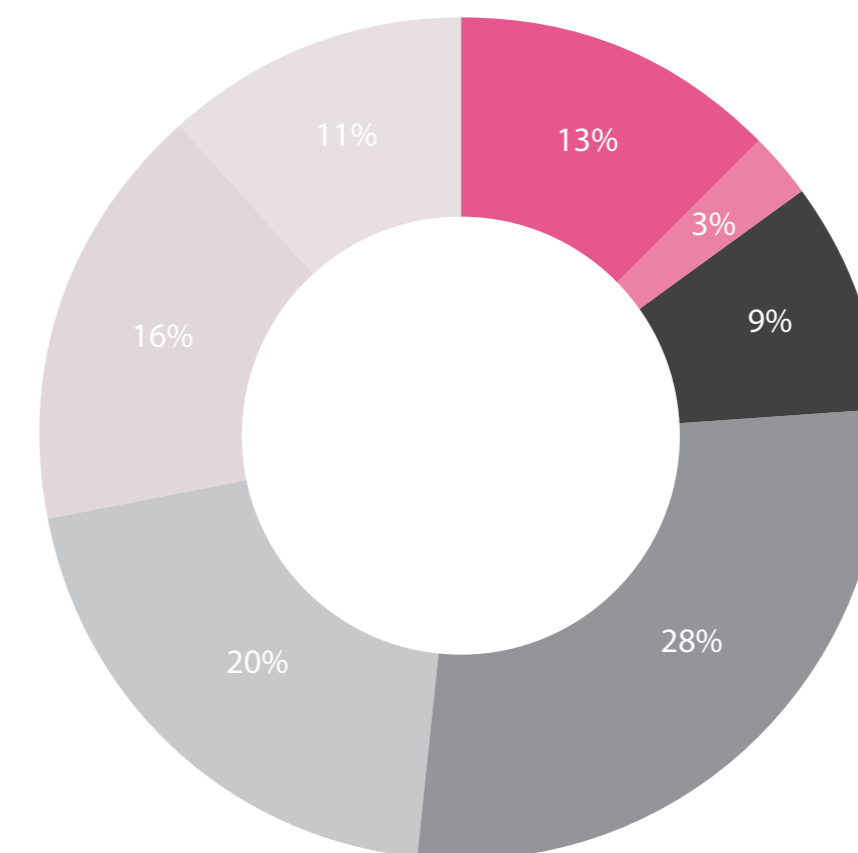
- voluntary income £4.0m
- investment and other £0.4m
- representation and campaigning £0.1m
- information £0.5m
- training £0.4m
- voluntary run branch activities £0.7m
- hotels £0.4m



Our total operational income for 2008 was £6.5m

How we used our income (resources expended)

- cost of generating funds £1.0m
- governance £0.2m
- representation and campaigning £0.7m
- information £2.2m
- training £1.6m
- voluntary run branch activities £1.3m
- hotels £0.9m



Our total operational expenditure for 2008 was £7.9m

We are surprising people



Thank you

Our work changing the lives of people with arthritis would not be possible without the generous support from individuals, trusts, companies and statutory funders. The following funders have supported our work through restricted and unrestricted grants. We are very grateful for their generous support.

Ballymena Walking Group
 BBC Children in Need
 Bethan Phillips
 Big Lottery Fund
 The Carpenters Company
 Ceredigion Local Health Board
 The Chapman Charitable Trust
 CHK Charities Limited
 City Bridge Trust
 Agnes Coll
 The Martin Connell Charitable Trust
 DH Section 64
 DHSSPSNI Children's Fund
 The Downey Family
 The EBM Charitable Trust
 John Ellerman Foundation
 Fox Memorial Trust
 The Gordon Gray Trust
 Grent Trust
 The Health Foundation
 Miss E C Hendry's Charitable Trust
 R G Hills Charitable Trust
 Homelands Charitable Trust

The Hull and East Riding Charitable Trust
 The J P Jacobs Charitable Trust
 The Jordan Foundation
 Laurel Kinghan
 Beatrice Laing Trust
 Cecil and Hilda Lewis Charitable Trust
 Miss E M Lidbury Charitable Trust
 Magherfelt Motor Club
 The Mason Le Page Charitable Trust
 Gillian McBriar & Youth Contact Gala Ball Committee
 The Reverend W N Monteith's 2004 Charitable Trust
 NI Northern Health & Social Services Board
 NI Western Health & Social Care Trust
 The Peacock Charitable Trust
 Pfizer Ltd
 Pfizer UK Foundation
 Pilkington Charitable Trust
 Roche
 Shandon Park Golf Club Ladies
 Florence Shute Millennium Trust
 St Anne's Cathedral, Belfast
 The Starkie Bence Charitable Trust
 Suffolk Inn Heavy Bellies
 Tanner Trust
 The Toler Foundation
 Ulster Garden Villages Ltd
 United Feeds Bowling Competition
 WCVA 'Wales, the Active Community' Grant Scheme
 Kate Wilson Oliver Trust
 Wyeth

Ways you can support us



make a donation



become a member



volunteer



join our events

- Make a donation
- Set up a direct debit
- Join as a member
- Become a volunteer
- Take part in events
- Become a corporate sponsor
- Campaign on our behalf

Ways we can support you



free helpline



free information



training and support



discussion forum

- Call our FREE confidential Helpline: 0808 800 4050 (10am-4pm Mon-Fri)
- Get FREE information about living with arthritis
- Find out about our self-management training and support
- Join our online discussion forum
- Local support and advice

Please get involved today if you can.

We exist for everyone with arthritis, but we rely on the support of people like you.

Telephone: **020 7380 6540**

Email: **supporterservices@arthritiscare.org.uk**

Website: **www.arthritiscare.org.uk**

Post: Arthritis Care, 18 Stephenson Way, London NW1 2HD



Challenging Arthritis in Walsall



Arthritis Care is the UK's largest organisation working with and for all people with arthritis.

Arthritis Care
18 Stephenson Way
London NW1 2HD
Tel: 020 7380 6500
Fax: 020 7380 6505
info@arthritiscare.org.uk

Free confidential helpline: **0808 800 4050**
(10am-4pm Mon-Fri)

www.arthritiscare.org.uk

Registered charity numbers 206563 and SC038693

Legal status: Charitable company limited by guarantee and not having a share capital. Each member of the board and member of the charity guarantees the company the sum of £1.

ACR169

Design: Liley Design Partners www.liley.co.uk
Cover photograph: © Samuel Ashfield
Print: Palmers. Printed on paper comprising 100% recycled fibres sourced entirely from post consumer waste.

