

we care

we care

we care

we care



this much...

We are the UK's largest charity working with and for all people who have arthritis. People with arthritis are at the heart of our work – they form our membership, are involved in all of our activities and direct what we do.

We care because we want to support people through their pain and we actively campaign for better policies to help people get more out of life.

With 10 million people with arthritis in the UK, the work is important and the need is great. Please support us in all we do.

Information

**We tell it
like it is**



Self-management and support

**We help
you manage
your pain**



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Fundraising

**We make a
difference
because of you**



Campaigning

**We speak
out for you**



Chair's introduction



After a year of radical restructuring due to the impact of the recession, it is good to be able to report that 2010 was a year in which we were able to consolidate and build on changes to our structure begun in 2009.

Without exception all areas of the organisation pulled together. Our 15 trustees showed total dedication and made themselves available for meetings at a moment's notice, the commitment from staff was 100% and our volunteers redoubled their efforts to help keep the organisation on track.

Given the depth of the economic recession, the most important area which we needed to change in 2010 was our finances. While the year 2009 may be remembered for our spending cutbacks, the year 2010 saw change in how we structure our fundraising. It is our number one priority and will remain so.

We are still heavily reliant on legacy income, and we are working to change this in 2011 and beyond. However, as we emerge from this difficult period, one achievement gives us cause for encouragement: by the end of the year, income and expenditure were back in alignment.

Another area we are developing is our

chairs' group: it is made up of the chairs of the national and regional committees and they meet three times a year. These experienced volunteers have much to offer and so we will be giving the group a wider remit, using it as a consultative body, the conscience of the board. It will provide an invaluable pathway between each individual supporter and the trustees.

While I am optimistic for the coming months and years as we make progress based on this new foundation, we are not resting on our laurels. The theme of this annual report is 'We care'. We made all of these changes because we care about providing the best possible service to our members and to all people with arthritis. We still have work to do.

Rosemary Blair
Chair of trustees

**We are
not resting
on our
laurels**

Message from our chief executive



As chief executive, it is my duty to ensure that everything Arthritis Care does is aligned to our overall strategic objectives, as set out in our five year plan *Putting People with Arthritis First*. Having restructured the organisation in 2009, the challenge in 2010 was to ensure that these objectives were being met even more effectively going forward.

Happily, as the rest of this report illustrates, there have been many positive examples of this increased effectiveness. In terms of raising the profile of arthritis and influencing governments' policies in health and social care, each of our teams across the UK have success stories to report.

At the UK level, I have represented Arthritis Care in meetings not only with the Minister for Disabled People regarding the proposals to cut disability benefits, but also with the Prime Minister. On the day the radical proposals to reform health services in England were unveiled, I was invited to 10 Downing Street, together with half a dozen or so CEOs of other long-term condition organisations, for a two-hour meeting to discuss the changes.

Arthritis Care is quoted in the Government's published response to the

same White Paper, and I remained the Dept of Health (England)'s patient and public adviser on elective care, thereby able to promote self-management and the services we provide within the context of orthopaedics.

Our voice really is being heard in the 'corridors of power'.

Our voice is heard in the 'corridors of power'

I also continued to serve as the Vice President of the European League Against Rheumatism (EULAR) to ensure that Arthritis Care's profile remains high with all of the leading health professionals in our field. At EULAR's annual congress, an event attended by 15,000 people, Arthritis Care had four people on the podium at different times.

Everything we do at Arthritis Care is informed by the views, wishes and needs of our members, volunteers and other supporters. It is this which make us unique and this which gives us so much credibility and influence. Long may it flourish.

Neil Betteridge
Chief Executive

We tell it like it is



Julianna Fejer and Jane Asher on the *BBC Breakfast* sofa.

Website views rose by 25%

At the very heart of Arthritis Care is a desire for people to have as much information as possible so they can understand their arthritis and take control. Our information is distributed through our website, social media, literature, exhibitions, information points and by volunteers giving talks. In addition, we extended our coverage, distributing literature about our helplines in libraries and hospitals.

A survey, *Arthritis Hurts*, received so much publicity during Arthritis Care Week in May 2010 that calls to our helplines rose 15% as people sought support. Arthritis Care's literature won British Medical Association patient information awards for the fifth year running for its high quality. By targeting who receives our leaflets and streamlining the process, often pointing people to our website, we've managed to provide a better, more personal service while saving thousands of pounds.

Radical departure on Tube

Being shortlisted out of 500 entries in a prestigious competition brought us two weeks' free advertising space at Oxford Street underground station – normally worth £2,000. 'People were missing trains so they could read the whole poster,' said our director of fundraising. Created in-house, it stood up well in the not-for-profit category against winning ad from children's charity, Kids Company, by M & C Saatchi.

Root and branch

We have 219 local branches and in Wales, thanks to a fourth year of funding from Wales' community grant scheme, another four were formed in 2010. Barnsley, Yorkshire also has a new branch. Our member lists are being migrated to one single database, eTarget, which went live in 2010. This will enable much more effective and personal communication.

Shhh. It's a library

Our libraries project began as a small London initiative. Now scores of libraries have information stands stocked by volunteers. In 20 Cambridge libraries, people with arthritis aged over 50 learnt how to access information via computer. In Truro library an important exhibition brought together 29 health charities in Cornwall, for people to discuss with health authority reps.

Volunteer

Tony McGuire, 24, has rheumatoid arthritis and is one of 36 trained information volunteers in Scotland. Studying journalism at Strathclyde University, he has written regularly for *Arthritis News*. 'Volunteering is a great way to give something back to the people who have helped me,' says Tony.



Do you know what it's like to suffer severe delays every morning? When you have arthritis the daily battle with pain can leave you feeling depressed and exhausted.

It could take you one hour to make your breakfast or two attempts to do your make-up. You have to take three rest stops on the way to the Tube station. Four well-meaning colleagues hurt you unknowingly when shaking your hand. You feel that you need five times the energy to do what others take for granted.

Because the symptoms of arthritis are not always visible, sufferers often experience a lack of understanding and consideration. But there is light at the end of the tunnel with help from Arthritis Care.

We specialise in pain management. Don't suffer alone and in silence.

Call our freephone confidential Helpline on 0808 800 4050 or visit arthritiscare.org.uk

Registered charity numbers 206563 and SC038693

People were missing trains so they could read the whole poster at Oxford Street underground station.

Factsheets for parents

Arthritis is not just an old person's disease as the 12,000 children in the UK with arthritis will testify. We involve people with arthritis in the development of our literature to ensure it's relevant and in 2010, parents helped produce practical factsheets on the three commonest types of arthritis affecting children. The factsheets explain the symptoms and give tips on how to cope.

Sharon Whiffen, of Weston-super-Mare, who has a child with arthritis, says: 'The factsheets will help and guide children with arthritis and give hope to parents that they are not alone.'



The social network

We're on Facebook (2,137 friends in 2010, up from 491), Twitter (1,400 followers) and YouTube, all providing more ways for people to find information about Arthritis Care and how to get support.



Arthritis Hurts

Julianna Fejer, 49, diagnosed with osteoarthritis in her early 40s, is among 34% of people who can't work because of the hidden pain of arthritis, a fact that emerged from our *Arthritis Hurts* survey of 2,263 people. The shocking results received national press attention and Julianna was interviewed on BBC Breakfast with our president, Jane Asher. 'Even a hug can be painful and can create a barrier with friends and family,' says Julianna.

Our open days spread the word where we are not generally known.

We help you manage your pain



Many people with arthritis fear losing their jobs.

3,000 are on waiting lists for our courses

Arthritis is with people 24/7, so we work to help people manage their own condition – self-management we call it – and it is anything from ensuring your doctor gives you an adequate prescription to using tips and tricks gained from one of our self-management courses. It's a whole of life approach and it works.

We encourage self-management through our young people's activity weekends, our helplines and our courses. These free courses – which in 2010 supported 1,500 people – are practical, not academic and benefits are still reported six months later. Quality of life improved for 40% with better mobility and pain management. For 18%, the change was 'very significant'. However at the end of the year 3,000 people were still on waiting lists, even though we trained 67 new tutors in 2010. There's a huge need for extra funding or commissions.

Fighter pilot



In a matter of just five months Stuart Funnell, 66, of Kings Lynn, went from

an active ex-RAF engineer who enjoyed long-distance running to someone who could not walk the dog and dared not drive. A six-week Challenging Arthritis course turned Stuart's life around: he's back to flying light aircraft (above with Cessna) and has visited family in Australia. 'A combination of the detailed course content – diet, exercise, structured action planning – and our group discussions turned our extremely negative seeming futures to highly positive,' he says.

Our courses

Several NHS trusts from Tayside to Suffolk commissioned courses in 2010. Challenging Arthritis is the flagship six-week course. Challenging Pain is shorter, up to three sessions and developed after we discovered people were waiting two years to attend an NHS pain clinic. On our more general Challenging your Condition course, 60% of participants have arthritis.

Still working

Yvonne Milliken, was diagnosed with rheumatoid arthritis as an active fifty-something and worried about losing her job as a physically demanding health and safety officer for the University of Ulster.

A Challenging Arthritis course was the 'first step on my road to recovery,' says Yvonne. Two years on, she never misses work and says she's more active than she was before her diagnosis. 'It isn't the terrible life sentence it used to be. The course gives you the skills to cope at work and at home and you can carry on with your life.'



Our new parents' forum has already had 1,400 posts and tens of thousands of page views

Virtual support

Carol Allardyce, 39, of Edinburgh, who has arthritis in multiple joints, is a regular participant on our discussion forums.

'I've received a lot of support and encouragement when it's been really bad,' she says. 'What's really good is just being able to voice my thoughts when I don't want to worry people around me and also giving support to other people as well.'



Thousands of people read our eight public web forums.

Teenage support

We offer help to all of the 12,000 children and young people in the UK with arthritis. In South England, for example, we run workshops and family days out. Kyrun Spraggs, 15, one of the youngest people in the UK to have a double hip replacement, learned to drive a speedboat during a positive futures workshop. Kyrun says: 'We were encouraged to take part in everything and had time to relax and get to know each other.' He has since given presentations to top rheumatologists and is looking forward to being 18 so he can become a youth volunteer.

9,884 people contacted our helplines

Young and active

Our activity weekends are carefully structured and led by young people with arthritis themselves. For some, with understandably protective parents, these events are the first time they have ever been allowed to be adventurous. Joint Potential is our young people's project in Scotland and 13-16 year olds spent a weekend canoeing, kayaking, walking through a highland gorge and cooking over campfires. Another 40 under 25s took part in four similar events.

In South England, we split teenagers into two age groups to make activities more relevant, 11-13s and 14-plus, and revised the self-management plans to reflect their ages. Our youth volunteers were trained in the new programmes.

Calling helplines

In 2010, our helplines dealt with 7,830 phone calls (Tel: 0808 800 4050), 1,458 emails, 525 forum messages and 141 letters. More than 60% of calls were about chronic pain. It's a quality standard rated service and the responses speak for themselves: 'Thanks so much for the information on exercise. I will certainly act upon it.' 'I can't express the relief I felt after the kindness I received from the helpline staff. A big thank you from a relieved granny, and I hope the enclosed cheque will help others.'

The Source – our special helpline for families and young people – has its own number 0808 808 2000. Nearly 10 years old, it has helped nearly 4,000 families, and around six out of 10 are anxious parents of newly diagnosed children.

We speak out for you



On World Arthritis Day we relaunched the Employers Pledge.

348,000 working days lost each year in Wales

Our campaigns network is now 7,700 people strong across the UK, at work from the ground up, reinforcing the work done by UK Office, the nations and regions, lobbying on three different fronts: the Government, employers and health professionals. We've campaigned against cuts in areas vital to people with arthritis, among the most important being welfare reform, where changes may affect many.

We've ensured that strategies are in place in England, Scotland, Northern Ireland and Wales and are pressing for implementation. Also, in Scotland and Northern Ireland, we worked with the respective Long-Term Conditions Alliances to raise awareness and in England, with the Arthritis and Musculoskeletal Alliance.

We've promoted the Employers Pledge in workplaces and we've campaigned for better access to treatment. We also published recommendations after our nationwide pain survey, *Arthritis Hurts*.

Election fever


In the run-up to the general election, we ran a survey among candidates: 14 were elected to the House of Commons and now form a solid core of dependable supporters. We produced arthritis manifestos for elections including those in Wales, Scotland and Northern Ireland and we also produced pledge cards to draw politicians' attention to the key issues of arthritis as a health priority, support for people with arthritis to manage their condition themselves, and more involvement of people with arthritis in healthcare services.

Calling employers

An Arthritis Care survey found 34% of people with arthritis are unable to work due to pain while 30% struggle. More than 190,000 employees are now covered by the Employers' Pledge signed by BT, Royal Mail, the Work Foundation and EDF Energy, to support people with arthritis. Our research shows a direct link between such support and an employee staying in work. We also helped launch a Work Charter in the Scottish Parliament and Welsh Assembly and in Westminster.

Welfare to work

We helped monitor the fairness of a pilot in Burnley of the new Work Capability Assessment for the Employment Support Allowance, replacing Incapacity Benefit in 2011. It confirmed our fears that the ESA would have a serious impact on people with arthritis, and we've joined a group of charities looking at how the assessment system can be made fairer. We are calling on the Government not to implement it until it has been reviewed.



We met Health Secretary Nicola Sturgeon, as well as Labour and Liberal party leaders at the SNP conference.

Volunteer campaigners

In Dundee in October 2010, our Scottish volunteers documented issues important to people with arthritis, the basis for campaigning in the May 2011 Scottish elections. After the successful campaign for free prescriptions in Wales, N Ireland and Scotland, volunteer Linda Logan, 61, and others are now pushing for fines for parking in supermarket disabled bays without Blue Badges.



Health Secretary Nicola Sturgeon at the SNP conference.

Health strategies

In Northern Ireland, we're working with health professionals to support people to manage their own condition. In England, we're using the NHS reforms as an opportunity to bring arthritis issues to the top of the agenda, calling for ISO quality standards to be introduced. In Wales, the strategy is Assembly-led and we are lobbying for implementation. In Scotland, we're almost there as policies are about to be implemented.

We launched a *Contest the Cuts* campaign

Martin: not alone

Martin Hunt, from Gwynedd, Wales, has had joint problems since he was 14, but only in his 40s was he diagnosed with arthritis. Martin, a trades union official, says: 'Had I thought of Arthritis Care, it could all have been so much easier than fighting on my own with no prior knowledge nor experience of facing increasing degrees of disability.' Martin is featured on a new website guide, www.yourworkhealth.com, which we launched, to empower people in their work life.

Drugs campaign

We don't do research into drugs. We campaign for best treatments. After years, we took a real step forward when NICE, the body providing national guidance on health, widened its access to anti-TNF drugs. In Northern Ireland, drugs are more tightly rationed and A-Level student, Danèlle McTurk, 18, of Co. Armagh, was thrilled. Danèlle, who has juvenile idiopathic rheumatoid arthritis and wants to be a doctor, says: 'I lived in constant pain and a wheelchair was my only real aid to mobility. I'm back on the first one I was prescribed, and it seems to be working better than ever the second time around. My life has been transformed.'

The Hardest Hit

We launched a *Contest the Cuts* campaign asking people to write to their MPs explaining how cutting disability benefit could affect them. We then started work on *The Hardest Hit* campaign taking the lead with other charities, pressing the Government to reduce the impact of welfare reform on people with arthritis.

We make a difference because of you



76-year-old Margaret Johnson abseiled down Belfast's Europa Hotel.

No direct funding from UK Government

Even though we are the largest charity working with and for all people with arthritis, we don't receive any direct funding from the UK Government. It means fundraising is vital to continue our work. In 2010 we invested significantly in two ways: a new supporter database and the appointment of four new regionally-based fundraising and communication managers.

We rely heavily on donations from individuals, grants, trusts and our corporate partners. It ensures we can provide leaflets, courses and our helplines free to anyone who needs them.

We are so grateful to the 33% of respondents to our supporter survey who are considering leaving us a legacy in their will. This is vital income - £3.37m in 2010 - without which we could not continue to develop our work.

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Supporter survey

We mailed 122,000 people to update our records, giving us the fullest database of members we have ever had. It's been a major investment, but will enable us to reach the right people at the right time. 1,270 people signed Gift Aid declarations, immediately boosting our income. The database will also inform our work in 2011.

Amble for Arthritis

Arthritis Care Week has become an essential part of our fundraising armoury as events and activities not only raise money, but also raise awareness of our work. One event is Amble for Arthritis, and in 2010, 28 ambles raised £23,000 nationwide as people of all ages rose to the challenge from Brownies in Scotland to Arthritis Care trustee, Terry Salter. Terry, who has psoriatic arthritis, ambled the 102 miles of the South Downs Way over eight days, joined by 18 friends, health professionals and colleagues and raised £4,000.



Every little helps!

From 8-year-old James Radley who sold cakes at lunchtime in support of his younger sister who has arthritis, to newly-trained fundraising volunteer Steven Hair, people supported us through a huge range of activities. Elaine Curno, who has osteoarthritis, walked the Great Wall of China and raised £2,200. Pupils at Taunton School's James Bond black tie ball raised £433.



People supported us through a huge range of activities.

Graeme Draper, 19, diagnosed with arthritis as a seven-year-old, raised £950 in a sky dive.

Rheuma Girl

Kerrie Dawson, was immobile within five months of her diagnosis of rheumatoid arthritis at 22. Her career in advertising seemed over but she began a blog, calling herself Rheuma Girl, writing about her experience as a young person with arthritis. Appearances on radio and TV followed and Kerrie, now 24, has since written a book and organised a series of fundraising events including a fashion show that raised £4,000. 'It was very difficult to come to terms with, but I am responding to treatment and have become more confident and know my limits.' Her boyfriend Josh Bentham and his brother raised £500 in the 10K 'Survival of the Fittest' run.



Fathers and daughters

Two sets of fathers and daughters were involved in runs to raise money in 2010. In the Bupa 10K run in London, Hannah Goodwin, 18, diagnosed with arthritis four years ago, crossed the finishing line hand in hand with her father Kevin, from Royston, and raised £1,000. Tony Murray, director North England, cheered on daughter Debbie Firth in her eighth Great North Run. Debbie ran with 20 others.

10 million reasons

Around a third of respondents in our 2010 member survey – many in their 80s – told us they may leave a legacy to Arthritis Care. In our 10 Million Reasons campaign, our president, Jane Asher, said: 'If you make a gift to Arthritis Care in your Will you will be making a very real difference to the 10 million people of all ages and backgrounds whose everyday lives are overshadowed by the pain of arthritis.'

Corporate sponsors

We established a corporate partnership with BWC - the Bank Workers' Charity and in 2011/12 aim to give information and support to 500 retired people from the banking community with services worth up to £120,000. We are looking forward to developing our relationship with them through 2011, and with our other corporate partners, including Pfizer, Abbott, UCB pharmaceutical companies who sponsored Northern Ireland's 3rd annual health professional lecture, and MSD who assisted with *Arthritis Hurts* report.



How your money helped

There are over 200 kinds of arthritis. Not just part of ageing, it can affect babies and children too. In fact 12,000 children and young people in the UK have arthritis.

In Wales alone, by 2031, the number of adults living with arthritis will grow by 33%. In the UK, 10 million working days are lost annually due to musculoskeletal disorders. In fact, they cost the UK £5.7 billion every year in health and social care services costs.

£20 paid for a free call to our helplines, which can be the first step towards someone with arthritis easing their pain and ending their isolation.

£50 funded a trained volunteer to run an information point in the local community for a day.

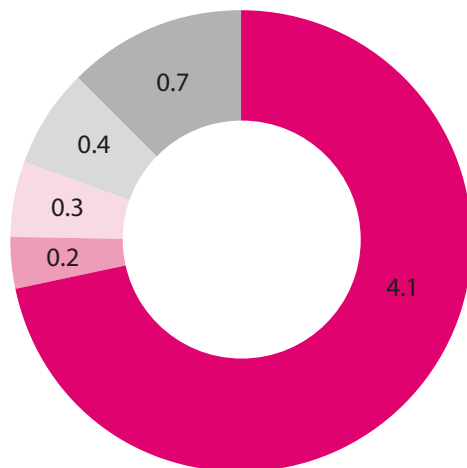
£100 offered someone with arthritis a free place on a Preparing for Work course.

£500 allowed us to support six families and help them understand their child's condition.

£2400 paid for a complete pain management course to help up to 15 people turn their lives around.

Operating income 2010

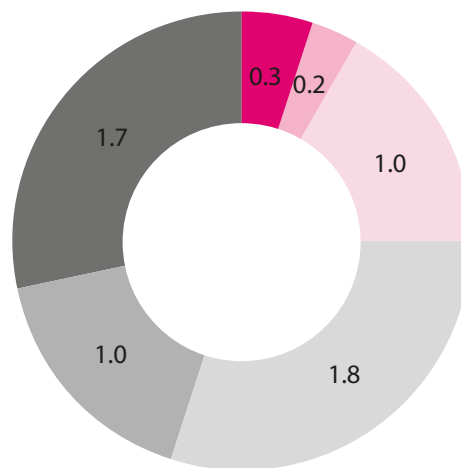
Analysis of £5.7 million total incoming resources
£m



- Voluntary income
- Investment income and other
- Information
- Training
- Voluntary run branch activities

Operating expenditure 2010

Analysis of £6 million total resources expended
£m



- Governance costs
- Representation and campaigning
- Information
- Training
- Voluntary run branch activities
- Fundraising costs

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. We would like to thank everyone for their contribution to our work this year. Here are just a few of the organisations who have supported our work. Thank you.

Access to Volunteering Fund
Belfast H&SC Trust
Big Lottery Fund
Wallace Bell Charitable Trust
The Starkie Bence Charitable Trust
Department of Health
DHSSPSNI Children's Fund
Druids Heath Golf Club
Etwell Wednesday Club
The Gordon Gray Trust
Grassroots Sandwell Council of Voluntary
Organisations
Grent Trust Ltd
Health and Social Care Board (North)
Heating and Ventilation Contractors
Association (North Region)
Lady Hind Trust
Homelands Charitable Trust
The Albert Hunt Trust
The J P Jacobs Charitable Trust

The Jordan Foundation
Miss E M Lidbury Charitable Trust
Lord and Lady Lurgan Trust
MSD
Gweneth Moxon Charitable Trust
Newry Lions Club
Peacock Charitable Trust
Pilkington Charitable Trust
Rotary Club of Barnsley
The Scottish Government
Suffolk Foundation
The Toler Foundation
Ulster Garden Villages
Viridian/NIE Charities Committee
Waitrose
Wales Council for Voluntary Action

Report of the trustees

For the year ended 31 December 2010

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISORS

The trustees, who are also the directors of the charity for the purposes of the Companies Act, submit their report and audited financial statements for the year ended 31 December 2010. The statements appear in the format required by the Statement of Recommended Practice for Accounting and Reporting by Charities (revised March 2005), the Charities and Trustee Investments (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. The report and statements also comply with the Companies Act 2006.

Trustees and officers

Patron:

Duke of Westminster

President:

Jane Asher

Chair:

Rosemary Blair

Vice chair:

Ann Heaton

Hon. Treasurer:

Samantha Peters

Outgoing Hon. Treasurer:

Roy Whithear (stood down June 2010)

Trustees:

Gordon Anderson (appointed February 2011)

Wendy Ashton (stood down October 2010)

Gordon Blyth (elected February 2010)

Ann Frye

Steven Goodall (appointed December 2010, stood down April 2011)

Richard Hull

David Humphreys

Christine Knight

Kathleen Peat

Robert Pickles (appointed February 2010)

Terry Salter

Karen Willson (appointed September 2009)

Chief executive:

Neil Betteridge

Company secretary:

John Powell

Professional advisers

External auditors:

Sayer Vincent

8 Angel Gate

City Road

London

EC1V 2SJ

Internal auditors:

Parkhill Audit & Consultancy Services

135 Greenford Road

Sadbury Hill

Harrow

HA1 3QN

Bankers:

National Westminster Bank (Royal Bank of Scotland Group)

Corporate Banking London

9th Floor, 280 Bishops Gate

London

EC2M 4RB

Solicitors:

Russell-Cooke Solicitors

2 Putney Hill

London

SW15 6AB

Investment advisers:

UBS AG

1 Curzon Street

London

W1J 5UB

Report of the trustees

For the year ended 31 December 2010

The trustees present their report and the audited financial statements for the year ended 31 December 2010.

Reference and administrative information set out on page 16 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice for Accounting and Reporting by Charities (issued in March 2005).

Our vision

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

Our mission

Arthritis Care exists to support all people with arthritis:

- directly, with high quality services and information about other forms of support
- indirectly, by influencing others we can make a positive difference to their lives.

Our aims

We will work towards a society in which:

- everyone with arthritis has information about, and access to, the best possible services and support
- people with arthritis get the best possible deal from government policies
- the impact of arthritis is better and more widely understood
- people are aware there are always positive steps they can take in living with arthritis
- Arthritis Care is universally recognised as the voice of people with arthritis throughout the UK
- health professionals understand and value the unique role of Arthritis Care and 'prescribe' us to their patients
- Arthritis Care is clear, confident and professional in the delivery of these aims.

Making a difference

With one year remaining in our current five-year plan, Putting People with Arthritis First, Arthritis Care has, during 2010, enhanced the quality of the services it provides in line with objectives set out in the plan:

- We helped change the lives of people with arthritis through the provision of quality assured,

structured self-management courses. Almost a fifth of participants report 'very significant' improvements in their quality of life and benefits are still reported six months later.

- By targeting the right people to receive our leaflets and by pointing more people to our website, people with arthritis are receiving a more personal service while we are saving thousands of pounds. This is due to significant investment in a new supporter database, eTarget, and an extensive survey of our supporters giving us the most comprehensive picture of our membership we have ever had.

- We established a new virtual call centre in March 2010 for our Helplines, the only UK-wide free helpline service giving people support and information about all arthritis conditions. The team handled 1,458 emails, 525 forum posts, 141 letters and 7,830 phone calls. Some 99% of people surveyed rate the service good and will take positive steps to improve their lives including changing lifestyle, exercise or diet.

- Social media is proving an effective way to reach the 12,000 young people with arthritis. The number of 'friends' on Facebook rose from 491 to 2,137 and Twitter now has 1,400 'followers'. Young people were also helped by the production of three practical factsheets on the three most common types of juvenile idiopathic arthritis.

- Our survey, Arthritis Hurts, raised awareness of the everyday impact of arthritis on people and received national coverage. The results are being used in health professional meetings such as the BSR conference and were presented at the EULAR Congress.

- We progressed our mission to make arthritis a higher political priority in all four nations of the UK, using the 2010 general election as a platform for our arthritis manifestos. A survey of parliamentary candidates has resulted in a core of 14 MPs who are dependable supporters of Arthritis Care in the House of Commons.

- We attracted 1,851 new people to become users of our online forum, with our website as a whole attracting a record number of unique visitors, 436,451 and a rise of 25% in pages viewed.

Public benefit

Significant progress was made during the year on all 7 strategic objectives set out in our five year plan *Putting People with Arthritis First*.

Report of the trustees

For the year ended 31 December 2010

Despite the financial pressures created by the impact of the recession, we protected our three main services (information provision, user involvement/campaigning and the provision of self-management training services).

This helped to safeguard services for existing members whilst reaching out to other people with arthritis, consistent with the charity's aims and objectives.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

ACHIEVEMENTS AND PERFORMANCE

FINANCIAL REVIEW

Review of the year

As was the case in 2009, 2010 was a year in which costs were largely kept in line with budget but unlike with the prior year, this time revenue performance also proved to be better than forecast due largely to the receipt of some generous and somewhat unexpected legacy bequests. Throughout the year, a tight grip was kept on expenditure, avoiding automatically replacing resources where "natural wastage" occurred and only spending where it was deemed absolutely essential in order to maintain service levels. The combined effect of this was to produce a close-to-breakeven operating "bottom-line", before taking into account branch activities, which when these and non-operational gains (both realised and unrealised) were incorporated, an overall surplus of close to £1 million was achieved, a vast improvement on 2009's equivalent £3½ million deficit.

Basis of accounting

The key accounting policies remain unchanged.

Principal funding sources

Voluntary income and fundraising

Following the decline in voluntary income last year to £3,229,000 (2009), encouragingly the figure bounced-back this year to £4,066,000, similar to that achieved in 2008 (£4,018,000). Legacy income was just over £1 million (43%) up on the prior year (£3,423,000 v £2,390,000) but in contrast other categories of voluntary income fell overall by 23% (£643,000 v £839,000). This position reinforces the

already identified need for the charity to become much more proactive and effective in its fundraising activities in order to reduce its over-reliance on the unpredictable legacy revenue stream.

Income from charitable activities

The balance of the charity's resources (roughly a quarter in 2010) came from the provision of charitable activities which fell by £100,000 compared to the previous year (£1,469,000 in 2010 v £1,570,000 in 2009).

The Arthritis Care network of voluntary run branches raised in total £809,000, a sum slightly down on the previous year (2009: £905,000), against related expenditure of £979,000 (2009: £1,019,000) (see note 5a). The net outflow of resources is in line with the charity's reserves policy which is for branches to utilise reserves accounting for more than two years' running costs.

Resources expended

Total resources expended on charitable activities fell for the second year running, across-the-board by £822,000 to £6,002,000 (2009: £6,824,000) which clearly demonstrates that the charity's continuing endeavours to cut its cost-base has been largely successful.

Balance sheet

The strength of the balance sheet improved markedly this year with total net worth increasing by very nearly £1 million (£4,762,000 v £3,824,000) primarily as a result of a £1 million positive revaluation (albeit "on paper" only) of the charity's defined benefit pension fund which was in sharp contrast to the just under £2 million wiped-off last year as a result of the FRS17 actuarial valuation.

Investment policy and returns

Investment decisions for the centrally-administered investments are taken by professional fund managers within the investment mandate set by the trustees, as permitted by an Order of the Charity Commission under Section 26 of the Charities Act 1993. Reports are received on a quarterly basis from the investment managers.

The overriding aim is to maintain the real value of the capital through long-term investment. The small number of branches with large investment portfolios must also comply with the charity's investment policy as set by the board of trustees.

Over the course of the year, the portfolio was managed by UBS. For the six months to

Report of the trustees

For the year ended 31 December 2010

31 December 2010, the portfolio produced a total return of 12.5%, and over 12 months the portfolio produced a total return of 10.8%, versus the composite benchmark, which appreciated by 11.0% and 11.4% respectively. This represents an over-performance of 1.5% over the second half year 6 months and an under-performance of 0.6% for the full 12 months.

Reserves policy

Following last year's massive hit on reserves as the repercussions of the dramatic downturn in the world's financial markets in the second half of 2008 slowly worked their way through the economy, signs of a partial recovery at least in terms of fund valuations were experienced in 2010. This was most noticeable with the charity's defined benefit pension scheme fund where the "paper" deficit of just under £3 million at the end of 2009 was reduced by a third to £2 million by the end of 2010.

These large valuation-swings have had such a major impact on the charity's overall financial position that the trustees considered such volatile arrangements were unsustainable going-forward. Accordingly a decision was taken to mitigate these risks going forward and to this end with effect from the start of 2011 the defined benefit (average salary) pension benefit provided to staff has been replaced with a less risky, more predictable (at least to the employer) defined contribution scheme.

With unrestricted designated and general funds remaining heavily depleted, albeit an improvement on 2009's negative position (see note 16), the restricted local committee, branch and group funds categorisation is being re-evaluated. As stated in last year's report, historically all income received through the charity's national and local network has been treated as restricted largely for administrative convenience in order to readily distinguish it from core funding received by the centre, even though in all likelihood much of it would have been originally unrestricted in nature. This is an anomaly that now needs to be addressed.

Accordingly, and again as mentioned last year, going forward it is proposed that the default position will be that all income of the charity, regardless of through which channel received, will be deemed to be unrestricted unless evidence is produced to suggest something to the contrary. Due to the delayed issuing of the new branch handbooks, it is now proposed that the 2011 branch annual returns will require details of income taken as

restricted to be provided with evidence to support the classification. For the avoidance of doubt, this treatment is not intended to be retrospective.

In respect of reserves held by the network at year end, we plan to build on the meetings held in 2010 with national/regional committees and branches and continue to work together with the holders of large balances in order to utilise surplus funds, recognising the charity's aims and objectives, the need to meet the Charity Commission/OSCR's public benefit criteria and the requirement to keep branches themselves solvent (to this end the trustees continue to recommend that reserves equivalent to two years' running costs should be aimed for by active branches).

This planned change to the treatment of local committee, branch and group funds is the reason why this year, as last, these reserves held are presented in note 15 on a separate line lying between restricted and unrestricted funds.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure

Arthritis Care is a charitable company limited by guarantee and was set up in 1947. The guarantee of each member is limited to £1. It is governed by a memorandum and articles of association, which were last amended on 9 July 2009.

Governance

Recruitment and appointment of new trustees

The composition of the board of trustees, which meets as a whole at least four times a year, reflects the user-involvement ethos and devolved structure that underpins the work of the charity. Each of the seven national/regional committees elects one of their number (two in the case of Scotland) to serve as a trustee for three years. In addition, five trustees can be directly elected by the membership to serve for three years.

On a three year basis, the board elects from its membership a trustee to serve as chair of the charity (ex-officio) and a vice-chair. The honorary officer position of treasurer is filled by a recommendation of the board to the membership at the annual general meeting and serves for three years. The board also has the power to co-opt two others to serve as trustees for three years. There are presently two co-opted trustees. The majority of the current board are individuals with personal experience of arthritis.

Report of the trustees

For the year ended 31 December 2010

Induction and training of trustees

On appointment each trustee completes a register of interests and receives appropriate induction. Further training needs are met both individually and as an entire trustee board through the regular holding of board development days and trustees attending training days provided by external training providers. The board recognises the importance of both risk management and health and safety by their appointment of a trustee champion for each area.

Board effectiveness

The board have set up a number of sub-committees to review and monitor the work of the charity. This includes the nominations panel, remuneration committee and audit and finance committee. Smaller working groups of trustees can be set up at the agreement of the board to tackle specific and time-limited governance or strategic matters.

Trustees can also participate in the staff-led working group structure that includes a business planning working group and a clinical and medical advisory board.

Every two years the board reviews its performance, undertaking a self-assessment process to determine how effectively it believes it is performing and agreeing development and training needs as a result of this process.

Management

Operational management

Arthritis Care is organised into three UK-wide directorates.

- The former public affairs and marketing & fundraising directorates were merged in early 2010 into a single fundraising & communications directorate designed to emphasise the greater focus being placed on increasing the charity's public exposure and revenue stream activity in order to secure its financial sustainability. The objective was to increase awareness of the organisation and raise funds from many sources including legacies, individual donations, membership, corporate sponsorship and trust and grant funding, while simultaneously communicating the charity's commitment to understanding of the needs of people with arthritis, undertaking campaigns for changes in policy and practice and its strategic responsibility for the delivery of our information and self-management services.

- The operations directorate encompasses staff teams based in the national offices in Scotland,

Northern Ireland, Wales and the three regional offices covering North, Central and South England. Its purpose is to achieve the campaigning and service delivery objectives of the charity taking into account local priorities and methods of delivery, whilst ensuring financial growth, extended reach and increase in support for the charity. The directorate encourages cross-directorate and cross-functional working throughout the organisation with the aim of achieving consistency and improvement in quality, as well as encouraging diversity in response to UK-wide conditions and environments.

- The finance & resources directorate comprises financial services (financial reporting and management, internal audit), human resources (recruitment, retention and development of staff and volunteers), company secretarial services (legal matters, good governance) and facilities management (IT, health and safety and property services).

Risk management

It is our policy proactively to identify, understand and manage the risks inherent in our services and associated with our plans and strategies, so as to encourage responsible, informed risk taking. To assist us effectively manage this process, our internal auditors Parkhill (formerly Clement Keys) closely align the work undertaken to the risks identified in the charity's regularly monitored, embedded risk register.

Volunteers and staff

The charity is grateful for the unstinting efforts of its appointed and elected volunteers and staff who are involved in service provision and fundraising. In 2010 nearly 1,000 volunteers were actively involved in delivering information, training and running our network of local voluntary branches.

Employee involvement and employment of disabled people

The charity continues to ensure that it reviews existing personnel policies and develops new processes in accordance with legislative changes and current good practice with particular emphasis on recruiting, retaining and supporting disabled people in the workplace. An equality and diversity working group will be established during the coming year to drive forward a number of related initiatives and the charity will be looking to undertake an employee survey to seek the views of the workforce on employment related matters.

Report of the trustees

For the year ended 31 December 2010

The charity's Joint Negotiating Committee comprising trade union representatives together with members of the senior management team meets routinely throughout the year to formally consider and agree a range of employment related opportunities and initiatives.

Relationships with related parties

Arthritis Care (Trading) Ltd

The charity's wholly owned trading subsidiary is non-operating and was in a dormant state at the year end.

THE FUTURE

The board of trustees, the senior management team, the staff and the volunteers are all united in their commitment to the charity retaining its relevance in today's ever-changing world by fully meeting its charitable objectives and to this end continue to strive to secure delivery in an efficient, effective and sustainable manner.

Having achieved an overall surplus in 2010 on the back of large deficits in the previous two years, we are not complacent but rather intend to build on this secure base by focusing in 2011 and beyond on:

- further embedding fundraising across all aspects of the organisation, driving it through a single outward-facing, dynamic communications directorate with a much greater emphasis on delivery and outcome
- supporting the nations' and regions' locally-based professional staff in better performing their re-focussed flexible, generic, geographically-centric roles whilst at the same time more fully embracing the often underutilised, locally-based volunteers to create a refreshed, joined-up and effective additional resource wholly consistent with the charity's self-help ethos
- constantly searching for improvement and efficiencies (for example, outsourcing where appropriate, pulling together disparate publication processes to achieve greater economies of scale, greater emphasis on electronic media to deliver the message whilst retaining the essential 'human touch' etc) to optimise the effectiveness of delivery of the services provided by the charity.

STATEMENT OF RESPONSIBILITIES OF THE TRUSTEES

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and charity and the incoming resources and application of resources, including the net income or expenditure, of the group for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (United Kingdom Generally Accepted Accounting 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 group and charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the group and charity's transactions and disclose with reasonable accuracy at any time the financial position of the group and charity 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 group and charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

Report of the trustees

For the year ended 31 December 2010

Each of the trustees confirms that to the best of his/her knowledge there is no information relevant to the audit of which the auditors are unaware. Each of the trustees also confirms that he/she has taken all necessary steps to ensure that he/she is aware of all relevant audit information and that this information has been communicated to the auditors.

Re-appointment of auditors

A resolution to re-appoint Sayer Vincent as auditors was proposed and accepted by the members at the annual general meeting.

Approved by the trustees on 27 April 2011 and signed on their behalf by

A handwritten signature in black ink, appearing to read 'R Blair', written in a cursive style.

Rosemary Blair
Chair of Trustees

Independent auditors' report to the trustees and members of Arthritis Care

We have audited the financial statements of Arthritis Care for the year ended 31 December 2010 which comprise the consolidated statement of financial activities, balance sheet, cash flow statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members and trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable parent company's members and trustees those matters we are required to state to them in an auditors' 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 and trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement set out in the report of the trustees, 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.

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

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

Scope of the audit of the financial statements

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

the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 December 2010 and of the group's incoming resources and application of resources, including the group's 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 Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- the parent charitable company has not kept proper and adequate accounting records or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records or 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.

Pam Craig, Senior Statutory Auditor
5 May 2011

for and on behalf of Sayer Vincent, Statutory Auditor
Sayer Vincent, 8 Angel Gate, City Road, LONDON
EC1V 2SJ

Sayer Vincent is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Consolidated Statement of Financial Activities

(Incorporating an income and expenditure account) for the year ended 31 December 2010

	Notes	Unrestricted Funds £'000	Restricted Funds £'000	2010 Total £'000	2009 Total £'000
Incoming resources					
Incoming resources from generated funds:					
Voluntary income	2	3,993	73	4,066	3,229
Activities for generating funds	3	139	—	139	70
Investment income	4	28	26	54	118
Total incoming resources from generated funds		4,160	99	4,259	3,417
Incoming resources from charitable activities:					
Representation and Campaigning Information		—	—	—	12
Information		154	167	321	352
Training		218	223	441	480
Voluntary run branch activities	5(a)	—	707	707	726
Total incoming resources from charitable activities	5	372	1,097	1,469	1,570
Total incoming resources		4,532	1,196	5,728	4,987
Resources expended					
Costs of generating funds:					
Fundraising and trading costs	8	1,029	—	1,029	674
Resources expended on charitable activities					
Representation and Campaigning		219	—	219	482
Information		1,622	178	1,800	2,492
Training		619	341	960	1,092
Voluntary run branch activities		755	979	1,734	1,794
Governance costs		260	—	260	290
		3,475	1,498	4,973	6,150
Total resources expended	8	4,504	1,498	6,002	6,824
Net outgoing resources before transfers					
Transfer between funds		28	(302)	(274)	(1,837)
		114	(114)	—	—
Net outgoing resources before other recognised gains and losses					
Profit on sale of current asset		142	(416)	(274)	(1,837)
Net realised gains on investment assets		—	7	7	6
		46	11	57	121
Net incoming/(outgoing) resources plus realised gains on investments and property					
Net unrealised gains on investment assets	10	188	(398)	(210)	(1,710)
Actuarial gains/(losses) on defined benefit pension	14	56	56	112	136
		1,036	—	1,036	(1,983)
Net movement in funds		1,280	(342)	938	(3,557)
Fund balances at start of year		(354)	4,178	3,824	7,381
Fund balances at end of year		926	3,836	4,762	3,824

There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Notes 15 and 16 to the financial statements.

Balance sheets

As at 31 December 2010

	Notes	2010 Group £'000	2010 Charity £'000	2009 Group £'000	2009 Charity £'000
Fixed assets					
Tangible	9	1,423	1,423	1,499	1,499
Investments	10	2,674	2,674	2,510	2,510
		<u>4,097</u>	<u>4,097</u>	<u>4,009</u>	<u>4,009</u>
Current assets					
Debtors and prepayments	11	1,565	1,565	1,435	1,435
Cash at bank and in hand	12	1,343	1,343	1,704	1,704
		<u>2,908</u>	<u>2,908</u>	<u>3,139</u>	<u>3,139</u>
Creditors: amounts falling due within one year	13	<u>(251)</u>	<u>(251)</u>	<u>(421)</u>	<u>(421)</u>
Net current assets		<u>2,657</u>	<u>2,657</u>	<u>2,718</u>	<u>2,718</u>
Net assets excluding pension liability		6,754	6,754	6,727	6,727
Pension liability	14	<u>(1,992)</u>	<u>(1,992)</u>	<u>(2,903)</u>	<u>(2,903)</u>
Net assets including pension liability		<u>4,762</u>	<u>4,762</u>	<u>3,824</u>	<u>3,824</u>
Funds					
Restricted funds	15	<u>3,836</u>	<u>3,836</u>	<u>4,178</u>	<u>4,178</u>
Unrestricted funds	16				
Designated funds		875	875	917	917
General funds		<u>2,043</u>	<u>2,043</u>	<u>1,632</u>	<u>1,632</u>
Unrestricted funds excluding pension liability		2,918	2,918	2,549	2,549
Pension reserve	16	<u>(1,992)</u>	<u>(1,992)</u>	<u>(2,903)</u>	<u>(2,903)</u>
Total unrestricted reserve		<u>926</u>	<u>926</u>	<u>(354)</u>	<u>(354)</u>
Total funds		<u>4,762</u>	<u>4,762</u>	<u>3,824</u>	<u>3,824</u>

Approved by the trustees on 27 April 2011 and signed on its behalf by



Rosemary Blair (Chair)



Samantha Peters (Treasurer)

Consolidated Cashflow Statement

For the year ended 31 December 2010

	<i>Notes</i>	Unrestricted Funds £'000	Restricted Funds £'000	2010 Total £'000	Unrestricted Funds £'000	Restricted Funds £'000	2009 Total £'000
Net cash (outflow) from operating activities	A	44	(438)	(394)	(1,296)	(326)	(1,622)
Returns on investments and servicing of finance	B	(1)	26	25	8	75	83
Capital expenditure and investing activities	C	(30)	38	8	2,608	106	2,714
Increase/(decrease) in cash	D & E	13	(374)	(361)	1,320	(145)	1,175

NOTES TO THE CONSOLIDATED CASHFLOW STATEMENT

A Reconciliation of operating losses to net cash outflow from operating activities

	Unrestricted Funds £'000	Restricted Funds £'000	2010 Total £'000	Unrestricted Funds £'000	Restricted Funds £'000	2009 Total £'000
Net (outgoing) resources	142	(416)	(274)	(1,580)	(257)	(1,837)
Add back net pension service cost net of finance cost	125	—	125	(20)	—	(20)
Investment income	(28)	(26)	(54)	(43)	(75)	(118)
Servicing of finance	29	—	29	35	—	35
Depreciation	76	4	80	119	6	125
Decrease in stocks	—	—	—	5	—	5
(Increase)/decrease in debtors	(130)	—	(130)	314	—	314
(Decrease) in creditors	(170)	—	(170)	(126)	—	(126)
Net cash (outflow) from operating activities	44	(438)	(394)	(1,296)	(326)	(1,622)

B Returns on investments and servicing of finance

Interest and dividends received	28	26	54	43	75	118
Interest paid	(29)	—	(29)	(35)	—	(35)
Net cash inflow from returns on investment and servicing of finance	(1)	26	25	8	75	83

Consolidated Cashflow Statement

For the year ended 31 December 2010

C Capital expenditure and investing activities

	Unrestricted Funds £'000	Restricted Funds £'000	2010 Total £'000	Unrestricted Funds £'000	Restricted Funds £'000	2009 Total £'000
Purchase of tangible fixed assets	(4)	—	(4)	(18)	—	(18)
Net proceeds of sale of tangible fixed assets	—	7	7	—	—	—
Net proceeds of sale of current assets investment	—	—	—	706	—	706
Purchase of investments	(716)	(318)	(1,034)	(149)	(582)	(731)
Net (increase)/decrease of bank deposits, building society accounts and bonds	(64)	13	(51)	1,930	(13)	1,917
Proceeds from sale of investments	754	336	1,090	139	701	840
Net cash inflow from capital expenditure and investing activities	(30)	38	8	2,608	106	2,714

D Reconciliation of net cash flow to movement in net cash funds

Increase/(decrease) in cash in the period	13	(374)	(361)	1,320	(145)	1,175
Net cash funds as at 1 January 2010	(1,149)	2,853	1,704	(2,469)	2,998	529
Net cash funds as at 31 December 2010	(1,136)	2,479	1,343	(1,149)	2,853	1,704

E Analysis of changes in net cash funds

	At 1 January 2010 £'000	Cash Flow £'000	At 31 December 2010 £'000	At 1 January 2009 £'000	Cash Flow £'000	At 31 December 2009 £'000
Restricted funds:						
Held by branches	1,978	(242)	1,736	2,011	(33)	1,978
Held centrally	875	(132)	743	987	(112)	875
	2,853	(374)	2,479	2,998	(145)	2,853
Unrestricted funds:						
Held centrally	(1,100)	(36)	(1,136)	(2,360)	1,260	(1,100)
Bank loan – repayable within one year	(49)	49	—	(50)	1	(49)
Bank loan – repayable after one year	—	—	—	(59)	59	—
	(1,149)	13	(1,136)	(2,469)	1,320	(1,149)
Net cash funds	1,704	(361)	1,343	529	1,175	1,704

Notes to the financial statements

For the year ended 31 December 2010

1. Accounting policies

(a) Accounting convention

The financial statements of the Group have been prepared under the historical cost convention, with the exception of investments which are included at market valuation and freehold properties which are included at valuation. The financial statements have been prepared in accordance with Companies Act 2006, the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" published in March 2005 and applicable accounting standards.

(b) Consolidation

The financial statements of the Charity include the assets, liabilities, funds and income and expenditure of all the Charity's local committees, branches and groups, as well as its UK office and regional services. The local committee, branch and group figures have been compiled from returns by local treasurers made up to 31 October 2010. The figures for the Arthritis Care Group comprise the Charity and its subsidiary trading company, Arthritis Care (Trading) Limited, which was dormant during 2010.

Exemption under Section 408 of the Companies Act 2006 and paragraph 307 of the SORP 2005 have been applied and an individual profit and loss account of the parent company has not been prepared.

The surplus of the parent company for the year was £938,000 (2009: deficit of £3,557,000).

(c) Company status

The charity is a company limited by guarantee and does not have share capital. In the event of the charity being wound up, each member of the board and member of the charity guarantee to pay the sum of £1.

(d) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in note 16.

Restricted funds are funds which have to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund.

(e) Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

- (i) Legacy income is recognised on the basis of our forecast of legacies notified to the charity by the year-end and which can be valued with reasonable certainty.
- (ii) Grants awarded, including grants for equipment are included in the financial statements at the time the grants are received or the conditions of the grants have been met.
- (iii) Training income is recognised on the basis of the contract and in the case of work in progress at year end on the basis of proportion delivered.

(f) Depreciation of tangible fixed assets

Tangible fixed assets, with the exception of freehold land and buildings, are stated at cost and depreciated on a straight line basis at rates calculated to write off the cost over their expected useful economic lives as follows:

Freehold land	Nil
Freehold buildings	over 50 years
Office equipment	over 3 years
Motor vehicles	over 4 years

Notes to the financial statements

For the year ended 31 December 2010

Freehold land and buildings are stated at valuation (see note 9 for further details).

Fixed assets with an individual cost of less than £3,000 are written off in the year of purchase.

(g) Investments

Investments are stated at market value at the balance sheet date. The SOFA includes the realised and unrealised gains and losses arising on disposals and revaluations throughout the year.

(h) Pension costs

Through 2010, the charity operated a defined benefit pension scheme on behalf of its employees. The assets of the scheme are held separately from those of the charity in an independently administered scheme. The Charity has adopted the full requirements of Financial Reporting Standard 17 – Accounting for Retirement Benefits (FRS17). Current or past service costs and gains, as determined by the scheme's actuary, are charged to the statement of financial activities. Pension finance costs or income are included within total resources expended or incoming resources as applicable. Actuarial gains and losses arising are recognised within 'gains and losses' on the Statement of Financial Activities.

In addition, the deficit on the scheme, representing the shortfall of the value of the scheme assets below the present value of the scheme liabilities is recognised as a liability on the balance sheet to the extent that the employer charity is able to recover a surplus, or has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

At the end of 2010, the charity closed the defined benefits pension scheme, replacing it with a defined contributions arrangement.

(i) Resources expended

All expenditure is accounted for on an accruals basis and has been summarised under activities. Where costs cannot be directly attributed to particular activities they have been allocated in proportion to the estimated usage that each activity makes of the resources using staff time as basis of apportionment.

- (i) The cost of generating funds is the direct cost spent on fundraising activity. A proportion of central support costs is allocated to the cost of generating funds.
- (ii) Governance costs are the costs associated with the governance of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity. Included within this category are costs associated with the strategic as opposed to day-to-day management of the charity's activities and statutory compliance costs.
- (iii) Support costs, which comprise general management, payroll administration, budgeting and accounting, information technology, human resources, facilities management and financing, are allocated across the categories of charitable expenditure, governance costs and the cost of generating funds. The basis of the allocation is as follows:

Cost allocation includes an element of judgment. The charity considered the cost benefit of detailed calculations and the record keeping in deciding a basis for allocating support costs. The staff hours and therefore staff costs were deemed to be the most directly representative of how indirect costs are incurred.

Support costs are allocated in two stages: Firstly, the costs are allocated on estimate of actual time spent on voluntary branch activities and governance. The balance is then allocated across all activities on the ratio of staff costs.

(j) Operating leases

Rentals payable under operating leases, where substantially all risks and rewards of ownership remain with the lessor, are charged to the Statement of Financial Activities on a straight line basis over the duration of the lease.

Notes to the financial statements

For the year ended 31 December 2010

2. Voluntary Income

	Unrestricted £'000	Restricted £'000	2010 Total £'000	Unrestricted £'000	Restricted £'000	2009 Total £'000
Individual donations	532	—	532	671	—	671
Legacies (note 2 (a))	3,371	52	3,423	2,302	88	2,390
Trusts and Corporate	69	—	69	142	—	142
Other donations	21	21	42	9	17	26
	<u>3,993</u>	<u>73</u>	<u>4,066</u>	<u>3,124</u>	<u>105</u>	<u>3,229</u>

2(a). Legacies

	Unrestricted £'000	Restricted £'000	2010 Total £'000	Unrestricted £'000	Restricted £'000	2009 Total £'000
Accrued legacies 1 January	(1,321)	—	(1,321)	(1,339)	—	(1,339)
Legacies received during year	3,206	52	3,258	2,320	88	2,408
Legacies accrued 31 December	1,486	—	1,486	1,321	—	1,321
	<u>3,371</u>	<u>52</u>	<u>3,423</u>	<u>2,302</u>	<u>88</u>	<u>2,390</u>

Legacies valued at £1,651,293 were receivable as at 31 December 2010 and due in 2011. We estimate we can forecast 90% of the value of these legacies with sufficient accuracy to include them in the accounts.

3. Activities for generating funds

	Unrestricted £'000	Restricted £'000	2010 Total £'000	Unrestricted £'000	Restricted £'000	2009 Total £'000
Merchandising	—	—	—	9	—	9
Events	139	—	139	61	—	61
	<u>139</u>	<u>—</u>	<u>139</u>	<u>70</u>	<u>—</u>	<u>70</u>

4. Investment Income

	Unrestricted £'000	Restricted £'000	2010 Total £'000	Unrestricted £'000	Restricted £'000	2009 Total £'000
Short term deposits	—	—	—	18	—	18
Dividend income	28	—	28	25	—	25
Income from investment held by voluntary run branches	—	26	26	—	75	75
	<u>28</u>	<u>26</u>	<u>54</u>	<u>43</u>	<u>75</u>	<u>118</u>

Notes to the financial statements

For the year ended 31 December 2010

5. Incoming Resources from Charitable Activities

	Information	Training	Voluntary run branch activities (note (5a))	2010 Total	2009 Total
	£'000	£'000	£'000	£'000	£'000
Advertising	44	—	—	44	85
Publication sales	7	—	—	7	7
Membership and subscription	125	—	—	125	164
Grants and contracts	145	441	—	586	519
Donations	—	—	707	707	795
	<u>321</u>	<u>441</u>	<u>707</u>	<u>1,469</u>	<u>1,570</u>

5(a). Branches

	2010 £'000	2009 £'000
Income		
Membership	24	16
Branch donations	707	726
Legacies	52	88
Investment income	<u>26</u>	<u>75</u>
Total incoming resources	<u>809</u>	<u>905</u>
Expenditure		
Welfare	975	1,013
Depreciation	<u>4</u>	<u>6</u>
Total resources expended	<u>979</u>	<u>1,019</u>
Net resources expended	<u>(170)</u>	<u>(114)</u>
Transfers to Central	(114)	(31)
Net realised gains on investment assets	<u>18</u>	<u>96</u>
Net income and expenditure for the year	(266)	(49)
Net unrealised gains on investment assets	<u>56</u>	<u>29</u>
Net movement in funds	<u>(210)</u>	<u>(20)</u>
Cost of supporting the voluntary run branch network	<u>755</u>	<u>775</u>
Total voluntary run branch activities	<u>1,734</u>	<u>1,794</u>

Notes to the financial statements

For the year ended 31 December 2010

6. Staff Costs

	2010 £'000	2009 £'000
Gross pay	2,376	2,945
Social security costs	186	238
Other pension costs	(125)	(20)
Current service cost	477	286
Payments to agencies or similar for temporary help	100	50
Compensation and redundancy	61	86
	<u>3,075</u>	<u>3,585</u>

Two employees were paid emoluments between £60,000 to £70,000 (2009 – 2).
One employee earning more than £60,000 participated in the pension scheme.

The average number of persons employed during the year was:

		Total	Central	Regions
Number of employees	2010	108	42	66
Number of employees	2009	133	55	78
Full time Equivalent	2010	83	38	45
Full time Equivalent	2009	<u>98</u>	<u>52</u>	<u>46</u>

7. Trading subsidiary

The Charity has a wholly owned subsidiary, Arthritis Care (Trading) Limited, a company incorporated and registered in England. The company is currently dormant.

A summary of the results of the subsidiary is shown below:

	2010 £'000	2009 £'000
Turnover	—	1
Cost of sales	<u>—</u>	<u>6</u>
Gross profit	—	7
Expenses	<u>—</u>	<u>—</u>
Net profit/(loss)	—	7
Amount gift aided to the charity	<u>—</u>	<u>(5)</u>
Profit/(loss) on ordinary activities after taxation	—	2
Retained (loss) brought forward	<u>—</u>	<u>(2)</u>
Retained profit carried forward	<u>—</u>	<u>—</u>

Called up share capital is £252 (2009: £252)

Notes to the financial statements

For the year ended 31 December 2010

	Costs of Generating Funds £'000	Representation and Campaigning £'000	Information £'000	Training £'000	Voluntary Run Branch Activities £'000	Governance £'000	Support costs £'000	2010 Total £'000	2009 Total £'000
Staff costs (note 6)	170	89	743	168	165	71	1,669	3,075	3,585
Staff recruitment & training	—	—	3	—	—	—	36	39	74
Trustees and staff expenses	1	9	18	50	5	39	94	216	294
Volunteers expenses	—	1	11	32	5	—	26	75	107
Premises & equipment	—	—	1	1	9	1	173	185	174
Insurance	—	—	—	—	—	—	48	48	45
Postage & telephone	2	2	9	10	2	—	67	92	107
Office printing & stationery	2	—	3	7	3	4	51	70	92
Advertising	—	3	3	12	—	—	6	24	40
Courses costs	—	1	—	65	—	—	3	69	76
Publications production	45	—	74	2	65	—	13	199	345
Direct mail, legacy, events	47	2	13	3	64	—	13	142	130
Professional fees (incl audit)	246	—	2	8	—	32	94	382	227
Database & IT outsourcing	54	—	23	1	82	—	59	219	210
Depreciation	—	—	4	—	4	—	72	80	125
Branch expenses (note 5a)	—	—	—	—	975	—	—	975	1,013
Other costs	7	6	16	23	1	1	58	112	180
Support costs	574	113	923	382	1,380	148	2,482	6,002	6,824
	455	106	877	578	354	112	(2,482)	—	—
Total resources expended	1,029	219	1,800	960	1,734	260	—	6,002	6,824

Notes to the financial statements

For the year ended 31 December 2010

8. Resources expended on charitable activities (continued)

	Unrestricted £'000	Restricted £'000	2010 Total £'000	Unrestricted £'000	Restricted £'000	2009 Total £'000
Depreciation charge on tangible fixed assets (owned)	76	4	80	119	6	125
Interest payable on bank loan	1	—	1	2	—	2
Operating lease costs land & buildings	28	—	28	33	—	33
Auditors remuneration for audit services	25	—	25	26	—	26
Under accrual in previous year	—	—	—	7	—	7
Auditors remuneration for non-audit services	2	—	2	13	—	13

Trustees receive no remuneration for their services in that capacity. 13 trustees (2009: 13) have been reimbursed for travel expenses incurred carrying out their activities as trustees at a cost of £19,285 (2009: £21,973).

Premiums of £14,788 were paid in the year (2009: £14,778) on a professional indemnity policy to protect the charity, trustees and employees from loss arising from neglect or defaults of the trustees or employees.

Notes to the financial statements

For the year ended 31 December 2010

9. Tangible fixed assets (Group and Charity)

	Properties Freehold £'000	Fixtures & Equipment £'000	Unrestricted Total £'000	Catering Units £'000	Motor Vehicles £'000	Restricted Total £'000	Group Total £'000
Cost							
At the start of the year	1,740	496	2,236	21	60	81	2,317
Additions in year	—	4	4	—	—	—	4
Disposals in year	—	—	—	(21)	—	(21)	(21)
At the end of the year	1,740	500	2,240	—	60	60	2,300
Depreciation							
At the start of the year	291	451	742	21	55	76	818
Charge for the year	30	46	76	—	4	4	80
Disposals in year	—	—	—	(21)	—	(21)	(21)
At the end of the year	321	497	818	—	59	59	877
Net book value							
At the end of the year	1,419	3	1,422	—	1	1	1,423
At the start of the year	1,449	45	1,494	—	5	5	1,499

Valuation of freehold properties

Freehold properties were valued in 1999 and the transitional arrangements under FRS15 have been adopted.

The London Office, valued at £1,740,000, was based on the market value of a similar property in the same street and the trustees believe there has been no permanent diminution in value since this valuation.

Notes to the financial statements

For the year ended 31 December 2010

10. Fixed Asset Investments

	Unrestricted £'000	Restricted £'000	2010 Total £'000	Unrestricted £'000	Restricted £'000	2009 Total £'000
Market value:						
UK government securities	—	—	—	—	—	—
Other listed stocks and shares	1,227	1,356	2,583	1,162	1,307	2,469
	<u>1,227</u>	<u>1,356</u>	<u>2,583</u>	<u>1,162</u>	<u>1,307</u>	<u>2,469</u>
Bank deposits and building society accounts	91	—	91	28	13	41
	<u>91</u>	<u>—</u>	<u>91</u>	<u>28</u>	<u>13</u>	<u>41</u>
Total for Group	1,318	1,356	2,674	1,190	1,320	2,510
Total for Charity	1,318	1,356	2,674	1,190	1,320	2,510

The charity owns 100% of the issued share capital with a nominal value of £252 in its subsidiary undertaking.

Movement in quoted investments

	Unrestricted £'000	Restricted £'000	2010 Total £'000	Unrestricted £'000	Restricted £'000	2009 Total £'000
Market value as at 1 January 2010	<u>1,162</u>	<u>1,307</u>	<u>2,469</u>	<u>1,020</u>	<u>1,301</u>	<u>2,321</u>
Less: Disposals at opening book value proceeds	754	336	1,090	139	701	840
(Gain) on sale	(46)	(11)	(57)	(25)	(96)	(121)
	<u>708</u>	<u>325</u>	<u>1,033</u>	<u>114</u>	<u>605</u>	<u>719</u>
Add:						
Acquisitions at cost	716	318	1,034	149	582	731
Gift of shares	1	—	1	—	—	—
Net gains on revaluation	56	56	112	107	29	136
	<u>773</u>	<u>374</u>	<u>1,147</u>	<u>256</u>	<u>611</u>	<u>867</u>
Market valuation as at 31 December 2010	1,227	1,356	2,583	1,162	1,307	2,469

	Market	%
ARTEMIS INCOME FUND UNITS CL R	90,470	11.60%
LLOYDS TSB O/S FM LLOYDS GILT	81,725	10.48%
FIRST STATE ASIA PACIFIC LEADERS FD	75,948	9.74%
AVIVA INV EURPN PPTY MORLEY CX DIS	74,028	9.49%
M&G INV FUND 3 RECOV FUND	71,272	9.14%
FIDILITY INV FUND SSF	68,635	8.80%
CF WALKER CRISPS UK GROWTH FUND	68,476	8.78%
JO HAMBRO CAO MGMT UK UMB FUND UK	65,395	8.39%
INVESCO PERPETUAL UK INV SER INC FUND	63,875	8.19%
BLACKROCK UK DYNAMIC FUND	63,765	8.18%
DEXION ABSOLUTE	56,200	7.21%

Notes to the financial statements

For the year ended 31 December 2010

11. Debtors

	2010		2009	
	Group £'000	Unrestricted Charity £'000	Group £'000	Unrestricted Charity £'000
Trade debtors	31	31	72	72
Legacies receivable	1,486	1,486	1,321	1,321
Other debtors	11	11	31	31
Accrued income	37	37	11	11
Total	1,565	1,565	1,435	1,435

12. Cash at bank and in hand

	2010		2010	
	Unrestricted £'000	Restricted £'000	Group £'000	Charity £'000
Held by:				
Local committees, branches and groups	—	1,736	1,736	1,736
Central office	(1,136)	743	(393)	(393)
Total	(1,136)	2,479	1,343	1,343

	2009		2009	
	Unrestricted £'000	Restricted £'000	Group £'000	Charity £'000
Held by:				
Local committees, branches and groups	—	1,978	1,978	1,978
Central office	(1,149)	875	(274)	(274)
Total	(1,149)	2,853	1,704	1,704

Cash and Bank

Arthritis Care has a cash pooling arrangement for all unrestricted and restricted balances held at the NatWest Bank (RBS). All balances are utilised to minimise finance cost. Cash pooling does not affect the delivery of restricted projects.

13. Creditors: amounts falling due within one year

	2010		2009	
	Group £'000	Unrestricted Charity £'000	Group £'000	Unrestricted Charity £'000
Trade creditors	157	157	169	169
Statutory creditors	81	81	71	71
Other creditors	13	13	3	3
Bank loan repayable within one year	—	—	49	49
Accruals	—	—	129	129
Total	251	251	421	421

Notes to the financial statements

For the year ended 31 December 2010

14. Retirement benefits

Throughout 2010, the Charity operated a defined benefit scheme, whose assets are held separately from those of the charity and are independently administered by The Pensions Trust. The Open Section of the scheme is contracted-out of the state scheme, whereas the closed Section is contracted-in. The scheme provides benefits based on 1/60th of average pensionable pay multiplied by pensionable service in completed months and years and is fully funded. The most recent formal valuation of the scheme was performed as at 30 September 2009.

In December 2009 the board took the strategic decision to change the pension scheme from defined benefit to defined contribution. The formal staff consultation relating to this decision was undertaken in 2010 and, following this, the defined benefit scheme was closed at the end of 2010 and replaced by a defined contributions scheme from 1 January 2011.

The employee benefit obligations recognised in the balance sheet are as follows:

	2010 £'000	2009 £'000
Present value of funded obligations	(8,286)	(8,422)
Fair value of plan assets	<u>6,294</u>	<u>5,519</u>
Net liability	<u>(1,992)</u>	<u>(2,903)</u>

Amounts recognised in net incoming/(outgoing) resources are as follows:

	2010 £'000	2009 £'000
Current service cost	296	214
Interest on obligation	485	377
Expected return on plan assets	<u>(414)</u>	<u>(342)</u>
Total	<u>367</u>	<u>249</u>
Actual return on plan assets	<u>662</u>	<u>722</u>

Changes in the present value of the defined benefit obligation are as follows:

	2010 £'000	2009 £'000
Opening defined benefit obligation	8,422	5,561
Service cost	296	214
Interest cost	485	377
Contributions by employees	107	128
Actuarial losses/(gains)	(788)	2,363
Benefits paid	<u>(236)</u>	<u>(221)</u>
Closing defined benefit obligation	<u>8,286</u>	<u>8,422</u>

Notes to the financial statements

For the year ended 31 December 2010

Changes in the fair value of plan assets are as follows:

	2010 £'000	2009 £'000
Opening fair value of plan assets	5,519	4,621
Expected return	414	342
Actuarial gains and (losses)	248	380
Contributions by employer	242	269
Contributions by employees	107	128
Benefits paid	<u>(236)</u>	<u>(221)</u>
	<u>6,294</u>	<u>5,519</u>

The movement in the surplus/(deficit) during the year is as follows:

	2010 £'000	2009 £'000
(Deficit) in scheme at beginning of year	(2,903)	(940)
Current service cost	(296)	(214)
Contributions	242	269
Other finance income	(71)	(35)
Actuarial gain/(loss)	<u>1,036</u>	<u>(1,983)</u>
	<u>(1,992)</u>	<u>(2,903)</u>

The major categories of plan assets as a percentage of total plan assets are as follows:

	2010 %	2009 %
Equities (split into material classes eg: European, North American)	65%	66%
Bonds (split into material classes eg: European, North American)	28%	27%
Property	6%	6%
Cash	<u>1%</u>	<u>1%</u>

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages):

	2010	2009
Discount rate at the end of the year	5%	6%
Expected return on plan assets at the end of the year	7%	7%
Future salary increases	5%	5%
Future pension increases	3%	3%
Inflation assumption	<u>3%</u>	<u>3%</u>

Amounts for the current and previous four periods are as follows:

	2010 £'000	2009 £'000	2008 £'000	2007 £'000	2006 £'000
Defined benefit obligation	8,286	8,422	5,561	6,383	6,197
Plan assets	<u>6,294</u>	<u>5,519</u>	<u>4,621</u>	<u>5,471</u>	<u>5,064</u>
(Deficit)	<u>(1,992)</u>	<u>(2,903)</u>	<u>(940)</u>	<u>(912)</u>	<u>(1,133)</u>
Experience adjustments on plan liabilities	556	(18)	(15)	5	(286)
Experience adjustments on plan assets	<u>248</u>	<u>380</u>	<u>(1,601)</u>	<u>(145)</u>	<u>140</u>

Notes to the financial statements

For the year ended 31 December 2010

15. Restricted funds

Central and regional funds

Central and regional funds hold donations, grants and other income given for specific purposes. The balances represent amounts which had not been spent at the year end. Full details of funds can be found in Appendix A. Fund balances are supported by current assets.

Local committee branches and group funds

Local committee, branch and group funds are raised and controlled locally for services to people with arthritis in the local area. Fund balances are supported by cash, investments and fixed assets.

Transfer between funds

The transfer from restricted to unrestricted funds is the net transfer of funds between branches and UK head office to support the Charity's activities and delivery of specific projects throughout the year.

	1 January 2010 £'000	Incoming Resources £'000	Resources expended £'000	Transfers £'000	31 December 2010 £'000
Central & regional funds					
Representation & campaigning	—	—	—	—	—
Information	80	143	163	(5)	55
Training	238	223	327	(2)	132
Infrastructure projects	—	21	29	8	—
Patterson bequest	557	—	—	(1)	556
Restricted funds	875	387	519	—	743
Local committee, branch & group funds	3,303	883	979	(114)	3,093

Notes to the financial statements

For the year ended 31 December 2010

16. Unrestricted funds

	1 January 2010 £'000	New designations £'000	Movement in funds utilised/ realised £'000	Transfers £'000	31 December 2010 £'000
Designated					
Contingency reserve	845	—	—	—	845
Training and information programmes	72	—	(12)	(30)	30
Total designated funds	917	—	(12)	(30)	875
General funds	1,632	5,670	(5,403)	144	2,043
Pension reserve	(2,903)	—	911	—	(1,992)
Group unrestricted funds	(354)	5,670	(4,504)	114	926

Designated reserves are set at levels which correspond to the organisation's policy on reserves. The policy and reserves levels are reviewed on a regular basis.

Contingency reserve

The fund is set at a level of reserves required to discharge liabilities in the event of closure.

Training and information programmes

This reserve supports continuing internally funded projects that straddle the financial year end.

Notes to the financial statements

For the year ended 31 December 2010

17. Analysis of Group Net Assets between Funds (excluding pension liability)

	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds £'000
Fund balances at 31 December are represented by:			
Tangible fixed assets	1,422	1	1,423
Investments	1,318	1,356	2,674
Current assets:	—	—	—
Debtors	1,565	—	1,565
Cash & bank	<i>note (i)</i> (1,136)	2,479	1,343
Current liabilities	(251)	—	(251)
 Net Assets	 <u>2,918</u>	 <u>3,836</u>	 <u>6,754</u>
 Unrealised gains included above:			
On investment assets (see below)	<u>17</u>	<u>56</u>	<u>73</u>

Reconciliation of movements in unrealised gains on investment assets:

	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds £'000
Unrealised gains at 1 January 2010	51	—	51
Deduct in respect of disposals in year	90	—	90
	(39)	—	(39)
Add: Net gains arising on revaluations in year	<u>56</u>	<u>56</u>	<u>112</u>
 Unrealised gains at 31 December 2010	 <u>17</u>	 <u>56</u>	 <u>73</u>

Note (i)

There is a surplus of £1,496K (2009: £1,055K) of liquid resources available for the core work of the charity made up of the excess of unrestricted investments and current assets over all liabilities. Apart from designations of £875K, the charity now has a surplus of £51K (2009: deficit of £1,271K) of general funds.

18. Operating leases

The group had annual commitments at the year end under operating leases expiring as follows:

	2010 Land and buildings £'000	2009 Land and buildings £'000
Less than 1 year	—	—
2 – 5 Years	<u>28</u>	<u>28</u>
	<u>28</u>	<u>28</u>

Appendix A: Restricted central and regional funds

	Opening balance at 1 January 2010 £	Income £	Expenditure £	Closing balance at 31 December 2010 £
Project Information				
Young Persons Helpline	1,000	—	1,000	—
Northern Ireland – information point	1,246	—	—	1,246
DH S64 Community Health Information Libraries	39,519	45,259	78,719	6,059
Scotland information outreach	3,809	—	—	3,809
Big Lottery Fund – reaching communities	22,441	12,744	30,107	5,078
Break Out – BOUT	7,000	—	7,000	—
Wales volunteering	2,161	—	169	1,992
Wales firewall project	(8,469)	47,428	30,772	8,187
NI-Let's Talk – Pfizer UK & UGV	7,272	10,000	15,815	1,457
Scottish Government Health Grant	—	27,000	—	27,000
Community Services – Bank Workers Charity	—	185	(185)	—
CHK Trust – Training Publications	4,000	—	—	4,000
Infrastructure project reallocation	—	10,920	14,520	(3,600)
Information total	79,979	153,351	178,287	55,043
Training				
Training Assessors and Volunteers Project	19,289	—	19,289	—
NIPFW–NI Positive Future Workshop	3,195	—	—	3,195
Central England challenging arthritis	37,006	21,241	43,833	14,414
Challenging arthritis – N England training	—	30,859	26,087	4,772
Get Fit For Arthritis/Northern Ireland	3,242	58,260	50,842	10,660
Northern Ireland challenging arthritis	19,674	7,746	18,256	9,164
DHSSPSNI Children's Fund	(6,914)	27,814	25,556	(4,656)
Scotland challenging arthritis	84,360	18,699	53,626	49,433
Scotland branch match funding	5,794	—	—	5,794
South England challenging arthritis	40,707	44,118	46,866	37,959
The Access to volunteering fund	—	5,000	5,000	—
Psoriasis Scotland arthritis link volunteers	—	767	767	—
Scotland self management contracts	—	—	6,695	(6,695)
Challenging pain Hwel–Dda Health Board–Wales	—	1,317	—	1,317
Challenging pain rural communities project Devon	21,216	—	11,205	10,011
Wales challenging arthritis	12,003	—	12,003	—
Young people and families SW England	(1,116)	7,324	6,208	—
Infrastructure project reallocation	—	9,830	13,071	(3,241)
Training total	238,456	232,975	339,304	132,127

Appendix A: Restricted central and regional funds

	Opening balance at 1 January 2010 £	Income £	Expenditure £	Closing balance at 31 December 2010 £
Infrastructure projects				
Scottish Government community care grant	—	20,750	27,591	(6,841)
Reallocated representation & campaigning	—	—	—	—
Reallocated to information	—	(10,920)	(14,520)	3,600
Reallocation to training	—	(9,830)	(13,071)	3,241
Infrastructure project total	—	—	—	—
Patterson bequest	556,346	—	—	556,346
Restricted project total	874,781	386,326	517,591	743,516

Appendix B: Branches

Name	Opening funds 1 January 2010 £	Receipts £	Payments £	Asset changes and adjustments £	Closing funds 31 December 2010 £
A.C. T Burton on Trent	4,888	6,982	7,388	—	4,482
Aberdeen	671,337	6,403	26,109	88,927	740,558
Aberystwyth	1,712	1,967	1,935	—	1,744
AC Preston	1,795	588	155	—	2,228
Airedale & Dist. Support Group	1,684	1,044	1,308	—	1,420
Alnwick	2,058	2,550	1,280	(767)	2,561
Alton & District	10,292	3,534	3,313	(435)	10,078
Altrincham & District	13,272	5,333	5,507	(806)	12,292
Amesbury and District	3,504	14,305	15,257	254	2,806
Antrim Branch	4,796	2,722	2,148	(621)	4,749
Armagh	—	68	904	1,947	1,111
Ashby de la Zouch	5,950	(5,950)	—	—	—
Ashford	7,099	2,736	2,527	(228)	7,080
Atherton	2,477	940	1,316	—	2,101
Aylesbury Vale	3,821	1,641	2,010	—	3,452
Ballymena	—	377	127	—	250
Ballymoney	3,353	2,531	2,025	—	3,859
Banbridge	13,659	4,235	9,253	—	8,641
Bangor Self Help Group	1,141	741	852	(741)	289
Barrow-in-Furness	5,426	951	1,125	—	5,252
Basildon	—	743	834	1,278	1,187
Belfast East	7,673	985	2,104	—	6,554
Belfast Self Help Group	1,339	169	610	—	898
Berwick upon Tweed	794	297	357	—	734
Beverley and District	5,451	2,379	3,150	—	4,680
Bexley & District	11,649	22,139	19,893	—	13,895
Billericay	858	1,445	1,057	—	1,246
Bingham & District	10,571	7,974	9,195	—	9,350
Blackburn & Darwen	7,143	7,491	7,318	—	7,316
Blackpool & Fylde	29,369	9,480	11,681	4,000	31,168
Blandford	2,699	(1,459)	1,239	—	1
Bradford	2,537	(2,537)	—	—	—
Braintree	5,603	3,673	3,075	—	6,201
Bridgwater	2,271	908	1,312	—	1,867
Bridlington & District	5,905	3,252	4,056	—	5,101
Bridport	10,604	3,988	4,732	—	9,860
Burnham on Sea	10,573	2,164	3,078	—	9,659
Burscough/Ormskirk	1,814	1,159	2,116	—	857
Caernarfon & District	3,373	1,479	1,362	249	3,739
California Farm	1,213	1,525	1,111	—	1,627
Callander	3,397	4,799	4,816	—	3,380
Camberley	5,110	699	989	—	4,820
Cannock & District/N Birmingham YAC	3,325	4,419	4,159	—	3,585
Carrickfergus	3,593	2,527	2,961	—	3,159
Central Arthritis Self-Help	—	1,339	1,856	3,455	2,938
Central England Regional Committee	74,928	7,887	5,533	—	77,282
Central Fife & Tayside	184	—	—	—	184
Sub-total Carried Forward	970,240	142,622	183,133	96,512	1,026,241

Appendix B: Branches

	Opening funds 1 January 2010 £	Receipts £	Payments £	Asset changes and adjustments £	Closing funds 31 December 2010 £
Sub-total Brought Forward	970,240	142,622	183,133	96,512	1,026,241
Chandlers Ford & Eastleigh	2,984	3,126	2,341	—	3,769
Chatham and District	24,986	3,333	4,780	—	23,539
Chelmsford	4,747	1,660	2,243	—	4,164
Chester	6,541	17,855	20,650	—	3,746
Chippenham	2,427	14,176	13,883	—	2,720
Clash	13,770	15,142	15,262	—	13,650
Clevedon	1,771	1,064	1,203	—	1,632
Clevedon North	3,324	1,780	2,908	—	2,196
Clydach	6,334	4,705	6,440	—	4,599
Clydebank	6,060	781	1,043	—	5,798
Coatbridge	—	—	395	395	—
Condorrat & Kilsyth	3,475	(3,475)	—	—	—
Coventry & District	12,597	505	1,663	811	12,250
Crickhowell & District	869	2,953	2,019	—	1,803
Cumbernauld	4,788	2,385	2,028	—	5,145
Deal	7,883	4,443	3,348	—	8,978
Denbigh & District	4,778	5,697	5,581	—	4,894
Dengie Hundred Branch	857	2,471	2,605	—	723
Derby/Notts	109	150	103	(54)	102
Devizes	8,629	1,771	2,441	—	7,959
Dingwall	4,066	2,634	2,769	50	3,981
Donaghadee	814	13,505	13,443	—	876
Doune & Dunblane	2,552	3,991	3,944	—	2,599
Dover	3,377	1,899	6,405	1,750	621
Dudley	2,284	—	—	(2,284)	—
Dumfries	6,870	8,137	6,018	—	8,989
East London Asian	1,349	350	254	—	1,445
Eastbourne	9,951	3,858	3,858	(708)	9,243
Edinburgh	934	1,840	1,942	—	832
Edmonton	2,191	1,087	1,490	—	1,788
E-mash	4,928	1,932	2,948	—	3,912
Enniskillen	10,344	5,477	5,899	—	9,922
Exmouth	7,857	8,116	4,408	—	11,565
Felixstowe	4,443	2,812	3,727	279	3,807
Ferndown	22,156	18,554	11,854	(256)	28,600
Fleetwood	900	1,169	791	121	1,399
Gateshead	7,657	24,854	23,229	—	9,282
Glasgow East	7,398	2,210	2,440	(28)	7,140
Glasgow North	300,878	17,395	12,236	21,447	327,484
Glasgow South	162,041	4,491	25,684	5,303	146,151
Glasgow South West	36,026	2,894	3,095	—	35,825
Gloucester	3,402	4,590	4,809	—	3,183
Grantham	6,140	2,045	2,837	—	5,348
Grantown-on-spey & District	2,829	(2,829)	—	—	—
Grayshott	5,518	3,133	3,470	10	5,191
Greenock	—	3,649	5,061	3,200	1,788
Grimsby & Cleethorpes	6,349	5,222	6,813	(652)	4,106
Sub-total Carried Forward	1,710,423	366,159	433,493	125,896	1,768,985

Appendix B: Branches

	Opening funds 1 January 2010 £	Receipts £	Payments £	Asset changes and adjustments £	Closing funds 31 December 2010 £
Sub-total Brought Forward	1,710,423	366,159	433,493	125,896	1,768,985
Guernsey	11,785	3,838	3,169	1,118	13,572
Halifax	5,766	11,031	9,831	—	6,966
Halton & District	7,343	1,415	1,978	—	6,780
Harrogate	5,514	3,160	4,746	—	3,928
Havant	3,456	3,494	2,387	—	4,563
Haverfordwest	11,633	9,023	7,401	—	13,255
Haverfordwest Hydrotherapy Group	3,037	—	—	(1,037)	2,000
Hawick	470	809	638	—	641
Haywards Heath & District	3,059	2,033	2,361	—	2,731
Helensburgh	8,137	1,977	3,701	—	6,413
Hereford	5,024	327	4,457	—	894
Herts/Essex	1,580	2,928	3,259	—	1,249
Highland Islands and Grampian	681	232	285	—	628
Hinckley & District Self Help	1,622	—	—	(1,622)	—
Huddersfield Midway Support Gp	924	—	—	(924)	—
Hull & East Riding AC Support	2,088	2,932	1,968	—	3,052
Hull (Kingston Upon Hull)	1,679	—	—	(1,679)	—
Hyndburn & District	2,503	8,108	7,777	(78)	2,756
Ilford	4,458	966	1,769	(15)	3,640
Ilkey & District	10,200	—	—	(10,200)	—
Inverurie & District	20,634	2,256	3,658	—	19,232
Ipswich	13,925	1,139	5,012	—	10,052
Isle of Harris	354	—	—	(354)	—
Islington & Hackney	15,779	120	902	(43)	14,954
Jersey	102,036	2,595	8,336	—	96,295
Jointz Parents YAC Group	4,825	1,875	2,920	—	3,780
Keighley Central	764	—	202	—	562
Kendal	11,800	4,247	5,455	—	10,592
Kent	328	—	80	—	248
Kettering	5,115	2,772	2,982	—	4,905
Kidderminster Self Help Group	4,778	—	—	(1,778)	3,000
Kings Lynn	583	1,368	800	—	1,151
Kingston upon Thames	828	749	740	—	837
Kirkby in Ashfield	3,703	3,729	3,552	—	3,880
Kirkcaldy	227	1,060	722	—	565
Kirriemuir	3,324	895	1,578	—	2,641
Lambeth	5,429	472	2,046	—	3,855
Lancashire/Cumbria	1,664	641	782	—	1,523
Lancaster	2,463	843	1,152	—	2,154
Lea Valley	4,523	2,223	3,474	—	3,272
Leeds	7,702	2,779	2,724	—	7,757
Leic/Northants/RU	1,349	295	269	—	1,375
Lichfield	5,738	3,307	4,094	(197)	4,754
Lincoln Arthritis Care Support Group	—	741	117	11	635
Lincolnshire	—	30	—	(30)	—
Lisnaskea	7,876	3,137	3,363	—	7,650
Llanelli Arthritis Self Help Group	34	—	—	(34)	—
Sub-total Carried Forward	2,027,163	455,705	544,180	109,034	2,047,722

Appendix B: Branches

	Opening funds 1 January 2010 £	Receipts £	Payments £	Asset changes and adjustments £	Closing funds 31 December 2010 £
Sub-total Brought Forward	2,027,163	455,705	544,180	109,034	2,047,722
London Area Liaison Committee	—	—	572	646	74
Luton & District	4,595	—	4,595	—	—
Maghera	2,365	1,026	1,014	—	2,377
Magherafelt	3,268	2,055	3,302	—	2,021
Maidenhead	3,954	1,228	1,665	—	3,517
Manchester South	5,304	2,837	3,047	—	5,094
Mercia Hydrotherapy Group	6,440	1,106	1,403	—	6,143
Merthyr Tydfil	3,711	(3,711)	—	—	—
Mid-way Support Grp Yorkshire	2,374	557	669	—	2,262
Milford-on-Sea	3,724	1,288	986	—	4,026
Montrose	1,422	493	1,038	—	877
Musselburgh	4,787	4,088	4,548	—	4,327
Nairn & District	200,105	18,719	25,419	(875)	192,530
Neath & District	8,781	8,038	6,614	—	10,205
New Malden	2,743	2,961	2,158	—	3,546
Newark & District	8,346	1,432	1,872	—	7,906
Newcastle (County Down)	1,586	5,716	5,977	—	1,325
Newcastle City	1,230	11,339	5,489	—	7,080
Newham	1,361	95	1,150	—	306
Newmarket	6,164	5,847	5,823	(80)	6,108
Newton Abbot	47,307	—	—	(7,307)	40,000
Newton Stewart	5,044	5,148	5,370	—	4,822
Newtownards	1,724	267	1,296	—	695
Norfolk	301	291	271	—	321
North Area Liaison Committee	357	3,185	2,967	—	575
North England Regional Committee	32,094	15,877	7,153	—	40,818
North Staffs Self-help	3,332	2,680	3,107	—	2,905
North Walsham	11,831	3,866	9,108	(3,652)	2,937
North West	1,661	2,132	2,480	(206)	1,107
Northamptonshire, Leicestershire & Rutland ALC	—	3,976	6,409	—	(2,433)
Northampton	15,743	—	—	—	15,743
Northampton Link Group	6,246	3,991	4,738	—	5,499
Northern Ireland Regional Committee	26,660	13,684	14,001	—	26,343
Nottingham AC Self Help Group	—	449	137	—	312
Oldham Branch	1,655	250	553	(968)	384
Omagh	8,688	6,494	3,647	—	11,535
Orkney	14,636	6,902	7,100	—	14,438
Oswestry Selfhelp Hydrotherapy	4,716	4,257	5,355	—	3,618
Otley & District	1,828	3,761	1,292	—	4,297
Paisley	3,269	1,875	2,077	—	3,067
Peebles & District	1,071	—	—	(1,071)	—
Peterhead & District	2,150	1,031	984	—	2,197
Pinner	3,646	587	1,511	(465)	2,257
Plym Arthritis Care Self Help	15,988	15,924	16,945	—	14,967
Plymouth	27,029	2,485	3,969	—	25,545
Pontefract & District	8,730	7,745	8,649	—	7,826
Portadown	1,728	1,542	1,400	—	1,870
Sub-total Carried Forward	2,546,857	629,218	732,040	95,056	2,539,091

Appendix B: Branches

	Opening funds 1 January 2010 £	Receipts £	Payments £	Asset changes and adjustments £	Closing funds 31 December 2010 £
Sub-total Brought Forward	2,546,857	629,218	732,040	95,056	2,539,091
Porthmadog	436	—	—	(436)	—
Potters Bar	4,870	—	—	(4,870)	—
Prestonpans	2,410	—	—	(1,410)	1,000
Redditch	1,514	946	976	—	1,484
Reigate & District Support Grp	3,193	1,773	2,488	—	2,478
Rochford	3,235	3,072	2,795	—	3,512
Romford	16,284	7,274	6,321	(29)	17,208
Rushden & Higham	3,219	3,488	3,064	—	3,643
Scarborough	5,024	—	—	(24)	5,000
Scotland Committee	1,653	30,094	1,436	—	30,311
Scunthorpe	7,200	6,173	5,437	—	7,936
Shetland	10,823	3,704	3,881	—	10,646
Shipley	2,631	1,380	2,153	—	1,858
Shrops/Staffs	821	600	419	—	1,002
Skegness	4,724	1,559	3,699	—	2,584
Sleaford	3,047	2,502	2,101	—	3,448
Somerset	574	—	—	(574)	—
Somerton	1,449	1,050	1,136	—	1,363
South Forest Self Help Group	5,358	5,906	4,062	—	7,202
South Scotland ALC	959	237	256	—	940
South Shields	5,610	9,393	8,956	—	6,047
Southampton	10,179	1,552	3,646	—	8,085
South-east England Regional Committee	50,905	12,443	36,201	—	27,147
South-west England Regional Committee	29,091	—	—	(24,693)	4,398
St Albans	20,226	1,759	2,590	(62)	19,333
St Andrews	722	—	—	(722)	—
St Helens	2,312	290	2,277	—	325
Stafford	7,218	3,240	3,175	—	7,283
Stonehaven	4,960	2,666	3,494	—	4,132
Stroud	16,326	3,095	3,715	(4,952)	10,754
Sutton	13,103	14,852	14,302	—	13,653
Swindon Self Help Group	1,196	—	—	(196)	1,000
Syston	1,894	3,651	2,905	—	2,640
Taunton	40,348	12,973	20,896	6,000	38,425
Teesdale	3,233	2,883	1,825	—	4,291
Thamesmead	2,731	126	1,094	—	1,763
Thanet West	12,056	1,345	6,015	—	7,386
Thetford	1,112	671	738	—	1,045
Thornton Cleveleys	2,150	2,402	2,599	—	1,953
Torbay	56,285	1,705	5,969	2,001	54,022
Wakefield & District	526	822	355	—	993
Wales Regional Committee	22,492	20	3,716	—	18,796
Walsall	10,469	1,918	2,879	34	9,542
Waltham Forest South	9,106	3,993	6,890	—	6,209
Wandsworth	12,278	1,603	3,259	—	10,622
Wansbeck	1,012	722	236	—	1,498
Watford	116,321	3,346	15,008	—	104,659
Sub-total Carried Forward	3,080,142	786,446	925,004	65,123	3,006,707

Appendix B: Branches

	Opening funds 1 January 2010 £	Receipts £	Payments £	Asset changes and adjustments £	Closing funds 31 December 2010 £
Sub-total Carried Forward	3,080,142	786,446	925,004	65,123	3,006,707
Wear Valley Support Group	1,029	1,694	1,587	—	1,136
Wellingborough	3,077	1,436	1,442	—	3,071
Wells	24,840	5,855	6,214	—	24,481
Wembley & Kingsbury	19,678	8,367	8,890	—	19,155
West Bromwich Self Help Group	7,493	31,970	28,811	—	10,652
West Lothian AC Self Help Grp	2,465	559	620	—	2,404
West Somerset (Wilton & Watchet)	1,615	4,461	4,167	—	1,909
Weston Supermare	7,250	6,449	7,418	—	6,281
Winsford	1,751	3,704	2,585	—	2,870
Woking	7,746	3,031	3,175	—	7,602
Woodford	31,897	12,598	14,707	—	29,788
Worthing & District	6,713	4,401	6,875	—	4,239
Wrightington Self Help Group	2,141	6,336	4,817	—	3,660
YAC People & Family Crp Yorkshire	450	550	—	—	1,000
Yeovil	40,812	11,595	13,345	—	39,062
Yorkshire	936	1,133	1,222	—	847
Ystrad Mynach	5,033	—	1,773	—	3,260
Ystradgynlais	8,388	955	1,854	—	7,489
Accounting adjustments	49,264	(75,293)	54,214	(65,123)	(145,366)
Depreciation	—	—	4,000	—	(4,000)
Investment Gains/(Losses)	—	67,043	—	—	67,043
	3,302,720	883,290	1,092,720	—	3,093,290

Principal places of business

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Front cover

Thank you to all the people who agreed to be photographed for this annual report, most of whom have arthritis. One person said: 'It pushed me out of my comfort zone, but it was worth it for such a good cause.'



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

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Registered charity numbers 206563 and SC038693

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