



2019 Annual Report



Chair's Report / 1

First and foremost, my thanks go to all our members, both charities and individuals, who do the work on the ground for people living in and with pain, you remain the key focus for Pain UK.

I also want to thank our volunteers and, of course, the other trustees of Pain UK. This is a charity that runs on nothing but goodwill and kindness and we have to be thankful that among our volunteers and trustees we have that in spades.

Lastly, I would like to thank all of our donors who have financially helped Pain UK over the past year. We are a low-cost charity and these gifts go a long way and make our continued work possible.



Chair's Report / 2

It has been another busy year for Pain UK. We continue to meet and work with a number of widely varied stakeholders to discuss and find pathways to continue promoting pain education across Britain.

Pain UK continues to be a place where people who live with or in pain can find others, and where they can be connected with the member charities. We are proud to support some of the most vulnerable people in the UK as well as champion the work done by our member charities.

Membership has steadily increased with over 1400 individual members and 28 charities.

Our website has been active too with over 66,760 unique page views – that's around 5,563 per month. Just over 60% of the website traffic went to the members section. It's great to know that so many people are interacting with our website information and showing interest in becoming part of our pain community.



Chair's Report /3

Some highlights this year include:

- Working to educate pharmacists regarding pain
- Speaking at an Ethical Medicines Industry Group (EMIG) about Pain UK
- Advising The Office of The Independent Adjudicator for Higher Education (Disabilities Experts Panel) regarding pain
- Being interviewed by The Association for British Pharmaceutical Industry (ABPI) regarding being a small charity supported by pharma companies
- Attendance at their annual conference
- Advising on the steering committee for the UP Campaign, this was a European wide survey about lower back pain.

We continue to advocate for people in pain.

I have attended a training course run by Mid Sussex Voluntary Action on the basics of charity law, and all trustees will be attending this course over time.

Lastly, I hope that by working together, we can make a big difference to the millions of people living with or in pain. By raising awareness, campaigning for better treatments and promoting education we hope to continue to help everyone who lives with or in pain to feel less alone.



Website Report /1

Website data

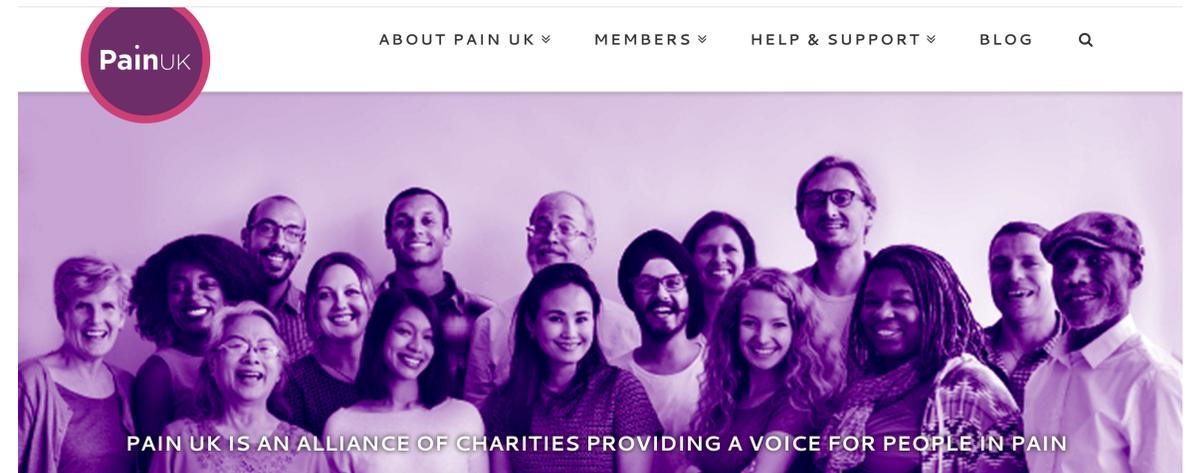
The website is working well.

Total of 81,675 page views, average of 6,800 per month, 224 per day

Unique page views shows 66,760 in total, 5,563 per month, average of 183 per day (deducts the same visitor and those that refresh)

A 119.28% increase in hits from last year

The time spent on the site is an average of 1:35 minutes, with a bounce rate of 54%



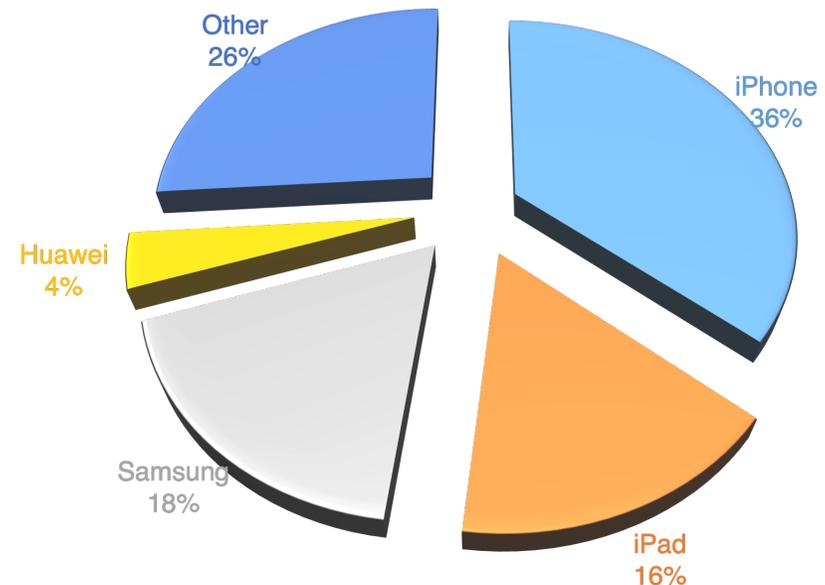


Website Report /2

Website data

- 51% of visitors were on a mobile phone
- 34.8% on a desktop computer and 14.2% on a tablet.
- 88% of visitors were from the UK, 2.8% from the USA and 2.1% from Israel
- Of the UK visitors 87.5% were from England, 7.3% were from Scotland, 3.7% from Wales and 1.4% Northern Ireland. USA figures were almost the same as NI
- The site was busiest on 12th May with 1,093 views and quietest on Boxing Day with 42 visits.
- Being busiest on a weekday, with a drop off on weekends.

Devices used to access Pain UK website





Website Report /3

Website data

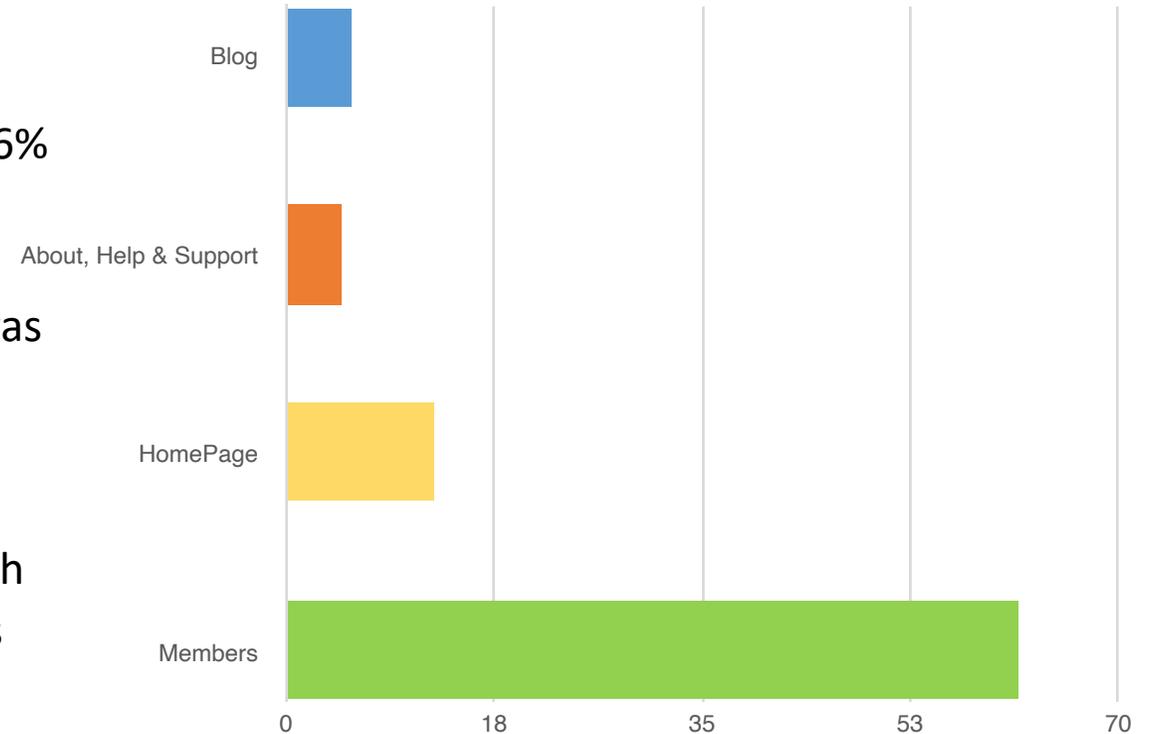
The members section of the website receives the highest traffic of 61.6 %, Homepage 12.5%, A,H&S 4.6% and Blog getting 5.4%

The longest average time spent on a member page was 4 minutes and 50 seconds (Vulval Pain Society)

The average exit rate for the charity pages is 67.4%. This average is brought down by the main index which is 19.6%, suggesting that it is feeding the other pages correctly

All in All working as it should.

Percentage of visitors to our Pages





Membership Report

We have 28 member charities. We also have over 1,100 individuals who have joined Pain UK to receive information from us.

During the year, we lost two members when AwayWithPain closed down and Pain Concern resigned. We are delighted that AwayWithPain has continued to host the website as this provides very useful resources for people with pain.

We gained a new member: Lipoedema UK

The trustees keep in touch with many different organisations, which together offer a wide range of services, and opportunities for charities and their members.

We sent out 8 news alerts to our individual members. Many of these were invitations to participate in research studies sent to us by PhD Students.

Our Facebook page hosts many more invitations when the invitation to take part in studies is aimed at reader sub-sections, i.e. specific age groups.

We do not forward any advertising materials.

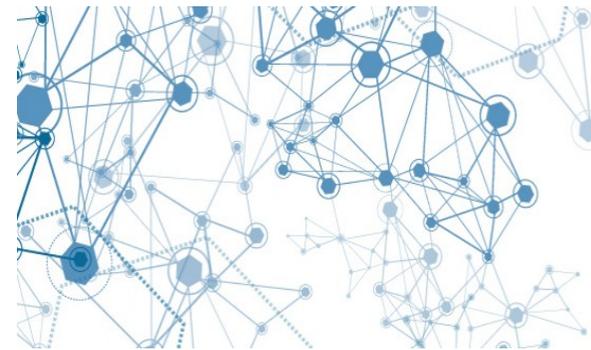


Membership Report /2

This year we have circulated newsletters to our member charities on 7 occasions, including:

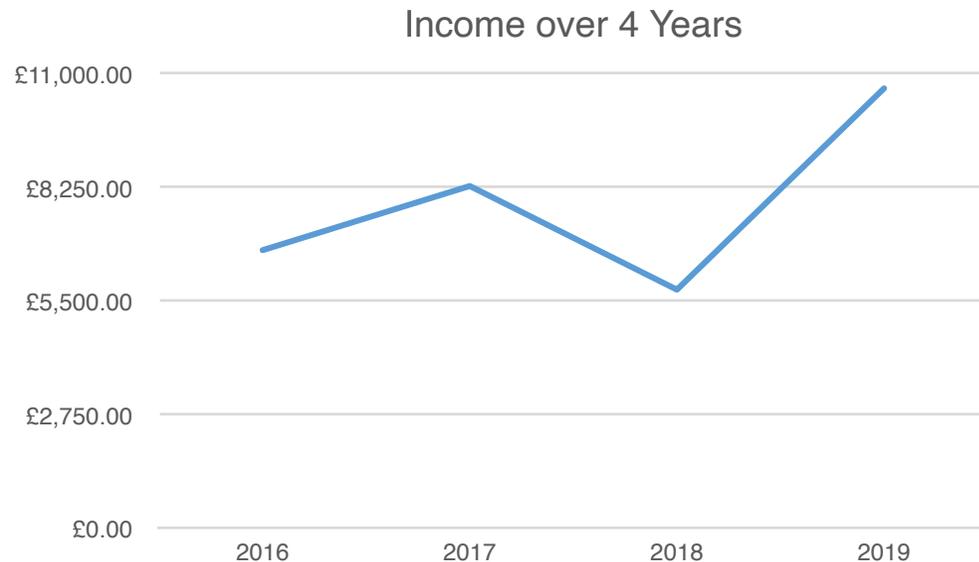
- Informing charities of free or very cheap (£15) training;
- the call for more use of the 'yellow card' to report unwanted effects of medication
- Surveys on patient experience to share with their individual members
- asking for their input in the new ICD11. This updating of the International Classification of Diseases, revision 11, is going to include chronic pain as a category in its own right. No longer will patients need to have a diagnosis of 'pain caused by...' Greater recognition of the problem of chronic pain is a main aim of Pain UK, so we welcome this new version.
- And three others...

The secretary is also the Pain UK representative on the board of Pain Alliance Europe, (PAE). This is an umbrella charity for organisations helping chronic pain patients across Europe - not just the EU.





Treasurer's Report /1

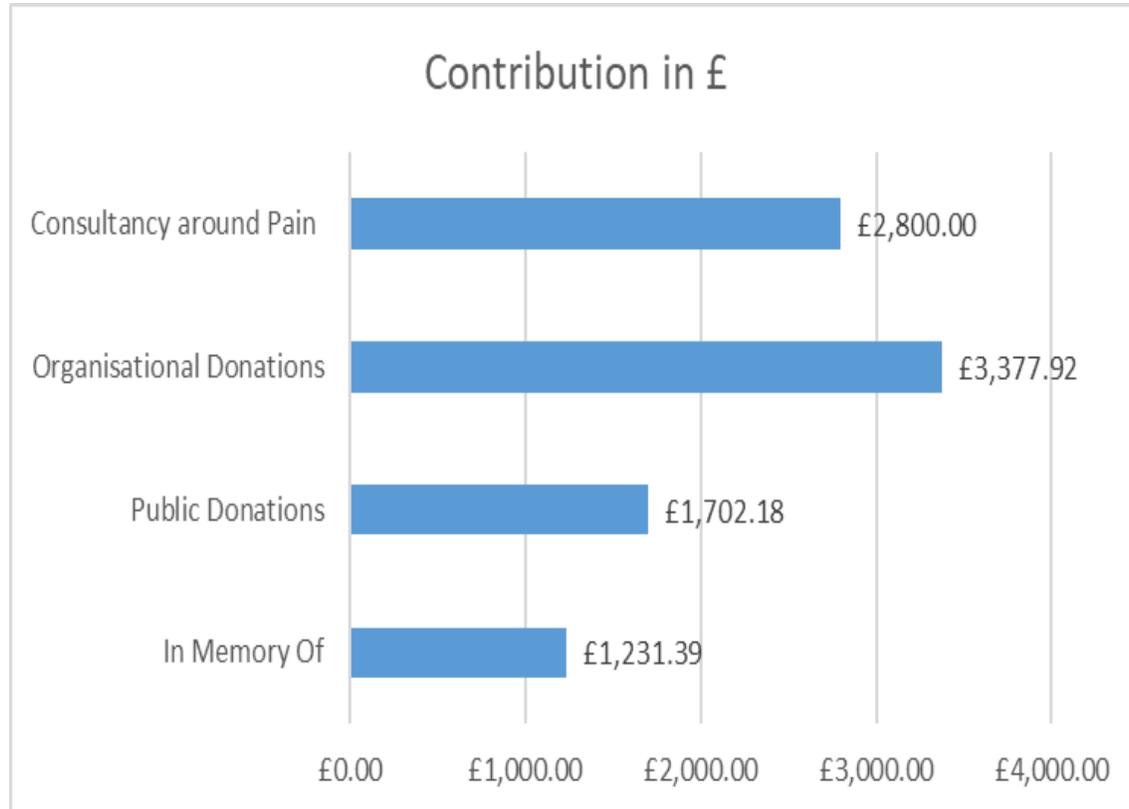


The Financial Report for the accounting year end October 2019 has been prepared with the support of Sally Gardner at Prism Accounting.

Pain UK ended the financial year of 2019 with **£10,658.32** in the reserves. This is just over double on last years, year end.



Treasurer's Report /2



Firstly as the treasurer of Pain UK I would personally like to thank all of the people, families, professionals and companies that have contributed financially to Pain UK – with out your contributions Pain UK would not exist.

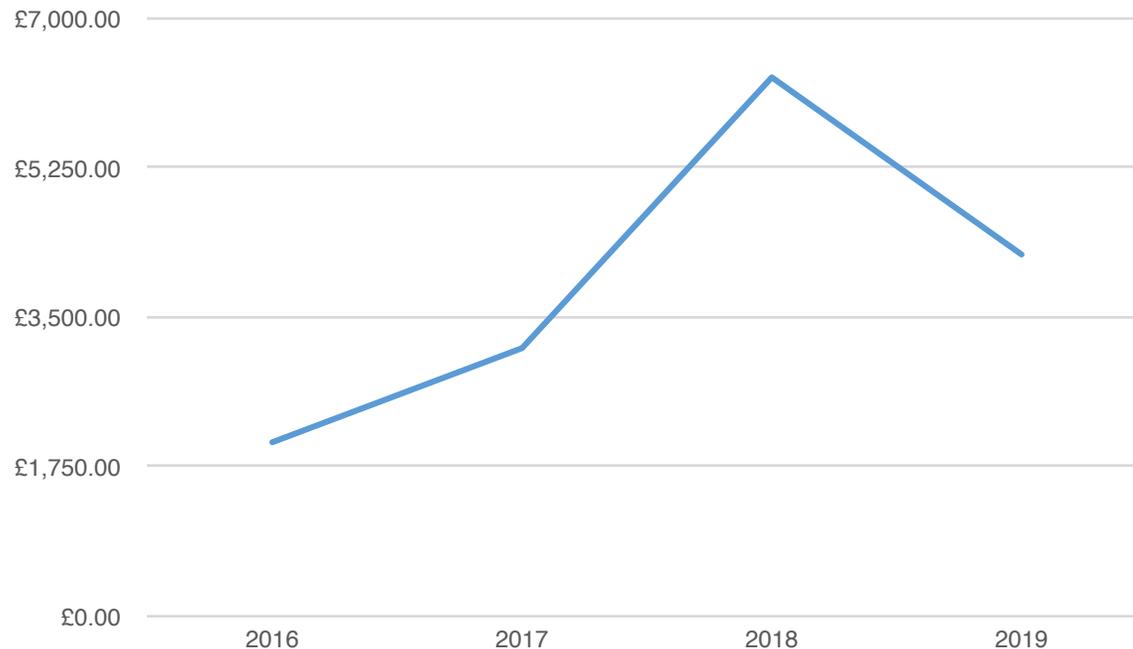
We have had 11 donations this year. The graph shows these collated into 4 groups. Consultancy around Pain, Organisation, Public and In memory of donations. The donations are listed as follows: Stickman Communications Ltd £22.90, The Watford Lions Club £25.00, Amazon £30.02, Mr & Mrs Carter £40.00, Much Loved £191.39, Nisa £300.00, PayPal £406.25, ORR Mackintosh Foundation £1,000.00, Just Giving £1,295.93, Consultancy for the UP project around pain £2,800.00 and Havaso Group £3,000.00.

Giving us a total of £9,111.49 of income over the period of 01 November 2018 to 31 October 2019,



Treasurer's Report /3

Expenses over 4 Years



As you can see from the graph our expenditure follows activity. We have steadily increased our activity over the current Trustees serving term. This year we have reduced our spending by using virtual and telephone meetings rather than physical ones.

One of our largest outlays is the upkeep of our website, which we have maintained by an outside agency 'Doive', this is financially beneficial as we are now able to keep the website up to date and as you will see this is proving beneficial to our target audience

We have this year used a small amount for trustee training and our yearly insurance cost.

The graph demonstrates that the years we have been more active we have had higher expenditure.



Thank You

Pain UK, registered charity 1145561

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