



2025 Annual Review

Pain UK CIO, registered charity 1145561



Chair's Report for Year Ending 30th October 2024 / 1

This report starts with a “thank you” to all the Pain UK members, both charities and individuals, who work to help people living in and with pain. Thank you, also, to all our donors who have financially helped Pain UK over the past year. We are a low-cost charity, and these gifts of time and money go a long way and make our continued work possible.

By the end of our year in October 2024, we had 45 member charities. We also have over 1,300+ individuals who have joined Pain UK. There is more about our members on later slides. People living with a wide range of problems associated with chronic pain send emails to Pain UK. These are directed to the appropriate charity member(s) since Pain UK cannot help individuals.

Pain UK was set up to be, and works very well as, a signposting charity. People who live with pain or care for someone living with 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.



Chair's Report / 2

During the course of the year, we have had two trustee resignations due to ill health; most of our trustees are people who are living with pain. We have recruited one new trustee and are in the process of bringing more onto the board so as to have eight trustees, the number which was decided by the board to be appropriate.

In the past year, notable achievements were: writing an article in the Guardian MediaPlanet supplement, conducting an interview with ITN business Hub and attending the Royal College of GPs' annual conference (more on this on slide 7).

We helped 44 researchers, mostly PhD students by advertising for volunteers for their projects on our Facebook pages. We also dealt with over 90 email enquires from individuals, companies, and organisations seeking stakeholders.

We would like to take this opportunity to remind our charity members that they can populate their web-page on www.PainUK.org with the information about their condition that they would like the public to see – as well as directing them to their own website. Next slide has details on the website's performance.



Website Data Report

We had 100.7K visitors. The overall trend was down around 17% in page views.

The most popular pages were:

1. The home page

36,837 visitors (24,960 last year – up 48%)

2. Fibromyalgia Action

9,749 visitors (10,509 last year – down 7.3%)

3. Help and Support

4,658 visitors (6,947 last year – down 33%)

4. Member Charities Page

3,428 visitors (6,468 last year – down 47%)

5. CRPS UK

2,849 visitors (7,370 last year – down 29%)

In total 6,116 people visited the blog section of which the most popular post was “5 Easy Crafting Ideas for arthritic hands” (1,891)

Overall, the members section had 37,889 page views (approx*) which is 38% of all visits to the website.

The most popular charity member pages were:

1. Fibromyalgia Action (9,749 visitors)

2. CRPS UK (2,849 visitors)

3. Endometriosis UK (2,066 visitors)

4. Back Care / Herpes Viruses Association (both 1,572 visitors)

Most Clicked External Link Text*

1. Fibromyalgia Action Website (1,241)

2. National Helplines (288)

3. Versus Arthritis Website (285)

4. Pancreatitis Website (268)

5. Online support forum (251)

6. BackCare Website >> (218)

We invite member charities to populate the FAQs page and send us information to add the Support Groups page listing these.



Treasurer's Report /1

The Financial Report for the accounting year ending 31st October 2023 was prepared with the support of Castle View Accounting.

Income:

Donations of £5,805 were received through Just Giving, Much Loved, Giving Comm Ltd, and individual donations. Pain UK ended the year with reserves of £16,183.

Fundraising:

We have not made any grant applications this year.

Outgoings:

This year outgoings amounted to £6,568. A regular payment for the maintenance and improvement of our website is made to Doive Designs (<https://www.doivedesigns.co.uk/>) It ensures the website is kept up to date, which is of benefit to our member charities and to our target audience.

We pay a yearly indemnity insurance premium, membership of the Fundraising Regulator and a subscription to SurveyMonkey.



Treasurer's Report /2

Income in last two years:

	2023 £	2022 £
Donations	5,805	5,488

Pain UK ended the year with reserves of £16,946.

Breakdown of expenses in last two years:

Year ending 31 st October 2023:	2023 £	2022 £	
Administrative expenses	1559		
Accounts		600	
Legal and professional		475	
Charitable activities (UKLEPP)	1800	5700	
Charity training	480	460	
Insurance	343		
Advertising and publicity	511		
Website maintenance	540	730	
Sundry	104		
Bank charges	82	51	
Fundraising regulator subscription		50	
TOTAL	5419	8166	

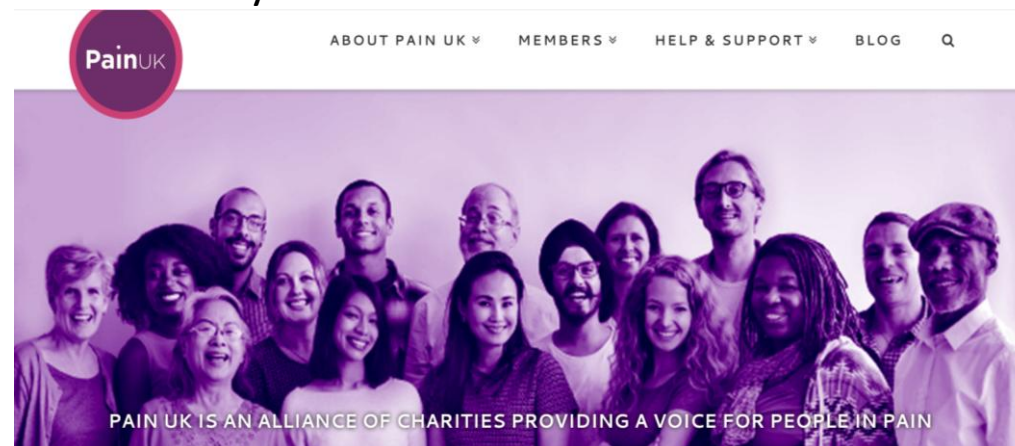


Membership Report /1

We now have 45 charity members. We lost one member, when the charity closed through being unable to recruit trustees. We regularly invite charities that deal with pain to join us under the Pain UK umbrella. Our website activity report (see slide 4) shows that we are performing our function of signposting people with concerns about pain to the charities that can help them.

During the course of the year, we sent out eight newsletters to our charity members.

Several were on the topic of our new initiative, a stand at the Royal College of GPs' Annual Conference in Liverpool. All Pain UK charity members were invited to send leaflets for the stand and 18 did. We had contact with at least 175 delegates. Many were keen to express their feelings when they see a patient with chronic pain, writing them up on the stand's flip chart. We were not surprised to see that lack of time, expertise and ability to help, were the most common comments.





Membership Report /2

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

We contact our individual members by MailChimp and Facebook. Five newsletters were sent via MailChimp. We made 186 posts (up from 141 last year) on our two Facebook pages. Many of these are invitations for people to take part in studies, from researchers, PhD students at universities, etc. We do not post anything from profit-making organisations. These researchers have expressed their appreciation for this valuable way of recruiting subjects – as one said: “I've reached the perfect number of participants now so please could you remove the post at your earliest convenience?”

Our Facebook pages have gathered more followers this year, on two pages:

- Pain UK: 1500+ members
- Pain UK Public Group: 900+ members (up from 650 last year)

Our LinkedIn page, @PainUK, Twitter account, @Pain_UK, and Instagram page, #PAINUKCIO, post several times a week to raise awareness of pain in general. We assiduously repost any of the media campaigns run by our member charities. These have all developed good followings organically.

Pain UK is a member of Pain Alliance Europe, (PAE). Several charity members of Pain UK are also members. This is an umbrella charity for organisations helping chronic pain patients across Europe - not just in the EU.



Thank You

Pain UK CIO, registered charity 1145561

**Trustees at October 31, 2026: Marian Nicholson, Jason Bingham, Rebecca Pollard,
Jo Betterton, Roland Watson, Oliver Shaw, Dr Sandrine Rey-Scalco**

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