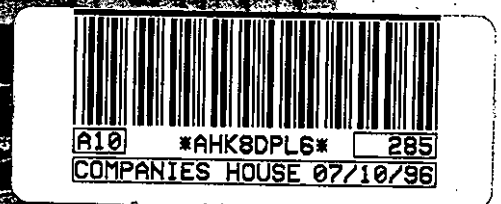
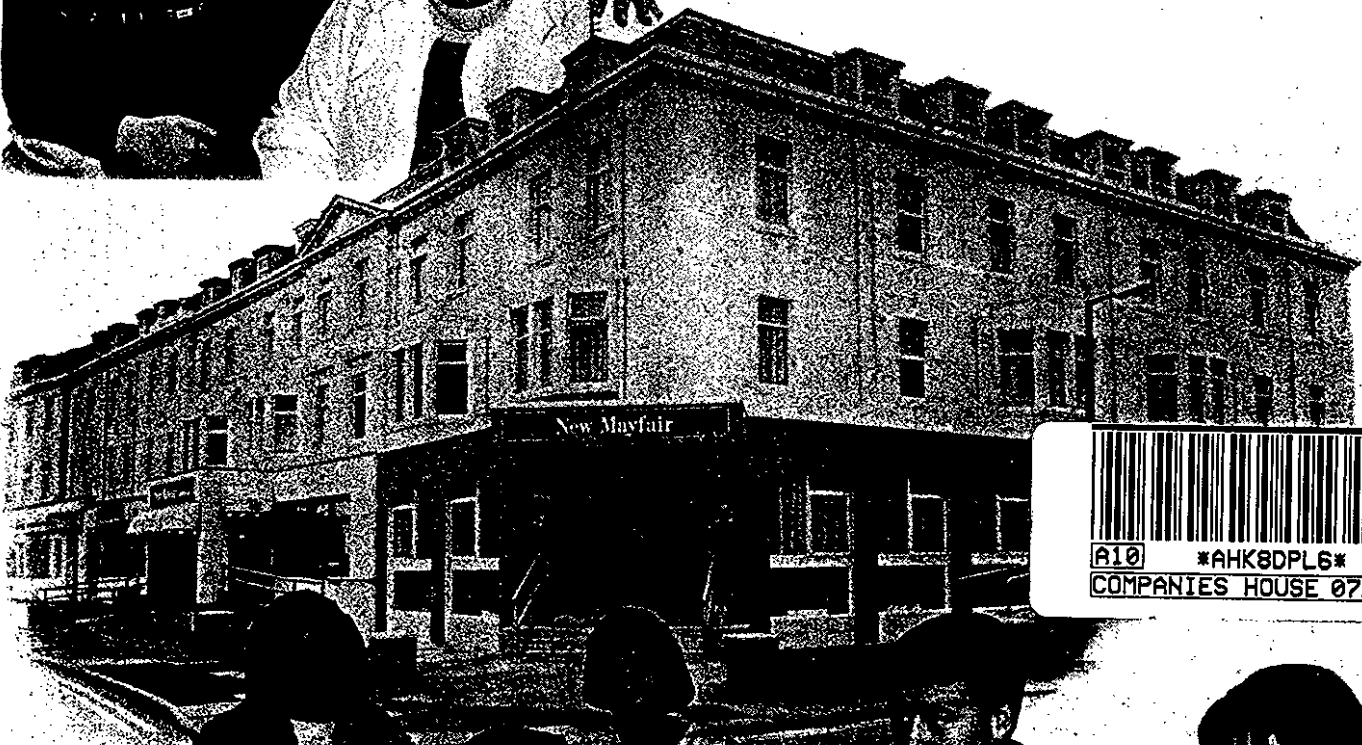


The 1995 Annual Report and Accounts of Arthritis Care

52972



A year of effort and

The Duke of Westminster, President of Arthritis Care, thanks the charity's members for their support during the year

THANK YOU to Arthritis Care's 613 branches and 22 constituted Young Arthritis Care groups for all your hard work during the year.

Thank you also to Arthritis Care's 66,500 members for your continuing support for the charity. As well as receiving services and support from the charity, many of you also give a great deal back to help other people with arthritis. During the year, I have continued to meet Arthritis Care members and am always impressed by your commitment and good humour.

I was very pleased to open the first Arthritis Care Abbeyfield home in Exmouth in Devon and am delighted that Patterson Lodge has now completed a successful first year.

I have continued to be closely involved in the New Mayfair Appeal and was very pleased to attend the Les Dawson Memorial Concert in Blackpool in July and then open the newly refurbished hotel in September. It is a great credit to everyone involved.

Once again I hosted a reception in my London offices for all the Friends of Arthritis Care, who are kindly providing Arthritis Care with additional support through their generous contributions.

During 1996 I am going to be closely



The Duke of Westminster (centre) met staff at the New Mayfair Hotel, Blackpool.. Pictured far right is Peter Holton, manager of the hotel.

involved in helping plan Arthritis Care's 50th Anniversary celebrations and I am also looking forward to meeting more Arthritis Care and Young Arthritis Care members. Meanwhile, thank you for your continuing support of the charity.

Arthritis Care's Chief Executive, Richard Gutch, thanks the thousands of volunteers without whose help Arthritis Care would not exist

THANK YOU to all our volunteers for all the hard work you have done for Arthritis Care and Young Arthritis Care during the year.

I estimate that Arthritis Care has over

7,000 people doing thousands of hours of unpaid work. The value of this work is greater than the entire annual budget of the charity!

Our 613 branches and 22 Young Arthritis Care groups would not function if it were not for the efforts of their voluntary committees. Our 175 Arthritis Care Visitors and 80 Young Arthritis Care Contacts do all their work voluntarily.

Our self-management training courses are all run by volunteers and, of course, the charity itself is governed by a Council of 47 volunteer trustees. Without all this volunteer effort,

Arthritis Care and Young Arthritis Care would simply not exist.

During 1995 there has been considerable media coverage of the salaries paid to the chief executives of our utility services and to the part-time members of different committees and boards. Arthritis Care is fortunate that there are people with the commitment and sense of public service to devote so much volunteer time to helping others.

Thank you to every single one of our volunteers. Arthritis Care and Young Arthritis Care are the richer for your efforts.

dedication by all

Sir Angus Ogilvy, Patron of Arthritis Care, thanks all those who have helped Arthritis Care financially during this year

WITHOUT ITS many supporters Arthritis Care would be unable to continue with its important work.

We are particularly grateful to the Littlewoods Lotteries for their generous donation towards the New Mayfair refurbishment and the British Nuclear Fuels Ltd who are supporting the training work taking place at the hotel.

The Percy Bilton Trust has kindly supported Young Arthritis Care's work in Wales, together with Marks & Spencer and the South Wales Arthritis Care Area Liaison Committee. The Scottish Office has continued to support Young Arthritis Care's work in Scotland.

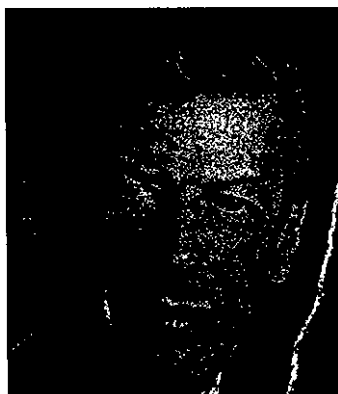
Both the Allen Lane Foundation and the

Hilden Charitable Trust have helped Arthritis Care's efforts to develop its services to ethnic groups, which is an area of work the Department of Health and the National Lottery Charities Board is also supporting.

Overall, the Board will be contributing over £1 million to Arthritis Care, nationally and locally, over the next three years.

Thanks are also due to the Sheldon Trust for their support for the Freephone Helpline, one of Arthritis Care's most important services, and to the John Ellerman Charitable Trust and the Smith Charity for their continuing support for our work.

Much of Arthritis Care's help comes from within, especially from the branches which have supported the New Mayfair Appeal, the Waring Bowen House Appeal and other initiatives during the year – branches such as Aberdeen, Altrincham, Birmingham Central, Brighton, Burscough & Ormskirk, Glasgow North, Glasgow South, Northampton, Plymouth Self-Help, Plymouth, Torquay and Paignton, Watford and District, and Woodford – as well as the individual members who have helped through adding donations to their



subscriptions.

Finally, charities like Arthritis Care depend on the goodwill of the public. Arthritis Care now has 30,000 regular donors and we are very grateful for their regular support.

To all of you, thank you for your generosity during 1995 – and please do what you can to help Arthritis Care in 1996.



Janet Innes, Chairman, has spent her first few months in office getting to meet Arthritis Care's central and regional staff, as well as attending branch and Young Arthritis Care meetings

THANK YOU to all of Arthritis Care's staff for their hard work during the year. Although I only took over from Chris Brockbank as Arthritis Care's Chairman in September 1995, I have already had a chance to meet most of Arthritis Care's staff and I have been most impressed.

1995 has not been an easy year because of the financial problems facing the charity, due to reduced legacy income, but I have found a tremendously high level of commitment and enthusiasm amongst the staff.

I have met every department in central office and have been amazed by the volume of work being handled. For example, the Information and Counselling service responded to letters and calls from 11,900 people, and leaflets and other materials were distributed to 21,000 people, including 5,000 bulk orders.

I have also had a chance to meet the regional staff and some of the hotel staff. Once again, I have been really impressed by the range of work being done to meet the needs of people with arthritis.

During 1996 I plan to visit Carlisle House and all five of our hotels, so I hope it won't be too long before I have met every member of staff. To all of you, I would like to say a big thank you for everything you do for Arthritis Care.

Rising from the ashes

Arthritis Care's New Mayfair hotel in Blackpool underwent major refurbishment in 1995. Hotel manager **Peter Holton** describes history in the making

BEFORE THE New Mayfair was born the British Rheumatism Association, Arthritis Care's predecessor, owned the Haven Hotel at Bispham. Having a hotel in Blackpool proved very popular and after about three years it was decided to look for larger premises. There was some doubt as to where the new hotel would be and this led to a lot of controversy within the branches. York branch pressed for the new hotel to be in Blackpool. Mrs Muriel Mason, chairman of Blackpool branch was assigned to look for a suitable hotel. Finally a short-list of two hotels were visited and inspected by the then executive chairman of the Association, Walter Woodford, and Mrs Mason. One of the hotels was situated on the Promenade at St Anne's and the other on New South Promenade, Blackpool. After a lot of

discussion it was decided to purchase the second one, and this is how the New Mayfair started 17 years ago.

The hotel opened its doors to members in June 1979 for holidays, accommodating 45 guests. It proved to be even more popular to visitors, with the flat surrounds of South Shore, fabulous views out to the Irish Sea. On good days you can see the sand at Southport and on even better days you can see the tops of Snowdonia in Wales.

As time went by, lots of members were unable to get in to the New Mayfair due to it being constantly booked up. So in 1985 when the two hotels on either side of it came on the market it seemed like a good time to extend it, making more rooms available. The Clyde Hotel next door on the north side was purchased by the Roth family

from the Carousel next door but one, and the Jubilee on the south side was purchased by Arthritis Care, increasing the bed spaces to 83. The registration of the Jubilee took place on the 18 February, 1986. This gave us the corner position in the Crescent with Cardigan Place, making us the first or last hotel on the Promenade, depending on direction of travel, of course.

To raise funds for the hotel, the then House Committee held Garden Parties every June. There were Easter Bonnet Parades and lots of the entertainment was performed by management and staff. There are no

pictures to prove it, but Rita who is still with us used to dress up as a bunny girl! Staff really did get involved and during low-season, uniforms were hung-up and staff painted and decorated many rooms within the hotel.

After two years and four months as deputy, I was promoted to manager when John Malby retired after 10 years as manager. This was on the 13 October, 1993. I was of course very positive and enthusiastic about the future and challenges ahead. Little did I realise how challenging it would turn out to be.

At this stage the hotel had only one en-suite room on the third floor, and with three buildings joined together the corridors were like a maze and, in the event, I was concerned for the comfort and safety of guests.

With these concerns being raised time and time again at holidays committee meetings and after a small fire on the second floor, due to an electrical fault, and lots of visits from the fire inspectors, three options were researched as to the future of the hotel.

The first was to demolish the existing hotel and rebuild on site, the second was to sell and buy another or a site to build on, the third was to re-furbish the existing hotel.

The most practical was to refurbish, for many reasons. One of the most important factors to me was its ideal location. And so the hotel closed on Monday 7th November, 1994 for the contractors to move in. Many of the staff were kept on to assist with security and fundraising. Everybody did everything they could to help - stripped wallpaper, tiles, removed mirrors, toilets, sinks, doors, removed carpets - the list was endless.

It was very hard work but we also had a lot of fun, the highlight of each month being the site-meeting when progress and plans plus a multitude of items would be discussed and dealt with as the refurbishment was being carried out.

Fundraising involved battling away to reach the £1 million target to help pay for the refurbishment. On the 9 July 1995, the



Peter Holton (right) shows the Duke of Westminster, President of Arthritis Care, the equipment at the hotel

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New Mayfair before refurbishment and after opening, when the Duke of Westminster visited with guests



day of the 'tribute to Les Dawson' gala at the Grand Theatre, Blackpool in aid of the New Mayfair, I was seated outside on a bench sipping wine, and eating strawberries, when out of the blue, Richard Gutch our chief executive and Chris Brockbank, chairman of Arthritis Care, strolled along, I nearly choked on my strawberries, trying to convince them I'd worked really hard and that it was my day off!

Well, after 10 months of hard work, sipping wine etc, the New Mayfair hotel opened just six weeks later than planned on Wednesday 16 August, 1995

In the days leading up to the opening we hired a tail lift truck and moved everything out of storage: we could not unpack anything until the Monday before we opened. Our delivery of new dining room chairs had to be stored at No. 9. On opening day we started at 7am, only finishing the night before at 3 am. I honestly don't know how we kept going – cups of tea seemed to help.

Lots of deliveries came on that day: curtains, bed linen, kitchen deliveries and bar stock. I don't know how we were ready on time. If truth be known, we weren't!

The first lady to arrive was Mrs Olive Grime from Blackburn. We gave her a

duster and she got stuck in with us. Staff got their friends to come and help. There were people everywhere, it looked like complete and utter chaos.

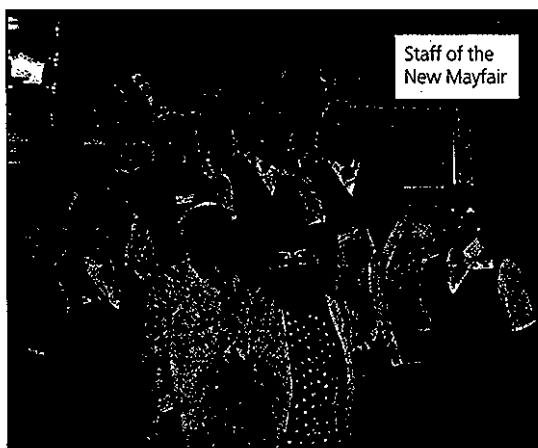
We were still in our jeans as guests were arriving; we kept tea on the go until we were ready to check them in. We managed to get

first guest to arrive. After all this time of being open, you would have thought all my problems would be solved. But it's only the beginning of the snagging period. I have to log all defects and monitor maintenance throughout the hotel – we were still learning how to operate the new equipment almost a year after opening!

The greatest satisfaction is gained from being able to accommodate severely disabled guests and provide them with a holiday in the specially equipped suites on the ground floor. Also of great importance is the safety of the hotel, with its three new steel staircases. The en-suites are out of this world – God only knows how we managed without them.

The bar is excellent, providing an additional service to guests and gives the hotel a proper hotel feel as well as bringing in additional revenue. One of the lifts had the doors re-furbished to sliding doors, making it feel safer and more user-friendly. The addition of the battery charging area at the back door and ramping has also proved to be a great success.

Despite the criticism that the work and money spent on the New Mayfair has attracted, it has been for the better and people coming here on holiday will benefit immensely for many years to come.



Staff of the New Mayfair

everybody checked in, the two ground floor rooms were not ready or booked, so everything got chucked in there to be sorted out later.

Dinner should have been at 6 pm. We had to put it back an hour, gave everybody a complimentary glass of wine and presented Olive with a single red rose as she was the

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Muscular pain can make any day one of agony. The symptomatic relief of muscular pain, lumbago and rheumatic pain relief is close at hand.

A combination of old world ingredients and new world discoveries could ease those aches and pains away - you get the best of both worlds and

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IT CONTAINS:

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- Natural Mustard Oil- which warms the site brings obvious relief to pain Oil of cloves-the inclusion of this ingredient is what makes the Nella Red Oil so special, it acts by anaesthetising the nerve ends in the tissue concerned.

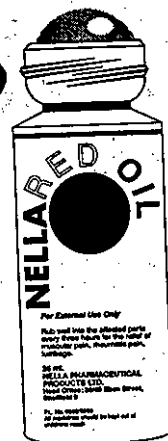
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all Lloyds chemists can obtain the product from their central stock department.



EASY TO USE ROLL-ON APPLICATOR

The fact that it is produced in a roll-on applicator means that it can easily be applied to almost any part of the body with one hand. Another advantage of the roll on applicator is economy of use, meaning that no excess is applied; for example, a liniment when used often runs down the body to unaffected parts, which is wasteful and uncomfortable.

DETAILS OF THE FORMULA

- 1 It contains Methyl Nicotinate which is a tried peripheral vasodilator which means that it opens the veins and arteries at the local site to increase the normal blood flow.
- 2 Natural Mustard Oil is included which warms the site bringing obvious relief to muscular rheumatism.
- 3 Oil of cloves, the inclusion of this ingredient is what makes Nella Red Oil so special.

In the concentration used, it acts by anaesthetising the nerve endings in the tissue concerned. It has been used since the Roman times.

READ CAREFULLY THE INSTRUCTIONS ON THE LEAFLET CONTAINED WITHIN THE PACKAGE

4 The combination of these three ingredients also gives a soothing warmth.

5 The effective ingredients in Nella use the Oil base as a vehicle to facilitate a greater degree of penetration to the affected area.

6 The use of an oil also gives tremendous coverage as opposed to emulsion & spirit based preparations which means it is extremely economical.

7 The aroma of this preparation (essentially the smell of clove oil) is reasonably pleasant as opposed to preparations with extremely strong odours, which

makes it particularly welcomed by female users. Also because of the non-offensive aroma it can be used continuously without causing personal or communal offensiveness.

8 The small concentrated compact shape makes it easily carried on the person (in pockets, handbags etc.) for immediate use against spasms (when travelling for example). These points make it an ideal topical application for the relief of rheumatism because it is effective, reasonably priced, and convenient to use.

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AWFUL RHEUMATIC PAIN**

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A ruff guide to Young Arthritis Care

Diane Byrne and Terry Oliver, the two co-chairmen of Young Arthritis Care, describe a year in which YAC came of age

1995 WAS a difficult year for Young Arthritis Care, but we believe we have emerged from it stronger and more determined than ever!

At one stage it seemed as if management changes within Arthritis Care were going to result in Young Arthritis Care losing some of its distinctive identity and special qualities. In fact, following a day's induction training, the National Committee of Young Arthritis Care has become more active and is beginning to expand its role. Relationships between Arthritis Care and Young Arthritis Care have also developed in a number of positive ways.

Young Arthritis Care's development was shown in the new publications now available. In addition to its regular magazine, *Young Arthritis News*, YAC has published *The Ruff Guide to Life for Young People with Arthritis* and a new introductory leaflet, *What is Young Arthritis Care?*

The Ruff Guide is written BY young people with arthritis FOR young people with arthritis, and it covers all our different experiences of life with arthritis. Our publications officer, Penny Boot, edited the guide and her introduction (see inset) gives a flavour of what it is all about. Reactions from readers have been very positive.

A Day with Sam is another first for Young Arthritis Care. Based on a story written by Debbie Hunsley, a parent of an eight year old girl with arthritis, the main aim of the book is to enable children aged seven and under to understand what may happen to them as a result of having arthritis. We hope the book will be widely used in schools and we are already planning a sequel *Sam at School*.

Training and personal development are also very important parts of YAC's activities. During 1995 we continued to run personal development courses for young people and positive

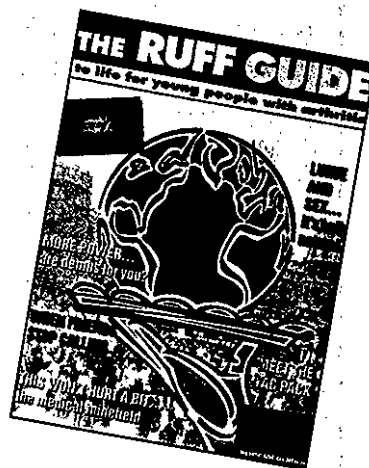
action workshops for teenagers. Some of the comments from those attending these courses speak for themselves:

'Answered a lot of unanswered questions for me...It's the first time since being diagnosed that I've cried...it was great to know the feelings I was feeling were normal...Right now I'm very calm and at ease.'

All the courses are run by trainers with arthritis themselves.

During the year we secured funding for a major expansion of these courses from the National Lottery Charities Board and the European Social Fund Horizon Programme. Called INTO WORK, the new initiative comprises a number of residential courses leading into vocational training. Throughout the programme, trainees are supported by a mentor, who is also a young person with arthritis.

The programme builds on the experience of earlier courses and is designed to help break down the barriers to work which so many young people with arthritis face. A total of 105 trainees will eventually benefit from the



programme, which will also include transnational exchanges with Ireland, Denmark, Holland and Germany. The programme will link in well with the International Organisation of Youth with Rheumatism which was launched in Berlin in December. Young Arthritis Care is one of its founder members.

Young Arthritis Care's work is underpinned by a network of development officers and volunteer Contacts. Although funding restrictions meant there was a freeze on recruiting Contacts during the year, this has now been lifted. We were also able to complete our network of development officers by recruiting a DO for Wales for the first time.

All Contacts were provided with a Contacts' Handbook to help them with their work. Training in advocacy and counselling skills was also organised and more training is planned.

So it has been a busy year! At the end of it there are now more services and more support for young people with arthritis. We have also given particular priority to promoting Young Arthritis Care both within the charity and externally at public events. As a result, the influence of Young Arthritis Care is growing, both at the policy and the operational level. We aim to make sure this continues and that Young Arthritis Care goes from strength to strength.

Introduction to *The Ruff Guide*

As young people with arthritis we have a great deal to say for ourselves. What is contained in this special edition is a snap-shot, a taster of young people on certain days, going through endlessly differing experiences.

Sometimes we are not happy. We know we have our part to play in the future of the world, of our society. Often it seems as if this society doesn't want us to find our place, to go forward and do what we want and must. This society hardly knows that we exist as young people with arthritis.

On other occasions we have an over-brimming enthusiasm to challenge what bars us, to shake up the society that tries to marginalise and negate our identity and experiences.

We are joyful in being ourselves, seeing that the fact of arthritis in our lives moulds us into being people we like, teaching us lessons we might not have learnt. We come to value people and friendships more, and sometimes have insight that belies our age.

Like ALL people with arthritis, we demand our rights: to work, to housing, to travel, to leisure.

But we need just a little more. Awareness that we are here – and the space to grow-up, to form relationships, to have sex, to have children, to find out about ourselves and tell the world who we are and what we want. Let this special edition be a small beginning towards this ambition.

Penny Boot, YAC Publications Officer



"TWO WORDS FROM YOU COULD HELP 8 MILLION PEOPLE"

"The two words? Arthritis Care.

Add them to the beneficiaries of your will and you'll bring help to some of the 8 million people in Britain with arthritis.

Because Arthritis Care provides practical help and guidance to make living with arthritis easier. Helping us to help them would be rather a special gift to leave, don't you think? And, if you haven't made a will, or need to change your will, we can help you, too. We'll happily send you a booklet that makes it all less painful.

Thank you in advance for your help: that's eight million thank yous, actually."



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Action for people with Arthritis.

- ☐ Please send me 'Making a Will need not be painful.'
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- ☐ I would like to help your work.

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ANS

Running on the spot

Many organisations and volunteers continue to support Arthritis Care, says **Peter Maple**

Despite a huge drop of £400,000 in Arthritis Care's legacy income we managed to make up virtually all the difference by increasing voluntary income and finished the year just £60,000 down against the total for 1994.

That we succeeded was due entirely to the fundraisers – volunteers, trustees and staff – who worked so hard through the year. It did feel at times, however, a bit like running to stand still!

It was not the numbers of legacies that declined but their average value, and that's a trend that is likely to continue for some time yet. Around 200 people each year remember Arthritis Care in their wills. If we could double that figure we would have a much more secure base of fundraising income.

When reading this report, please think, 'can I help?' A legacy pledge, however small, is of enormous value to the charity and really is a painless way of remembering a favourite cause, and of being remembered. (Every legacy is recorded in our book of remembrance and we hope soon to build our 'memory wall' around the beautiful gardens at the Orton Rigg Hotel in Poole.)

One of the areas of success during the year – with further predicted growth for 1996 and our anniversary year 1997 – is corporate partnership. Several companies with products or services that appeal to Arthritis Care's audiences, have helped fund projects and core work.

Notable amongst these have been, Vodafone, Paracelsus UK, International Packaging Group, Sunrise Medical, Efamol, Norwich Union, Marks & Spencer, Coopers Healthcare, Barclays Bank, and in particular, Littlewoods Lotteries who made the largest single contribution to the

New Mayfair Appeal. Littlewoods scratchcards are the only charity cards where 24p in each pound goes directly to one of 55 charities including Arthritis Care. If you do buy scratchcards, please think about buying Littlewoods. We could benefit by up to £240,000 from the next game.

The income from our own prize draws grew during 1995 after the disappointing results of the Christmas 1994 draw, which was down by 25 per cent – partly, we think, due to the launch of the National Lottery. So a big thank you to everyone who bought and sold Arthritis Care raffle books. With a million tickets on sale during each event they remain a major sponsorship opportunity!

Payroll-giving also continues to become more effective for us and we are working through the Caring Together syndicate, through other payroll agencies and collectively with some key corporate clients.

An interesting venture, which is continuing through 1996, has been a closer arrangement with Stannah Stairlifts. We are working together on a Christmas Card competition and the winning entries will be on sale next Christmas. They should be available both at the Cards for Good Causes shops that we share with branches and through Arthritis Care's central office.

Another growing success is that of income from our supporters and Friends of Arthritis Care. In total nearly half a million pounds was raised. So to all those who are Friends, thank you. And if you know anyone who might be willing to give a fiver a month, please, ask them to become a Friend of Arthritis Care.

Peter Maple is Arthritis Care's Director of Fundraising and Communications.

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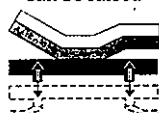
will let you select exactly the sleeping or relaxing position that's right for you. So you can sit up, lie down or

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Ainslie	Brighton & Hove	Clydebank
Aldrie & District	Bristol North	Coatbridge
Alcester	Bristol South	Cockermouth
Alnwick	Bristol West	Coleraine
Altrincham	Brixham	Colwyn Bay & District
Ashby De La Zouch	Bromsgrove	Condorrat/Kilsyth
Atherton	Buchan Central	Coventry
Aughton	Bucks & Berks Arthritis	Crawley
Aylesbury Vale	Self-Help Group	Croydon
Ayr	Burnham-on-Sea &	Cumbernauld
Badenoch	District	Curnock Auchinleck &
Ballinamallard & District	Burnley	District
Ballycastle	Burscough/Ormskirk	Cwmbran
Ballymoney	Bury St Edmunds	Darlington
Banchory	Caernarfon	Deal
Barnsley	Cambridge	Denbigh
Bath	Carden	Derby
Bathgate & District	Campbletown & Kintyre	Dereham
Bearsden & Milngavie	Cannock & District	Devizes
Bebington	Cardiff	Dewsbury & District
Belfast North	Carlisle	Didcot & District
Belfast East	Cardmarthen	Diss & District
Belfast South	Carrickfergus	Donaghdee
Beverley & District	Chandler's Ford &	Doncaster
Bexhill-on-Sea	Eastleigh	Douglas
Bexley	Chelmsford	Dover
Bingham & District	Cheltenham	Doune & Dunblane
Birkenhead	Chessington & Hook	Dudley
Birmingham Central	Chester	Dumfries
South-West Birmingham	Chichester	Dunfermline
Blackburn & Darwin	Chingford	Dungannon
Blackpool	Chorley	Eastbourne
Blairgowrie	Christchurch & District	Edgware
Bolton Central	Chiltern & District	Edinburgh
Bolton Jubilee	Cirencester	Edmonton
Boston	Clevedon	Elgin & Lossiemouth

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Only £13.95 for 60 tablets



Then flexible are you

Jack Cunningham's daughter has introduced him to a product which may help him maintain his joint mobility. Jack is naturally delighted. I'd recommend this product to anyone wanting to help keep their joints supple." Says the 65 year old. "I take six tablets a day but plan to gradually reduce the intake to the minimum possible to help keep my joints supple."

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Are you stuck with PAINFUL JOINTS?

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"Joints now flexible and little or no pain to date." DJC, Montrose

"Family and friends are amazed to see how much better I am - how mobile." Mrs ET, Newbury

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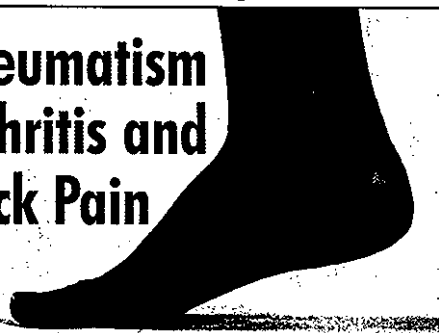


Potter's
Leyland Mill Lane, Wigan,
Lancs WN1 2SB.
Tel: 01942 234761

Product Licence No. 0250/5179R

ALWAYS READ THE LABEL

Rheumatism Arthritis and Back Pain



Tackle them feet first

If standing, walking and generally getting around causes you pain or discomfort, you must try SorboCare footcare products.

They're made from Sorbothane, the well known material which absorbs around 95% of the shock waves which travel up your skeleton when your feet hit the floor.

-You'll find they bring welcome relief and comfort, too. As recommended by orthopaedic specialists, chiropractors and podiatrists:

MEDICAL GRADE FOOT PROTECTION

HEEL PADS An economic way of protecting yourself from heel strike. Easily transferred between footwear. Price per pair **£7.50** (incl p&p).



INSOLES Complete underfoot protection to reduce pain and ease discomfort. Price per pair **£14.99** (incl p&p).



- Long lasting, durable
- Hygienic, washable
- Made with medical grade Sorbothane
- Choice of sizes 3 - 13
- Prevents injury, fatigue, backache and general aches and pains
- Suitable for everyday use
- Tried and tested



SorboCare

Advanced Materials for Healthy Living

SORBOTHANE, P O BOX 2, LEYLAND, LANCs, PR5 1UB.

SEND CHEQUE PAYABLE TO SORBOTHANE, P O BOX 2, LEYLAND, LANCs, PR5 1UB.

Please send me _____ pairs of Heel Pads Size _____

Please send me _____ pairs of Insoles Size _____

Please send me further information ☐ Total Purchase Price: _____

Name: _____

Address: _____

Postcode: _____ Telephone: _____

Allow 28 days for delivery

Products and services advertised or mentioned in *Arthritis News* are not necessarily recommended by Arthritis Care



(Twelve members were absent for this photo.)

Bainbridge	Alfred Nash
Birmingham	Myron West
Burrill	Norm Wilson
Boston East	Norman Brown
Bourne-moeth	Myron Galt
Bridgwater	John Stoddard
Brighton	Edmund Chapman
Burbank-moeth	John
California-moeth	John Stoddard
Chandler-moeth	Edmund
Chilmark	John
Chester	John
Chilmark	Myron
Danvers	Walter Stoddard
Dartmouth	John
Edinboro	Walter
Gloucester	John

Ellon	Heysham	Llandrindod Wells	Northwich & District	Sheffield	Thanet East
Eltham	H&L Grampian ALC	Loanhead & District	Norwich	Sheffield West	Thanet West
Enfield	Horsham	Luton & District	Oldham	Sheppéy	Thorton Cleveleys
Evesham	Huddersfield	Lynemouth & District	Orkney	Shedand	Torquay & Paignton
Exeter	Hull	Mablethorpe & District	Oxford	Shrewsbury & District	Troon
Falmouth	Hurst Green	Maidenhead	Paisley	Sittingbourne	Ulverston
Felixstowe	Hyndburn	Maldon	Penarth	Skelmersdale	Verwood
Fleetwood	Ickenham & District	Manchester North	Pendle	Sleaford	Wakefield
Flinr	Ilfracombe	Manchester South	Penicuik	Slough	Walsall
Flitvale	Inverness & District	Manx	Peterborough	Southbourne & Boscombe	Waltham Forest
Folkestone and Hythe	Inverurie & District	Marlow Riverside	Pinner	Southampton	Wansbeck
Frome	Ipswich	Merthyr Tydfil	Plymouth	South Queensferry	Warminster & Westbury
Gainsborough	Isle of Sheppey	Milford on Sea	Plym Self-Help	South Scotland ALC	Warrington
Gateshead	Ivel	Morrison	Pontyclun & District	South Shields	Watford & District
Glasgow East	Johnstone	Milton Keynes	Pontypool	Southwick	Wellingborough
Glasgow North	Kensington & Chelsea	Montrose	Porthmadog	Spelthorne & Run- neymede	Wells & District
Glasgow South	Kettering & District	Morecombe	Portsmouth	Spott Cardiff	Wembley & Kingsbury
Glasgow West	Kidderminster	Morpeth	Potters	St Andrews	Westbourne
Gloucester	Kilmarnoch	Mourne	Preston	St Helens	Weston-Super-Mere
Gorleston	Kings Lynn	Musselburgh	Putney & Roehampton	St Ives & District	West Midlands ALC
Gower North	Lampeter	Nairn	Retford	Stafford	West Wickham
Grantham North	Lancaster	Neath	Rhyl & District	Stewartstown	West Wirral
Grantown & District	Largs	Newbury	Richmond-upon- Thames	Stirling	Winsford
Grayshott	Larne	Newcastle City	Ripon	Stoke-on-Trent	Winibech
Greenock	Lea Valley	Newcastle West	Rochdale	Stonehouse	Wishaw & District
Grimsby & Cleethorpes	Leamington Spa	Newmarket	Romsey & District	Street & District	Witney & District
Guernsey	Leeds	Newquay	Royal Forest of Dean	Stowmarket	Woking
Halton	Leeds East	Newry	Rugby	Stratford-on-Avon	Woodford
Harrowgate & District	Leek	Newton Abbot	Rushden & Higham	Stroud	Woodley & Earley
Hardlepool & District	Leicester	New Malden	Rushmoor	Sutton	Woolton (Liverpool)
Hastings	Leominster	New Milton	Rutherford	Swadlincote	Worlington
Haverfordwest	Lewes	Northallerton	Rutherglen & District	Swindon	Worthing & District
Havering	Lichfield	Northampton	Ryburn Valley	Swinton & Pendlebury	Yate & Chipping Sodbury
Heanor	Limavady	North East ALC	Salisbury	Syston	Yeovil
Helensburgh & District	Lincoln	North West ALC	Scarborough	Taunton	YAC Northern Ireland
Helston	Linwood	North Shropshire	Scunthorpe	Telford	York
Hertford & District	Littlehampton & Rushington	North Tyneside	Sedgley	Tewkesbury	York & District
Herts & Essex Area ALC	Livingston & District	North Wessex ALC	Selton South		

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Ways of managing your arthritis

Research suggests self management training can help people with arthritis. **Roy Jones** reports

THE SELF MANAGEMENT initiative is Arthritis Care's largest ever project, and has a number of elements to it. Each involves making the Arthritis Self Management Course available to local people with arthritis. The funds come from many sources, the largest being the Smith's Charity and Charity Projects.

The programme is enabling Arthritis Care to reach out to the wider community of people with arthritis. Only one percent of the population with arthritis are members of the organisation. These courses empower our volunteers with arthritis to offer something of proven value to the other 99 per cent.

The Arthritis Self Management Programme

By the summer of 1995 every region of Arthritis Care had two Self Management Trainers (SMTs) ready to help train and support local teams. These teams of three are all members of Arthritis Care. From October '95 to April 1996, training events were conducted by the National Self Management Trainer, Jean Thompson, to prepare the next crucial stage.

Thirty-one local teams are now trained. Their job is to deliver the Arthritis Self Management Course in their localities. By the end of the 1996 the course will have been delivered about 80 times. Almost 1,000 people will have participated.

SMART

The Arthritis Self Management Course is also

being delivered in partnership with the Adult Education Programme of Northamptonshire County Council. Here they are known as SMART courses, standing for Self Management of ARthritis.

Regional staff have played a central part in developing this work, as they have everywhere else. The project runs until April 1997.

At the training event for new SMART leaders, it was very noticeable that the participants seemed more relaxed than those attending other training events.

The reason was easy to find. All the Northants trainee leaders had done the course themselves and knew its value in their day to day lives. One of their trainees has gone further. Sushila Wright has pioneered the use of the course with Gujarati speaking women. This involved the county's Translations Unit preparing the script for the charts, and Sushila herself in detailed work on the text of the course.

This course is over-subscribed. The Northants team has been experimenting with additional courses and has run taster days investigating exercise, healthy living, yoga and benefits issues. An assertiveness course for people who have completed the self management course is being piloted.

Action With Older People

This project tests the acceptability of the Arthritis Self Management Course and

Pictures
top and
left: Self
Management
Trainers
in action



Personal Independence courses for older members of Arthritis Care; 109 people from 37 branches did the first course. In the second, from October to February 1996, about 55 people tried out the second course. The three trainers brought different styles and approaches.

The final phase will be a training conference in July 1996. It will allow the branches involved to consider what has been discovered to date and to learn more about representing the general needs and concerns of people with arthritis.

The Research Programme

Dr Julie Barlow at Coventry University's Centre for Psycho-social Research in Rheumatic Diseases is studying the programmes described above. Already it is clear they are highly valued by the people who attend them: even by the people who start full of doubts. The people being attracted are rather older and have more years experience of arthritis. At this stage the average age is 56 (but the age range is 23-78); and the participants have an average experience of arthritis of 11 years.

The Future

A key decision was made last June. Recognising that the results so far of the programmes are very promising, it was decided to attempt to make self management courses a mainstream part of Arthritis Care. Since then new projects have begun with funding from the Ealing, Hammersmith and Hounslow Health Agency, the Rural Development Commission and, in Northern Ireland, the Western Health and Social Services Board.

In October 1997 there will be a conference at Coventry University to publish the first round of findings from the research. If these results are as positive as we expect, Arthritis Care will have powerful evidence showing that trained volunteers can make a real contribution to the health of people with arthritis. It will be the Golden Anniversary Year.

Roy Jones is Arthritis Care's Director of Service Development.

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ARTHRITIS CARE CONSOLIDATED FINANCIAL STATEMENTS for the year ended 31 December 1995

Legal status: Charitable company limited by guarantee and not having a share capital. Each member of the council and member of the charity guarantees the company the sum of £1.
Address and Registered Office: 18 Stephenson Way, London NW1 2HD. Registered charity No. 206563. Company registered in England No. 529321

Trustees Officers and Professional Advisers

[illegible]

REPORT OF THE TRUSTEES OF ARTHRITIS CARE

For the year ended 31st December 1995.

PRINCIPAL ACTIVITIES AND AIMS

Arthritis Care works with and for all people with arthritis to promote their health, well-being and independence through services, support, self-help, information and influence.

REVIEW OF DEVELOPMENTS

The Charity is governed by the Council of Trustees who are elected by the members of the Charity and whose names are listed here. To assist in the Council's task, a number of committees and sub-committees are constituted dealing with particular aspects of the Charity's work.

During the year the operational management of the Charity was restructured to achieve a more economic, efficient and effective organisation reducing the control to five divisions reporting to the Chief Executive:

Finance and Administration – responsible for all finance and administration matters including personnel, information technology, membership and donor records and legal matters.

Fundraising and Communications – dealing with all publications, merchandising and their distribution as well as fundraising.

Public Policy and Information – dealing with information and research, the helpline and information counselling service and public policy matters.

Regional Services – responsible for all regional, branch, Young Arthritis Care and hotel and nursing home matters.

Services Development – developing new areas of work including the ongoing work on Self Management Training, and development of services to ethnic groups.

As a result of this streamlined management structure cost savings are being made and strategic action is able to be taken more easily.

During 1995 help was provided for people with arthritis in many ways:

- The information and counselling service responded to letters and calls from 11,900 people.
- Leaflets and other materials were distributed to 21,000 people, including approximately 5,000 bulk orders, in addition to four issues of Arthritis News which were sent to all members and subscribers.
- The network of branches provided assistance to 51,500 branch members in addition to other people with arthritis in their locality. A further 15,000 members are registered centrally, making 66,500 members in total.
- Holidays were provided for 7,300 guests despite being unable to provide holidays in the New Mayfair hotel for 7 months of the year.

while it was closed for refurbishment. In addition there are 17 residents and a respite bed provided for in the Carlisle House Nursing Home.

- Personal development, personal independence, arthritis self management and other training courses were provided for 400 people with arthritis.

These Financial Statements set out the results for the year but do not reflect the considerable and vital support given to Arthritis Care by our numerous volunteers:

- Those maintaining and developing the branch and Young Arthritis Care group network. There are currently 613 branches and 22 Young Arthritis Care constituted groups in the four nations of the United Kingdom.
- The 175 Arthritis Care visitors and 80 Young Arthritis Care contacts who provide essential support and help for people with arthritis in their areas.
- Those who assist with administrative tasks or one-off special needs.
- Members of the Council and its various committees

Their help is at the heart of Arthritis Care which would be unable to provide the service without the wholehearted commitment of all these volunteers.

REVIEW OF TRANSACTIONS

As stated in note 2(a), the layout of the financial statements has been changed to bring them in line with the new Statement of Recommended Practice 'Accounting by Charities'. The previous year's comparative figures have been adjusted as explained in Note 14.

These changes introduced the terms 'restricted' and 'unrestricted' funds. Note 15 explains that restricted funds hold donations and other income given for specific purposes which the Charity cannot convert to other uses. Any unspent income at the year end is carried forward to future financial years. Branch, Area Liaison Committee and Young Arthritis Care group funds are considered to be restricted funds.

The year has been a difficult one for the Charity with a greatly reduced level of unrestricted income received compared to predictions, mainly as a result of a shortfall of £700,000 in unrestricted legacy income. At the year end the trustees estimated there were £632,000 of legacies receivable compared to £870,000 receivable at the end of 1994. This reduction of income was the main contributing factor to the deficit for the year on unrestricted funds of £166,193, being the total of the net movement in funds and gains on investment assets which were unrealised. Also there was the need to fund the shortfall of £785,550 between the cost of the essential refurbishment of the New Mayfair hotel in Blackpool and the total received from the appeal fund as well as the

loss of hotel fee income during the refurbishment. The combined result of these was that the Charity's uncommitted liquid reserves had been fully utilised by the year end.

In the later part of the financial year we began to see the benefits of actions taken earlier to address this situation. During the coming year we anticipate that we will begin to re-establish our reserves as the economies made or planned become effective. New sources of funds, including from the National Lottery Charities Board, and the increasing contribution to funds from direct mail fundraising are helping to preserve and improve the work necessary to achieve the Charity's aims.

The increasing funding from other sources is steadily reducing the dependence of the Charity on legacy income as the main source of finance. In 1993 over half of the unrestricted income of the Charity was legacy income which has reduced to 37% in this year. This reduces the level of risk involved should another fluctuation in legacy income occur in the future.

RESPONSIBILITIES OF COUNCIL

The members of Council, who are the directors and trustees, are responsible for preparing accounts which give a true and fair view of the state of the affairs of the Charity and the Group as at the end of each financial year and of the income and expenditure of the Charity and the Group for that period.

In preparing those accounts, the Council is required to:

- Select suitable and applicable accounting policies and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the organisation will continue in business.

The Council is also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and the Group and enable it to ensure that the financial statements comply with company and charity legislation and the relevant governing instruments. It is responsible for safeguarding the Group's assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

APPOINTMENT OF AUDITORS

A resolution to appoint Shipleys as auditors will be proposed to members at the annual general meeting.

By Order of the Council

J R Collins, Company Secretary
27 March 1996

Auditors: Shippers, 10 Orange Street, Haymarket, London WC2D 2DU; Barchers, National Westminster Bank, Oxford Circus Corporate Business Centre,
1st Floor, Argyle House, 246 Regent Street, London W1B 9PS; Solicitors: Petherick and Barnitt White Horse Court, North Street, Bishop Cleeve, Stafford
CM23 2LD. Investment advisers: National Westminster Bank, NatWest Investments, London Branch - Corporate Unit, 62 Green Street, London W1V 4BA.

AUDITORS' REPORT TO THE MEMBERS OF ARTHRITIS CARE

We have audited the financial statements on pages 14 to 18 which have been prepared under the historical cost convention and the accounting policies set out on pages 15 and 16.

RESPECTIVE RESPONSIBILITIES OF THE COUNCIL AND AUDITORS

As described in the Trustees Report the members of the Council are responsible for the preparation of the financial statements. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

BASIS OF OPINION

We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Council in the preparation of the financial statements and of whether the accounting policies are appropriate to the Group's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. However, the evidence available to us was limited because the Group with its charitable status, derives a substantial proportion of its income from voluntary donations which cannot be fully controlled until they are entered in the accounting records. They are therefore not susceptible to independent audit verification.

In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

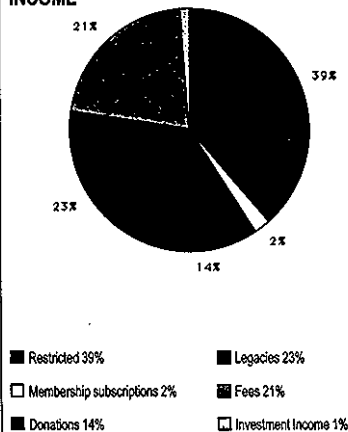
OPINION

In our opinion the financial statements give a true and fair view of the state of affairs of the Charity and of the Group at 31st December, 1995 and of its results for the year then ended and have been properly prepared in accordance with the Companies Act 1985.

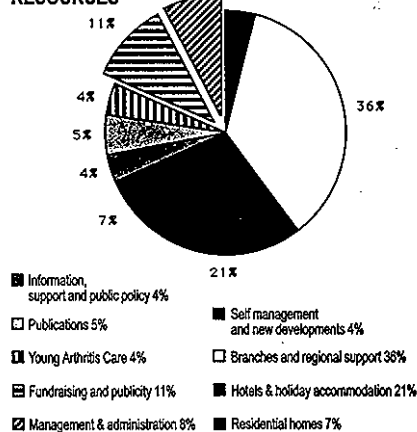
Shipleys

SHIPLEYS
Chartered Accountants
Registered Auditors
10 Orange Street
Haymarket
London WC2H 7DQ.
27 March 1996.

SOURCES OF INCOME



ALLOCATION OF RESOURCES



CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st DECEMBER 1995

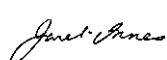
		Unrestricted Funds £	Restricted Funds £	Total 1995 £	Total 1994 £
INCOME AND EXPENDITURE					
Incoming Resources from continuing operations	Notes				
Membership subscriptions	3	135,146	58,870	194,016	265,993
Donations		935,819	1,480,366	2,416,205	1,941,463
Legacies		1,553,832	333,945	1,887,777	2,284,872
Special appeals	4	0	523,629	523,629	342,687
Fees for services	5	1,412,751	0	1,412,751	1,455,846
Investment income		88,651	228,249	316,900	537,412
Net income of trading subsidiary	6	31,415	0	31,415	14,782
TOTAL INCOMING RESOURCES		4,157,614	2,625,079	6,782,693	6,843,055
Resources Expended from continuing resources					
Direct charitable expenditure					
Self management and new developments		119,614	170,173	289,787	289,497
Branches and regional support		1,053,750	1,417,294	2,471,044	2,584,358
Hotels and holiday accommodation		1,392,331	88,924	1,481,255	1,470,198
Residential homes		435,518	65,949	501,467	382,401
Information, support and public policy		237,248	23,919	261,167	377,331
Publications		381,087	0	381,087	306,553
Young Arthritis Care		222,772	60,826	283,598	318,730
Other expenditure	5	3,842,320	1,827,085	5,669,405	5,729,068
Fundraising and publicity		639,354	95,723	735,077	615,791
Management and administration		530,759	0	530,759	502,579
		1,170,113	95,723	1,265,836	1,118,370
TOTAL RESOURCES EXPENDED	7	5,012,433	1,922,808	6,935,241	6,847,438
Net incoming/outgoing resources		(854,819)	702,271	(152,548)	(4,383)
Transfer between funds		431,985	(431,985)	0	0
Gains or losses on investment assets					
Realised		270,171	0	270,171	333,506
Unrealised		89,688	0	89,688	0
Net loss on disposal of tangible fixed assets	8	(13,530)	0	(13,530)	0
NET MOVEMENT IN FUNDS		(76,505)	270,286	193,781	329,123
Fund balances brought forward at 1/1/95		6,364,597	4,633,892	10,998,489	10,224,190
Prior year adjustment	14				445,176
Fund balances carried forward at 31/12/95		6,288,092	4,904,178	11,192,270	10,998,489

The notes on pages 14 to 18 form part of this financial statement

BALANCE SHEETS
AT 31st DECEMBER 1995

	Notes	Group (Charity & trading subsidiary)		Charity (including branches & groups)	
		1995 £	1994 £	1995 £	1994 £
FIXED ASSETS					
Tangible	8	6,881,047	5,576,930	6,881,047	5,576,930
Investments	9	1,078,154	2,076,826	1,078,406	2,077,078
		<u>7,959,201</u>	<u>7,653,756</u>	<u>7,959,453</u>	<u>7,654,008</u>
CURRENT ASSETS					
Stocks		19,625	19,054	19,625	19,054
Debtors and prepayments	10	320,190	150,583	322,256	150,302
Cash at bank or in hand	11	4,090,750	4,202,262	4,086,275	4,197,054
		<u>4,430,565</u>	<u>4,371,899</u>	<u>4,428,156</u>	<u>4,366,410</u>
Creditors: Amounts falling due within one year	12	676,762	497,786	674,605	492,331
NET CURRENT ASSETS		<u>3,753,803</u>	<u>3,874,113</u>	<u>3,753,551</u>	<u>3,874,079</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>11,713,004</u>	<u>11,527,869</u>	<u>11,713,004</u>	<u>11,528,087</u>
Creditors: amounts falling due after more than one year	13	520,734	529,380	520,734	529,380
NET ASSETS		<u>11,192,270</u>	<u>10,998,489</u>	<u>11,192,270</u>	<u>10,998,707</u>
FUNDS					
Restricted funds	15	4,904,178	4,633,892	4,904,178	4,633,892
Unrestricted funds					
Designated funds	16	2,328,550	2,351,887	2,328,550	2,351,887
Other charitable funds	16	3,959,542	4,012,928	3,959,542	4,012,928
Non-charitable trading funds	6	0	(218)	0	0
		<u>11,192,270</u>	<u>10,998,489</u>	<u>11,192,270</u>	<u>10,998,707</u>

Approved by the Council on 27/3/96



CONSOLIDATED CASHFLOW STATEMENT
FOR THE YEAR ENDED 31st DECEMBER 1995

	1995 £	1994 £
Net cash inflow from operating activities	(273,960)	(179,382)
Returns on investments and servicing of finance		
Interest and dividends received	316,900	537,185
Interest paid	(50,204)	(35,870)
Net cash inflow from returns on investment and servicing of finance	266,696	501,315
Investing activities:		
Purchase of tangible fixed assets	(1,539,547)	(716,138)
Proceeds from sale of tangible fixed assets	20,716	6,600
Purchase of investments	(147,924)	0
Proceeds from sale of investments	1,560,509	457,007
Net cash inflow from investing activities	(106,246)	(252,531)
Increase in cash and cash equivalents	(113,510)	69,402
Cash and cash equivalents at 1/1/95	4,206,670	4,137,268
Cash and cash equivalents at 31/12/95	<u>4,093,160</u>	<u>4,206,670</u>

NOTES TO CASHFLOW STATEMENT

	1995 £	1994 £
1 Reconciliation of changes in resources to net cash inflow from operating activities:		
Changes in resources before revaluations	(152,548)	(4,383)
Gifts in kind	(58,052)	0
Depreciation	201,184	196,079
(Increase)/decrease in stocks	(571)	4,399
(Increase) in debtors	(169,607)	(11,584)
Increase in creditors	170,330	137,649
	<u>(7,264)</u>	<u>322,160</u>
Net cash flow from investment income less interest payable	(266,696)	(501,542)
	<u>(273,960)</u>	<u>(179,382)</u>
2 Analysis of changes in cash and cash equivalents during the year		
	1995	1994
Cash at bank and in hand and short term deposits.	4,093,160	4,206,670
		(113,510)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st DECEMBER 1995
1. STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES

The deficiency for the year was the only recognised gain or loss in the year and refers solely to continuing operations. There being no Endowment Funds, it is deemed unnecessary to prepare a consolidated Summary Income and Expenditure Account.

2. ACCOUNTING POLICIES
a. Accounting convention

The financial statements of the Group have been prepared under the historical cost convention and comply in all material matters with the Statement of Recommended Practice, 'Accounting by Charities' issued in October 1995. Comparative figures for the previous year have been adjusted to comply with this format (see note 14).

b. Consolidation

The financial statements of the Charity include the assets, liabilities, funds and income and expenditure of all the Charity branches, area liaison committees and Young Arthritis Care groups and its central office. The branch, committee and group figures have been compiled from returns by local treasurers made up to 31 October 1995. The figures for the Group comprises the Charity and its subsidiary undertaking.

c. Income

Income is recorded when receivable whenever the amount is known, otherwise it is accounted on a cash received basis. Legacies are recorded on a cash received basis due to the uncertainty of the value of estates until received.

d. Depreciation of tangible fixed assets

Fixed assets, which are stated at cost, are depreciated on a straight line basis at rates sufficient to reduce the net book amount of those assets to their estimated residual value at the end of their expected useful lives. The following rates are currently used:

Freehold buildings	- 2 per cent.
Self Catering Units	- 10 per cent.
Office equipment	- 33 per cent.
Motor vehicles	- 25 per cent.

No depreciation has been charged on leasehold property as it is considered that the property is maintained to such a standard that no diminution in the value has taken place and any provision for depreciation would be immaterial. Fixed assets with an individual cost of less than £3,000 are written off in the year of purchase.

e. Stocks

Stocks of goods for resale are stated at the lower of cost and net realisable value after making allowance for obsolete and slow moving items.

f. Listed Investments

In accordance with the recommended practices, listed investments are stated at market value (1994: at cost less reductions for permanent diminution in value). Realised and unrealised gains or losses are shown separately on the Statement of Financial Activities.

The notes on pages 14 to 18 form part of this financial statement

(ACCOUNTING POLICIES CONTINUED)

g. Pension Costs

Pension contributions are charged against income so that the expected cost of providing pensions is recognised in the period in which benefit is derived from the employees' services.

h. Expenditure

Directly attributable expenditure on staff and other costs are charged to direct charitable expenditure, fundraising or general administration. Indirect expenditure is allocated to these headings in proportion to the estimated usage that each activity makes of the resources.

3. MEMBERSHIP SUBSCRIPTIONS

The amount for branch membership subscriptions, shown in restricted funds, is lower this year due to a change in the date when payment of Central Office contributions was requested. Donations from members are included within the total donations.

4. SPECIAL APPEALS

	1995 £	1994 £
New Mayfair hotel appeal	498,286	341,887
Hotel transport appeals	4,591	0
Hotel improvement appeals	20,752	0
Other	0	800
	<u>523,629</u>	<u>342,687</u>

5. SERVICES TO PEOPLE WITH ARTHRITIS

	Expenditure £	Fees for Services £	Other Income £	Net Expenditure £
Year to 31 December 1995				
Self management and new developments	289,787	0	129,833	159,954
Branches and regional support	2,471,044	0	70,624	2,400,420
Hotels and holiday accommodation	1,481,255	896,300	106,127	378,828
Residential homes	501,467	310,821	8,912	181,734
Information, support and public policy	261,167	0	39,917	221,250
Publications	361,087	105,630	30,740	244,717
Young Arthritis Care	283,598	0	154,191	129,407
	<u>5,669,405</u>	<u>1,412,751</u>	<u>540,344</u>	<u>3,716,310</u>
Year to 31 December 1994				
Self management and new developments	289,497	0	139,887	149,610
Branches and regional support	2,584,358	0	0	2,584,358
Hotels and holiday accommodation	1,470,198	1,071,224	26,871	372,103
Residential homes	382,401	281,892	1,657	98,852
Information, support and public policy	377,331	16,761	16,560	344,010
Publications	306,553	85,300	6,923	214,330
Young Arthritis Care	318,730	669	124,071	193,990
	<u>5,729,068</u>	<u>1,455,846</u>	<u>315,969</u>	<u>3,957,263</u>

Other income comprises donations and other voluntary income given for these purposes.

During the year the following statutory grants were received

	1995 £	1994 £
Department of Health:		
Services to young people with arthritis	20,000	18,043
Accidents prevention project	10,417	2,917
Regionalising information project	11,250	0
Ethnic minority health access	0	60,000
Information project	0	11,373
	<u>41,667</u>	<u>92,333</u>
Northampton County Council	5,000	11,119
Northern Ireland Department of Health and Social Security	14,250	17,200
Scottish Office	21,250	6,000
Social Services Inspectorate	10,000	0
Department of Employment:		
ESF Horizon Programme	0	10,349
	<u>92,167</u>	<u>137,001</u>

6. NET INCOME OF TRADING SUBSIDIARY

The Charity has a wholly owned subsidiary, Arthritis Care (Trading) Limited, a company incorporated and registered in England. The principal activity of this company is the raising of funds through the sale of goods and fund raising events. A summary of the trading results is shown below:

	1995 £	1994 £
Turnover	40,663	20,000
Cost of sales	3,174	0
Gross profit	<u>37,489</u>	<u>20,000</u>
Expenses	6,074	5,218
Net profit	<u>31,415</u>	<u>14,782</u>
Amount covenanted to the charity	31,197	15,000
	<u>218</u>	<u>(218)</u>
Balance from previous year	(218)	0
NON-CHARITABLE TRADING FUNDS	<u>0</u>	<u>(218)</u>

7. ANALYSIS OF TOTAL RESOURCES EXPENDED

	Staff costs £	Depreciation £	Other £	Total £
Direct charitable expenditure				
Self management and new developments	146,016		143,771	289,787
Branches and regional support	725,052	9,749	1,736,243	2,471,044
Hotels and holiday accommodation	780,439	102,347	598,469	1,481,255
Residential homes	298,488	15,632	187,347	501,467
Information, support and public policy	177,034		84,133	261,167
Publications	133,696		247,391	381,087
Young Arthritis Care	143,020		140,578	283,598
	<u>2,403,745</u>	<u>127,728</u>	<u>3,137,932</u>	<u>5,669,405</u>
Other expenditure				
Fundraising	149,058		588,019	735,077
General administration	211,426	73,456	245,877	530,759
TOTAL	<u>2,764,229</u>	<u>201,184</u>	<u>3,969,828</u>	<u>6,935,241</u>

Included in Other Costs are

- a) Audit fees for the group of £22,000 (1994: £20,550). No additional fees for other professional services were paid to the auditors.
- b) Travel expenses reimbursed to Trustees of £16,318 for the year. No emoluments were paid to trustees or committee members.
- c) Premiums of £2,819 on a professional indemnity policy to protect the Charity, trustees and employees from loss arising from the neglect or defaults of the trustees or employees.

Staff Costs

	1995 £	1994 £
Emoluments for employees.		
Gross pay	2,450,854	2,428,321
Social security costs	197,256	174,186
Other pension costs	116,119	112,135
	<u>2,764,229</u>	<u>2,714,642</u>

The average number of persons employed during the year was:

	Total	Central	Regions	Hotels & Homes
Number of employees (1994: 245)	258	75	50	133
Full time equivalent	218	63	37	118

8. TANGIBLE FIXED ASSETS
GROUP AND CHARITY

	Properties Freehold £	Leasehold £	Self Catering Units £	Fixtures Equipment £	Motor Vehicles £	Total £
Cost						
At 1 January 1995	5,499,920	5,000	248,330	243,895	400,752	6,397,697
Additions	1,450,464			62,745	26,338	1,539,547
Disposals			72,227	885	2,600	75,712
At 31 December 1995	6,950,384	5,000	176,103	305,555	424,490	7,861,532
Depreciation						
At 1 January 1995	159,345	0	152,570	181,294	327,558	820,767
Disposals			41,466			41,466
Charge for year	114,876		15,694	49,202	21,412	201,184
At 31 December 1995	274,221	0	126,798	230,496	348,970	980,485
Net Book Value						
At 31 December 1995	6,676,163	5,000	49,305	75,059	75,520	6,881,047
At 31 December 1994	5,340,575	5,000	95,760	62,401	73,194	5,576,930

The self catering units sold in the year (net book value of £30,761) realised £17,231 resulting in a net loss on disposal of £13,530.

Capital commitments

Expenditure commitments at 31 December for which no provision has been made in these accounts were:

	1995 £	1994 £
New Mayfair hotel refurbishments	65,700	946,400
Central office information technology project	75,000	
	<u>140,700</u>	<u>946,400</u>

9. FIXED ASSET INVESTMENTS

	1995 Market Value £	1995 Cost £	1994 Cost £	1994 Market Value £
Quoted Investments at market value				
UK government securities	248,168	257,584	672,816	752,146
Other listed stocks and shares	827,576	567,091	1,228,615	1,602,090
	<u>1,075,744</u>	<u>824,675</u>	<u>1,901,431</u>	<u>2,354,236</u>
Bank deposits, building society accounts and bonds	2,410		4,408	
Prior year adjustment re unrealised gains			170,987	
Total for Group	<u>1,078,154</u>		<u>2,076,826</u>	
Investment in subsidiary undertaking (see note 6 for details)	252		252	
TOTAL FOR CHARITY	<u>1,078,406</u>		<u>2,077,078</u>	

10. DEBTORS

	1995 £	1994 £
Trade debtors	270,791	93,120
Other debtors	38,219	43,774
Prepayments	11,180	13,689
Total for Group	<u>320,190</u>	<u>150,583</u>
Amounts due from subsidiary	3,850	9,510
Less amounts due to Trading subsidiary	1,784	9,791
TOTAL FOR CHARITY	<u>322,256</u>	<u>150,302</u>

11. CASH AT BANK AND IN HAND

	1995 £	1994 £
Held by: Central office	359,428	296,332
Branches and groups	3,726,847	3,900,722
	<u>4,086,275</u>	<u>4,197,054</u>
Subsidiary company	4,475	5,208
TOTAL FOR GROUP	<u>4,090,750</u>	<u>4,202,262</u>

12. LIABILITIES: AMOUNTS FALLING
DUE WITHIN ONE YEAR

	1995 £	1994 £
Trade creditors	22,242	61,038
Other creditors	196,661	94,543
Accruals	395,508	274,399
Bank loan repayable within one year	62,351	62,351
Total for Group	<u>676,762</u>	<u>492,331</u>
Amounts owed to subsidiary	3,850	5,455
Less amount payable by trading subsidiary	6,007	
TOTAL FOR CHARITY	<u>674,605</u>	<u>497,786</u>

Included in 'Other creditors' is an amount of £100,164 held on behalf of the Long-term Medical Conditions Alliance which is an alliance of voluntary organisations for whom Arthritis Care provided financial and administrative services.

13. CREDITORS: AMOUNTS FALLING DUE
AFTER MORE THAN ONE YEAR

	1995 £	1994 £
GROUP AND CHARITY		
Bank loan	<u>520,734</u>	<u>529,360</u>

The bank loan is repayable over 17 years and secured by a legal mortgage over the property at 18 Stephenson Way. Interest is payable at 1.5% over base rate.

14. RESTATEMENT OF PRIOR YEAR FIGURES

The layout of the accounts has been amended to comply with current accounting conventions (see note 2a). The prior year figures appear to be different as detailed below:

Income	Reported last year	5,049,537
	Fees for services grossed up	1,771,815
	Trading operation shown net	(5,218)
	Income previously taken direct to reserves	26,921
	Per accounts	<u>6,843,055</u>
Expenditure	Reported last year	5,030,654
	Services grossed up	1,771,815
	Trading operation grossed up	(5,218)
	Expenditure previously charged direct to reserves	50,187
	Per accounts	<u>6,847,438</u>

In addition a prior year adjustment has been made to adjust for the following items:

Deferred income previously included in creditors now added to restricted funds	274,189
Unrealised gains on fixed asset investments at 31 December 1994.	170,987
	<u>445,176</u>

15. RESTRICTED FUNDS

Restricted funds hold donations and other income given for specific purposes. The balance represents amounts which had not been allocated at the year end.

Branch, Area Liaison Committee and Young Arthritis Care group funds are raised and controlled locally for services to people with arthritis in the local area.

The analysis of Group net assets between funds is set out in note 17.

	Movement in Funds			Balance 31/12/95 £
	Balance 01/01/95 £	Incoming Resources £	Expenditure Gains, Losses & transfers £	
Central funds:				
Patterson legacy fund	65,949	0	65,949	0
New Mayfair hotel appeal	29,422	498,286	527,708	0
Hotel funds	32,377	114,378	88,824	57,831
Self management projects	217,467	139,574	170,173	186,868
Young Arthritis Care projects	14,113	103,393	60,826	56,680
Information and public policy projects	3,917	40,455	23,919	20,453
	<u>363,245</u>	<u>896,086</u>	<u>937,499</u>	<u>321,832</u>
Regional funds:				
Committee, Branch and Group funds	4,264,332	1,699,878	1,408,733	4,555,477
Regional team projects	6,315	29,115	8,561	26,869
	<u>4,633,892</u>	<u>2,625,079</u>	<u>2,354,793</u>	<u>4,904,178</u>

16. UNRESTRICTED FUNDS

	Movement in Funds			Balance 31/12/95 £
	Balance 01/01/95 £	New Designations £	Utilised Realised £	
Designated				
Central branch fund	121,887	8,103	8,690	121,300
General reserve	2,200,000	0	0	2,200,000
Staff provident fund	30,000	0	22,750	7,250
Total Designated funds	<u>2,351,887</u>	<u>8,103</u>	<u>31,440</u>	<u>2,328,550</u>
Unallocated funds	4,012,710	4,941,355	4,994,523	3,959,542
Charity Unrestricted funds	6,364,597	4,949,458	5,025,963	6,288,092
Subsidiary undertaking	(218)	218	0	0
TOTAL UNRESTRICTED FUNDS	<u>6,364,379</u>	<u>4,949,676</u>	<u>5,025,963</u>	<u>6,288,092</u>

17. ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fund balances at 31 December are represented by:			
Tangible fixed assets	6,794,589	86,448	6,881,047
Investments	835,972	242,182	1,078,154
Current assets: Cash & bank	(484,799)	4,575,549	4,090,750
Other	339,815	0	339,815
Current liabilities	(676,762)	0	(676,762)
Long term liabilities	(520,734)	0	(520,734)
Total net assets	<u>6,288,091</u>	<u>4,904,179</u>	<u>11,192,270</u>
Unrealised gains included above:			
On tangible fixed assets	0	0	0
On investment assets (see note below)	260,675	0	260,675
	<u>260,675</u>	<u>0</u>	<u>260,675</u>
Reconciliation of movements in unrealised gains on investment assets:			
Unrealised gains at 1 January 1995	0	0	0
Deduct in respect of disposals in year	0	0	0
Prior year adjustment	170,987	0	170,987
	<u>170,987</u>	<u>0</u>	<u>170,987</u>
Add: Net gains arising on revaluations in year	89,688	0	89,688
UNREALISED GAINS AT 31 DECEMBER 1995	<u>260,675</u>	<u>0</u>	<u>260,675</u>

18. PENSION COSTS

The Charity operates a defined benefit scheme whose assets are held separately from those of the charity and are independently administered.

The scheme provides benefits based on final pensionable pay and is fully funded.

Contributions to the scheme were determined by a professionally qualified actuary and are charged so as to spread the cost of pensions over employees' working lives with the charity.

The pension charge for the year was:

1995 £116,119
being 10.7% of pension scheme members' salary

1994 £112,135
being 10.7% of pension scheme members' salary

Employees contribute a further 5% of salaries.

The latest scheme valuation was carried out at 1 January 1995 using the Projected Unit method.

The main actuarial assumptions were:

Interest rates of 9% per annum.
Pensionable salaries increased by 6% per annum.
A dividend growth rate of 8% per annum.
An increase in pension of 5% per annum.
Members eligible to retire at 60 will all do so.

At the date of the valuation the actuarial value of the assets was £629,000 being 117% of the liabilities of the scheme based on final projected pensionable salaries.

Treasurer's Report

A year of realisation

EARLY IN 1995 it was realised that the charity was heading for difficult financial times. The downturn in legacy income which was already evident towards the end of 1994, was likely to become prolonged; work had already commenced on the refurbishment of the New Mayfair Hotel, and however successful the fundraising appeal would be, there was every likelihood that a large portion of our liquid asset investments would have to be realised in order to meet our capital commitments. It was evident that a balanced budget should be prepared at the outset, and that further cost savings would need to be implemented throughout the year. In fact the expenditure programme had been pegged to within two per cent of the previous year and by December savings in expenditure of £½ million had been achieved. Regrettably, however, the drop in legacy income was sustained throughout the year, and by the financial year end legacies had fallen by a half million pounds.

Staged payments on the New Mayfair ran ahead both of the fund raising appeal and our pre-tender forecasts, which resulted in the realisation of £1.5 million of the investment portfolio. Furthermore the value of the investments held by central office as at 31 December is fully committed to repay an interest free loan of £500,000 for the New Mayfair refurbishment and most of the balance of some £336,000 is restricted to meet project funded expenditure in 1996.

Both the layout and style of the financial accounts have been published in a different format this year. This is to conform to the requirements laid down by the Statement of Recommended Practice - 'Accounting by Charities' issued in October last year. Both income and expenditure shown in the Consolidated Operating Statement are broken down in order to identify unrestricted funds, ie. amounts which have no specific allocation, and restricted funds representing donations and other income given for specific purposes, which also includes all funds controlled locally by Branches, Young Arthritis Care groups, and Area Liaison Committees.

Furthermore, revenue account headings have been changed to meet the new regulations, and consequently it will not be possible to make constructive comparisons of individual services with the previous year. I would draw your attention to Note 14 appended to the accounts regarding a restatement of prior year figures to ensure that the layout complies with the current year, and that the totals of both Incoming Resources and Resources Expended are compatible with 1995.

Due to the financial pressures imposed upon the charity referred to earlier, the resultant Net Outgoing Resources of Unrestricted Funds show an operational deficit of £854,000. However this financial loss includes the provision for depreciation

charges of £201,184 on the total fixed assets of the charity, as well as a net movement in creditor and debtor provisions of a further £80,000. These adjustments are not reflected in the charity's monthly management accounts and therefore the resultant figure reconciles closer to the cash trading deficit of £½ million known to the Executive Committee at the time.

Further adjustments have been made to the accounts before striking a final balance to be deducted from the Balance Sheet reserves. First, an adjustment of £431,985 has been transferred in from restricted funds to reflect the special appeal monies spent on the New Mayfair refurbishment during the year. Secondly, the sale of our stock exchange investments has produced a capital gain of £270,000. One of the changes now imposed upon Arthritis Care under the change in regulations, requires us to show any remaining investments in our balance sheet at market value as opposed to the lower of cost or market value, with any variation written into the accounts as unrealised gains. In 1995 this amounted to almost £90,000 and forms part of the calculation of our reserves. Finally an adjustment of £13,530 representing a book loss on the sale of six self-catering units is also included, thus resulting in an adverse movement in our funds of £76,505.

Donations now incorporate all fundraising activities except special appeals. Within Fundraising we include our direct mail campaign which has now been running three years, and I am pleased to report achieved a surplus of £30,000 in year three, against a forecast of break-even. In 1996 it is anticipated that the surplus will rise to £120,000. The results of the Christmas draw were also an improvement on 1994, and our thanks go out to all those who made a supreme effort to sell tickets.

Turning to management and administration, these costs have risen by less than one per cent and represent a ratio of 8p in the £ against gross income. Staff costs have been pegged at 1994 levels. Central office salaries account for just 40% of total staff costs, and the average cost per employee is only just above the national average for all charities for last year, and is £800 per employee below the average for the top fifty charities.

Central office expenditure budgets for 1996 have been trimmed further, thus matching last years actual results, as it has been necessary to reduce our forecast on legacy income substantially. However, with a positive fundraising programme in the pipeline, we are projecting a small surplus on both revenue and capital of £40,000. This includes a provision for repayment of £250,000 of the temporary loan, which will enable us to commence rebuilding our reserves and hopefully will be supplemented by any unbudgeted income received during the year.



Bob Pearce, Honorary Treasurer of Arthritis Care.

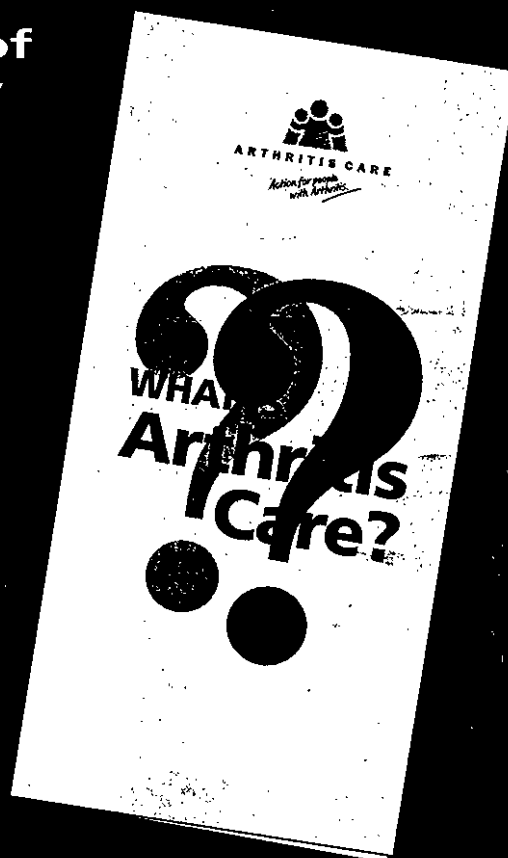
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