

REGISTERED NUMBER: 936855 (England and Wales)

Report of the Board of Trustees and
Group Financial Statements for the Year Ended 31 December 2009
for
BACKCARE
registered as
NATIONAL BACK PAIN ASSOCIATION

TUESDAY



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26/10/2010
COMPANIES HOUSE

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for the Year Ended 31 December 2009

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BACKCARE

Registered as National Back Pain Association

Company Information
for the Year Ended 31 December 2009

PATRON:	HRH The Prince of Wales
FOUNDER PRESIDENT:	The late S W Grundy CBE
VICE PATRONS:	Professor Dame C Black DBE MD FRCP MACP FMedSci Mr K Livingstone, former Mayor of London Dr A Redgrave MB BS DO
VICE PRESIDENTS:	Ms C Bannister BA OHNC CertEd Dr L Burn BA MRCS LRCP DPh Dr J Hobson MB ChB MRCP MFOM Mr T Jessel MA (Oxon) Mr G E T Raine MA MB BChir FRCS Lord Rea of Eskdale MA MD FRCG Dr C Sears MB BS MRCP Dr P Skew MBBS LRCP MRCS Mr G Sharp DO Dr K Tesh PhD BSc(Hons) MergS MIOSH
BOARD OF TRUSTEES:	Dr A R Auty MA MIOSH (Chairman) Dr M J McKiernan MBChB FRCP FFOM Ms E J Dodgson BSc MSc Mr A Gardner MB BS FRCS(Eng) Dr B R Hammond DO DC PhD Dr C Pither MBBS FRCA Ms E A Prosser B Ed (Hons) MSc Dr L Roberts PhD MCSP Ms A Thomson FCSP MSc BA DipT MMACP Mr J Richardson Bsc MSc MInstF Mr S McDougall Mr M Pharoah BA(Hons) MSc Executive MBA Ms R Hyman Bsc(Hons) MSc
REGISTERED OFFICE:	16 Elmtree Road Teddington Middlesex TW11 8ST
REGISTERED NUMBER:	936855 (England and Wales)

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Company Information
for the Year Ended 31 December 2009

AUDITORS:

Hawkins Scott
Chartered Accountants
& Registered Auditors
Wyvern House
55-61 Frimley High Street
Frimley
Surrey
GU16 7HJ

REGISTERED CHARITY NO:

256751

SOLICITORS:

Bates, Wells & Braithwaite
Cheapside House
138 Cheapside
London
EC2V 6BB

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Chairman's Report **for the Year Ended 31 December 2009**

Meeting the Charity's mission, to reduce the impact of back pain on society, requires people, finances, products and organisation to align with each other, preferably all at the same time. A task that is an exciting challenge in any charity but particularly in BackCare as much of the design of BackCare's organisation, methods and activity was born 41 years ago.

2009 saw our new CEO complete her first full year. Her energy and imagination have brought many changes to BackCare including a sense of 'yes we can', to coin a now popular phrase. Dr Mike McKiernan stepped down as Chair of the Board in October. He can rightly point to a lengthy period of financial strength and the wisdom to appoint Sash Newman as CEO among his gifts to BackCare. Sir Alistair Mackechnie bowed out from the Board after 25 years of devoted, insightful service as Company Secretary and is much missed. Several new Trustees have been appointed and have got off to a flying start. They are John Richardson, Sean McDougal, Rosie Hyman and Marc Pharoah and there is no doubt they bring new insights, skills and connections.

The year also saw the departure of Dr Dries Hettinga, our Head of Research and Information. Much of the growing reputation of BackCare among policy makers and advisory groups was due to this intelligent, thoughtful man. Dries was responsible for BackCare being part of the working party that developed the NICE guidelines for lower back pain. We wish him every success as Head of Knowledge and Innovation at Diabetes Fonds (Dutch Diabetes Research Foundation).

The majority of time this year has been spent realigning the internal structure of BackCare behind the vision to create an integrated back pain community involving both health care practitioners, government, NHS, employers and people with back pain, their families and carers. During this largely introspective year the real issues that face people of all ages with back pain have been placed firmly at the centre of all that we have been building upon in 2009. The new products we have been developing meet a much broader need of a wider target audience and embrace the more diverse ways in which people communicate and interact with each other.

There have been a number of externally visible changes such as the morphing of Talkback into two distinct publications, more website content, an increase in active dissemination of best practice through BackCare Awareness Week, press and publicity and the production of two new booklets.

2010 will provide many tests of BackCare's role in the world and its strength of purpose. However it will also be the year when all of last year's foundation work comes to fruition and our new services will deliver instant, accessible and definitive information to bring people closer to practicing better back health.

Dr A R Auty MA MIOSH

Chairman

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Report of the Board of Trustees for the Year Ended 31 December 2009

The Board of Trustees present their report with the financial statements of the Association for the year ended 31 December 2009

GOVERNING INSTRUMENT

The Charity is a company limited by guarantee. It was incorporated on 7th August 1968 and is governed by its Memorandum and Articles of Association

PRINCIPAL ACTIVITY

BackCare (registered as the National Back Pain Association) is a Registered Charity under the Charities Act 1993, established to carry out and promote research into the causes, cure and prevention of illness, complaints and disorders in, or associated with the back of the body and other allied conditions, and to publish and make available the results of such research, and the relief of persons who suffer such conditions, and the advancement of education of the public concerning such conditions

VISION:

To reduce the impact of back pain on society

AIMS:

- 1 Making a difference to the lives of people with back pain

To be an independent source of information about the causes, treatments and management of back pain

- 2 Preventing back pain where possible

To promote best practice in the diagnosis, treatment and management of back pain

- 3 Working with carers, employers, and families etc to reduce the detrimental effects of back pain

To prevent incapacity from back pain

OBJECTIVES:

- 1 To produce authoritative and accessible information (evidence-based wherever possible)
- 2 To support people living with back pain through a helpline service
- 3 To fund research into preventing incapacity and promoting best practice
- 4 To work with health professionals, employers, trade unions, government departments and statutory bodies to improve access to information, advice and treatment
- 5 To campaign on behalf of people with back pain through the media and representation on government working parties, appropriate NGOs, etc
- 6 To support local branches with information, campaigning materials, web pages and insurance

ORGANISATIONAL AND DECISION-MAKING STRUCTURE

BackCare is governed by the Board of Trustees

The Trustees meet at least four times a year to discharge their responsibilities

STATEMENT OF TRUSTEE'S RESPONSIBILITIES

Company law requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the Board of Trustees is required to

- select suitable accounting policies and then apply them consistently,
- make judgements and estimates that are reasonable and prudent,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

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Report of the Board of Trustees for the Year Ended 31 December 2009

The Board of Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. It is also the responsibility of the trustees to identify the major risks to which the charity is exposed and to review the systems, which have been established to mitigate those risks.

There are, in addition, three sub-committees, which report to the Board.

The **Executive Committee** recruits, monitors the performance of, advises and directs the Chief Executive, it deals with day-to-day matters that require Trustee decision-making, maintains an overview of constitutional, legal, financial and operational matters to ensure BackCare's compliance with the requirements of the Charity Commission, Companies House and relevant legislation.

The **Research Committee** invites applications for grants for research into the causes, cure and prevention of back pain, considers the applications, sending them for peer review as necessary, allocates the available funding to selected applications, monitors the research funded by BackCare and expects results to be published and disseminated.

The **Education Committee** provides expertise in relation to publications, products and educational materials, generating ideas and suggesting writers and editors for new publications, reviewing project plans and proposed materials.

Day-to-day management of the charity is delegated to the Chief Executive who reports and is responsible to the Board of Trustees.

RISK POLICY

The major risks facing the charity have been identified and reviewed by a sub-committee of the Board of Trustees. A process for establishing systems to mitigate those found to be unacceptable is now in place. There is an annual review.

REVIEW OF PERFORMANCE

For 2009 we set a tough budget to enable BackCare to achieve a balanced budget by the end of the year. However due to the global economic situation and the delay in getting full time fundraisers in place we failed to achieve our budget and ended the year with a deficit. We had anticipated 2009 being a year of consolidation with 2010 as a year of development for new BackCare product and services. In order to address the failure to meet the budget in 2009 we have rolled out an aggressive program of products and services that help people with back pain, raise the profile of BackCare and generate some much needed funds. These products include:

- The launch of HOP6, our text book which is often referred to as the 'nurses bible' and our most profitable title raising over £300,000 in its five year life span
- Publication of the 3rd edition of the Carers Guide to Safer Moving and Handling of Patients
- Publication of the 2nd edition of Managing Back Pain
- Gardening with BackCare – a new publication
- The launch of the BackCare app for the iPhone
- Backcare awareness week 11th October 2010
- We had 31 runners in the London Marathon, they raise a minimum of £1,500 each

These are just a small sample of some of the incoming raising products we have in 2010 to redress the deficit that occurred in the year ended 31 December 2009. Some of these products are in the budget and some have occurred after the budget was written and approved. We also have over 600 outstanding applications to grant making trusts with 198 applications being made since March 2010 to mid June. So far we have received funding from 14 trusts and are being considered by a further 10 trusts. Trust-funding can be a slow process, in many cases it can take as long as 8 to 10 months for trustees to consider making a grant. Therefore it is important to keep producing a steady flow of targeted applications.

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BACKCARE HELPLINE

Our helpline for people with back pain, their families and carers, took over 3,700 calls this year. Sadly, for some callers needing our help we were unable to answer their calls due to the restricted opening hours of the helpline. Each call is handled in a professional manner giving the caller as much help and information as they require and signposting them in the right direction if necessary. For repeat callers, with whom we have an existing relationship, we continue to listen to and support them for as long as they need us to be there.

Case study one

Sophie, 42. With English not her first language, Sophie has been supported on and off by the helpline for two years and has recently been diagnosed with a treatable condition.

"I had a wonderful experience in the past with the helpline. I feel supported mentally with the 'hang on in there' attitude by your staff when I felt absolutely helpless. BackCare has given me the hope and strength to go on."

We have two part-time members of staff who work on the helpline and 23 volunteers all of whom are back pain experienced. While those who work on the helpline are not counsellors we do use counselling skills and we recruit volunteers who can manage a variety of different situations from the straight forward signposting to the more complex.

Case study two

George, 62. "I contacted the BackCare Helpline and at last someone was listening to me - I was beginning to get on my family's nerves with constantly moaning about my back pain, it was good to talk with someone who knew the emotions and pain I was going through."

An ongoing Quality Audit, which is conducted by a volunteer independent to the helpline, continues to show that 94% of the callers to the helpline rate the service very highly. This has been kept high by the dedication of the volunteers and the refresher training courses held in June and September, along with the appointment of a mentor who is available for the volunteers to talk through specific issues. The volunteers all have access to the wide range of BackCare publications via a searchable database which means that the information they give to callers is always to a high standard, consistent and on message.

Case study three

James, 34. First called the BackCare Helpline after he had injured his back by lifting a heavy object in the course of his duties as a fireman.

"The helpline was a life saver, the volunteers talked me through and supported every aspect of my recovery. Now, after a year, I am back pain free and can't thank the charity enough for their help."

BACKCARE E-MAIL

Our email service for people with back pain, their families and carers, was set up for people who are more comfortable asking for help and information in a more remote manner, has continued to evolve. The emails are answered by six volunteers taking a day of the week each and overseen by the email editor who is a part-time staff member. As with the callers to the helpline, people who contact us via email are sometimes referred to an expert for a more in-depth discussion. This is often one of our trustees or a health care practitioner who has worked with BackCare on other projects. With the permission of the person concerned these questions and answers are published in the Member's Newsletter and on the website so others may benefit from the information.

The guiding principle of our front line services is to provide a safe environment for people with back pain, their carers and families to discuss their issues with a person who is empathetic and who will provide information and signposting to aid coping and the ability to make informed decisions about back pain management and prevention.

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PRESS AND PUBLICITY

The appointment of a Press and PR manager in June enabled BackCare to increase publicity for BackCare's services and to be proactive not just reactive to important newsworthy items

All of BackCare's press releases include helpline information as standard and the majority of coverage featured the helpline number and the BackCare website. However due to the nature of press and publicity, and as we have no press monitoring service, we are never quite sure when an item will be picked up so below is not the definitive list of all our coverage but merely a flavour

TV and Web Coverage

GMTV filmed a piece with BackCare Helpline volunteer Vicky

Television appearance on BBC News 24

BackCare were quoted on Channel 4 news website

Radio

16 live regional radio interviews in conjunction with Maclaren buggies

22 radio interviews for regional BBC stations including BBC Wales and BBC Belfast about the NICE guidelines

3 live interviews on BBC Five Live on various topics

Press and Publicity Coverage

Quoted in Daily Mail who also put out the helpline and website details

The Mirror interviewed helpline volunteer Vicky in a piece on pain management

Press coverage in the Daily Mail and The Sun on at least five occasions

Daily Telegraph 16 page insert – Helpline volunteer interviews and Helpline services advert

Saga Magazine interviewed one of the helpline volunteers

Practical Parenting Magazine ran an interview with one of the helpline volunteers on back pain in pregnancy

Mail out

Over 4,000 GPs across the UK received helpline information cards to hand out to patients

General PR Coverage:

Interviews for magazines including Woman's Own, Woman's Weekly and Weight Watchers

The Salvation Army magazine picked up on the Maclaren Buggies/BackCare collaboration

Daily Mail picked up on Back Care's release about school packs (September)

Daily Express included BackCare quotes on the reasons for increases in back pain in children (December)

Third Sector has run several updates on new staff and new trustees

HR Magazine ran a piece on general back care in the work place

Assisted PR Company with media release for a Swedish Spike Mat, December 2009

BackCare Awareness Week Press and PR Coverage

The following publications ran items on BackCare Awareness Week

Devon Life, The Scottish Herald, Irish Post, Jersey Mail, Kingston Time and Leisure, Southern Daily Echo, Over the Counter Magazine (for pharmacists), Training Matters, Net Doctor (online), NHS (online) Co-op network (online)

Mail out

750 BackCare Awareness Packs were purchased by business and government agencies across the UK

The guiding principle of our Press and PR is to make people with an interest in back pain aware of BackCare, its independent stance, reliable unbiased information and its emphasis on best practice for the individual to make informed decisions

VOLUNTEERS

Volunteers are a key part of the charity and bring an extensive range of skills and experience to the various roles within the charity. These include answering calls on the helpline, responding to emails, raising funds, writing fact sheets and archiving 41 years worth of records. We have created a structured volunteers programme, including ongoing training sessions, guest speakers from other organisations and social events

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Our 28 volunteers show an enormous amount of dedication and commitment and have a real passion for the charity. When they leave BackCare we are proud to say we feel we have walked a two way support street and both the volunteer and BackCare has gained an enormous amount from the experience. Our current volunteers donate over 2,660 working hours a year.

RESEARCH AND INFORMATION

When BackCare was established in 1968 one of its main objectives was "to carry out and promote research into the cause, cure and prevention of illness, complaints and disorders in or associated with the back of the body and other allied conditions and to publish and make available the results of such research". Over the past 41 years BackCare has worked on this objective in a number of ways:

1 Scientific research programme

Manage the grants process: collate final reports, disseminate outcomes of the research projects, and act as administration for Research committee.

Inform internal departments of progress and likely impact of the research projects on people with back pain.

Write the Research Quarterly newsletter which is published in the BackCare Journal, on our website and sent on request to individuals within the research community.

To endeavour to ensure that a member of the research department is invited on to every back pain related research working body/committee/think tank etc from the inception.

2 Information communication

Produce information for internal and external communication and 'own' all facts and BackCare quotes.

Produce fact sheets, books, booklets etc to maintain the quality and integrity of BackCare's information.

To update the website with information on the management, prevention and research developments in back pain.

To liaise with the Education Committee to ensure the integrity and consistency of the BackCare message.

Although we now know so much more about back pain than we did in the sixties it does still remain a huge problem. It is the second most common cause of workplace absence in the UK and affects between 50-90% of the UK population. There are over 200 different back pain treatments available many of which have not passed scientific scrutiny and there is often difficulty in matching these treatments and products to the right individuals. The discovery that back pain is also more than just a medical problem with many factors being involved, means that there are many unanswered questions as to how back pain can be prevented and/or managed by, not only the individuals with back pain but also by employers, healthcare professionals and researchers. It is for this reason that BackCare continues to fund new research and play an active role in involving patients in this research.

Research Programme Grants

Every year BackCare offers research grants to individuals and research teams who propose new and exciting research ideas that may produce results that could significantly impact the world of back pain. In 2009 BackCare agreed to fund many new and exciting research projects and saw the results of some of the studies we had previously funded.

Research making an impact

Medical professionals particularly GP's play a huge role in diagnosing, treating and helping patients manage back pain. However, many of them expressed that they find treating patients with back pain difficult. It is for this reason that BackCare decided to fund a healthcare professionals training module proposed by Kieran Walsh and his team at BMJ Learning. The computer based learning module was given to doctors and healthcare professionals with the aim of using text and visuals to teach them how to treat patients with acute back pain. In 2009 the results of the effectiveness of the module were revealed and it was found that it was a great success. Comments made by healthcare professionals who used the module were very positive and many agreed that it helped them to treat patients better with acute back pain. Because of the success of this, BackCare is discussing a possible second module teaching healthcare professionals how to approach treating patients with chronic back pain.

Healing potential of discs

It is believed by some researchers that most chronic and severe back pain originates from the outer regions of the intervertebral discs. This belief is the basis of a study into the "Healing potential of human intervertebral discs" by Dr Mike Adams of Bristol University. Dr Adams and his team hope to assess the healing potential of intervertebral discs by examining evidence of tissue repair from surgically removed disc tissue. Using biochemical techniques the team hopes to be able to characterise healing in various regions of discs particularly the periphery. The study could pave the way for a new understanding of disc healing and subsequent strategies to promote this healing through use of manual therapy, self management and, in the future, even tissue engineering.

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The influence of others on back pain

The role of external influences on back pain is often overlooked in back pain research. With funding from BackCare a study into "The influence of 'significant others' on back pain disability: a qualitative pilot study of illness perceptions" proposed by Dr Serena McCluskey and her team at the University of Huddersfield will attempt to determine the role individual and social influences involved in the everyday life experiences of people with disabling back pain has on recovery and return to work. The study will concentrate on the role of illness perceptions of significant others and the effect these have on recovery. The findings of this study could lead to a greater understanding of the beliefs, perceptions and social factors that influence chronic back pain and perhaps even inform treatment and interventions to help people return to work much quicker.

The role of perception on pain

The pain experience is one which is often very difficult to understand as it can be influenced by many other factors. A study proposed by Dr Stuart Derbyshire and his team from Birmingham University titled "A motor version of the rubber arm illusion: Does it hurt when it moves 'wrong'?" aims to look at how the body and mind use different stimuli to integrate and form perceptions of pain and how perceived wrong movements can result in pain. The study will use a slight variation of the rubber hand illusion which tricks participants into believing that a fake hand is theirs and can cause them to actually feel different stimuli to the fake hand including pressure and pain. Findings of this study may be able to help researchers and healthcare professionals better understand the physiological and psychological mechanisms behind pain and could help inform treatment options.

As well as the new studies BackCare will be funding in 2010, work continues on some of the projects we funded in 2008 including Nicole Tangs study on the effects of rumination on back pain and Neil O'Connell's work on brain stimulation and back pain.

Information communication

Along with funding and managing research BackCare's research department was also responsible for producing two new booklets and six factsheets for this year's BackCare Awareness Week packs and a series of articles published in the BackCare Sunday Telegraph 16 page supplement on back pain. The department also played a role in producing the new BackCare Journal, aimed at health care professionals from all disciplines that have an interest in back pain. While the first issue was successfully launched in January 2010 all the hard work was completed in 2009. The updating and amendment of information materials produced by BackCare for visitors to the website to download or for callers to the helpline to request was also facilitated by the research department. After all this the research department still found the time to help the fundraising department with various proposals and applications to trusts and corporate funders.

The primary objective for the research department has been to make sure that anybody who has back pain or their carers, families, friends, health care practitioners and employers has access to easily understandable information to help them make informed decisions about the management and prevention of back pain.

FUNDRAISING

In this year of economic uncertainty the trustees took a radical step and expanded the fundraising team from one part time post to a team of three.

BackCare have been extremely fortunate over the years to be supported by a loyal group of charitable trusts that fully understand and appreciate our work and regularly support us. We never underestimate the value of such supporters and have worked hard this year to ensure that these relationships are sustained, while also focussing on generating new supporters.

To expand on this work, we have recently completed an audit of BackCare's trust application process. The results indicate that charitable trusts are motivated and respond more generously to requests for specific projects, rather than a general donation request to the charity. Future applications for funding will now be project lead, rather than organisationally lead. Over time, this will enable BackCare to apply to a larger, more diverse range of funders. Ultimately our aim will be to develop a portfolio of fundable products/services that appeal to as varied a group of potential donors as possible.

Total fundraising income from individual and charitable trust gifts and donations was £94,095 in 2009.

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Individual donations are more variable and harder to predict, however these too have remained broadly consistent, bearing in mind the challenging economic climate throughout much of 2009. We successfully carried out a specific exercise, this year, to claim gift aid from individuals' donations that we had received in previous years. We are now rigorous in ensuring that all individuals are encouraged to gift aid their donations.

Our legacy income in 2009 was £500 compared to £3,510 in 2008. Clearly this type of income is difficult to predict and cannot be relied upon, however we have significantly increased communication to our members on the benefits of leaving a legacy for BackCare, and hope that this will have a bearing in future years.

Sponsorship funds, primarily raised by **London Marathon** and the **London 10k** runners, were another important source of income for BackCare again this year totalling £55,403 in 2009. We really enjoyed cheering on our 26 runners in the marathon and our 10 runners in the 10k, and are so grateful for their outstanding commitment, both to their training schedules and to BackCare, by generating such an impressive level of sponsorship money. The runners included three BackCare members of staff – we wonder if they will run again next year.

The **BackCare Awareness Week** began on 10th October to encourage organisations and individuals to take part in 'BackCare Work it out'. BackCare produced an awareness week information pack. This contained a range of self-help materials put into the real life contexts of working in a manual and non-manual environment. We sold over 600 packs raising £12,000 to be reinvested in information and support for people with back pain. Due to the huge array of different activities being put on up and down the country it is estimated that over 15,000 people took part in a BackCare Awareness activity. As part of the BackCare Awareness Week we had a 16 page pull out section in the Daily Telegraph the weekend before BackCare Awareness Week commenced. This was as a result of the new more assertive approach that the trustees sanctioned to give BackCare and back pain a higher profile in the minds of the general public. A theme that has run through all the foundation building we have achieved throughout 2009.

BackCare's new way of working with Corporates resulted in donations in excess of £40,000.

BackCare would like to take this opportunity to thank all of our loyal supporters – charitable trusts, corporate organisations and individuals, without whose consistent funding, we would not be able to continue our vital work.

PUBLICATIONS

In 2008 we celebrated our 40th birthday and as part of the celebrations many of our best selling publications were given a 40% reduction off the selling price. This proved to be so successful that we decided to carry the celebrations on for a full year. This meant that the publications department had an excellent year and broke their targets not only in number of books sold but in turnover. While we didn't launch any new books this year we did consolidate our publication list and make the decision that as leaders in the field of back care, back pain prevention and management we should be producing our own publications at the cutting edge of back pain issues. In 2010 we will be publishing a number of new and exciting publications including a new look *Handling of Patients (HOP)*.

The guiding principle for our publications is that they be accessible, informative, relevant, evidence based, where practical and promote best practise to all people with back pain, their carers, families and those health care practitioners with an interest in back pain.

WEBSITE

The key priorities for 2009 were to improve the structure and navigability of the website and to ensure the information was continually updated and relevant.

Our brand new and attractive website has now been running for a complete year with an impressive total of 833,373 pages being viewed over the year.

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The most popular pages were

About back pain	/264/About_back-pain.html	(23,604 hits)
First aid for back pain	/330/First-aid-for--pain.html	(14,700 hits)
Getting help	/265/Getting_help.html	(12,502 hits)
BackCare library	/266/BackCares_library.html	(11,584 hits)
BackCare shop	/271/BackCare%27s_shop.html	(11,197 hits)

Nearly 80% of the visits are from new visitors to our site

During the year the website was used to promote BackCare Awareness Week, and highlight the "Work it out" packs as well as spotlighting some of the key publications

MEMBERSHIP

During the year we have taken a good long hard look at our different types of membership to see how we can strengthen and improve the services. We are an unusual membership organisation in that for the past couple of years we have had no campaign cause for a back pain issue and therefore no real rallying point for us to work as a powerful collective. This has made our work focus in on the smaller details and our membership naturally focus on their own particular issues.

As primarily a patient representative organisation it is vital to our mission statement that as many people with back pain have access to our information on the management and prevention of back pain. As 'lay membership' numbers drop it is necessary to find new ways to reach all those who suffer from back pain, particularly as the current membership ages. New technologies and lifestyle choices are increasingly adopted by a younger demographic. To improve our position as the first point of access to information for members of the public with back pain, we have been laying down the technological infrastructure to deliver more information via the website, social networking sites, e-books, downloads and phone apps. In keeping with the charity's aims, more of this information will be provided to sufferers free of charge online.

As we prepared to offer more of our information free to those individuals with back pain, making major changes in the BackCare membership organisation, we also looked at our association with professionals.

One of BackCare's objectives for this year was to get the professionals out of their silos and begin to share best practice, research, beliefs, case studies and talk so that we can begin to get consensus on back pain issues. This will enable BackCare to campaign for better help for people with back pain and to stop conflicting information being given to people with back pain. The BackCare Journal was the start of this although it had a cover date of 2010 all the hard work was done in 2009. Our Journal will help professionals involved in back pain treatment to share information and research, and through re-structuring our membership system we will become better placed to achieve our aims and work to bring together the different disciplines involved in back pain treatment.

Talkback, our much loved magazine, was discontinued in 2009. It had become harder to source articles for and our professional members thought the articles were too low key for them. With a shrinking circulation of non professional members, advertisers were no longer seeing the publication as a viable medium to advertise their products. So sadly the summer issue was the last one to be published. To compensate we launched the Member's News letter which is aimed at the non professional members with an eye to making this free of charge to all who register in 2010. The benefits of all the work we have done on behalf of our members will become visible to the outside world in 2010.

RESERVES POLICY

With uncertainties still surrounding fund-raising and income in the wider market, a prudent policy of reserves is maintained under the Charity Commission's new guidelines. Our objective is to build up sufficient reserves to meet all of our liabilities. In previous years our policy was to have reserves equivalent to annual salaries and furthermore we were aspiring to have additional reserves equivalent to one year's turnover. We have had to revise these expectations in light of the current unpredictability over cash flows. We now plan to have free reserves equivalent to three months of overheads by the year ended 31 December 2011, building to reserves equivalent to annual salaries by the year ended 31 December 2012.

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for the Year Ended 31 December 2009

AUDITORS

The auditors, Hawkins Scott, will be proposed for re-appointment in accordance with Section 385 of the Companies Act 2006

This report has been prepared in accordance with the special provisions of Part VII of the Companies Act 2006 relating to small companies

ON BEHALF OF THE BOARD OF TRUSTEES

A handwritten signature in black ink, appearing to be 'A R Auty', written over a horizontal line.

Dr A R Auty MA MIOSH - CHAIRMAN

Dated 6th July 2010

**Independent Auditor's Report to the Members of
BackCare registered as National Back Pain Association**

We have audited the financial statements of BackCare for the year ended 31 December 2009 on pages fifteen to twenty one. These financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), under the historical cost convention and the accounting policies set out therein.

This report is made solely to the charity's members, as a body, in accordance with Section 495 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

The trustees, who are also the directors of the company for the purposes of company law, are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the charity's financial statements give a true and fair view. These are set out in the Statement of Trustees Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and have been prepared in accordance with the Companies Act 2006.

We also report to you whether, in our opinion, the information given in the Trustees' Report is consistent with the financial statements.

In addition, we report to you if, in our opinion, the charity has not kept adequate accounting records, if the charity's financial statements are not in agreement with the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if disclosures of directors' remuneration specified by law are not made.

We read the Trustees' Annual Report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) 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 trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity'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. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Going concern

Without qualifying our opinion, we draw attention to Note 1 in the financial statements concerning the uncertainty over cash flows. This matter indicates the existence of an uncertainty, which may cast doubt over the charity's ability to continue as a going concern.

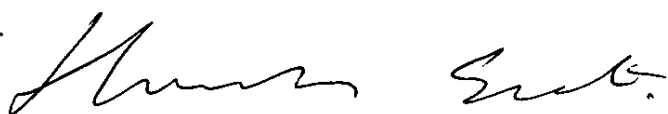
Independent Auditor's Report to the Members of
BackCare registered as National Back Pain Association

Opinion

In our opinion

- the financial statements give a true and fair view of the state of the charitable group and company's affairs as at 31 December 2009 and of its incoming resources and application of resources, including its income and expenditure for the year then ended,
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice,
- the financial statements have been prepared in accordance with the Companies Act 2006, and
- the information given in the Trustees' Annual Report is consistent with the financial statements


K P Brown ACA
Senior Statutory Auditor


Hawkins Scott
Chartered Accountants
& Registered Auditors
Wyvern House
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Frimley
Surrey
GU16 7HJ

Date 27 September 2010

BACKCARE**Registered as National Back Pain Association****Consolidated Statement of Financial Activities
for the Year Ended 31 December 2009**

		Unrestricted Funds £	31 12 09 Restricted Funds £	Total Funds £	31 12 08 Total Funds £
INCOMING RESOURCES					
	Notes				
<u>Incoming resources from generated funds</u>					
Voluntary income					
Gifts, donations and legacies		30,404	64,191	94,595	81,565
Membership subscriptions		48,046	-	48,046	74,230
Activities for generating funds					
Fundraising events		55,403	-	55,403	37,118
Sponsorship income		-	-	-	2,000
Branch income	2	55,283	-	55,283	57,453
Investment income					
Interest received	6	4,030	-	4,030	20,142
<u>Incoming resources from charitable activities</u>					
Sales of publications etc		121,756	-	121,756	90,122
<u>Other incoming resources</u>					
Other income		17,861	-	17,861	40,930
TOTAL INCOMING RESOURCES		332,783	64,191	396,974	403,560
RESOURCES EXPENDED					
<u>Costs of generating funds</u>					
Costs of generating voluntary income					
Publicity		24,868	-	24,868	40,862
Fund-raising		51,724	-	51,724	51,959
<u>Charitable activities</u>					
Research		36,756	30,380	67,136	80,831
Education		76,225	-	76,225	21,943
Information services		60,450	2,470	62,920	35,387
Helpline		52,475	6,250	58,725	42,467
Membership services		69,803	-	69,803	83,252
Branch expenditure	2	65,309	-	65,309	66,597
Cost of publications etc sold		34,566	-	34,566	32,562
<u>Governance costs</u>					
Audit fee		4,250	-	4,250	4,000
Other administrative costs		28,221	456	28,677	34,716
TOTAL RESOURCES EXPENDED		504,647	39,556	544,203	494,576
Net (outgoing) resources		(171,864)	24,635	(147,229)	(91,016)
Balances brought forward at 1.01.09		303,835	11,665	315,500	406,516
Balances carried forward at 31.12.09		131,971	36,300	168,271	315,500

BACKCARE**Registered as National Back Pain Association****Consolidated Balance Sheet**
31 December 2009

		Group		Company	
		2009	2008	2009	2008
	Notes	£	£	£	£
FIXED ASSETS:					
Tangible assets	8	30,726	58,846	30,726	58,846
Investments	9	-	-	1	1
		<u>30,726</u>	<u>58,846</u>	<u>30,727</u>	<u>58,847</u>
CURRENT ASSETS:					
Stocks		20,276	29,005	20,276	29,005
Debtors	10	23,771	54,156	26,619	56,478
Cash at bank		<u>225,146</u>	<u>352,298</u>	<u>224,925</u>	<u>352,077</u>
		269,193	435,459	271,820	437,560
CREDITORS: Amounts falling due within one year	11	<u>131,648</u>	<u>178,805</u>	<u>131,398</u>	<u>178,517</u>
NET CURRENT ASSETS:		<u>137,545</u>	<u>256,654</u>	<u>140,422</u>	<u>259,043</u>
TOTAL ASSETS LESS CURRENT LIABILITIES:		<u>168,271</u>	<u>315,500</u>	<u>171,149</u>	<u>317,890</u>
FUNDS:					
Unrestricted		131,971	303,835	134,849	306,225
Restricted		<u>36,300</u>	<u>11,665</u>	<u>36,300</u>	<u>11,665</u>
		<u>168,271</u>	<u>315,500</u>	<u>171,149</u>	<u>317,890</u>

These financial statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008)

ON BEHALF OF THE BOARD OF TRUSTEES:



Dr A R Auty MA MIOSH - Chairman

Approved by the Board on 6th July 2010

Notes to the consolidated Financial Statements
For the Year ended 31 December 2009

1 ACCOUNTING POLICIES

Basis of preparing the financial statements

The nature of the company's charitable activities are such that there can be considerable unpredictable variations in the timing of cash flows. The Board of Trustees on the basis of the information available consider that the company will be able to operate and that it is appropriate to prepare the financial statements on the going concern basis.

Accounting Convention

The financial statements have been prepared under the historical cost convention, in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008) and with the Statement of Recommended Practice on Accounting and Reporting by Charities the Charities SORP 2005.

Income

Unrestricted income received by the way of donations, subscriptions, covenants, legacies, grants and sponsorship is recorded in the financial statements when received. Restricted income is credited to the Income and Expenditure Account at the time when the related expenditure has been incurred.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 15% on cost
Computer equipment	- 33% on cost
Website development	- 33% on cost

Stocks

Stock is valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Expenditure

The irrecoverable element of VAT is included within sundry expenses. Any expenses incurred with recoverable VAT are shown net of VAT.

Fund Accounting

The charity's general funds consist of funds which the charity may use for its purposes at its discretion. The charity's restricted funds are those where the donor has imposed a specific restriction on the use of the funds.

Format of Income and Expenditure Account

In order to present a true and fair view of the state of affairs and results of the Association, the Trustees believe that the following departures from the statutory accounting requirements of the Companies Act 2006 are required due to the special nature of reporting requirements for charities as issued by the Accounting Standards Committee and the Charity Commissioners.

A Statement of Financial Activities has been prepared, as opposed to the statutory Profit and Loss account, which shows the sources from which the Association's income was derived and the objects of the charity to which those resources were directed.

Allocation of costs

Where appropriate, expenditure is allocated directly to the activity cost categories on the Statement of Financial Activities. Where support costs cannot be attributed to a single activity, they are apportioned on a reasonable, justifiable and consistent basis. For employee costs, for example, an allocation is made based on the time spent by each individual employee on the various activities of the charity.

Basis of consolidation

The consolidated Statement of Financial Activities includes the financial statements of the Association and its subsidiary undertaking, made up to 31 December 2009. The results of the subsidiary have been consolidated on a line by line basis. The consolidated balance sheet includes all assets and liabilities of the Association and its subsidiary undertaking, presented on a line by line basis.

Notes to the Consolidated Financial Statements
for the Year Ended 31 December 2009

2 BRANCHES

Branches operate in the name of BackCare and raise funds using that name. Funds so raised are held in trust and accordingly all branch transactions, assets and liabilities administered by the branches themselves are required to be incorporated within the financial statements of the Association.

3 NET INCOME FROM TRADING ACTIVITIES OF SUBSIDIARIES

The Charity has one wholly owned trading subsidiary which is incorporated in the UK. Back Care Trading Limited organises fundraising events, endorses commercial products, and covenants its taxable profits to BackCare, registered as National Back Pain Association. A summary of the trading company's results is shown below.

	31 12 09 £	31 12 08 £
Turnover	2,567	-
Cost of sales	<u>(1,659)</u>	<u>-</u>
Gross profit	908	-
Royalty payments to the Charity	(1,154)	(1,000)
Administration	<u>(242)</u>	<u>(332)</u>
Net (loss)	(488)	(1,332)
(Loss) brought forward	<u>(2,390)</u>	<u>(1,058)</u>
Retained in Subsidiary	<u><u>(2,878)</u></u>	<u><u>(2,390)</u></u>

4 STAFF COSTS

	31 12 09 £	31 12 08 £
Wages and salaries	224,259	160,772
Social security costs	<u>20,139</u>	<u>14,826</u>
	<u><u>244,398</u></u>	<u><u>175,598</u></u>

There were no employees with emoluments in excess of £60,000.

The average monthly number of employees during the year was as follows:

	31 12 09	31 12 08
Full Time	3	1
Part Time	<u>10</u>	<u>12</u>
	<u><u>13</u></u>	<u><u>13</u></u>

Notes to the Consolidated Financial Statements
for the Year Ended 31 December 2009

5 OPERATING PROFIT/(LOSS)

The operating profit is stated after charging

	31 12 09	31 12 08
	£	£
Depreciation - owned assets	29,966	29,804
Auditors' remuneration	<u>4,250</u>	<u>4,000</u>
Trustees' emoluments and other benefits etc	<u>-</u>	<u>-</u>

6 INTEREST RECEIVABLE AND SIMILAR INCOME

	31 12 09	31 12 08
	£	£
Deposit account interest	<u>4,030</u>	<u>20,142</u>

7 TAXATION

In accordance with the Income and Corporation Taxes Act 1988 the Association is exempt from UK corporation tax liabilities

8 TANGIBLE FIXED ASSETS

	<u>Website development</u>	<u>Fixtures and fittings</u>	<u>Computer equipment</u>	<u>Totals</u>
		£	£	£
COST:				
At 1 January 2009	84,192	3,012	11,288	98,492
Additions	<u>-</u>	<u>-</u>	<u>1,846</u>	<u>1,846</u>
At 31 December 2009	<u>84,192</u>	<u>3,012</u>	<u>13,134</u>	<u>100,338</u>
DEPRECIATION:				
At 1 January 2009	28,064	1,764	9,818	39,646
Charge for year	<u>28,064</u>	<u>264</u>	<u>1,638</u>	<u>29,966</u>
At 31 December 2009	<u>56,128</u>	<u>2,028</u>	<u>11,456</u>	<u>69,612</u>
NET BOOK VALUE:				
At 31 December 2009	<u>28,064</u>	<u>984</u>	<u>1,678</u>	<u>30,726</u>
At 31 December 2008	<u>56,128</u>	<u>1,248</u>	<u>1,470</u>	<u>58,846</u>

BACKCARE**Registered as National Back Pain Association****Notes to the Consolidated Financial Statements
for the Year Ended 31 December 2009****9 FIXED ASSET INVESTMENTS**

	Group		Company	
	31 12 09 £	31 12 08 £	31 12 09 £	31 12 08 £
Investment in subsidiary	-	-	1	1
	<u>-</u>	<u>-</u>	<u>1</u>	<u>1</u>

INTEREST IN SUBSIDIARY UNDERTAKINGS

Name of Undertaking	Registered	Class of Shares	% Holding
Back Care Trading Limited	England and Wales	Ordinary	100%

**10 DEBTORS: AMOUNTS FALLING
DUE WITHIN ONE YEAR**

	Group		Company	
	31 12 09 £	31 12 08 £	31 12 09 £	31 12 08 £
Trade debtors	10,389	29,960	10,389	29,960
Other debtors	8,363	15,342	8,363	15,342
Amounts owed by subsidiary undertaking	-	-	2,848	2,322
Prepayments and accrued income	<u>5,019</u>	<u>8,854</u>	<u>5,019</u>	<u>8,854</u>
	<u>23,771</u>	<u>54,156</u>	<u>26,619</u>	<u>56,478</u>

**11 CREDITORS: AMOUNTS FALLING
DUE WITHIN ONE YEAR**

	Group		Company	
	31 12 09 £	31 12 08 £	31 12 09 £	31 12 08 £
Trade creditors	27,931	23,674	27,931	23,674
Social security and other taxes	6,659	4,732	6,659	4,732
Accruals and deferred income	<u>97,058</u>	<u>150,399</u>	<u>96,808</u>	<u>150,111</u>
	<u>131,648</u>	<u>178,805</u>	<u>131,398</u>	<u>178,517</u>

12 COMPANY STATUS

The Association is a company limited by guarantee and, in the event of winding up, each member of the Association has undertaken to contribute an amount not exceeding £1

The Association is a registered charity under the Charities Act 1993 and does not trade for profit

Notes to the Consolidated Financial Statements
for the Year Ended 31 December 2009

13 OTHER FINANCIAL COMMITMENTS

Lease Commitments

At 31 December 2009 the Association had an annual commitment of £10,000 in 2010, £12,000 in 2011 and £14,000 in 2012 under a non-cancellable operating lease for premises, which expires in January 2013

14 TRUSTEE EXPENSES

During the year a total of £1,693 was paid to the Trustees in respect of expenses

BACKCARE**Registered as National Back Pain Association****Trading and Profit and Loss Account**
for the Year Ended 31 December 2009

	<u>31 12 09</u>		<u>31 12 08</u>	
	£	£	£	£
Income:				
Donations - Unrestricted	29,904		33,230	
Donations - Restricted	64,191		44,825	
Subscriptions	48,046		74,230	
Event income	55,403		37,118	
Sales of publications etc	121,756		90,122	
Other income	16,448		43,930	
Branch income	55,283		57,453	
Legacies	<u>500</u>		<u>3,510</u>	
		391,531		384,418
Cost of sales:				
Cost of publications etc sold		<u>16,724</u>		<u>17,760</u>
GROSS PROFIT		374,807		366,658
Other income:				
Deposit account interest		<u>4,030</u>		<u>20,142</u>
		378,837		386,800
Expenditure:				
Salaries	224,259		160,772	
Social security	20,139		14,826	
Travel and subsistence	4,020		4,589	
Rent and rates	23,968		23,530	
Repairs, maintenance and service	6,113		5,551	
Insurance	4,072		3,827	
Computer maintenance	6,523		3,171	
Stationery	4,400		4,239	
Postage and carriage	2,239		1,845	
Telephone and fax	5,039		3,180	
Equipment rental	5,247		7,396	
Staff recruitment and training	1,124		8,886	
Sundry expenses	2,711		2,899	
Auditors remuneration	4,250		4,000	
Trustees' expenses	1,693		374	
Committee expenses	1,570		479	
Publications and print costs	20,755		39,965	
Research grants	18,100		48,497	
Subscriptions	1,706		926	
Advertising and publicity	180		8,175	
Branch expenditure	55,943		57,035	
Fundraising costs	69,495		27,421	
Helpline costs	6,438		8,501	
Legal and professional fees	1,410		2,590	
Bad debts	235		703	
Depreciation	<u>29,966</u>		<u>29,804</u>	
		521,595		473,181
Carried forward		<u>(142,758)</u>		<u>(86,381)</u>

BACKCARE**Registered as National Back Pain Association****Trading and Profit and Loss Account**
for the Year Ended 31 December 2009

	<u>31 12 09</u>		<u>31 12 08</u>	
	£	£	£	£
Brought forward		(142,758)		(86,381)
Finance costs:				
Bank charges		<u>3,983</u>		<u>3,304</u>
NET (LOSS)		<u><u>(146,741)</u></u>		<u><u>(89,685)</u></u>