

Company number: 05206298

Charity number: 1108160

OSCR number: SC041034

# The Cleft Lip and Palate Association

Report and financial statements  
For the year ended 31 March 2019



# The Cleft Lip and Palate Association

## Contents

### For the year ended 31 March 2019

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Reference and administrative information .....	1
Trustees' annual report .....	3
Independent auditor's report .....	19
Statement of financial activities (incorporating an income and expenditure account) .....	23
Balance sheet .....	24
Statement of cash flows .....	25
Notes to the financial statements .....	26

# The Cleft Lip and Palate Association

## Reference and administrative information

For the year ended 31 March 2019

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**Company number** 05206298

**Charity number** 1108160

**OSCR number** SC041034

**Registered office and operational address** CLAPA  
The Green House, 244-254 Cambridge Heath Road  
London, E2 9DA

**Country of registration** England & Wales

**Country of incorporation** United Kingdom

**Trustees** Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

R Slator	Chair
J Gay	Treasurer (until August 2018)
J Bhachu	Treasurer (Trustee from June, Treasurer from Aug '18)
N Astor	
D Drake (from February 2019)	
C Footman (until January 2019)	
P Hodgkinson (until January 2019)	
O Hopkins	
E Howes (from February 2019)	
Y Jones (until January 2019)	
J Morgan	
M Pinkstone	
A Strangeways	
J Williams (from February 2019)	
D Stokes	Company Secretary (until September 2018)
C Cunniffe	Company Secretary (from September 2018)

**Bankers** Barclays Bank plc  
Hatton Garden Business Centre  
99 Hatton Garden  
London  
EC1N 8DN

**The Cleft Lip and Palate Association**

**Reference and administrative information**

**For the year ended 31 March 2019**

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<b>Auditor</b>	Sayer Vincent LLP Chartered Accountants and Statutory Auditor Invicta House 108-114 Golden Lane LONDON EC1Y 0TL
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The Trustees present their report and the audited financial statements for the year ended 31 March 2019.

Reference and administrative information set out on pages 1 and 2 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

## Objectives and Activities

### Purposes and Aims

The charity's objects are set out in its governing documents, the Memorandum and Articles of Association (July 2004): "the relief of and support for all those with cleft lip, cleft palate or both or associated craniofacial birth anomalies; the promotion of research into the causes of and the relief, treatment or care of those with cleft lip, cleft palate or associated craniofacial birth anomalies and conditions or any of them and to publish the useful results of such research"

The Trustees have paid due regard to the public benefit guidance issued by the Charity Commission in deciding what activities the charity should undertake and these activities are documented in the Strategic Plan for 2018–21, approved at the Trustee Away Day in September 2018. This plan is available on the CLAPA website: [www.clapa.com/about-us/goals-strategies](http://www.clapa.com/about-us/goals-strategies)

In its 40<sup>th</sup> anniversary year, CLAPA is a well-respected organisation in the cleft world, with a reputation for providing quality, evidenced-based services for people affected by cleft, and for close working with researchers and NHS Cleft Teams.

The previous strategic period was a challenging one for CLAPA. In a time of political and financial uncertainty in the UK, and as grant funding continues to be more difficult to secure, a key priority for CLAPA has been to consolidate and develop services with sustainability at their core. CLAPA's Fundraising and Communications teams continue to work closely together to develop broad, stable income streams to support CLAPA's work and to embed fundraising throughout the charity's messages.

This period has seen the Adult Services Project complete its first year, focusing on researching the needs of adults born with a cleft in the UK. The much-anticipated project has been received with excitement and enthusiasm by people directly affected by cleft, as well as clinicians and researchers from across the UK. A presentation at the European Cleft Conference in Utrecht in June 2019 took this project to an international audience.

Finally, as outlined in our Strategic Plan, this period has seen a strong focus on staff wellbeing and on developing CLAPA from the inside-out to ensure the core of the organisation remains strong as the charity works to continue to deliver services in a more sustainable way. So far, this has included a move to a new purpose-built office space in a charity hub, with an aim of reducing

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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costs and improving staff morale. This move coincided with a long-overdue migration to cloud-based IT and accounting systems, all of which took place April 2019.

The Trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The Trustees Report notes the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The report also helps the Trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

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

### Volunteers

Volunteers are the backbone of CLAPA as a charity. They work tirelessly all around the UK, running local groups, organising local meet-ups, picking up cheques, speaking at schools, educating midwives and dental students and sitting on research panels.

Full induction and training is provided for all volunteers, and travel and other expenses are reimbursed. Volunteers also receive regular support from locally-based Regional Coordinators or Engagement Officers.

Volunteer and Supporter roles include:

- Adults Representation Committee (ARC) Member – Acting as a voice for adults affected by cleft across the UK, ARC members support CLAPA by generating and forming ideas for adult services, promoting awareness of services from CLAPA and the Cleft Teams, and informing and maintaining contact with CLAPA.
- Children and Young People's Council (CYPC) Member – Acting as a voice for children and young people affected by cleft, CYPC members support the charity by generating and forming ideas for children and young people's services, providing feedback to CLAPA, researchers and health professionals, and promoting awareness of services provided by CLAPA.
- CLAPA Event Group Member – Events Groups are made up of CLAPA volunteers who want to organise events to help their local cleft community come together to share experiences and meet each other in a fun and relaxed environment. Examples of the types of events might be a Christmas Party in a community venue or a family-friendly trip to a local farm or park.
- Cleft Clinic Volunteer – These volunteers are a friendly face and welcome parents, children and adults to their local Cleft Clinic. They are a point of contact between CLAPA, people affected by

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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cleft and the Cleft Teams, and provide information to parents and individuals affected by cleft at Outpatients' Clinics.

- Parent and Peer Supporter – Trained volunteers who support parents and adults using their personal experiences of cleft. This involves providing information as well as offering emotional support either by phone or email. People contacting the Support Service are matched with a trained volunteer by a member of CLAPA's Regional Team.
- Children and Young People's Activity Volunteers – These volunteers support CLAPA staff at adventure days and weekends for children and young people affected by cleft. This role involves running or assisting with activities, providing practical help in setting up and delivering the events and providing support for children, young people and their families alongside paid staff.
- Awareness-Raising Volunteers – These volunteers organise and deliver talks in their local communities such as at schools, church groups and guides/scouts, etc.

#### Casual Volunteer Roles:

These roles do not require full training and regular supervision, but are still an important part of the cleft community's involvement with CLAPA.

- Fundraiser – These volunteers deliver and take part in a whole range of fundraising activities to support CLAPA's fundraising efforts.
- Patient Voices Group – Patient Voices Groups provide a patients' perspective to Cleft Teams. Cleft Teams are required by the Cleft Lip and Palate National Service Specification to consult with patients on the way they provide services; representatives act as a point of contact between the local cleft community and the Cleft Team.
- Helpers – These individuals help on a very occasional basis e.g. they may help gather donations for the Santa gifts for the Christmas party and wrap them or help out on the day of an event.
- PPI Group Members – These volunteers are part of Patient and Public Involvement (PPI) Groups organised by CLAPA to provide feedback on aspects of particular research projects, such as the Cleft Collective.

## Strategic Report

### Achievements and Performance

The charity's main activities and who it tries to help are described below. All its charitable activities focus on supporting families and individuals affected by cleft, and are undertaken to further The Cleft Lip and Palate Association's charitable purposes for the public benefit.

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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Following a challenging previous year, 2018/19 has been a much more positive period for the charity in which, due to careful financial management, the reserves position is steadily improving and services continue to be delivered to a high standard across the UK. 2019 marks CLAPA's 40<sup>th</sup> anniversary, and staff have been reached out to founding members to arrange interviews to look back on the great progress made since 1979 and ahead to what the charity hopes to accomplish in the future. Demand remains high for local events and other support services, while record numbers of people continue to access CLAPA's online information services and e-communications. CLAPA's social media presence is now the largest globally for a cleft support charity.

Moving into 2019/20, CLAPA's primary aim is to continue to work towards being more financially sustainable and to focus on the delivery of the Strategic Plan. 2019 will focus on celebrating CLAPA's 40<sup>th</sup> year with a number of events and activities across the UK. So far, this has included a London-based celebration event with current supporters and some of the charity's original founders alongside CLAPA's patron, Carol Vorderman. A series of interviews with key figures from CLAPA's history was also published to look back on the charity's many achievements and draw attention towards what is needed to ensure these services endure well into the future.

#### Highlights for 2018/19 include:

##### UK-wide Services

###### **APS Standard**

In December 2018, the Parent and Peer Support Service gained the APS Quality Standard. The Approved Provider Standard is a national quality mark designed specifically for mentoring and befriending projects. Achieving the standard demonstrates that the project met the 10 requirements of the standard, and was independently assessed by experts in good practice in mentoring and befriending. The standard, which is valid for 2 years, is a great indicator of the quality of CLAPA's services and a reflection of the processes that have been put in place and the level of training and support for volunteers.

###### **Time to Change pledge**

During October 2018, CLAPA's Wellbeing Group applied for the Time to Change Employer Pledge. With 1 in 4 British workers affected by conditions such as anxiety, depression and stress every year, it was important to demonstrate a commitment to change how CLAPA thinks and acts about mental health in the workplace.

Time to Change provided the following feedback on the submitted plan: "I am really pleased to approve your Action Plan. Normally we tend to go back to employers with suggestions to improve a plan but this is a really good plan and demonstrates a real commitment to opening up the conversations around mental health with your staff, thank you."

The pledge signing took place at the November staff team meeting. Since then, the Wellbeing Group has met quarterly to implement the action plan.



# The Cleft Lip and Palate Association

## Trustees' annual report

### For the year ended 31 March 2019

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#### **Feeding service**

Many babies born with a cleft are unable to breastfeed or use regular feeding equipment. For 30 years, CLAPA's feeding service has provided special bottles and teats to new parents so they can feed their baby.

722 free Welcome Packs of special bottles and teats were sent to new families in 2018/19 – an increase of 20% on the previous year. In total, nearly 3,500 packages containing over 17,000 special bottles and teats were sent from CLAPA's small office to families affected by cleft in 2018/19.

#### **Parent and Peer Support Service**

The Parent and Peer Supporter Service has continued to grow; in 2018/19 it provided support to 77 people. As explained above, this service has now achieved the APS Standard, and the policies and processes around the service are continuing to be developed.

#### **Children and Young people**

A new BBC Children in Need grant was secured for 2018–2020 to allow activities to be planned across the East, South East and Central regions. This has enabled CLAPA to deliver more Adventure Days and Weekends than ever before, and will reach new young people as well as providing repeat opportunities for those who want to engage in multiple events.

#### **Awareness–Raising**

Several talks took place within school settings in Scotland to over 1000 pupils. These were delivered by staff, volunteers or children who were born with a cleft to raise awareness of cleft and the role of CLAPA.

The majority of presentations were to school children, with one school also providing separate talks to all teachers and classroom assistants. Presentations were delivered in England to 30 student midwives to increase awareness and understanding of cleft.

Presentations were delivered in 12 cities across the UK as part of the Adult Services Project. Aimed at adults born with a cleft, these presentations informed them of CLAPA's services and their care options in adulthood. Additionally, presentations about CLAPA's adult services were given to Cleft Health Professionals at the North West Network Training Day and the Trent Network Training Day.

#### **Research**

For many cleft researchers, CLAPA is the gateway to the cleft community. As such, the charity is involved in a number of projects each year to help recruit appropriate laypeople to act in an advisory capacity or to participate in the research itself. In 2018/19, CLAPA was involved with 12 such projects.

The Cleft Collective is one of the largest cleft research projects in the world. The project is a long-term study working with over 3,000 families with the aim of identifying some of the biological and environmental causes of cleft. In 2017/18, CLAPA created a Consultation Group to feedback on

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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various aspects of the Cleft Collective, and in 2018/19 this group found its feet with a number of further consultation exercises. On one such occasion, group members were invited to a tour of the labs where an extremely productive face-to-face discussion was held between the group members and several researchers.

This year has also seen CLAPA continuing their ongoing partnership with the CRANE Database, an initiative to collect and report on statistical data relating to cleft. As of 2018/19, CLAPA have been supporting CRANE in the annual publication of a lay report of their findings each year, and on making their work more accessible to the cleft community.

#### ***England and Wales services***

The aim of CLAPA's long-term Regional Coordinators Programme is to make a tangible, positive impact on the lives of people affected by cleft around the UK by facilitating local activity and creating a cohesive cleft community. This is to be accomplished whilst empowering volunteers to support others so that the programme is sustainable beyond the three years of project funding.

#### **During 2018/19 in the 3 England Regions Supported by a CLAPA Regional Coordinator:**

- **89** volunteers demonstrated **enhanced skills/knowledge** through volunteering with CLAPA
- **1,288** people attended a local group run by volunteers. These included Happy Faces Support Groups and annual events like Christmas Parties. (Some will have attended on more than one occasion.)
- **77** people received **one-to-one support** from a trained Parent or Peer Supporter

**An annual survey of parents and carers** asked how their involvement with the England Regional Coordinator Project (such as attending events or accessing other services) had affected their lives.

- **95%** said having access to a local support network had increased their confidence in supporting their child with issues related to cleft
- **96%** said they had access to a local support network
- **92%** felt better able to cope with the challenges associated with cleft

#### ***Scotland and Northern Ireland services***

During 2018/2019, the Scotland service experienced difficulties with securing continuation funding. However, CLAPA was still able to offer a variety of activities across the region including local events groups, Christmas parties, family days and adventures days. 14 events were offered throughout the year supporting 323 individuals affected by cleft with each attending between 1-5 events throughout the year. In addition, there were 2 residential weekends in Scotland supporting over 20 young people.

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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Schools in Scotland remained engaged, with awareness-raising talks continuing throughout the year. The community in Scotland showed their support for CLAPA with over 70 walkers taking part in the Kiltwalk following active promotion from the fundraising team, raising over £13,000. Successful relationships were built with Scottish Government leading to short term funding and support from Inspiring Scotland.

In Northern Ireland, due to the recruitment freeze, there has been no specific focus on services, following the Engagement Officer's resignation in April 2018.

#### Other Achievements

##### Communications

Social media remains one of CLAPA's greatest tools as a charity. With over 15,000 'Likes' on Facebook, and around 18,000 people active in online support groups, CLAPA now has the largest social media presence for a cleft support charity in the world. CLAPA's primary Twitter account grew to 3,750 followers, with an average reach of nearly 90,000 people each month. Given the demographics of CLAPA's community, social media remains a vital tool for people affected by cleft to share their stories, and for CLAPA as a charity to inspire, encourage and educate the UK public.

In addition to social media, this year saw an average of 16,000 unique visitors to CLAPA's website each month, including over 20,000 hits on the, NHS-approved, community-focused information pages about cleft lip and palate. Redeveloped monthly E-newsletters were sent to around 3,500 people, with an average 31% open rate compared to 18% the previous year.

CLAPA's annual magazine CLAPA News and Impact Report were merged into one Annual Review which has recently been published. This colourful, photo-rich booklet illustrates the impact of services to funders and the cleft community alike.

This year has also seen a greater focus on storytelling, with a number of interviews with people affected by cleft published on the website. These interviews offer a deeper dive into their experiences and how CLAPA has helped. They have proven to be extremely popular with the cleft community.

##### Fundraising activities

CLAPA's small fundraising team continues to perform well despite tight resources. Notable highlights from this period include:

- An extensive challenge events programme, involving 350 participants. This included supporters taking part in the London Marathon, Prudential Ride London and Brighton Marathon, alongside treks and skydives, and events like the Kiltwalk.

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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- Our volunteer Events Groups held or participated in a number of fundraising events with support from regional staff, including the Kent Quiz, Mote Park Sponsored Walk, Milton Keynes Half Marathon and Super Hero Run. Fundraising activities like raffles and tombolas were also undertaken by groups at Christmas parties across the UK.
- Facebook Giving, a relatively new fundraising platform, has made it easier than ever for supporters to donate and fundraise for charities. This year, CLAPA's supporters raised and donated over £71,000, predominately from birthday fundraisers.
- Support from Trusts and Foundations continued to make a significant contribution to CLAPA's work, with £346,946 donated in this period. This included large grants from the Big Lottery Fund, The VTCT Foundation and BBC Children in Need.
- CLAPA's community of people affected by cleft remain strong supporters of the charity's work. Over £145,000 was raised through local fundraising efforts and challenges from this group.

## Beneficiaries and services

CLAPA exists to support anyone affected by cleft lip and/or palate in the United Kingdom. The charity's resources and services support affected families from the moment of diagnosis and help them through any difficulties they have before and after the birth of their child. Welcoming new and expectant parents into the 'CLAPA Community' is the start of lifelong support of children born with a cleft and their families, from infancy through to adulthood.

CLAPA works closely with the specialist Cleft Teams in the UK as well as generic health professionals to ensure that people born with a cleft receive the best possible care.

### Services include:

- CLAPA Events Groups- CLAPA's local, volunteer-run Groups are central to involving and supporting people affected by cleft across the UK. They are a hub for local activity and organise events to bring communities together, helping people affected by cleft to feel positive, connected and in control.
- One-On-One Support - CLAPA has trained parent and adult volunteers to support others one-on-one, securely and confidentially, at all points of the cleft journey.
- Patient Voices - CLAPA works closely with researchers and the NHS to promote the voices of patients and families in discussions about projects, cleft care, and the development of health services.
- Feeding Service - CLAPA is the sole provider of specialist bottles and teats for babies born with a cleft in the UK. Each year, as well as sending out over 700 free 'Welcome Packs' to UK

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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families, CLAPA sells 17,000 items of subsidised feeding equipment to families and NHS Trusts.

- Children and Young People's Services – Services for under-18s born with a cleft aim to give them a safe space to share their experiences, find support and make friends. These include confidence-building Residential Weekends, a 'Youth Forward' quarterly newsletter written by and for young people, a Children & Young People's Council, and supported, moderated social network groups.
- Events and Activity Days – Whether these are organised by volunteer groups or by CLAPA staff, these events are an opportunity for families and young people to get together, share experiences and have lots of fun.
- Adult Representation Committee (ARC) – Made up of adults born with a cleft from across the UK, this group acts as a voice of other adults in the UK and provides valuable input into CLAPA's Adult Services Project, as well as other areas of the organisation from time to time. This group is part of CLAPA's commitment to ensuring the charity's work is evidence-based, stakeholder-driven and makes a real difference to the lives of people born with a cleft beyond childhood. Over the last year, the group has been founded following the merger of the Adult Voices Council (AVC) and Scotland Adult Representation Group, with Terms of Reference allowing greater flexibility for people to volunteer for CLAPA. 2019/20 will see the Adult Representation Committee (ARC) continue to be a sounding board for our adults' work.
- Publications & Information Leaflets – CLAPA publishes and distributes a number of booklets and leaflets that offer help and guidance. As a member of the NHS's Information Standard scheme, this information is created in consultation with the CLAPA Community at every step of the way, and complies with rigorous policies and procedures.
- Online Support Network – CLAPA runs a network of online support groups which have allowed around 18,000 people to connect with each other.
- Awareness Raising – CLAPA trains volunteers to educate schools, local communities and even healthcare professionals about cleft lip and palate.

### Financial review

Total income for the year 2018/19 was £837,600, compared to the 2017/18 figure of £893,736, a reduction of 6%.

Total expenditure for the year was £796,460, a decrease of 15% on the 2017/18 figure of £938,999.

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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The surplus for the year 2018/19 is £41,140, an improvement from 2017/18's deficit of £45,263. This is an increase of £86,403 from last year's deficit position, due principally to lower expenditure in 2018/19 from cost reduction and careful expenditure control.

The total reserves including restricted funding was £160,726, compared to 2017/18's figure of £119,586. This is equivalent to 2.42 months of total reserves, up from 2017/18's figure of 1.53. The unrestricted reserves for this year are £43,326, which equates to 0.65 months.

The previous 12 months have been a challenging period during which the Trustees have reviewed all aspects of how CLAPA is managed, both financially and operationally. Consequently, a number of key decisions regarding senior personnel and financial control were made and implemented. Although the results have been positive, we, as Trustees continue to closely monitor the financial performance of CLAPA on an ongoing basis.

CLAPA has within the last three years been able to increase Unrestricted income from Facebook, JustGiving and Virgin Money Giving. In the 2018/19 year the slight reduction in income was from restricted income. Unrestricted income was 67.3% of total income in 2018/19 (63.4% of total income in 2017/18). A substantial portion of our income derives from Unrestricted funds and we believe with the continued efforts of the team these levels should be maintained.

The Senior Management Team were tasked with developing various scenarios for the Board in which contingency plans could be drafted if Income were to fall substantially lower. In addition, the Board are using this opportunity to review the current structure of CLAPA and the future.

This involved reviewing the roles and activities of Regional Co-ordinators, Engagement Officers and Head Office Staff as well as reconsidering non-contractual expenditure as appropriate.

As in 2018/19, cost reduction and expenditure control will again be a priority and cash flow will continue to be closely monitored.

It is also expected that these measures will continue for the foreseeable future until we are at least at the reserves levels with which we feel comfortable.

The Trustees are aware of the material uncertainty around the going concern, as a result of the low level of free reserves and the impact any delays in receiving committed funding or difficulties with fundraising may have on future cashflows.

With the current measures that are in place and with whole organisation sharing the same understanding, we remain optimistic that CLAPA will remain a going concern.

## Approach to Fundraising

CLAPA is deeply committed to transparent, ethical fundraising practices and to ensuring the trust that fundraisers and donors give to the charity is well-placed.

CLAPA relies on the generosity of the cleft community to raise funds to support its work. This ranges from individual donations to supporters taking on challenge events or holding small scale events themselves such as coffee mornings and bake sales. CLAPA also receives funding from grant-making trusts and foundations as well as support from a small number of companies.

CLAPA is committed to best practice in all areas of its fundraising activity. The charity is a member of both the Fundraising Regulator and the Institute of Fundraising.

As part of its membership of the Fundraising Regulator CLAPA is signed up to the Fundraising Promise which ensures that it is clear, honest, open, respectful, fair, responsible and accountable in its fundraising. The charity complies with the relevant areas of Fundraising Regulator Codes of Practice and has had no incidences of non-compliance with these Codes.

CLAPA has a robust complaints procedure in place which is easily accessible on its website and during the financial year 2018/19 there were no complaints about the charity's fundraising practices.

As part of CLAPA's commitment to ensuring that its fundraising practices are fair and respectful, the Fundraising Team regularly reviews the Fundraising Regulator's guidance to ensure that the charity's practices protect all groups of donors but in particular those who are vulnerable.

CLAPA does not undertake fundraising activities such as face-to-face or door-to-door fundraising, and as such no third parties or professional fundraisers undertake fundraising activities on CLAPA's behalf.

Where CLAPA works with commercial organisations or suppliers, for instance when purchasing places for its supporters at third party running or cycling events, it has contracts in place which ensure compliance with the relevant legislation.

CLAPA takes data protection extremely seriously, and the year leading up to May 2018 saw a great deal of work undertaken to bring its policies and procedures in line with GDPR. This included the formalisation of a number of informal policies around respecting the privacy and preferences of donors. As outlined above, the charity does not currently use professional fundraising services, does not engage in telephone fundraising, and does not use wealth screening services. CLAPA has in the past sent out an annual magazine along with a postal appeal, but did not do this during 2018/19, and at present has no plans for postal fundraising appeals. Personal information is never shared, unless it is with the explicit permission of the data subject and where it is necessary to fulfil their instructions, i.e. providing information necessary to register a participant on to a third party event. In addition to its own processes for updating communications preferences, CLAPA is

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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registered with the Fundraising Preference Service (FPS) and receives weekly updates, though to date has only received one suppression request.

### Safeguarding

CLAPA is committed to safeguarding and ensuring the welfare of children, young people and adults at risk, and expects all Trustees, employees and volunteers to share this commitment.

As such, we have robust safeguarding policies and procedures in place. This includes carrying out disclosure and barring checks as appropriate on those staff members whose roles work directly with children, young people and/or vulnerable adults. All members of staff receive annual safeguarding training as well as regular updates from the CLAPA Safeguarding Team throughout the year. The charity regularly reviews its safeguarding policies to ensure compliance with appropriate legislation, and aims to meet best practice guidance from relevant bodies.

During the reporting period, 7 safeguarding concerns were reported to the Safeguarding Team and escalated to the CLAPA Trustee with safeguarding responsibility. Appropriate action was taken for each and none of the concerns met the threshold which would require a report to the local authority Multi Agency Safeguarding Hub (MASH) or Charity Commission. All are now closed.

### Principal Risks and Uncertainties

The Trustees have approved a Risk Assessment for the charity, assessing the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks. At each Board meeting they review a sample of the risk management policies and procedures produced by the charity.

CLAPA's risks arise from the current difficulties affecting charities of less than £1m, namely rising demand for services, increasing overhead costs, stagnating income and increased competition for grants. CLAPA's Trustees and staff are constantly monitoring the charity's financial situation, and are making adjustments to the budget as necessary.

### Reserves Policy

CLAPA's policy is that unrestricted funds should be maintained at a level equivalent to between three and six month's expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while looking at ways to raise additional funds. This level is monitored at each board meeting. At the year-end, reserves based on unrestricted funds was 0.65 months.

Clearly this figure is less than the policy requires, however it is a marked improvement on the figure reported for 2017/18. There has been a concerted effort to improve reserves throughout 2018/19, and the reserves figure has been steadily increasing as a result. There is constant monitoring of expenditure and income by the Senior Management Team, and appropriate planning



## **The Cleft Lip and Palate Association**

### **Trustees' annual report**

#### **For the year ended 31 March 2019**

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in place to ensure reserves do not fall below unsustainable levels. The Trustees therefore feel that this figure is satisfactory for the end of this financial year. The Trustees will continue to closely monitor the reserves situation and work with CLAPA staff to continue the improvement through 2019/20.

## **Plans for the future**

### **Adult Services Project**

This three-year project, funded in full by the VTCT Foundation, seeks to research and understand the experiences, challenges and unmet needs of adults in the UK who were born with a cleft. In the first year, the project focussed on researching the unmet needs of adults who were born with a cleft through 12 roadshows and the 'Whole of Life Survey', the world's largest survey of adults born with a cleft. The year culminated in a successful Adults Conference in November 2018 which started to address some of the concerns identified in the research. In the forthcoming year, the Adult Services Coordinator and CLAPA staff team are designing and implementing services to address current unmet need and roll these out across the UK over the remaining two years of the project. At the conclusion of the three years, should the project prove successful, funding would be sought to continue the delivery of the services.

### **Regional Coordinators Project**

2019/20 will see the 3rd and final year of funding from a Big Lottery Fund grant which currently provides a significant part of the funds required to deliver the Regional Coordinators project in the East of England, Central region and South East of England. The Senior Management Team will put plans in place in the forthcoming year to ensure that services are retained as much as possible from April 2020 onwards.

## **Structure, Governance and Management**

The charity became a company limited by guarantee in 2005 and its governing documents are the Memorandum and Articles of Association. In 2009 the Trustees passed a resolution agreeing to change the Memorandum and Articles of Association so that CLAPA could be registered as a charity in Scotland (SC041034).

All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 of the accounts.

### **Appointment of Trustees**

The Trustees hold full responsibility for the activities of the charity, and the power to appoint new Trustees lies with the Trustees in office at the time. The Trustee Board regularly reviews its membership to ensure that it has a balance of health professionals and people affected by cleft, and that it has the necessary skills to fulfil its duties.

## The Cleft Lip and Palate Association

### Trustees' annual report

#### For the year ended 31 March 2019

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Trustees are recruited through open competition. Role descriptions are advertised widely through the charity and volunteer websites. Applicants are shortlisted and interviewed by a panel of existing Trustees alongside the Chief Executive Officer. Once a suitable candidate is selected, an offer of appointment is made.

In March 2014, the Board agreed to introduce a maximum term of office of two terms of three years. If, during their second term, a Trustee is appointed as Chair or Treasurer of CLAPA, they can remain a Trustee until they have served a maximum of three years in that office.

Each year the Trustees hold an 'Away Day' which includes the Annual General Meeting (AGM). This is an opportunity for the Trustees and staff team to review the strategy and the activities of the last year and to start to plan for the next year.

CLAPA's Community are invited to contribute to CLAPA's strategy through online surveys, direct communication, and the CLAPA Adult Representation Committee and Children and Young People's Council.

## Related Parties and Relationships with Other Organisations

CLAPA works with a wide variety of strategic partnerships with other charities and organisations to broaden its range of stakeholders and increase its impact.

The partners include:

- Third sector partnership groups such as the Appearance Collective and the Shared Learning Group for Patient Involvement
- Health related collectives and organisations such as the Royal College of Speech and Language Therapists.
- Related groups of SLUMBRS, Cleft Care UK, Cleft Collective, and the Centre for Appearance Research.
- NHS/EU related groups such as Cleft Development Group (CDG) and Clinical Studies Group (CSG).
- Other charities, such as the Scar Free Foundation, Changing Faces, and Headlines.
- Commercial partners, such as Crown Worldwide, MAM, Central Medical, and Handicraft.

## Remuneration policy for key management personal

CLAPA's HR Committee is responsible for advising the Board of Trustees on the appropriate levels of pay for members of the Senior Management Team. When the budget for the financial year ahead is being drafted, the Chief Executive makes recommendations to the Chair of the HR

Committee on any inflationary increases or salary changes. Any recommendations for salary increases are benchmarked against similar posts at similar sized organisations in the voluntary sector using published salary services and publicly advertised positions. If a recommendation for an inflationary / cost of living increase is made, only staff who have been in post for 6 months or more at the start of the next financial year will be eligible for this increase. The Chief Executive's salary is set and reviewed by the Board of Trustees.

## Statement of responsibilities of the Trustees

The Trustees (who are also directors of The Cleft Lip and Palate Association for the purposes of company law) are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

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

## **The Cleft Lip and Palate Association**

### **Trustees' annual report**

#### **For the year ended 31 March 2019**

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Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

### **Auditor**

Sayer Vincent LLP was appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The annual report has been approved by the Trustees on 15 September 2019 and signed on their behalf by

Jas Bhachu

Trustee

## Independent auditor's report

To the members of

The Cleft Lip and Palate Association

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### Opinion

We have audited the financial statements of Cleft Lip and Palate Association (the 'charitable company') for the year ended 31 March 2019 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Material uncertainty related to going concern

We draw attention to note 1d in the financial statements, which indicates uncertainty relating to the charitable company's ability to raise sufficient funds to pay its obligations as they fall due and to the timing of cash flows. As stated in note 1d, these events or conditions, along with the other matters as set forth in note 1d, indicate that a material uncertainty exists that may cast significant doubt on the charitable company's ability to continue as a going concern. Our opinion is not modified in respect of this matter.

## Independent auditor's report

To the members of

The Cleft Lip and Palate Association

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### Other information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report has been prepared in accordance with applicable legal requirements

### Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

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

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

## Independent auditor's report

To the members of

The Cleft Lip and Palate Association

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### Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### Auditor's responsibilities for the audit of the financial statements

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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists

## Independent auditor's report

To the members of

### The Cleft Lip and Palate Association

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related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

18 November 2019

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

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



The Cleft Lip and Palate Association

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2019

	Note	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
<b>Income from:</b>							
Donations and legacies	2	274,891	274,082	<b>548,973</b>	275,916	326,874	602,790
Charitable activities	3	183,941	-	<b>183,941</b>	114,919	-	114,919
Other trading activities	4	104,274	-	<b>104,274</b>	174,728	-	174,728
Investments		412	-	<b>412</b>	1,299	-	1,299
<b>Total income</b>		<b>563,518</b>	<b>274,082</b>	<b>837,600</b>	<b>566,862</b>	<b>326,874</b>	<b>893,736</b>
<b>Expenditure on:</b>							
Raising funds	5a	231,582	-	<b>231,582</b>	318,174	-	318,174
Charitable activities	5a	294,719	270,159	<b>564,878</b>	308,390	312,435	620,825
<b>Total expenditure</b>		<b>526,301</b>	<b>270,159</b>	<b>796,460</b>	<b>626,564</b>	<b>312,435</b>	<b>938,999</b>
<b>Net income / (expenditure) and net movement in funds</b>		<b>37,217</b>	<b>3,923</b>	<b>41,140</b>	<b>(59,702)</b>	<b>14,439</b>	<b>(45,263)</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		23,197	96,389	<b>119,586</b>	82,899	81,950	164,849
<b>Total funds carried forward</b>		<b>60,414</b>	<b>100,312</b>	<b>160,726</b>	<b>23,197</b>	<b>96,389</b>	<b>119,586</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17a to the financial statements.

The Cleft Lip and Palate Association

Balance sheet

Company no. 05206298

As at 31 March 2019

	Note	£	2019 £	£	2018 £
<b>Fixed assets:</b>					
Tangible assets	11		<b>17,088</b>		23,221
			<b>17,088</b>		23,221
<b>Current assets:</b>					
Stock	12	16,217		21,812	
Debtors	13	41,081		44,301	
Cash at bank and in hand		114,412		122,410	
		<b>171,710</b>		<b>188,523</b>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	(28,072)		(92,158)	
<b>Net current assets</b>			<b>143,638</b>		96,365
<b>Total net assets</b>			<b>160,726</b>		119,586
<b>The funds of the charity:</b>					
Restricted income funds	17a		100,312		96,389
Unrestricted income funds:					
General funds		60,414		23,197	
Total unrestricted funds			<b>60,414</b>		23,197
<b>Total charity funds</b>			<b>160,726</b>		119,586

Approved by the trustees on 12 September 2019 and signed on their behalf by

Jas Bhachu  
Trustee

The Cleft Lip and Palate Association

Statement of cash flows

For the year ended 31 March 2019

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2019 £	2018 £
<b>Net income / (expenditure) for the reporting period (as per the statement of financial</b>	<b>41,140</b>	<b>(45,263)</b>
Depreciation charges	9,930	5,602
Dividends, interest and rent from investments	(412)	(1,299)
Decrease/(increase) in stocks	5,595	(284)
Decrease/(increase) in debtors	3,220	(10,907)
(Decrease)/increase in creditors	<b>(64,085)</b>	<b>61,063</b>
<b>Net cash provided by / (used in) operating activities</b>	<b>(4,612)</b>	<b>8,912</b>

	2019 £	2018 £
<b>Cash flows from operating activities</b>		
<b>Net cash (used in) / provided by operating activities</b>	<b>(4,612)</b>	<b>8,912</b>
<b>Cash flows from investing activities:</b>		
Dividends, interest and rents from investments	412	1,299
Purchase of fixed assets	(3,798)	(10,644)
<b>Net cash (used in) investing activities</b>	<b>(3,386)</b>	<b>(9,345)</b>
<b>Change in cash and cash equivalents in the year</b>	<b>(7,998)</b>	<b>(433)</b>
Cash and cash equivalents at the beginning of the year	122,410	122,843
<b>Cash and cash equivalents at the end of the year</b>	<b>114,412</b>	<b>122,410</b>

**1 Accounting policies**

**a) Statutory information**

The Cleft Lip and Palate Association is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address and principal place of business is Green House, 244–254 Cambridge Heath Road, London, E2 9DA.

**b) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (September 2015) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**c) Public benefit entity**

The charitable company meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The previous 12 months have been a challenging period during which the Trustees have reviewed all aspects of how CLAPA is managed, both financially and operationally. Consequently, a number of key decisions were made and implemented.

Although the results have been positive, the trustees continue to closely monitor the financial performance of CLAPA on an ongoing basis. The Trustees are aware of the material uncertainty around the going concern, as a result of the low level of free reserves and the impact any delays in receiving committed funding or difficulties with fundraising may have on future cashflows.

In order to address this risk, trustees and management have been working together to implement a new strategy to increase unrestricted funds through fundraising. At the same time, unrestricted costs are being closely monitored and controlled. CLAPA has taken steps to reduce unrestricted costs, and the charity has strategies in place to further reduce costs if necessary. The trustees therefore believe that adequate measures are in place to address the uncertainties around going concern. Please see the Trustee Report for further detail.

**e) Income**

All incoming resources are included in the statement of financial activities when the charity becomes entitled to the income and the amounts can be measured reliably.

Donations are recognised upon receipt and income tax recoverable in relation to donations received under Gift Aid is recognised at the time of the donation.

Grant income is recognised upon receipt or, if earlier, at the time the charity becomes entitled to it.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

**f) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**g) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Notes to the financial statements

For the year ended 31 March 2019

1 Accounting policies (continued)

h) Expenditure and irrecoverable VAT

Resources expended are recognised in the period to which they relate.

Direct charitable expenditure comprises all the expenditure relating to the activities carried out to achieve the charitable objectives.

Support costs are allocated in full to the single charitable activity of involving and supporting people affected by clefts and improving services.

Governance includes the costs of compliance with constitutional and statutory requirements. These costs have also been allocated in full to the single charitable activity.

Staff costs have been allocated on the basis of time spent.

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost less depreciation. Items costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost less estimated value of each asset over its expected useful life, as follows:

- Website development costs 33.33% straight line
- Fixtures, fittings & equipment 25% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

k) Stocks

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis and includes transport and handling costs. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation. Provision is made where necessary for obsolete, slow moving and defective stocks.

l) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

n) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

o) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Gifts	274,891	-	274,891	275,916	-	275,916
Grants receivable	-	274,082	274,082	-	326,874	326,874
	274,891	274,082	548,973	275,916	326,874	602,790

The Cleft Lip and Palate Association

Notes to the financial statements

For the year ended 31 March 2019

**3 Income from charitable activities**

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Groups, Clubs, Other	79,182	-	<b>79,182</b>	16,666	-	16,666
Branches	13,546	-	<b>13,546</b>	10,660	-	10,660
Sub-total for Groups, Clubs, Other and Branches	92,728	-	<b>92,728</b>	27,326	-	27,326
Feeding Service	77,334	-	<b>77,334</b>	67,891	-	67,891
Other Merchandise/Literature sales	6,496	-	<b>6,496</b>	12,864	-	12,864
Postage	7,383	-	<b>7,383</b>	6,838	-	6,838
Sub-total for Feeding Service and other sales	91,213	-	<b>91,213</b>	87,593	-	87,593
Total income from charitable activities	183,941	-	<b>183,941</b>	114,919	-	114,919

**4 Income from other trading activities**

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Income from events	104,274	-	<b>104,274</b>	174,728	-	174,728
	104,274	-	<b>104,274</b>	174,728	-	174,728

The Cleft Lip and Palate Association

Notes to the financial statements

For the year ended 31 March 2019

5a Analysis of expenditure

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2019 Total £	2018 Total £
Staff costs (Note 7)	103,401	186,954	59,187	165,215	514,757	544,440
Depreciation	-	-	-	9,930	9,930	5,602
Feeding equipment	-	28,400	-	-	28,400	41,043
Outreach services	-	35,234	-	-	35,234	90,114
Meeting and conference costs	-	-	50	-	50	8,175
Information services	-	20,529	-	-	20,529	21,093
Other services	-	67,646	10,702	8,959	87,307	33,174
Office costs	-	-	-	68,643	68,643	135,878
Audit fees	-	-	7,550	-	7,550	13,479
Fundraising costs	24,060	-	-	-	24,060	46,001
	127,461	338,763	77,489	252,747	796,460	938,999
Support costs	79,689	173,058	-	(252,747)	-	-
Governance costs	24,432	53,057	(77,489)	-	-	-
<b>Total expenditure 2019</b>	<b>231,582</b>	<b>564,878</b>	-	-	<b>796,460</b>	<b>938,999</b>
Total expenditure 2018	318,174	620,825	-	-	-	-

The Cleft Lip and Palate Association

Notes to the financial statements

For the year ended 31 March 2019

5b Analysis of expenditure

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2018 Total £	2017 Total £
Staff costs (Note 7)	120,883	262,514	79,070	81,973	544,440	496,135
Depreciation	-	-	-	5,602	5,602	9,913
Feeding equipment	-	41,043	-	-	41,043	12,718
Outreach services	40,193	49,921	-	-	90,114	42,811
Meeting and conference costs	-	-	893	7,282	8,175	7,687
Information services	8,110	12,983	-	-	21,093	7,142
Other services	-	30,711	2,463	-	33,174	26,832
Office costs	-	-	13,479	135,878	135,878	176,006
Audit fees	-	-	-	-	13,479	8,100
Fundraising costs	46,001	-	-	-	46,001	35,128
	215,187	397,172	95,905	230,735	938,999	822,472
Support costs	72,749	157,986	-	(230,735)	-	-
Governance costs	30,238	65,667	(95,905)	-	-	-
<b>Total expenditure 2018</b>	<b>318,174</b>	<b>620,825</b>	<b>-</b>	<b>-</b>	<b>938,999</b>	<b>822,472</b>
Total expenditure 2017	195,130	627,342	-	-	-	-



**6 Net income / (expenditure) for the year**

This is stated after charging / (crediting):

	2019 £	2018 £
Depreciation	9,930	5,602
Operating lease rentals:		
Property	35,076	27,451
Auditor's remuneration (excluding VAT):		
Audit	7,500	11,050
Other services	-	2,035
	-	2,035

**7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2019 £	2018 £
Salaries and wages	457,271	481,491
Redundancy costs	3,328	-
Social security costs	37,871	37,201
Employer's contribution to defined contribution pension schemes	16,287	25,172
Operating costs of defined benefit pension schemes	-	576
	514,757	544,440

No employee earned between £60,000 and £70,000 during the year (2018: nil). Redundancy costs were £3,328

The charity's key management personnel comprises of the Board of Trustees and the Senior Management Team.

Included within the Senior Management Team are the following: Chief Executive, Communications and Information Manager, Finance and Administration Manager, and Head of Fundraising.

Total remuneration (Salary, NI, Allowances, Pension) paid to the Senior Management Team in the year amounted to £174,026 (2018: £229,092).

None of the Trustees received any remuneration in the year.

None of the Trustees (or any persons connected with them) received any remuneration during the year. No trustees were reimbursed travel expenses (2018: 2 Trustees – £406).

**8 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 21 (2018: 23).

	2019 No.	2018 No.
Raising funds	4.0	5.0
Sale of feeding equipment	3.0	2.0
Support	10.0	13.0
Administrative	4.0	3.0
	21.0	23.0

**9 Related party transactions**

There are no related party transactions to disclose for 2019 (2018: none).

**10 Taxation**

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	Fixtures and fittings £	Website development £	Total £
<b>Cost or valuation</b>			
At the start of the year	30,193	24,226	<b>54,419</b>
Additions in year	-	3,798	<b>3,798</b>
At the end of the year	<u>30,193</u>	<u>28,024</u>	<u><b>58,217</b></u>
<b>Depreciation</b>			
At the start of the year	20,512	10,687	<b>31,199</b>
Charge for the year	3,914	6,016	<b>9,930</b>
At the end of the year	<u>24,426</u>	<u>16,703</u>	<u><b>41,129</b></u>
<b>Net book value</b>			
<b>At the end of the year</b>	<u>5,767</u>	<u>11,321</u>	<u><b>17,088</b></u>
At the start of the year	<u>9,681</u>	<u>13,539</u>	<u>23,220</u>

All of the above assets are used for charitable purposes.

12 Stock

	2019 £	2018 £
Finished goods	<u>16,217</u>	21,812
	<u><b>16,217</b></u>	<u>21,812</u>

13 Debtors

	2019 £	2018 £
Trade debtors	3,734	5,558
Other debtors	24,845	30,999
Prepayments	12,502	7,745
	<u>41,081</u>	<u>44,301</u>

All of the charity's financial instruments, both assets and liabilities, are measured at amortised cost. The carrying values of these are shown above and also in note 20 below.

14 Creditors: amounts falling due within one year

	2019 £	2018 £
Trade creditors	6,198	32,809
Taxation and social security	9,429	12,488
Other creditors –barclaycard	4,945	36,860
Accruals	7,500	10,000
	<u>28,072</u>	<u>92,158</u>

15 Pension scheme

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £15,438 to CLAPA scheme, £5,998 to private (2018: £7,061).

16a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	17,088	-	17,088
Net current assets	43,326	100,312	143,638
<b>Net assets at 31 March 2019</b>	<b>60,414</b>	<b>100,312</b>	<b>160,726</b>

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	23,221	-	23,221
Net current assets	(24)	96,389	96,365
<b>Net assets at 31 March 2018</b>	<b>23,197</b>	<b>96,389</b>	<b>119,586</b>

17a Movements in funds (current year)

	At 1 April 2018 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2019 £
<b>Restricted funds:</b>					
The James McGowan Scholarship Fund	6,763	-	-	-	6,763
Scottish Government Health & Social Care Directorate (Section 16b)	3,604	-	(3,604)	-	-
Scottish Government (Section 10)	-	7,664	(7,664)	-	-
AMW Charitable Trust	-	5,000	(5,000)	-	-
Rathbones	858	-	(858)	-	-
Glasgow Children's Hospital Charity (prev. Yorkhill Children's Charity)	6,224	-	(6,224)	-	-
The Robertson Trust	12,147	-	(12,147)	-	-
The Sick Kids Friends Foundation	2,935	-	(2,935)	-	-
The Big Lottery Fund's Investing in Communities Scotland Programme	4,330	-	(4,330)	-	-
The Big Lottery Fund's Reaching Communities England Programme	-	111,314	(104,702)	-	6,612
Sussex Freemasons	272	-	(272)	-	-
BBC Children in Need- Scotland	-	9,500	-	-	9,500
Award for All	2,827	-	(2,827)	-	-
Smile Train England	12,833	-	(10,129)	-	2,704
BBC Children in Need - England	(2,913)	24,674	(19,382)	-	2,379
Smile Train Scotland	-	2,822	(1,746)	-	1,076
Reuben	171	-	(171)	-	-
Schuh Trust	-	5,000	(5,000)	-	-
St James Place	-	10,000	(3,333)	-	6,667
Other Restricted Funds	2,135	5,475	(10,587)	-	(2,977)
VTCT Scotland	-	25,000	(14,584)	-	10,416
VTCT	44,203	67,633	(54,664)	-	57,172
<b>Total restricted funds</b>	<b>96,389</b>	<b>274,082</b>	<b>(270,159)</b>	<b>-</b>	<b>100,312</b>
<b>General funds</b>	<b>23,197</b>	<b>563,518</b>	<b>(526,301)</b>	<b>-</b>	<b>60,414</b>
<b>Total unrestricted funds</b>	<b>23,197</b>	<b>563,518</b>	<b>(526,301)</b>	<b>-</b>	<b>60,414</b>
<b>Total funds</b>	<b>119,586</b>	<b>837,600</b>	<b>(796,460)</b>	<b>-</b>	<b>160,726</b>

17b Movements in funds (prior year)

	At 31 March 2017 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2018 £
<b>Restricted funds:</b>					
The James McGowan Scholarship Fund	6,823	-	(60)	-	<b>6,763</b>
Scottish Government Health & Social Care Directorate (Section 16b)	3,662	-	(58)	-	<b>3,604</b>
Rathbones	-	5,000	(4,142)	-	<b>858</b>
Glasgow Children's Hospital Charity (prev. Yorkhill Children's Charity)	10,003	-	(3,779)	-	<b>6,224</b>
The Robertson Trust	9,585	10,000	(7,438)	-	<b>12,147</b>
The Sick Kids Friends Foundation	6,714	-	(3,779)	-	<b>2,935</b>
The Big Lottery Fund's Investing in Communities Scotland Programme	19,209	72,130	(87,009)	-	<b>4,330</b>
The Big Lottery Fund's Reaching Communities England Programme	-	123,740	(123,740)	-	-
Sussex Freemasons	-	3,000	(2,728)	-	<b>272</b>
BBC Children in Need	-	938	(938)	-	-
Award for All	-	8,297	(5,470)	-	<b>2,827</b>
Roger and Douglas Turner	-	2,000	(2,000)	-	-
Eveson	-	3,000	(3,000)	-	-
Smile Train	13,022	19,825	(20,014)	-	<b>12,833</b>
BBC Children in Need	10,797	15,390	(29,100)	-	<b>(2,913)</b>
Reuben	-	250	(79)	-	<b>171</b>
Other Restricted Funds	2,135	-	-	-	<b>2,135</b>
VTCT	-	63,304	(19,103)	-	<b>44,201</b>
<b>Total restricted funds</b>	<b>81,950</b>	<b>326,874</b>	<b>(312,435)</b>	<b>-</b>	<b>96,389</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Regional fund	75,037	-	(46,548)	(28,489)	-
Total designated funds	75,037	-	(46,548)	(28,489)	-
<b>General funds</b>	<b>7,862</b>	<b>566,862</b>	<b>(580,015)</b>	<b>28,489</b>	<b>23,197</b>
<b>Total unrestricted funds</b>	<b>82,899</b>	<b>566,862</b>	<b>(626,563)</b>	<b>-</b>	<b>23,197</b>
<b>Total funds</b>	<b>164,849</b>	<b>893,736</b>	<b>(938,998)</b>	<b>-</b>	<b>119,586</b>

Purposes of restricted funds

**The James McGowan Scholarship Fund**

The fund was established by CLAPA at the wish of the family and friends of James, who died suddenly in 2007. CLAPA administers the fund on behalf of the scholarship committee, which gives awards for the purpose of striving for excellence in the care of patients born with cleft lip and palate in Northern Ireland, but has no control over its spend.

**Scotland Regional Coordinators Project**

All the funds for the Income below have now been spent within 2019/20 except the Big Lottery Fund which still has one more year of tapered funding.

Scottish Government Health & Social Care Directorate (Section 16b) – gave a 3-year grant towards our activities in Scotland and a 1-year grant for services for children and young people in Scotland.

Rathbones – gave a grant towards our activities in Scotland.

Glasgow Children Hospital Charities previously Yorkhill Children's Charity) – gave a 3-year grant towards our activities in West Scotland.

The Robertson Trust – gave a 3-year grant towards our activities in West Scotland.

The Sick Kids Friends Foundation – gave a 3-year grant towards our activities in East Scotland.

The Big Lottery Fund gave a 3-year grant under their Investing in Communities programme.

**Movements in funds (continued)**

**Purposes of restricted funds**

**England Regional Coordinators Project**

This project has a slight underspend due to a gap in a Regional Coordinator post and evaluation spends starting later than planned. It is made up of the following providers;

The Big Lottery Fund – gave a 4-year grant under their Reaching Communities programme for our Regional Coordinators Project in the East, South East, and Central regions of England.

Sussex Freemasons – gave a grant for our activities in England. This has now been fully spent

BBC Children in Need – gave a grant for our Childrens and Young People's services in England.

Award For All – gave a grant for our activities in England. This has now been fully spent

Roger and Douglas Turner – gave a grant for our activities in England.

Eveson – gave a grant for our activities in England.

Smile Train – gave a grant for our activities in England.

**BBC Children In Need**

This project is to cover our Children and Young People's Services (CYPA). It is made up of the following providers;

BBC Children In Need – gave a 2-year towards our CYPA.

Reuben Foundation – gave a grant for our CYPA.

**Other restricted funds**

This includes income from the Hospital Saturday Fund, and Trustees of Lord Austin amongst other for the current year.

**VTCT Restricted Fund**

This is a 3 year grant towards a research project for Adult services in the U.K. The project years are not aligned with the financial years hence the underspend.

**18 Operating lease commitments**

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property	
	2019	2018
	£	£
Less than one year	8,939	35,075
One to five years	-	11,692
	<u>8,939</u>	<u>46,767</u>

**19 Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.