

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 2020



# The Cleft Lip and Palate Association

## Contents

### For the year ended 31 March 2020

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Reference and administrative information .....	1
Trustees' annual report .....	2
Independent auditor's report .....	21
Statement of financial activities (incorporating an income and expenditure account) .....	25
Balance sheet .....	26
Statement of cash flows .....	27
Notes to the financial statements .....	28

# The Cleft Lip and Palate Association

## Reference and administrative information

For the year ended 31 March 2020

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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 Bhachu	Treasurer
N Astor	
D Drake	
O Hopkins	
E Howes	
J Morgan	
M Pinkstone	
A Strangeways	
J Williams	

C Cunniffe	Company Secretary (until August 2019 and from 1 September 2020)
T Kitchingman	Company Secretary (from August 2019 to 1 September 2020)

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

**Auditor** Sayer Vincent LLP  
Chartered Accountants and Statutory Auditor  
Invicta House  
108–114 Golden Lane  
LONDON, EC1Y 0TL

# **The Cleft Lip and Palate Association**

## **Trustees' annual report**

### **For the year ended 31 March 2020**

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The Trustees present their report and the audited financial statements for the year ended 31 March 2020.

Reference and administrative information set out on page 1 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)

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. In a time of continuing political and financial uncertainty in the UK, and as grant funding for a major CLAPA project came to an end, 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.

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 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 review 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.

In April 2019, CLAPA moved to new offices and migrated to cloud-based IT and accounting systems. This was part of the charity's continuing commitment to staff wellbeing and developing

## Trustees' annual report

### For the year ended 31 March 2020

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CLAPA from the inside-out to ensure the core of the organisation remains strong as the charity works to deliver services in a more sustainable way.

In March 2020, a three-year funding programme from the National Lottery Community Fund came to an end. In anticipation of this, planning work was undertaken to rethink the charity's service delivery model to work within a smaller budget. At a series of Trustee meetings in the autumn of 2019, senior staff and Trustees performed an in-depth review of the charity's services, and worked to prioritise these based on the services which provided the greatest value to the greatest numbers of people in the UK cleft community. A new model was developed with sustainability at its core which would allow CLAPA to retain its most valuable services and build on the learning from the Lottery-funded project. After a consultation process with staff whose roles would be directly affected by this restructure, we are delighted to report that all three staff members have chosen to stay with the charity and remain dedicated to their work.

The 2019/20 period has also seen the Adult Services Project complete its second year, focusing on drawing out the themes arising from the first year's research on the needs of adults born with a cleft in the UK. The project continues to be well-received by people directly affected by cleft, as well as clinicians and researchers from across the UK. A particular highlight was a presentation about the project's work to date at the European Cleft Conference in Utrecht in June 2019, which took the work to an international audience. In January 2020, the first of four academic papers using data from this project was published in the Cleft Palate-Craniofacial Journal on the subject of emotional wellbeing.

## 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 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.

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

### **Trustees' annual report**

#### **For the year ended 31 March 2020**

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- **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 cleft and the Cleft Teams, and provide information to parents and individuals affected by cleft at Outpatients' Clinics. In Scotland, volunteers have also started attending some 'Bumps and Babies' Groups run by the NHS to raise awareness of cleft and CLAPA.
- **Parent and Peer Supporter** – These trained volunteers 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. In Scotland, a number of dental students have joined our roster of student volunteers to give talks to schools and local groups in 2020, building on our previous successes with awareness-raising talks in this country.

#### **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 the patients' perspective to Cleft Teams. Cleft Teams need to consult with patients on the way they provide services; representatives act as the 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 a Christmas party and wrap them or help out on the day of an event.

# The Cleft Lip and Palate Association

## Trustees' annual report

For the year ended 31 March 2020

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- 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 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.

June 2019 marked CLAPA's 40<sup>th</sup> anniversary, the cleft community were invited to celebrate with the charity as it looked back on the great progress made since 1979 and ahead to what CLAPA hopes to accomplish in the future. Trustees and staff were delighted that the charity's founding members took such an active role in the celebrations, especially those who attended our 40<sup>th</sup> Anniversary party hosted by CLAPA's patron, Carol Vorderman.

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 continues to be the largest globally for a cleft support charity.

CLAPA's primary aim continues to be to working towards being more financially sustainable with a focus on the delivery of the Strategic Plan which runs until the end of 2021. 2019/20 has been another challenging year for CLAPA with the impact of Covid-19 already being felt at the end of the financial year. In response immediate action was taken to move more of the charity's services on-line so that it could continue supporting people affected by cleft. An emergency fundraising campaign was also launched. Moving into 2020/21 the charity will need to adapt its delivery model and continue its emergency fundraising efforts to keep up with a rapidly changing environment.

**Highlights for 2019/20 include:**

### **UK-wide Services**

#### **40<sup>th</sup> Birthday Celebration**

To mark CLAPA's 40<sup>th</sup> anniversary as a charity, an event hosted by CLAPA Patron Carol Vorderman was held in London which welcomed founding members and stakeholders to celebrate CLAPA's history as well as its future. Thanks to the generosity of supporters, the majority of the resources for this party, including the venue and food, were provided free-of-charge.

#### **Office Move**

After fifteen years in an office space which had become unsuitable for the modern charity CLAPA wished to be, CLAPA moved to a newly-constructed charity hub in Bethnal Green. The new

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

### **Trustees' annual report**

#### **For the year ended 31 March 2020**

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premises are smaller, but provide a more appropriate working environment for staff as well as a more suitable base for the delivery of our feeding and information services, and they cost less. The new premises also give the charity the opportunity to network with other organisations co-located in the building. This move has had a considerable, positive impact on staff wellbeing.

#### **Safeguarding Review**

In September 2019, the charity undertook an audit of its Safeguarding procedures working with an external organisation called SAFE (CIC). This provided a very useful opportunity to review and reflect on the charity's safeguarding policy and practice and to further develop and strengthen some elements building on the recommendations given by SAFE (CIC).

#### **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.

692 free Welcome Packs of special bottles and teats were sent to new families in 2019/20. In total, 14,700 special bottles and teats were sent from CLAPA's small office to families affected by cleft in 2019/20.

CLAPA remains in regular contact with NHS Cleft Teams and Cleft Nurse Specialists in particular with regards to this service to ensure it continues to meet the needs of the UK cleft community.

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

The Parent and Peer Supporter Service provided one-to-one support to 44 people in 2019/20.

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

Our BBC Children in Need funding in England and Scotland helped us to reach 94 children and young people through Adventure Days and Weekends.

#### **Adult Services**

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.

Highlights of the second year included the development of a 'Leavers' Pack' aimed at young adults being discharged from NHS cleft services. This was developed over the course of the year in consultation with specialist Clinical Psychologists, and is being piloted in 2020.

A new monthly podcast called 'Cleft Talk' was launched in June 2019. This podcast invited guest speakers from the cleft community and expert clinicians to discuss a range of topics adults have told us are important to them, from self-esteem to jaw surgery.

Another successful Adults' Conference was held in Glasgow in 2019, bringing together over 20 delegates from all over the UK. Highlights of the day included a talk on the topic of imposter



syndrome felt by those with 'just' a cleft palate in the cleft community, as well as an adult with a cleft telling her story of receiving cleft care in the year the NHS was founded.

#### 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.

CLAPA continues to work with the Cleft Collective, one of the largest cleft research programmes in the world. The programme has recruited over 7,700 participants from 2,735 families to submit biological samples and answer detailed questionnaires at key points in their child's life. The CLAPA Cleft Collective Consultation Group gives people affected by cleft a chance to feed in their own ideas and experiences directly to the project. Their interest in research together with their personal experience gives a unique perspective to the researchers. The Group meets three times a year including one in person visit, giving participants the opportunity to listen to presentations and discussions around the next phase of the initiative.

As part of the Adults Services Programme, in 2018 CLAPA launched the 'Whole of Life' Survey, a comprehensive questionnaire for adults in the UK born with a cleft, to look at their experiences of being born with a cleft and the impact that this has had on various areas of their lives. Working with the Centre for Appearance Research and NHS professionals, CLAPA has co-authored four papers which were submitted to the Cleft Palate Craniofacial Journal (CPCJ) in late 2019. The papers aim to summarise the key themes identified in the survey data, which include Emotional Wellbeing, Relationships with Others, Physical Health and Treatment Decision Making. Additionally, the aim is to then use the data to develop new evidence-based interventions within CLAPA, the NHS and the wider charity sector. The work has been recognised internationally, including at the ECPA conference in Utrecht in 2019, and was due to be showcased at the ACLAPA conference in Australia in May 2020. The Emotional Wellbeing paper was published by the CPCJ in January 2020 and a summary of the findings can be found on the CLAPA website

In June 2019 CLAPA collaborated with the Centre for Appearance Research on a small scale study which looked at the Psychosocial Impact of Cleft Lip and/or Palate on grandparents. Research suggests that the birth of a child with a cleft can have a potentially significant impact on parents. Although grandparents are becoming increasingly involved with caring for their grandchildren, little research has explored the impact of cleft on the wider family. The aim of the study was to explore the experiences and potential support needs of grandparents of children born with a cleft to inform future service provision. The findings showed that the experiences of grandparents are similar to the experiences of parents. However, their role can also include providing practical and emotional support to the family, particularly during treatment. It would therefore be beneficial for clinicians and charitable organisations to consider how their existing resources could be made more accessible to wider family members, including grandparents.

# The Cleft Lip and Palate Association

## Trustees' annual report

For the year ended 31 March 2020

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### Awareness-Raising

Across the UK, CLAPA's volunteers have been working to raise awareness in schools, universities and local groups. This has seen particular success in Scotland, where a new volunteer from a dental school has been trained to deliver educational talks about cleft lip and palate. This is a programme the charity hopes to expand next year.

The Adult Services Project delivered talks on the results of the unique 'Whole of Life' survey at three conferences in 2019/20. These were the Craniofacial Society of Great Britain and Ireland Conference in April, the European Cleft Palate Craniofacial Association Conference in June, and the British Association of Plastic, Reconstructive and Aesthetic Surgeons in June.

### England and Wales services

CLAPA's Regional Coordinators Programme aims 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. The National Lottery Community Fund provided the majority of the funding for the Regional Coordinators Project and this funding came to an end in March 2020. The project has now been restructured with staff taking on part-time roles. The charity's ambition is to continue delivering as many of the outcomes of the project as possible through core funding of the project going forwards. This includes empowering volunteers to support others to ensure the reach of the programme and to aid its sustainability.

**During 2019/20, in the 3 England Regions Supported by a CLAPA Regional Coordinator:**

- **85%** of volunteers demonstrated **enhanced skills/knowledge** through volunteering with CLAPA, and **95%** said volunteering with CLAPA had boosted their confidence.
- Regional Coordinators directly delivered **15** events, with **741** parents, families and children affected by cleft in attending at least one.
- **36** parents and **8** adults 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.

- **94%** said having access to a local support network had increased their confidence in supporting their child with issues related to cleft
- **91%** said they had access to a local support network
- **94%** felt better able to cope with the challenges associated with cleft

**Scotland and Northern Ireland services**

During 2019/2020, the charity continued to provide a range of activities across Scotland including local events groups, Christmas parties, family days and adventures days. Seven events were offered throughout the year supporting 256 individuals affected by cleft, with some families attending more than one event. 23 young people had the opportunity to attend one of the charity's activities for young people which included a residential weekend held in Perthshire

Following on from events attendees are asked to complete a feedback survey, the results of which show:

- **80%** of children and young people felt more confident as the result of attending CLAPA events
- **100%** of parents felt more able to support their child with cleft related challenges as a result of attending CLAPA events
- **89%** of young people attending the residential weekend felt the same or increased levels of confidence at the end of the activity.

In March 2020 CLAPA were also awarded a grant from the VTCT Foundation to run a feasibility study to look at the potential for collaborative working amongst charities working in the field of visible difference in Scotland. The Trustees look forward to reporting on the progress of this project next year.

In Northern Ireland, due to capacity issues there has been no specific focus on services, we hope to begin supporting volunteers in Northern Ireland again in the future as capacity allows. The community in Northern Ireland continue to be able to access our UK wide services including support via our online community.

**Other Achievements**

**Communications**

Social media remains one of CLAPA's greatest tools as a charity. With just over 16,000 'Likes' on Facebook, and around 20,000 people active in online support groups, CLAPA continues to have the largest social media presence for a cleft support charity in the world. CLAPA's primary Twitter account grew to 4,250 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 20,000 unique visitors to CLAPA's website each month, including over 21,000 hits on the, NHS-approved, community-focused information

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

### **Trustees' annual report**

#### **For the year ended 31 March 2020**

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pages about cleft lip and palate. The charity's monthly E-newsletters were sent to around 3,500 people, with an average 32% open rate.

CLAPA continues its focus on storytelling, including people telling their own stories in videos as well as photo stories. This continues 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 201 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.
- Volunteer Events Groups held or participated in a number of fundraising events with support from regional staff, these included quizzes as well as sponsored walks and runs. Fundraising activities such as raffles and tombolas were also undertaken by groups at Christmas parties across the UK.
- Facebook Giving, a relatively new fundraising platform, continues to be a reliable source of income from our community on social media. This year, CLAPA's supporters raised and donated almost £57,000, predominately from birthday fundraisers.
- Support from Trusts and Foundations continued to make a significant contribution to CLAPA's work, with just under £290,000 donated in this period. This included large grants from the National Lottery Community 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 £181,000 was raised through local fundraising efforts and challenges completed by 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 nine 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.

# The Cleft Lip and Palate Association

## Trustees' annual report

For the year ended 31 March 2020

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### Services include:

- CLAPA 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 around 700 free 'Welcome Packs' to UK families, CLAPA sells 14,700 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 for 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.
- Publications & Information Leaflets – CLAPA publishes and distributes a number of booklets and leaflets that offer help and guidance. A grant from the Craniofacial Society of Great Britain and Northern Ireland will support the charity to redevelop a number of leaflets in 2020/21.
- Online Support Network – CLAPA runs a network of online support groups which have allowed around 20,000 people to connect with each other.

- Awareness Raising – CLAPA trains volunteers to educate schools, local communities and on occasion healthcare professionals about cleft lip and palate.

## **Financial Review**

Total income for the year 2019/20 was £699,683, compared to the 2018/19 figure of £837,600 a reduction of 16%. Total expenditure for the year was £725,177, a decrease of 9% on the 2018/19 figure of £796,460.

The deficit for the year 2019/20 is £25,494, a reduction from the 2018/19 surplus of £41,140. This reduction from last year's surplus position is largely due to delays in receiving committed funding and the initial impact of Covid-19 on fundraising activities in March 2020. Unrestricted income for March was 61% lower than budget with income down across most areas of fundraising including income raised from events, community fundraising and individual giving. It is anticipated that these areas of fundraising and in particular individual and community fundraising will return to prior levels within the 2020/21 financial year. In the meantime, supporters have responded positively to emergency fundraising messages by taking on virtual challenges or committing to regular giving.

CLAPA continues to generate unrestricted income from a range of sources including Facebook, JustGiving and Virgin Money Giving. Despite being lower than budget unrestricted income remained stable against the prior year and was 67.4% of total income in 2019/20, compared with 67.3% of total income in 2018/19.

The total reserves including restricted funding were £135,232 compared to the 2018/19 figure of £160,726. The total reserves for 2019/20 represent 19.3% of total income, compared to 19.2% of total income in 2018/19. This is equivalent to 2.24 months of total reserves, down from 2018/19's figure of 2.42. The unrestricted free reserves for this year are £29,916, which equates to 0.50 months, compared to 2018/19 unrestricted free reserves of £43,326, equating to 0.65 months.

Although the last 12 months have seen income levels fall by 16% from the previous year, there has also been a significant reduction in costs by 9%. This is in part due to lower staff costs and also as a result of the move to new premises. Cost reduction and expenditure control continue to be a priority and the Senior Management Team are closely monitoring the cash flow. These measures will continue for the foreseeable future until the charity is at the reserves levels with which the Trustees 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 potential difficulties with fundraising as the result of Covid-19 and other factors and the impact this may have on future cashflows. In response the Trustee Board have increased the frequency of their meetings to ensure greater oversight of the charity's finance and governance functions. CLAPA has also embarked on an emergency fundraising campaign which has had very encouraging initial results. The charity has received pledges and funding

totalling £148k from grant funders including the National Lottery Community Fund, Charities Aid Foundation and VTCT Foundation. CLAPA is also very grateful to have received increased levels of income from its supporters in response to emergency fundraising messages during the first quarter of 2020/21.

As a result, since the year end the reserves position has improved substantially. At the end of July total reserves including restricted funding were £294,618 equivalent to 6.6 months of expenditure and the unrestricted free reserves were £68,695, equating to 1.54 months.

The Trustees therefore remain optimistic that CLAPA will remain a going concern and continue to closely monitor the financial performance of CLAPA on an ongoing basis.

## Approach to Fundraising

There is a great deal of overlap between CLAPA's beneficiaries and its supporter base. As such, 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 one off 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. During the financial year 2019/20 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.

### **Trustees' annual report**

**For the year ended 31 March 2020**

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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. 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 registered with the Fundraising Preference Service (FPS) and receives weekly updates, though to date has only received one suppression request. Staff attend mandatory annual Data Protection training to ensure on-going compliance with GDPR.

## **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, the charity has robust safeguarding policies and procedures in place. This includes carrying out disclosure and barring checks as appropriate on those staff members whose roles involve working 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, three safeguarding concerns were reported to the Safeguarding Team and escalated to the CLAPA Trustee with safeguarding responsibility. Appropriate action was taken for each and two of the concerns did not meet the threshold which would require a report to the local authority Multi Agency Safeguarding Hub (MASH) and are closed. The third related to a high profile individual who had been involved with the charity and was reported to the Charity Commission, further information is given below.

### **Serious Incident Report to the Charity Commission**

As part of its commitment to Safeguarding CLAPA made a serious incident report to the Charity Commission for England and Wales during the reporting period. This related to the arrest and subsequent prosecution of an individual linked to the charity. Mr. Danny Tetley was found guilty on a number of charges of causing child sexual exploitation by Bradford Crown Court and sentenced to nine years in prison.

Mr. Tetley became involved with CLAPA during the time that he appeared on the X Factor in late 2018. During his appearance on the X Factor programme Mr. Tetley spoke openly about his experiences with cleft, as he was born with a cleft lip and palate. As a result, he gained fans from CLAPA's community of people born with and affected by cleft lip and palate. He expressed an interest in becoming a CLAPA Ambassador, working to raise funds for CLAPA, as well as raising awareness of cleft and the charity's work more widely. Due to other commitments following his X



### Trustees' annual report

For the year ended 31 March 2020

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Factor appearance, Mr Tetley's role as a CLAPA Ambassador was not formalised, and CLAPA has had limited contact with him and his family since early 2019. In August 2019, CLAPA was made aware that Mr. Tetley was in police custody pending the above charges being brought against him. The charity immediately conducted an internal review led by CLAPA's Safeguarding Team to investigate the period when Mr. Tetley may have been in contact with our supporters and service users. CLAPA's Safeguarding Team found no evidence that a safeguarding incident took place. In the interests of full transparency, a report was made to the Charity Commission outlining the involvement of the charity with Mr. Tetley. After reviewing the report, the Charity Commission have responded to say that based on the information CLAPA had provided, they had been assured that the Trustees were dealing with the matter appropriately and responsibly.

CLAPA has had no contact from families with any safeguarding concerns, either during Mr. Tetley's involvement with CLAPA or since his arrest and subsequent prosecution. CLAPA has also received no contact from the police or the media. The Trustees have therefore concluded that with the information available at the current time, there is no evidence of a safeguarding incident. CLAPA's Safeguarding Team, Senior Management Team and Trustees will continue to monitor the situation.

## 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 the risk register and a sample of the risk management policies and procedures produced by the charity.

CLAPA's main 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.

A major risk looking ahead is how the charity will respond to the unprecedented challenge that the coronavirus pandemic brings. To manage this risk, the Trustee Board and Senior Management Team are developing a new strategy to adapt service delivery in light of the crisis. Action is also being taken to reduce unrestricted cost alongside emergency fundraising activity. Costs are being closely monitored and controlled on an on-going basis and the charity has strategies in place to further reduce costs if 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 total reserves were the equivalent to 2.24 months and reserves based on unrestricted funds were 0.5 months.

Whilst this figure continues to be less than the policy requires, the Trustees acknowledge that the Reserves position was impacted by the delay in receiving committed income and the initial impact of COVID-19 on fundraising activity. CLAPA does not intend to draw on reserves to meet future expenditure. The charity's funding strategy is based on covering future costs from future income streams and slowly building up reserves from planned year on year surpluses from unrestricted Income.

As a result of the level of reserves and the challenge faced in light of COVID-19, weekly cashflow monitoring has been put in place to ensure that income flows cover costs. Scenario planning is underway, and a new strategy will be developed to ensure that costs can be controlled in line with income and that reserves do not fall below unsustainable levels.

As a result of actions taken in the first quarter of financial year 2020/21 the charity's reserves position has improved substantially. At the end of July total reserves including restricted funding were £294,618 equivalent to 6.6 months of expenditure and the unrestricted free reserves were £68,695 equating to 1.54 months.

## **Plans for the Future**

### **Adults Services Project**

The third year of this project will continue to focus on designing and implementing services to address the current unmet need experienced by adults affected by cleft. The charity also anticipates the publication of three more papers relating to its 'Whole of Life' survey of adults. At the conclusion of the three years, if the project continues to be as successful as it has been to date, funding will be sought to continue the delivery of the services.

### **Regional Coordinators Project**

2019/20 saw the 3rd and final year of funding from the National Lottery Community Fund which 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. As a result, the project has been restructured and staff have taken on part-time roles. CLAPA's ambition is to continue to deliver the project through core funding although this will be on a smaller scale. The outputs and outcomes of the programme will be revisited as part of CLAPA's planning cycle.

### **Fundraising**

As grant income has reduced, the Fundraising Team will be tasked with diversifying its income streams further. This will include a review of charity's legacy giving information and the development of a new Regular Giving Campaign.

### **Strategy**

CLAPA's three-year strategy runs until the end of 2021 and so in the latter half of 2020, the Senior Management Team and Trustee Board will begin the development of a new three year strategy to

take the charity to 2024. The strategy will be focused on meeting the continuing needs of the cleft community in a sustainable way and will have at its core the findings of a further survey seeking the views of CLAPA's service users.

#### **Responding to the Challenge of COVID-19**

As the reporting period comes to a close it becomes clear that a major focus in 2020/21 will be the need to adapt the charity's delivery model in order to continue meeting the needs of the cleft community. Families are likely to need greater levels of support as a result of the pressures on the NHS in an extremely challenging environment. The Senior Management Team and Trustees have begun the process of scenario and financial planning to meet the challenges of the next few months. The Trustee Board have also increased the frequency of their meetings to ensure that they have greater oversight during this crisis.

### **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.

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 research groups such as SLUMBRS2, Cleft Care UK, the 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 Handi-Craft.

## 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 publically 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.

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 17<sup>th</sup> September 2020 and signed on their behalf by

Jasvinder Bhachu



Trustee

## **Opinion**

We have audited the financial statements of Cleft Lip and Palate Association (the 'charitable company') for the year ended 31 March 2020 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 2020 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.

## **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.



## **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 related to events or conditions that may cast significant doubt on the entity's ability to

## Independent auditor's report

to the members of

### The Cleft Lip and Palate Association

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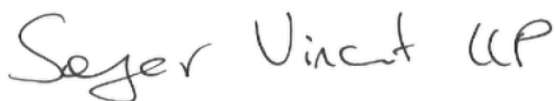
continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence 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)

30 September 2020

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 2020

	Note	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
<b>Income from:</b>							
Donations and legacies	2	220,186	228,446	<b>448,632</b>	274,891	274,082	548,973
Charitable activities	3	169,729	–	<b>169,729</b>	183,941	–	183,941
Other trading activities	4	81,322	–	<b>81,322</b>	104,274	–	104,274
Investments		–	–	–	412	–	412
<b>Total income</b>		<b>471,237</b>	<b>228,446</b>	<b>699,683</b>	<b>563,518</b>	<b>274,082</b>	<b>837,600</b>
<b>Expenditure on:</b>							
Raising funds	5a	220,305	–	<b>220,305</b>	231,582	–	231,582
Charitable activities	5a	263,187	241,685	<b>504,872</b>	294,719	270,159	564,878
<b>Total expenditure</b>		<b>483,492</b>	<b>241,685</b>	<b>725,177</b>	<b>526,301</b>	<b>270,159</b>	<b>796,460</b>
<b>Net income / (expenditure) for the year</b>	6	(12,255)	(13,239)	<b>(25,494)</b>	37,217	3,923	41,140
Transfers between funds		(2,977)	2,977	–			–
<b>Net movement in funds</b>		<b>(15,232)</b>	<b>(10,262)</b>	<b>(25,494)</b>	<b>37,217</b>	<b>3,923</b>	<b>41,140</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward	17	60,414	100,312	<b>160,726</b>	23,197	96,389	119,586
<b>Total funds carried forward</b>		<b>45,182</b>	<b>90,050</b>	<b>135,232</b>	<b>60,414</b>	<b>100,312</b>	<b>160,726</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 2020

	Note	£	2020 £	£	2019 £
<b>Fixed assets:</b>					
Tangible assets	11		15,266		17,088
			15,266		17,088
<b>Current assets:</b>					
Stock	12	16,217		16,217	
Debtors	13	40,322		41,081	
Cash at bank and in hand		87,995		114,412	
		144,534		171,710	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	(24,569)		(28,072)	
<b>Net current assets</b>			119,966		143,638
<b>Total net assets</b>			135,232		160,726
<b>The funds of the charity:</b>	17a				
Restricted income funds			90,050		100,312
Unrestricted income funds:					
General funds		45,182		60,414	
Total unrestricted funds			45,182		60,414
<b>Total charity funds</b>			135,232		160,726

Approved by the trustees on 17 September 2020 and signed on their behalf by



Jas Bhachu  
Trustee

Statement of cash flows

For the year ended 31 March 2020

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

	2020 £	2019 £
Net (expenditure) / income for the reporting period (as per the statement of financial	(25,494)	41,140
Depreciation charges	8,065	9,930
Loss on disposal	5,767	–
Dividends, interest and rent from investments	–	(412)
Decrease in stocks	–	5,595
Decrease in debtors	758	3,220
Decrease in creditors	(3,503)	(64,085)
<b>Net cash used in operating activities</b>	<b>(14,407)</b>	<b>(4,612)</b>

	2020 £	£	2019 £	£
Cash flows from operating activities				
<b>Net cash used in operating activities</b>		(14,407)		(4,612)
Cash flows from investing activities:				
Dividends, interest and rents from investments	–		412	
Purchase of fixed assets	(12,010)		(3,798)	
<b>Net cash (used in) investing activities</b>		(12,010)		(3,386)
<b>Change in cash and cash equivalents in the year</b>		(26,417)		(7,998)
Cash and cash equivalents at the beginning of the year		114,412		122,410
<b>Cash and cash equivalents at the end of the year</b>		<b>87,995</b>		<b>114,412</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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 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 with the year end result affected by a delay in receiving committed funding and the initial impact of Covid-19 on fundraising activities.

The Trustees are aware of the material uncertainty around the going concern, as a result of the low level of free reserves and the potential difficulties with fundraising as a result of Covid-19 and other factors and the impact this may have on future cashflows.

In response action has been taken by the Trustee Board and Senior Management Team to begin adapting service delivery, to reduce unrestricted costs and to launch an emergency fundraising appeal. Since the year end the reserves position has improved substantially. At the end of July total reserves including restricted funding were £294,618 equivalent to 6.6 months of expenditure and the unrestricted reserves were £68,695 equating to 1.54 months.

Although the results since year end have been positive, the Trustees continue to closely monitor the financial performance of CLAPA on an ongoing basis. Trustees and the Senior Management Team have been working together to develop a new strategy to adapt the charity's delivery model in light of the coronavirus crisis. 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 details.

**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.

**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.

**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.

A proportion of Support costs is allocated to fundraising and to Charitable activities involving and supporting people affected by clefts and improving services.

Governance includes the costs of compliance with constitutional and statutory requirements. A proportion of governance costs is allocated to fundraising and to Charitable activities.

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 £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Gifts	220,186	–	220,186	274,891	–	274,891
Grants receivable	–	228,446	228,446	–	274,082	274,082
	<u>220,186</u>	<u>228,446</u>	<u>448,632</u>	<u>274,891</u>	<u>274,082</u>	<u>548,973</u>

**3 Income from charitable activities**

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Groups, Clubs, Other	90,449	–	<b>90,449</b>	79,182	–	79,182
Branches	4,728	–	<b>4,728</b>	13,546	–	13,546
Sub-total for Groups, Clubs, Other and Branches	95,177	–	<b>95,177</b>	92,728	–	92,728
Feeding Service	63,926	–	<b>63,926</b>	77,334	–	77,334
Other Merchandise/Literature sales	3,308	–	<b>3,308</b>	6,496	–	6,496
Postage	7,318	–	<b>7,318</b>	7,383	–	7,383
Sub-total for Feeding Service and other sales	74,552	–	<b>74,552</b>	91,213	–	91,213
Total income from charitable activities	169,729	–	<b>169,729</b>	183,941	–	183,941

**4 Income from other trading activities**

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Income from events	81,322	–	<b>81,322</b>	104,274	–	104,274
	81,322	–	<b>81,322</b>	104,274	–	104,274



The Cleft Lip and Palate Association

Notes to the financial statements

For the year ended 31 March 2020

5a Analysis of expenditure

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2020 Total £	2019 Total £
Staff costs (Note 7)	92,966	160,480	70,548	98,495	422,489	514,757
Depreciation	–	–	–	8,065	8,065	9,930
Feeding equipment	–	47,016	–	–	47,016	28,400
Outreach services	–	16,783	–	–	16,783	35,234
Meeting and conference costs	–	–	25	–	25	50
Information services	–	23,220	–	–	23,220	20,529
Other services	–	57,255	8,554	14,282	80,091	87,307
Office costs	5,294	9,342	1,557	59,721	75,914	68,643
Audit fees	–	–	8,400	–	8,400	7,550
Fundraising costs	43,174	–	–	–	43,174	24,060
	141,434	314,096	89,084	180,563	725,177	796,460
Support costs	51,278	129,285	–	(180,563)	–	–
Governance costs	27,593	61,491	(89,084)	–	–	–
<b>Total expenditure 2020</b>	<b>220,305</b>	<b>504,872</b>	<b>–</b>	<b>–</b>	<b>725,177</b>	<b>796,460</b>
Total expenditure 2019	231,582	564,878	–	–	796,460	

**The Cleft Lip and Palate Association**

**Notes to the financial statements**

**For the year ended 31 March 2020**

**5b Analysis of expenditure**

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2019 Total £
Staff costs (Note 7)	103,401	186,954	59,187	165,215	514,757
Depreciation	–	–	–	9,930	9,930
Feeding equipment	–	28,400	–	–	28,400
Outreach services	–	35,234	–	–	35,234
Meeting and conference costs	–	–	50	–	50
Information services	–	20,529	–	–	20,529
Other services	–	67,646	10,702	8,959	87,307
Office costs	–	–	–	68,643	68,643
Audit fees	–	–	7,550	–	7,550
Fundraising costs	24,060	–	–	–	24,060
	127,461	338,763	77,489	252,747	796,460
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>–</b>	<b>–</b>	<b>796,460</b>

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

This is stated after charging / (crediting):

	2020 £	2019 £
Depreciation	8,065	9,930
Loss on disposal of fixed assets	5,767	-
Operating lease rentals:		
Property	29,499	35,076
Auditor's remuneration (excluding VAT):		
Audit	7,650	7,500
	<u>7,650</u>	<u>7,500</u>

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

Staff costs were as follows:

	2020 £	2019 £
Salaries and wages	370,658	457,271
Redundancy costs	-	3,328
Social security costs	33,443	37,871
Employer's contribution to defined contribution pension schemes	18,388	16,287
	<u>422,489</u>	<u>514,757</u>

No employee earned between £60,000 and £70,000 during the year (2019: nil). There were no redundancy costs (2019: £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 £155,635 (2019: £174,026).

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 (2019:Nil).

**8 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 18 (2019: 21).

	2020 No.	2019 No.
Raising funds	4.0	4.0
Sale of feeding equipment	2.0	3.0
Support	9.0	10.0
Administrative	3.0	4.0
	<u>18.0</u>	<u>21.0</u>

**9 Related party transactions**

There are no related party transactions to disclose for 2020 (2019: 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	28,024	58,217
Additions in year	2,350	9,660	12,010
Disposals in year	(29,664)	–	(29,664)
At the end of the year	2,879	37,684	40,563
<b>Depreciation</b>			
At the start of the year	24,426	16,703	41,129
Charge for the year	588	7,477	8,065
Eliminated on disposal	(23,897)	–	(23,897)
At the end of the year	1,117	24,180	25,297
<b>Net book value</b>			
At the end of the year	1,762	13,504	15,266
At the start of the year	5,767	11,321	17,088

All of the above assets are used for charitable purposes.

**12 Stock**

	2020 £	2019 £
Finished goods	16,217	16,217
	16,217	16,217

**13 Debtors**

	2020 £	2019 £
Trade debtors	5,101	3,734
Other debtors	27,851	24,845
Prepayments	7,370	12,502
	40,322	41,081

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

**14 Creditors: amounts falling due within one year**

	2020 £	2019 £
Trade creditors	7,455	6,198
Taxation and social security	6,906	9,429
Other creditors –barclaycard	52	4,945
Accruals	10,156	7,500
	24,569	28,072

**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 £15,008 to CLAPA scheme (2019: £15,438), £3,390 to private (2019: £5,998).

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

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	15,266	–	15,266
Net current assets	29,916	90,050	119,966
<b>Net assets at 31 March 2020</b>	<b>45,182</b>	<b>90,050</b>	<b>135,232</b>

16b Analysis of net assets between funds (prior 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 1 April 2019</b>	<b>60,414</b>	<b>100,312</b>	<b>160,726</b>

17a Movements in funds (current year)

	At 1 April 2019 £	Income & gains £	Expenditure & losses £	Transfers	At 31 March 2020 £
<b>Restricted funds:</b>					
<b>Northern Ireland</b>					
The James McGowan Scholarship Fund	6,763	280	–	–	7,043
<b>Scotland Region</b>					
The Robertson Trust	–	11,500	(11,500)	–	–
BBC Children in Need (Scotland)	9,500	9,500	(9,500)	–	9,500
Smile Train (Scotland)	1,076	–	(1,076)	–	–
The VTCT Foundation (Scotland)	10,416	–	(10,416)	–	–
The VTCT Foundation (Collaborative programme Scotland)	–	35,291	(500)	–	34,791
The Nimar Charitable Trust	–	500	(500)	–	–
The Hugh Fraser Foundation	–	5,000	(5,000)	–	–
<b>England Region</b>					
The Big Lottery Fund's Reaching Communities Programme (England)	6,612	88,022	(94,634)	–	–
Roger & Douglas Turner Charitable Trust	–	2,000	(2,000)	–	–
Smile Train (England)	2,704	19,250	(21,954)	–	–
BBC Children in Need (England)	2,379	24,884	(27,263)	–	–
The Eveson Charitable Trust	–	3,000	(1,000)	–	2,000
Reuben Foundation	–	250	(250)	–	–
St James's Place Charitable Foundation	6,667	–	(6,667)	–	–
Other Restricted Funds	(2,977)	–	–	2,977	–
<b>UK Wide</b>					
The Craniofacial Society of Great Britain & Ireland	–	8,949	(8,949)	–	–
The VTCT (Adult Services project)	57,172	22,860	(43,316)	–	36,716
<b>Total restricted funds</b>	<b>100,312</b>	<b>231,286</b>	<b>(244,525)</b>	<b>2,977</b>	<b>90,050</b>
<b>General funds</b>	<b>60,414</b>	<b>468,397</b>	<b>(480,652)</b>	<b>(2,977)</b>	<b>45,182</b>
<b>Total unrestricted funds</b>	<b>60,414</b>	<b>468,397</b>	<b>(480,652)</b>	<b>(2,977)</b>	<b>45,182</b>
<b>Total funds</b>	<b>160,726</b>	<b>699,683</b>	<b>(725,177)</b>	<b>–</b>	<b>135,232</b>

# The Cleft Lip and Palate Association

## Notes to the financial statements

For the year ended 31 March 2020

### 17b Movements in funds (prior year)

	At 31 March 2018 £	Income & gains £	Expenditure & losses £	Transfers	At 1 April 2019 £
<b>Restricted funds:</b>					
<b>Northern Ireland</b>					
The James McGowan Scholarship Fund	6,763	–	–	–	6,763
<b>Scotland Region</b>					
The Robertson Trust	12,147	–	(12,147)	–	–
BBC Children in Need (Scotland)	–	9,500	–	–	9,500
Smile Train (Scotland)	–	2,822	(1,746)	–	1,076
Scottish Government Health & Social Care Directorate (Section 16b)	3,604	–	(3,604)	–	–
Scottish Government (Section 10)	–	7,664	(7,664)	–	–
The VTCT Foundation (Scotland)	–	25,000	(14,584)	–	10,416
Rathbones	858	–	(858)	–	–
Glasgow Children's Hospital Charity (prev. Yorkhill Children's Charity)	6,224	–	(6,224)	–	–
The Sick Kids Friends Foundation	2,935	–	(2,935)	–	–
The Big Lottery Fund's Investing in Communities Programme (Scotland)	4,330	–	(4,330)	–	–
The AMW Charitable Trust	–	5,000	(5,000)	–	–
<b>England Region</b>					
The Big Lottery Fund's Reaching Communities Programme (England)	–	111,314	(104,702)	–	6,612
Sussex Freemasons	272	–	(272)	–	–
Awards 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
Reuben Foundation	171	–	(171)	–	–
Schuh Trust	–	5,000	(5,000)	–	–
St James's Place Charitable Foundation	–	10,000	(3,333)	–	6,667
Other Restricted Funds	2,135	5,475	(10,587)	–	(2,977)
<b>UK Wide</b>					
The VTCT Foundation (Adult Services project)	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>

### 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 Region

The Scotland and Northern Ireland Manager post in 2019\_20 was funded from restricted and unrestricted funds

The Following grants were Restricted funds that funded part of the costs of the Scottish region

The Nimar Charitable Trust contributed to core and running costs in Scotland

The Robertson Trust contributed to the salary of the Scotland and Northern Ireland Manager

The Hugh Fraser Foundation provided funding towards the costs of the charity's work in Scotland

BBC Children in Need provided funding towards the costs of running activities for children and young people in Scotland

Smile Train (Scotland) – a grant towards the costs of volunteer services in Scotland

The VTCT Foundation contributed towards core and running costs in Scotland

**Movements in funds (continued)**

**Purposes of restricted funds**

**England Region**

The Regional Coordinators programme was also funded from restricted and unrestricted funds

Restricted Funding is made up from the following providers :-

The Big Lottery Fund – this was the last year of the grant for the Regional Coordinators Project in the East, South East, and Central regions of England

The Roger and Douglas Turner Charitable Trust – gave a grant for core activities. This has now been fully spent

Smile Train – gave a grant towards the salary costs of the East of England Regional Coordinator

BBC Children in Need – gave a grant for Childrens and Young People's services in England and towards the salary costs of the Children and Young People's Officer

The Eveson Charitable Trust – gave a grant for activities in the West Midlands. This has now been fully spent

Reuben Foundation – a contribution towards the running costs of the charity in England

St James's Place Charitable Foundation – a grant towards the salaries of the England Regional Coordinators and associated costs

Other Restricted Funds – small grants received for work in a range of local geographical areas

**Information Service grant**

The Cranofacial Society of Great Britain and Ireland gave a grant to support the information service

**The VTCT Foundation – Collaborative work**

The VTCT Foundation gave a grant to help explore the feasibility of developing a programme of collaborative work with key partner charities working in similar fields in Scotland

**VTCT Restricted Fund Adult project**

This is a 3 year grant for a research project exploring and developing support services for adults affected by cleft 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 2020 £	2019 £
Less than one year	22,046	14,931
One to five years	935	2,806
	<u>22,981</u>	<u>17,737</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.