

**Cosmetic Toiletry & Perfumery Foundation
(Programme Title: “Look Good Feel Better”)
Trustees Report and Financial Statements
31 December 2020**



We're here to help

About Us

The Vision of the Foundation through the Look Good Feel Better (LGFB) Programme is to ensure that anyone living with cancer can access our services.

The Mission of the Programme is to help boost the physical and emotional wellbeing of people living with cancer through online and face to face Workshops, printed materials and web-based tutorials.

The first Workshop for women was held 26 years ago and since then the charity has developed special sessions for young adults and, in 2018, introduced vitally needed services for men. Each group session is led by trained volunteers and is a chance to meet others in a similar situation, as well as learning useful skills and techniques to manage the side-effects of cancer treatment.

Finding out you have cancer is traumatic. The added stress of the appearance related side-effects can be demoralising and feel overwhelming, which can have serious psycho-social consequences at a time when a positive attitude is vital.

2020 : Cancer Support and Covid

Pre Covid Look Good Feel Better was offering group workshops through 141 hospitals, cancer support centres and other venues and in 2019 supported 16,500 people, with thousands more seeking advice online. Services are offered to all ages, skin-tone and every type of cancer.

2020 was set to be a record year for Look Good Feel Better, both in terms of patient reach and fundraising but, like most companies and charities, the Covid pandemic caused instant devastation. In March 2020 LGFB pulled services out of all locations and a drop in income of up to 60% was forecast due to the infeasibility of many fundraising initiatives, especially retail and event based.

Very serious decisions had to be made to radically cut expenditure and nearly 50% of staff were put on furlough and subsequently 7 roles had to be made redundant. The remaining 6 full time staff agreed to temporary salary cuts and part time working to help maintain the charity.

Our cash flow forecasts predicted that the charity's long built-up cash reserves would be required to support the Foundation's operations through 2020 and 2021.

New Services

Alongside the challenging financial situation, it became increasingly obvious that even though Covid had put a halt to 'normal' life, cancer hadn't stopped. Cancer patients were telling the charity that they felt more isolated, alone, frightened and forgotten throughout the crisis so withdrawing all support wasn't an option.

The remaining team of 10 staff were determined to still provide support for cancer patients and within two weeks the Programme Services team had created, trialled and launched 'virtual' workshops.

Using the power of Zoom, LGFB spent 2020 bringing groups of 8-10 people together for two-hour sessions filled with confidence boosting tips and techniques, fun and often a lot of laughter. The new online Workshops enable LGFB to bring their unique brand of support to people in the comfort and safety of their own homes. Most importantly they have a chance to ask questions they don't feel comfortable sharing with their oncologist or family. They report feeling less alone, less isolated and less stressed and are able to chat and share their experiences, giving a vital boost to mental wellbeing at an extraordinarily difficult time.

Facing Cancer and Covid is unimaginable and knowing that 'normal' levels of support are no longer available and someone's only contact is with medical teams - on their own, without family or friends for support, must feel impossible to face.

During 2020 Look Good Feel Better has not only offered skincare and make-up Workshops but has asked patient beneficiaries how else the charity can help. Through the year the charity has increased its offering to include hair loss/wigs/head coverings; nail care and body confidence/styling.

Online Workshops have been held very successfully for women, men and young adults and once the pandemic is officially 'over' the charity will move back to face to face groups in 140+ locations but will also still offer the new services.

The charity's ambition continues to be **'the ability to reach out and support every person living with cancer in the UK'**.

"It's really important for people to have access to Look Good Feel Better's incredibly practical service - the effect a Workshop has on appearance and confidence is life enhancing during such a difficult time. It allows people to take control of how they look and feel, when everything else feels like it's outside of their control."

Dr Natalie Doyle – Nurse Consultant - Living With & Beyond Cancer

MEMBERS OF THE BOARD AT DATE OF SIGNING (June 2021)

Geoff Percy	Chairman, CTPF
Mark Spillman	Vice Chair CTPF
Allie Crawford	Treasurer, CTPF
Chrys Andradi	Trustee, CTPF
Kenneth Green	Chairman, Kenneth Green Associates
Ian Jepson	Commercial Director, Chanel
Debbie Lewis	Managing Director, Clarins (UK)
Ruth Newton-Jones	Fragrance Group London
Debbie Hunter	Director of Commercial Affairs, CTPA
Ian Marshall	Trustee, CTPF
Anna Bartle	VP, Corporate Affairs, Estée Lauder Companies
Suriya Parksuan	L'Oreal Luxe

OTHER MEMBERS OF THE BOARD IN POST DURING 2020

Ian Filby	Resigned 26 th April 2021
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EXECUTIVE SERVICES

Sarahjane Robertson	Chief Executive, CTPF
Peter Godden (Company Secretary)	Finance Director (p/t), CTPF

HONORARY LIFE PRESIDENT

Richard Bradley

HONORARY VICE PRESIDENTS

Barbara Daly OBE
Gloria Freilich
Diana Moran
Charles Worthington MBE
Susan Taylor
Per Neuman

REGISTERED AND ADMINISTRATIVE OFFICE

West Hill House, 32 West Hill
Epsom KT19 8JD

AUDITORS

Crowe U.K. LLP
55 Ludgate Hill London EC4M 7JW

SOLICITORS

CMS Cameron McKenna LLP

BANKERS

Barclays Bank Pl

Donated Products and Services

The Foundation's charitable activities continue to rely on:

- the donation of suitable skincare and cosmetic products for use by the charity's beneficiaries
- compassionate and professional skincare, make-up and grooming consultants who volunteer to host the workshops in hospitals and cancer support centres

The Board recognises the significant benefit to the Charity of donated products; Over 23 companies donate products each year.

The charity is also very grateful for the significant logistical support it receives from one company, which enable products to be sent to support sessions across the UK.

Raising Funds

The charity's revised fundraising objective for 2020 was to contribute to securing the future of the charity post-Covid. The Directors believe that this has been achieved.

As previously stated, in April 2020 the charity was predicting a 60% loss of income and many usual routes to raise funds were no longer possible. Expenditure was cut and redundancies were made across most areas, including two roles in Fundraising. The remaining two members of the team worked with the CEO to plan and action new areas of support with key income streams switching in the following way :

Important levels of funding had previously come from the retail sector and focus was quickly shifted to beauty e-tailers and organisations selling directly to customers. This plan paid strong dividends with several very positive CRM campaigns and new relationships developed which will grow into 2021. Whilst traditional funding streams declined by over £600k due to both Covid-19 and the general difficulties for some of our high street partners, the new streams, together with a generous grant from the Julia and Hans Rausing Trust, offset a large part of this decline.

A full list of key organisations which supported the charity in 2020, whether through product donations, staff time or fundraising, has been included in Note 15 to the Accounts at the back of this document. The Foundation is very grateful to every one of them for the part they have played in helping support women, young adults and men living with cancer.

The Charity did not pay any third party or agency to undertake material fundraising activities on its behalf and received no complaints during the course of the year regarding any fundraising activities.

The Charity and its Trustees are fully aware of the requirements and duties set out in the Charities (Protection and Social Investment) Act 2016 with respect to fundraising activities and are focused on ensuring any future fundraising activities are fully compliant.

Strategic Direction and Governance

The Cosmetic, Toiletry and Perfumery Foundation (Registered No: 2850925 - Company Limited by Guarantee, Registered Charity No: 1031728) is governed by its Memorandum and Articles of Association and operates through its Programme, Look Good Feel Better (LGFB).

The Members of the Board are the Charity Trustees and also the Directors for the purposes of the Companies Act 2006. The Board is made up of senior Directors nominated by supporting companies who are actively engaged in the LGFB Programme as well as independent individuals who are selected through an interview process with other directors. Nominations are made to maintain a balance of expertise at a senior level.

Newly nominated Directors are given a thorough understanding of the Programme through meeting with the Chief Executive, other members of the Executive Team and are encouraged to observe workshops on a regular basis. They are encouraged to attend appropriate external training events where this would facilitate the undertaking of their role.

The Board is responsible for overseeing the strategy of the charity and ensuring the Foundation's finances are on a firm footing using the guidance of a Finance Committee drawn from senior finance executives of member companies and individuals.

An Ambassador Group, made up of individuals directly employed by member and supporting companies, champion and manage their company's input to the LGFB Programme.

The Chief Executive, Sarahjane Robertson, has overall responsibility for all operational matters to ensure the successful delivery of the Programme.

The Foundation has a wholly owned Trading subsidiary, Look Good Feel

Better Trading Limited, which was formed to undertake non primary purpose trading activities to raise funds on behalf of the Charity. All profits from this subsidiary are gifted to the Parent Charity on an annual basis.

Public Benefit

The Trustees confirm that they have complied with their duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission and have considered this in setting the key strategic objectives of the Foundation.

Risk Management

The Board acknowledges its responsibility for establishing a risk management system and is satisfied that appropriate procedures have been established to identify and mitigate major risks which the Foundation faces. A Risk Register is maintained on this basis, including an assessment of the scale of probability of specific risks to better identify strategic areas for review. It is recognised that systems can only provide reasonable but not absolute assurance that major risks will be adequately managed.

The Board is keenly aware of the risks posed to the organisation by the unprecedented impact of the Covid-19. The combination of its reserves built in line with its policy and sanctioning management to take steps to streamline the organisation has enabled the charity to plan for continued operations into the future even with the risk of reduced income levels. Once the activities return to a level of normality, the Board will review the Risk Register and Reserves Policy to ensure they remain appropriate for the future.

The operational and financial risks facing the charity as a result of the above are summarised as follows:

Key Operational Risk	Mitigating Action
Reduced resources at NHS venues when physical workshops restart	Implement an online booking system to reduce administration time.
Our clients, who all have underlying health problems, may not feel comfortable attending physical	Significantly expand the virtual on-line workshops

workshops or social distancing will reduce reach	
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Key Finance Risk	Mitigating Action
Limited fundraising in the short term and significantly lower estimates for the mid/long term	Use of our unrestricted reserves Apply for a Government 'Bounce Back' loan as a cushion
Reduced financial & operational support from member companies	Plan for alternative sources of funding – e.g. e-tailers and trust funds.
Unable to fund the current organisational structure and associated costs	Operational expenditure budgets reworked to match the changing nature of the programme and fundraising activities.

The Board recognises the need for all risks associated with the efficient delivery of the Programme to be kept under review, especially as it reshapes the organisation and its services to provide continued public benefit.

In addition to the specific risk outlined above, the Board considers that the key risks faced by the Charity are

- maintaining the support of the various companies and other supporters who donate funds, services and products for the Look Good Feel Better Programme
- ensuring the Programme retains the goodwill of the volunteers who allow the Programme to take place

The Charity seeks to mitigate these risks through continual efforts to engage with all volunteers and other supporters of the Charity to ensure their level of commitment to the Programme remains high.

Going Concern

On page 9 we have set out a review of financial performance and the Charity's Reserves position. The reserves held prior to the outbreak of Covid-19, together with the steps taken to streamline the organisation and reduce costs have placed it in a relatively strong position to continue in

operation during the pandemic and beyond.

Our planning process, including financial projections, has taken into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. We have a reasonable expectation that we have adequate resources to continue in operational existence for the foreseeable future and the accounts have, therefore, been prepared on the basis that the Foundation is a going concern. Whilst there is increased uncertainty around income forecasts during the ongoing effects of the pandemic, the Board is confident that the Foundation can adapt and mitigate as needed as was demonstrated during 2020.

Remuneration

The Remuneration Committee, which operates as a sub-committee of the Finance Committee, is expected to meet twice a year. This committee makes recommendations on overall remuneration levels and specific recommendations for the remuneration of the Chief Executive. These recommendations are then put to both the Finance Committee and Board for agreement.

Charity Governance Code

The Charity Governance Code was published in 2017. The code sets out seven principles of good governance and encourages charities to review their governance structures and processes against this code to ensure they are fit for purpose and operate efficiently. Although no major concerns have been identified, the Board is currently conducting a review of its governance processes.

Charity Objectives for 2021

Our objectives for 2021 are:

- To ensure Look Good Feel Better's expanded range of virtual and 'in person' workshops are made available to anyone undergoing cancer treatment in the UK
- To provide wide ranging support to cancer patients focussed on boosting confidence, mental wellbeing and a positive outlook during and after their treatment
- To offer support to women, men and young adults diagnosed with any type of cancer
- To continue to foster strong relationships with our corporate, brand and individual supporters to ensure we achieve or exceed budget
- To evolve the charity's business plan to include the broader offering for cancer patients both online and face to face, reflect learnings from 2020 and focus strongly on opportunities for growth and increased patient reach

Financial Review and Reserves

The financial statements show a net surplus in resources for the year of £309,882 (2019: £71,677) which together with the funds brought forward of £784,352 (2019: £712,675) results in funds to be carried forward of £1,094,234 including unrestricted reserves of £942,738.

Our supporters raised £1.6m (2019: £2.9m) in 2020, including £0.4m of Gifts in Kind (2019: £1.5m). The remaining £1.2m came from member companies, corporate partners, individual supporters and trusts, all of whom fundraised to help the Charity support its patient beneficiaries.

The Charity invested £1.3m (2019: £2.8m) in services for cancer patients, including £0.4m of donated services. The Charity's main direct expense is on its staff (£0.7m, 2019: £ 0.8m). Most of these are directly involved in running frontline services, including:

- Recruitment, training and management of volunteers (2,229 active volunteers in 2020)
- Sourcing and coordination of product donations and logistics

- Liaising with hospitals, cancer centres and support groups who act as venues / hosts for the sessions
- PR and communications, seeking to raise awareness of the Programme amongst potential beneficiaries as well as volunteers and other supporters
- Fundraising and engaging with our corporate and other supporters
- Research and development of new services to support our beneficiaries
- Management and compliance with all relevant legislation; providing support services to the frontline staff

Other expenditure is on consumable products for the support sessions, travel costs for volunteers and running costs for head office.

Budgeting and Forward Planning

The Foundation is fortunate to have a highly qualified Finance Committee on whose expertise they can draw. This committee sits 2-3 times a year and gives input and advice on the Foundation's plans and financial projections for the year ahead, as well as scrutinising the report of the Auditors. The Finance Committee then makes recommendations to the Board of Trustees in relation to these items.

The Foundation's budget is always prepared on a prudent basis, recognising the inherent unpredictability of donation income.

Part of the Charity's core funding comes from corporate 'membership' donations. We ask that member companies make a declaration of support for the year ahead ensuring that the budget can be calculated on a sound financial basis

Donated Services

The Foundation is exceptionally grateful for the donated volunteer time, logistical support and the products used in the patients' gift bags, which have all been donated by the Cosmetic's Industry (without cost to the Foundation) without which the Programme would be unable to run. The value of the product donations and logistical support received has been included as 'Gifts in Kind' in the Statement of Financial Activities.

The Charity also receives donated advertising space which assists in raising awareness of the work of the charity. The charity is very grateful to the relevant publishers for the publicity this provides but no financial value is attributed to this advertising space as the advertising would not be undertaken if not donated.

The volunteer time, although crucial to the success of the programme, has not been valued in line with the recommendations of the Charities' SORP 2015.

Reserves Policy

At 31 December 2020 the Group had free reserves (i.e. unrestricted reserves not used to fund fixed assets) totalling £881,328 (2019: £713,769). The reserves policy is set by the Trustees and is intended to reflect the changing scale of the Charity and operations over time

- Six months operational costs allowing the activities to continue in the event of a significant fall in income
- Six months cost of logistical support at commercial rates
- An amount set aside for purchasing beauty products for use in Workshops in the event of a donation shortfall or catastrophic event, e.g. flood or fire at the logistics centres

At 31st December 2020, based on the plans for 2021, this calculation gave a desired reserves figure in the region of £550,000. Whilst current reserves look arithmetically high, during 2021 a deficit of c. £200,000 is planned which will require funding from reserves. In addition we expect services to have returned to their normal level by the end of the year with a corresponding increase in direct expenditure. Free reserves at 31st December 2021 are therefore expected to be in line with policy.

Statement of Trustees' Responsibilities Year ended 31 December 2020

The Trustees (the members of the Board who are also Directors of The Cosmetic, Toiletry & Perfumery Foundation for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable laws and United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards). Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 Statement of Recommended Practice (SORP);
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions, 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 and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

So far as the Members of the Board are aware, there is no relevant audit information of which the charity's auditors are unaware. The Members of the Board have each taken all the steps that we ought to have taken as Members of the Board in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Crowe U.K. LLP has expressed their willingness to continue as auditors for the next financial year.

On behalf of the Board



Geoff Percy
Chairman
13th September 2021

Independent Auditor's Report to the Members Foundation for the year ended 31 December 2020

Opinion

We have audited the financial statements of The Cosmetic, Toiletry and Perfumery Foundation for the year ended 31 December 2020 which comprise the Consolidated Statement of Financial Activities (Incorporating the Income and Expenditure Account), the Consolidated and Charitable Company Balance Sheets, the Consolidated Cash Flow Statement 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 group's and the charitable company's affairs as at 31 December 2020 and of the group's income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

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 group 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.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's or the group's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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.

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 this gives rise to a material misstatement in the financial statements

themselves. 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 our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 13, 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

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.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud. The laws and regulations we considered in this context for the UK operations included Employment Legislation, Taxation Legislation and General Data Protection Regulation (GDPR).

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Finance Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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. 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.



Tina Allison

Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor
London

Consolidated Statement of Financial Activities
(incorporating an Income and Expenditure Account)
Year Ended 31 December 2020

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies					
- General donations and legacies		410,858	245,731	656,589	1,087,380
- Member Pledges		147,000	-	147,000	149,500
- Gifts in Kind		359,538	-	359,538	1,521,233
Other trading activities		292,838	-	292,838	111,612
Other		133,539	-	133,539	3,003
TOTAL INCOME AND ENDOWMENTS		1,343,773	245,731	1,589,504	2,872,728
EXPENDITURE ON:					
Raising funds		346,313	34,621	380,934	490,863
Charitable activities					
Gifts in Kind		359,538	-	359,538	1,521,233
Other		457,975	81,175	539,150	788,955
TOTAL EXPENDITURE	3	1,163,826	115,796	1,279,622	2,801,051
Net Income		179,947	129,935	309,882	71,677
Funds brought forward at 1 January 2020		762,791	21,561	784,352	712,675
Funds carried forward at 31 December 2020		942,738	151,496	1,094,234	784,352

Included in Other Income above is a grant of £131,336 from the UK Government as part of the Coronavirus Job Retention Scheme (CJRS).

The notes on pages 20 to 33 form part of these financial statements

Consolidated and Foundation Balance Sheets as at 31 December 2020

	Notes	2020 Group £	2020 Parent Company £	2019 Group £	2019 Parent Company £
FIXED ASSETS					
Intangible Assets	6	32,927	32,927	31,481	31,481
Tangible assets	6	13,483	13,483	2,541	2,541
Investments	12	-	100	-	100
Total fixed assets		46,410	46,510	34,022	34,122
CURRENT ASSETS					
Stock		36,704	36,704	37,414	37,414
Debtors	7	315,929	362,057	208,621	278,705
Short term deposits		209,768	209,768	207,878	207,878
Cash at bank and in hand		733,863	672,196	443,426	385,358
		1,296,264	1,280,725	897,339	909,355
CREDITORS					
Amounts falling due within one year	8	(248,440)	(233,001)	(147,009)	(159,125)
Net current assets		1,047,824	1,047,724	750,330	750,230
NET ASSETS		1,094,234	1,094,234	784,352	784,352
FUNDS					
Unrestricted funds					
- General funds		927,738	927,738	747,791	747,791
- Designated Funds	10	15,000	15,000	15,000	15,000
Restricted funds	10	151,496	151,496	21,561	21,561
TOTAL FUNDS		1,094,234	1,094,234	784,352	784,352

The parent charity's net income included in the consolidated results above, was £18,474 (2019: £25,542 net expenditure).

The financial statements on pages 17 to 33 were approved and authorised for issue by the Members of the Board on 1st July 2021 and signed on their behalf by the Chairman.



Geoff Percy
Chairman
13th September 2021

Consolidated Statement of Cashflows for the year ended 31 December 2020

	2020 £	2019 £
Net cash generated by operating activities	325,369	92,873
Cash flows from investing activities		
Interest	2,203	3,003
Purchase of intangible assets	(17,753)	-
Purchase of equipment	(17,492)	(1,097)
Net cash provided by investing activities	(33,042)	1,906
 Change in cash and cash equivalents in the reporting period	 292,327	 94,779
Cash and cash equivalents at 1st January 2020	651,304	556,525
Cash and cash equivalents at 31st December 2020	943,631	651,304

Reconciliation of net movement in funds to net cash flow from operating activities:

	2020 £	2019 £
Net movement in funds for the reporting period	309,882	71,677
Adjustments for:		
Depreciation charges	22,857	19,870
Interest	(2,203)	(3,003)
Decrease in stocks	710	26,841
(Increase) in debtors	(107,308)	(41,967)
Increase in creditors	101,431	19,455
Net cash inflow from operating activities	325,369	92,873

Analysis of cash and cash equivalents

	2020 £	2019 £
Cash in hand	733,863	443,426
Notice deposits (less than 100 days)	209,768	207,878
Total cash and cash equivalents	943,631	651,304

1. Accounting Policies

a) Basis of Preparation

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared under the historical cost convention in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS102), the Companies Act 2006 and the 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 (FRS102) (Charities SORP (FRS102)).

In their assessment of going concern the Trustees have considered the current and developing impact on the business as a result of the COVID19 virus.

This had a significant, immediate impact on the Charity's operations, in that income was forecast to be significantly down due to postponed/cancelled fundraising activities and that face-to-face workshops in NHS hospitals could not function during lockdown. Actual results for 2020, however, show that funding remained relatively robust due to seeking new income sources.

In 2020 the Trustees updated their annual budgets and forecasts based on estimates of the impact of the crisis and undertook the following actions (furloughed staff, temporarily reduced salaries, made 7 roles redundant as well as cutting other expenditure) in order to ensure that they had sufficient facilities in place to meet their operating cash requirements for the foreseeable future.

Having regard to the above, the Trustees believe it appropriate to adopt the going concern basis of accounting in preparing the financial statements.

Intragroup balances are eliminated fully on consolidation. No statement of financial activities is presented for the charitable company alone as the results of the subsidiary company are separately identified within the group accounts and the charitable company is exempt from presenting such a statement under s408 Companies Act 2006.

b) Company Status

The charity was incorporated on 1 September 1993 in England and Wales and is limited by the guarantee of its members. Its registered address is West Hill House, 32 West Hill, Epsom, KT19 8JD.

The members of the company are the Members of The Board named on page 3.

In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity

c) Fund Accounting

Unrestricted funds comprise those funds, which are available for use at the

discretion of the Trustees in furtherance of the objectives of the charity and which have not been designated for other purposes.

d) **Incoming Resources**

All incoming resources are included in Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable probability. For the member pledges, this translates to recognition at the point of invoices raised. The majority of the remainder of the Charity's income is 'pure' donations, which are recognised on receipt.

e) **Resources Expended**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

f) **Donated Products**

The charity relies on the donation of suitable cosmetic products by various cosmetics companies for use by the charity's beneficiaries.

The products have been valued at approximate wholesale value using the market average retail price as reported by the Cosmetic, Toiletry and Perfumery Trade Association. Due to stocks of these products being kept in hospitals it is very difficult to accurately count these at the year end, so the Trustees have chosen to value the product donations at the point of distribution.

g) **Donated Volunteer Time**

The charity's workshops are provided using donated beauty consultant time freely volunteered from companies and freelancers.

In line with the Charity SORP the Trustees do not consider that they are able to reliably quantify and measure the value to the charity in financial terms of the volunteer time and this is not therefore included in the SOFA.

h) **Donated Services**

The Charity receives donated services from a member company for the distribution of the cosmetic products to the hospital workshops. This is not a service normally provided by this company for a fee.

However, the Trustees recognise that the scale of the Charity has grown to the extent that it would now be necessary to pay for the service if it were to lose this support and therefore have chosen to value it at the market rate which would be payable to a third party provider.

The Charity also receives donated advertising space which assists in raising awareness of the work of the charity. No financial value is attributed to this advertising space as the advertising would not be undertaken if it was not donated.

i) Tangible and Intangible Fixed Assets and Depreciation

Tangible fixed assets costing more than £500 are capitalised and included at cost including any incidental expenses of acquisition.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost less estimated residual value of each asset evenly over its expected life as follows:

- Office equipment & furniture - 5 years
- Computer equipment - 3 years
- Software – between 3 and 5 years

The carrying values of tangible and intangible fixed assets are reviewed for impairment in periods when events or changes in circumstances indicate the carrying value may not be recoverable.

j) Pension Costs

The company operates a defined contribution pension scheme and has complied with auto-enrolment legislation. Contributions are charged in the SOFA as they become payable in accordance with the rules of the scheme

k) Leasing Commitments

Rentals payable under operating leases are charged in the SOFA on a straight line basis over the lease term

l) Financial Instruments

The charity 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 amortised cost using the effective interest method.

Financial assets held at amortised cost comprise cash and bank and in hand, together with trade and other debtors.

Financial liabilities held at amortised cost comprise bank loans and overdrafts, trade and other creditors.

Investments in subsidiary undertakings are held at cost less impairment.

m) Key judgements and estimates

In the application of the accounting policies, Directors are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources.

The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period. If the revision affects current and future periods it will be recognised in the period of the revision and future periods.

In the view of Directors, no assumptions concerning the future or estimated uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

n) Public Benefit

The Foundation meets the definition of a public benefit entity under the guidance issued by the Charity Commission.

o) Stocks

Stocks are valued at the lower of cost to the Group or net realisable value.

2 Donated Products and Consultant Time

During the year the charity received approximately 63,000 donated cosmetic product items (2019 - 290,000 items) and benefited from approximately 4,300 hours of volunteer time (2019: 18,200 hours) donated by 2,229 (2019: 2,855) beauty consultants and others (hospital contacts volunteer to organise workshops within hospitals and 116 semi-voluntary Regional Co-ordinators support the consultants at each workshop).

This enabled the charity to run the 562 workshops. As explained in the accounting policies in Note 1, no financial value is attributed to the volunteer time in the financial statement

3. Resources Expended

2020	Staff Costs	Direct Costs	Support Costs	Governance Costs	Total
	£	£	£	£	£
<u>Raising Funds</u>	299,909	36,675	39,731	4,619	380,934
<u>Charitable Activities</u>					
Gifts in Kind	-	359,538	-	-	359,538
Other	395,941	76,358	59,889	6,962	539,150
	395,941	435,896	59,889	6,962	898,688
Total 2020	695,850	472,571	99,620	11,581	1,279,622
2019					
<u>Raising Funds</u>	290,919	159,878	35,731	4,335	490,863
<u>Charitable Activities</u>					
Gifts in Kind	-	1,521,233	-	-	1,521,233
Other	472,862	241,461	66,558	8,074	788,955
	472,862	1,762,694	66,558	8,074	2,310,188
Total 2019	763,781	1,922,572	102,289	12,409	2,801,051

3. (cont) Analysis of Support and Governance costs

2020 Support Costs	Raising Funds	Charitable Activities	Total Basis of allocation
	£	£	£
Office rent and admin	16,202	24,422	40,624 Headcount
IT	20,628	31,094	51,722 Headcount
PR	3,133	4,722	7,855 Headcount
Other	(232)	(349)	(581) Headcount
Total Support	39,731	59,889	99,620

2019 Support Costs	Raising Funds	Charitable Activities	Total Basis of allocation
	£	£	£
Office rent and admin	13,778	25,666	39,444 Headcount
IT	17,457	32,519	49,976 Headcount
PR	2,253	4,198	6,451 Headcount
Other	2,243	4,175	6,418 Headcount
Total Support	35,731	66,558	102,289

Governance Costs	2020	2019
	£	£
Trustees expenses	460	2,470
Audit fees	8,590	8,380
Legal fees	813	1,073
Other	1,718	486
Total Governance	11,581	12,409

Notes to the Accounts Year ended 31 December 2020

Notes to the Accounts Year ended 31 December 2020**4. Employees**

	2020	2019
	£	£
Wages and Salaries	608,083	666,059
Social Security Costs	55,167	61,574
Pension costs	24,063	25,174
	687,313	752,807

Travel expenses and allowances were paid to Volunteers totalling £9,190 in the year (2019: £22,496).

One employee received emoluments as defined for taxation purposes of between £80,000 and £90,000 in the year (2019: one between £90,000 and £100,000). The employee is a member of the defined contribution pension scheme; employers' contributions paid into the scheme in relation to this employee were £10,833 (2019: £12,056) in the year.

There were four key management personnel in 2020, defined as those with strategic influence.

These were:

- Chief Executive
- Finance Director
- Director / Head of Programme Services
- Director of Fundraising

Between them these four key management personnel (as defined in the Trustees Report) received total remuneration packages of £235,356 (2019: 5 heads received £301,786)

The average number of employees analysed by function during the year was:

	2020	2019
	No.	No.
Charitable Programme	9	9
Fundraising and PR	7	7
Management and Administration	5	5
	21	21

In 2020, the foundation received funding from the UK government through the Coronavirus Job Retention Scheme. 15 members of staff (10.5 average FTE) were furloughed, for varying lengths of time, between April and October (inclusive).

In 2020, 7 members of staff were made redundant. There were no redundancy payments made during the year.

In 2020 one trustee (2019 : one) was reimbursed for their travel and meeting expenses in relation to their activities on behalf of the foundation. In total, they incurred expenses of £460 (2019: £2,470) in the year, of which £0 remained as a creditor at year end (2019: £741).

Notes to the Accounts Year ended 31 December 2020

5. Net Incoming resources for the year

Net incoming resources are stated after charging:

	2020	2019
	£	£
Operating lease rentals	16,524	15,614
Depreciation	22,857	19,870
Audit fees	8,590	8,380

6. Intangible and Tangible Fixed Assets (Group & Parent Entity)

	Intangible Assets	Office Furniture & Equipment	Total
	2020	2020	2020
	£	£	£
Cost:			
At 1 January 2020	96,025	37,032	133,057
Additions	17,753	17,492	35,245
Disposals	-	(4,285)	(4,285)
At 31 December 2020	113,778	50,239	164,017
Depreciation:			
At 1 January 2020	64,544	34,491	99,035
Charge for the year	16,307	6,550	22,857
Disposals	-	(4,285)	(4,285)
At 31 December 2020	80,851	36,756	117,607
Net book value:			
At 31 December 2020	32,927	13,483	46,410
At 31 December 2019	31,481	2,541	34,022

Notes to the Accounts Year ended 31 December 2020

Notes to the Accounts Year ended 31 December 2020

7. Debtors

	2020	2020	2019	2019
	Group	Parent	Group	Parent
		Company		Company
	£	£	£	£
Prepayments	22,807	22,807	26,595	26,595
Trade Debtors	12,962	5,416	-	-
Accrued income	280,160	42,426	182,026	154,891
Amount due from subsidiary - gift aid	-	291,408	-	97,219
Total	315,929	362,057	208,621	278,705

-

8. Creditors: amounts falling due within one year

	2020	2020	2019	2019
	Group	Parent	Group	Parent
		Company		Company
	£	£	£	£
Trade creditors	12,250	12,250	21,033	21,033
Tax and social security	25,067	13,069	23,944	17,846
Accruals and deferred income	162,971	161,579	102,032	120,246
Other Creditors	48,152	46,103	-	-
Total	248,440	233,001	147,009	159,125

Deferred Income

	2020	2019
	£	£
Balance at 1 January 2020	15,000	11,153
Amount released to incoming resources	-	(11,153)
Amount deferred in the year	89,000	15,000
Balance at 31 December 2020	104,000	15,000

The deferred income of £104,000 includes £74,000 of Membership Fees in respect of 2021 and £30,000 relating to a Netball Tournament that has been postponed until 2022 due to the coronavirus pandemic.

Cosmetic, Toiletry & Perfumery Foundation (Limited by Guarantee)

Notes to the Accounts Year ended 31 December 2020

9. Other Financial Commitments

Operating leases

At 31 December 2020 the company had commitments under non-cancellable operating leases as set out below:

	Land and buildings		Other	
	2020	2019	2020	2019
	£	£	£	£
Amounts Due:				
Within 1 year	14,000	14,910	1,228	1,614
Within 2 – 5 years	13,583	29,386	1,924	3,152
Total	27,583	44,296	3,152	4,766

All leased items are based at the Foundation's offices at West Hill House, 32 West Hill, Epsom, KT19 8JD.

10. Analysis of movement in Unrestricted Funds

	Funds				Funds
Current year	1st Jan 2020	Income	Expenditure	Transfers	31st Dec 2020
	£	£	£		£
General Fund	747,791	1,343,773	(1,163,826)	-	927,738
Designated Strategic Research	15,000	-	-	-	15,000
Total Designated Fund	15,000	-	-	-	15,000
Total	762,791	1,343,773	(1,163,826)	-	942,738

	Funds				Funds
Prior year comparative	1st Jan 2019	Income	Expenditure	Transfers	31st Dec 2019
	£	£	£		£
General Fund	688,356	2,794,975	(2,742,514)	6,974	747,791
Designated Men's Programme	345	-	(345)	-	-
Designated Online Tutorials - teenage and women	6,974	-	-	(6,974)	-
Designated Strategic Research	15,000	-	-	-	15,000
Total Designated Fund	22,319	-	(345)	(6,974)	15,000
Total	710,675	2,794,975	(2,742,859)	-	762,791

Designated Funds

The planned strategic research project that was due to start work in 2020 was postponed due to the Coronavirus pandemic. This work is now planned to be carried out during 2021-2023.

Cosmetic, Toiletry & Perfumery Foundation (Limited by Guarantee)

Notes to the Accounts Year ended 31 December 2020

Analysis of movement in Restricted Funds

Current year	Funds 1st January 2020	Income	Expenditure	Funds 31st December 2020
	£	£	£	£
Various - Workshop Funding	21,561	37,531	(18,567)	40,525
The Julia and Hans Rausing Trust - Core funding	-	208,200	(97,229)	110,971
Total	21,561	245,731	(115,796)	151,496
Prior year	Funds 1st January 2019	Income	Expenditure	Funds 31st December 2019
	£	£	£	£
Various	2,000	77,753	(58,192)	21,561

Restricted Fund

In 2020 and 2019, numerous donations were received from trusts and foundations for workshops in specific locations. In addition, in 2020, the foundation received a grant from the Julia and Hans Rausing Trust to support its core operations during the Coronavirus pandemic.

11. Analysis of group net assets between funds

	General Fund	Designated Funds	Restricted Funds	31st Dec 2020 Total
	£	£	£	£
Fixed Assets	46,410	-	-	46,410
Cash at bank, in hand and deposits	777,135	15,000	151,496	943,631
Net current assets	104,193	-	-	104,193
Total	927,738	15,000	151,496	1,094,234
Prior Year	General Fund	Designated Funds	Restricted Funds	31st Dec 2019 Total
	£	£	£	£
Fixed Assets	34,022	-	-	34,022
Cash at bank, in hand and deposits	614,743	15,000	21,561	651,304
Net current assets	99,026	-	-	99,026
Total	747,791	15,000	21,561	784,352

Notes to the Accounts Year ended 31 December 2020

12. Investment in subsidiary

	Investment in subsidiary undertaking £
Cost and net book value	
As 1 January 2020	100
Additions	-
 As 31 December 2020	 100

The wholly owned trading subsidiary Look Good Feel Better Trading Limited was incorporated in England and Wales (Registered Company No: 09017551) on 29th April 2014 and pays all of its taxable profits to the charity under the gift aid scheme. Its registered office is at West Hill House, 32 West Hill, Epsom, KT19 8JD. The Company carries out trading activities on behalf of the Foundation, including, but not limited to licencing the name of Look Good Feel Better Programme to commercial partners engaged in promotions which are of benefit to the Charity.

The results for the year of the subsidiary are shown below.

	Look Good Feel Better Trading Limited	
	2020	2019
	£	£
Turnover	292,838	111,612
Cost of Sales/Administrative expenses	(1,430)	(10,980)
Profit before taxation	291,408	100,632
Corporation tax payable	-	(3,413)
Profit after tax	291,408	97,219
Gift aid donation to parent charity	(291,408)	(97,219)
Surplus for the year	-	-
Retained earnings brought forward	-	-
Retained surplus for year	-	-
 Total assets	 306,946	 104,626
Total liabilities	(306,846)	(104,526)
Total funds	100	100

13. Related Party Transactions

Included in debtors of the parent charity is an amount of £288,370 (2019: £97,219) due from the fully owned subsidiary Look Good Feel Better Trading Limited

Kenneth Green Associates, a company of which a CTPF trustee has significant control, made donations of £0 (2019: £10,850). There were no other transactions with Trustees during the year nor balances at the year end.

Notes to the Accounts Year ended 31 December 2020

14. Prior year comparatives

	Unrestricted Funds £	Restricted Funds £	Total 2019 £
INCOME AND ENDOWMENTS FROM:			
Donations and legacies			
- General donations and legacies	1,009,627	77,753	1,087,380
- Member Pledges	149,500	-	149,500
- Gifts in Kind	1,521,233	-	1,521,233
Other trading activities	111,612	-	111,612
Other	3,003	-	3,003
TOTAL	2,794,975	77,753	2,872,728
EXPENDITURE ON:			
Raising funds	490,863	-	490,863
Charitable activities			
Gifts in Kind	1,521,233	-	1,521,233
Other	788,955	-	788,955
TOTAL	2,801,051	-	2,801,051
NET INCOME/EXPENDITURE			
FOR THE YEAR	(6,076)	77,753	71,677
Funds brought forward at 1 January	712,675		712,675
Funds carried forward at 31 December	706,599	77,753	784,352

15. List of Supporting Organisations

The following is a list of significant donors to the LGFB Programme in 2020. The donations may have been financial or of products, volunteer time, advertising space or other services. The Foundation would like to express its gratitude for all donations received over the period.

Member Companies

Arthur Edward

Chanel *

Clarins

Charles Worthington Salons

Combe International *

Coty UK Limited *

*Coty Prestige
Max Factor
Rimmel London*

Designer Parfums

Estée Lauder Companies *

*Aveda
Bobbi Brown
Clinique
Crème de la Mer
Estée Lauder
Jo Malone
Origins*

FDD International

Karium Ltd

Kenneth Green Associates

La Prairie UK

L'Oréal UK *

*Garnier Maybelline
IT Cosmetics
L'Oréal Paris
La Roche-Posay
Lancôme
Luxury Designer Fragrances
YSL Beauté
Urban Decay*

LVMH Group *

*Benefit Cosmetics
Guerlain
Parfums Christian Dior
Parfums Givenchy*

Morphe

Procter & Gamble UK *

Olay

Philip Kingsley

Puig

Revlon International/ Elizabeth Arden *

Shiseido Group*

*bareMinerals
Buxom
Laura Mercier
Nars
Shiseido*

The Perfume Shop

Partner Organisations

Avon Cosmetics

ASOS

Beauty Pro (Barber Pro)

CTPA

Copra

Emma Hardie Skincare

England Netball

Grape Tree Health Foods

Latest in Beauty

Merkle

The Orange Square Company

Waitrose

*** Founder Members**