THE CLEFT LIP AND PALATE ASSOCIATION

England & Wales · Charity number 1108160

Details

Other names	CLAPA, Cleft Lip and Palate Action
Status	Registered
Legal form	Charitable company
Company number	05206298
Registered	2005-02-17
Register	View on the Charity Commission register

Contact

Address	Cleft Lip & Palate Association 244-254 Cambridge Heath Road London E2 9DA
Phone	02078334883
Email	info@clapa.com
Website	www.clapa.com

Activities

Objects: 1. THE RELIEF OF AND SUPPORT OF ALL THOSE WITH CLEFT LIP, CLEFT PALATE OR BOTH OR ASSOCIATED CRANIO- FACIAL BIRTH ANOMALIES;2. THE PROMOTION OF RESEARCH INTO THE CAUSES OF AND THE RELIEF TREATMENT OR CARE OF THOSE WITH CLEFT LIP, CLEFT PALATE OR ASSOCIATED CRANIO-FACIAL BIRTH ANOMALIES AND CONDITIONS OR ANY OF THEM AND TO PUBLISH THE USEFUL RESULTS OF SUCH RESEARCH.

Activities: Supports all those with, and affected by, cleft lip and/or palate

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** People With Disabilities

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Geography

- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,773,616	£842,512	£1,368,225	19
2024-03-31	£876,994	£680,154	£437,121	16
2023-03-31	£648,624	£633,222	£240,281	15
2022-03-31	£553,858	£577,868	£224,879	16
2021-03-31	£707,068	£593,411	£248,889	16

Trustees

Name	Role	Appointed
Catriona Louise Taylor		2024-12-06
Daniel Harrington-Greenwood		2025-01-09
Hannah Ho Ling En Bowdler		2025-03-31
Isabel Williams		2023-10-05
Melanie Spencer		2023-10-05
Oliver Thomas Rendell		2024-10-04
Samantha Bragg		2023-11-22
Thomas Leighton Ellis Millward		2024-08-14

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THE CLEFT LIP AND PALATE ASSOCIATION

England & Wales - Charity number 1108160

Accounts

For the year ended 31 March 2025

The Cleft Lip and Palate Association (CLAPA)

Annual Report and Financial Statements

Company number: 05206298
Charity number: 1108160
OSCR number: SC041034

CLAPA
Cleft Lip & Palate Association

CLAPA
Cleft Lip & Palate Association

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CLAPA in brief

Every day in the UK, three babies are born with a cleft. It's a lifelong condition, with an impact on feeding, speech, hearing, teeth, and more. Many babies have their first surgery at just three months old, with a 20-year treatment pathway still to come.

The Cleft Lip and Palate Association (CLAPA) is the only national charity supporting people affected by cleft lip and palate in the United Kingdom.

We help people born with a cleft, and their families - from diagnosis to adulthood - with comprehensive and reassuring information, a welcoming community of people with shared experiences, and evidence-based services and resources.

Vision

No one affected by cleft lip and palate in the United Kingdom will go through their journey alone.

Purpose

CLAPA supports people to take control of their journey, connect with others, and use their voices to impact the future of care.

Values

INCLUSIVE

Everyone affected by cleft in the UK should be able to find a warm and welcoming community with CLAPA, and see themselves reflected in our work.

TRUSTED

We always want to do what's best for the UK cleft community. Their needs and voices are central to everything we do.

ADAPTABLE

We change with the times by acting on feedback, to raise the bar in all our activities.

COLLABORATIVE

We work best when we work together – as a staff team, as a cleft community, and in partnership with others.

Letter from the chair

I would like to begin by extending my heartfelt gratitude to our amazing supporters, volunteers and staff team. When I joined the CLAPA board of trustees in October 2024, I had the pleasure of joining an already strong team who had ensured the charity's continuity through the many challenges of the last few years. Thanks to the hard work and dedication of everyone who believes in what CLAPA stands for, we have moved from a place of uncertainty towards a much stronger future.

CLAPA is unique in that it supports patients and families impacted by cleft, even before the child is born. This vital support continues throughout their life for as long as it's needed. As someone who was born with a cleft, I'm privileged to have received some of that support in my own lifetime, as have many other trustees, staff members, and their families. It makes me immensely proud to present this report detailing how far CLAPA has come and the real, life-changing impact our services have had across the cleft community during this past year. The team's tireless innovation has created new ways for the community to stay connected, including the launch of CLAPA Companions and our first in-person adults' conference in five years.

We've strengthened the staff team to enable us to share more of our stories and drive forward our campaigning and influencing work - to ensure we don't just support the cleft community but can champion their needs on a national stage.

Despite the many reasons to celebrate outlined in this report, we know we can always do more, and that is where our new five-year strategy comes into play. We have recognised the changes in the world we now live in, and how we need to leverage modern technology to extend our reach, without compromising quality. Our ambitious 2025-30 strategy has the potential to help more people, in more ways, in a more dynamic fashion.

This will only be possible with the help of all our supporters and volunteers - so I extend my heartfelt thanks for the years gone, and the years to come, as we evolve and become ever greater at supporting, connecting and empowering the UK's cleft community.

Thanks to the hard work and dedication of everyone who believes in what CLAPA stands for, we have moved from a place of uncertainty towards a much stronger future.

Oliver Rendell
Chair of Trustees

Our impact

The year of 1 April 2024 to 31 March 2025 saw CLAPA complete a three-year strategy and launch an exciting new five-year plan to take us up to 2030. In this report we are proud to reflect on this past year's accomplishments, from innovations in service delivery to ensuring the sustainability of the resources the UK cleft community counts on.

754

Free 'Welcome Packs' of special bottles and teats were sent to families with new babies.

We sent over 17,500 subsidised items to families and hospitals. An extra 213 free items were sent to low income families.

738 people attended

68 online events

After attending a CLAPA event:

97% felt more knowledgeable about cleft.

Adults born with a cleft attended our CLAPA adults' conference in June 2024, our first event of its kind since 2019.

38

11

Feature-length interviews with the cleft community published since recruiting our new content coordinator in September 2024.

23

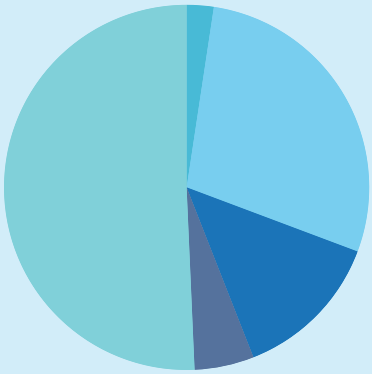
Children and young people were connected through our new CLAPA Companions penpal service launched in July 2024.

Fundraisers took on a sponsored challenge or organised a community fundraising event to support CLAPA in 2024/25.

517

> It's an amazing experience to be able to talk to new people who were born just like you. It makes you feel like you aren't alone and is a good way to make new friends.

In 2024/25 your support helped us to raise £1,773,616



- £898,000: Exceptional bequests
- £42,319: Legacies
- £501,087: Unrestricted donations
- £238,265: Restricted grants
- £93,945: Feeding service, investments and other income

We need your support in 2025/26

Our expenditure in 2025/26, year one of our 2025-30 strategy, is forecast at £1.17m. Our income in 2024/25, without the exceptional bequests shown above, was £876k. Securing ongoing funding remains challenging in the current economic environment.

With no further significant bequests like this on the horizon, we are investing and spreading the bequests received in 2024/25 over the next five years - to bridge our funding gap and make us self-sustaining, with a balanced budget by 2030.

We need to raise £892k in 2025/26 to keep us on track with this target.

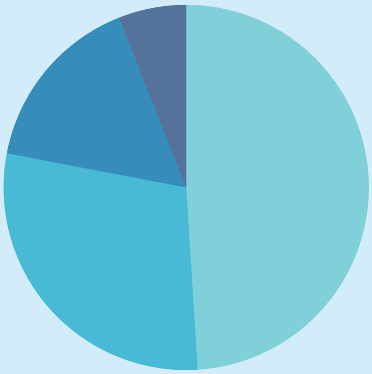
For every £1 raised, CLAPA spends

69p
on delivering and supporting services, including events, information, support, enabling research, and more.

9p
on our office, IT and governance to keep our small team connected and all our services compliant.

22p
on direct fundraising costs to ensure we have the money to run our services for years to come.

In 2024/25 we spent £842,512



- £416,979: Direct costs of delivering our services to families, young people and adults affected by cleft, as well as outreach to NHS and government departments to influence policy.
- £241,035: Support costs to enable our staff and volunteers to deliver our services.
- £137,000: Raising funds to enable us to keep our services running.
- £47,498: Legal, professional and governance costs, and investing in our infrastructure.

Our reserves:

At 31 March 2025 CLAPA's free reserves stand at £335k covering 3.4 months' expenditure. Total reserves are £1,368,255, of which £936k have been designated to invest in development projects and to bridge the funding gap over the next five years of the 2025-30 strategy period.

Trustees' annual report

The trustees present their report and the audited financial statements for the year ended 31 March 2025.

Reference and administrative information set out on page 29 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 (SORP) - Accounting and Reporting by Charities. SORP is applicable to charities preparing their accounts in accordance with FRS 102.

Aims and objectives

The Cleft Lip and Palate Association (CLAPA) is the United Kingdom's cleft lip and palate support charity. It supports people born with a cleft and their families - from diagnosis through to adulthood - with comprehensive and reassuring information, a welcoming community of people with shared experiences, and evidence-based services and resources.

The charity's objectives are set out in its governing documents, the Memorandum and Articles of Association (July 2004): "The relief of, and support, for all those with a cleft lip, cleft palate or both, or associated craniofacial birth anomalies; and the promotion of research into the causes of, and the relief, treatment, or care of those with a 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 given due consideration to the Charity Commission's published guidance on the Public Benefit requirement 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.

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14. Building confidence in children and young people
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17. Julia's story
18. Fundraising review
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Strategy and objectives
for 2024/25

This was the final year of our April 2022 – March 2025 Strategy, which focused on development along three key themes – inclusion, partnerships, and resource development.

Development in these areas was intended to grow our influence in the cleft world and improve our foundational functions after a period of great change. This happened alongside the delivery of our core support services for the entire UK cleft community, detailed on page 10.

In 2024/25, we progressed our strategic themes in the following ways:

Understanding and tackling the barriers preventing people from accessing the support they need

Our Diversity Committee had already made significant progress on the concerns outlined at the start of this strategy, and so, in 2024/25, we conducted an in-depth external review of our Diversity, Equity and Inclusion (DEI) policies and processes, and facilitated a DEI themed co-production group that focused on increasing engagement with under-represented groups.

We also launched two new focus groups and continued to radically overhaul our data infrastructure, to ensure we have the insight we need to make our future plans in this area a reality.

Creating and growing partnerships with NHS Cleft Teams, researchers and other organisations

We have spent the past few years positioning ourselves as the trusted voice of the UK cleft community, and in 2024/25 this continued to pay off.

As well as revamping our consultancy service and bursary programmes to allow more researchers and clinicians to access our expertise, we ensured the community's voice was front and centre in key discussions about the future of cleft treatment, such as the review of the NHS National Service Specification for Cleft Lip and Palate and the Cleft Development Group.

Creating resources reflecting our expertise which make the best use of our limited resources

This year, we focused on ensuring the fantastic conversations and insights from our online events continue to inspire and inform people, through easily accessible online resources such as subtitled videos and downloadable factsheets.

Amongst these were two new 'psychoeducational webinars' for adults born with a cleft, developed in partnership with cleft specialist clinical psychologists, as well as the launch of an updated edition of our popular 'Adults' Guide to Returning to Cleft Care'. An in-depth review of our information products is ongoing to ensure we continue to meet the needs of the cleft community.

As we look back on this strategy, there is a great deal to celebrate, not least the fundraising successes which reversed our fortunes at the start of the three-year period, and have continued to date thanks to sustained hard work and innovation. We have learnt a great deal about the impact CLAPA can have on the cleft world post-pandemic, as well as how we can continue to adapt our services to a digital world in a way which retain their profound impact.

Read on to learn more about the difference we made to the UK cleft community in 2024/25 through our core services and initiatives.

Kate and Harry's story

Kate was "devastated" when she was told her son Harry would be born with a cleft lip at her 20-week scan, just one week after getting married.

"I'd never really heard of cleft lip or palate. I knew Joaquin Phoenix had a cleft lip, but that was about it."

After being signposted to CLAPA by their NHS cleft nurse, Kate and her husband Adrian accessed information from our website and joined CLAPA's Facebook groups.

More than 3,000 people post, comment and interact with CLAPA's private Facebook support groups every day.

They also attended a CLAPA online antenatal support group.

"It was amazing - throughout the hour people were saying the same thoughts and the same fears as I had. And it was so reassuring to think I'm not a bad mum, and my thoughts aren't wrong."

Kate used the CLAPA feeding bottle service, and joined online parent support groups, including Makaton signing for babies.

"All the CLAPA groups were brilliant, the services they provided were invaluable, and they were a great opportunity to socialise with other cleft parents."

After her son's cleft repair surgery, Kate accessed CLAPA's counselling service.

"The counselling sessions really put things into place, and helped me own my feelings.

Twenty-two people like Kate accessed free counselling sessions through CLAPA in 2024/25.

"It took me about two weeks to get used to Harry's forever smile, but it took me a lot longer to stop grieving for his birth smile - the counsellor was a big part in helping me through that difficult time."

Kate said that, without the support of the CLAPA community, she "probably wouldn't have got through the last two and a half years since Harry was born".

She added: "CLAPA has helped all of us. My mum's joined the online grandparents' group, and, when trying to break the news to my teenage daughter, we downloaded CLAPA's 'Callie and her Cleft' book to help explain it to her."

Kate valued the support she received from CLAPA so much she became a volunteer, including supporting our online antenatal support groups.

My life wouldn't be what it is if it wasn't for CLAPA.

"I just wanted to give back to the people who'd spent time reassuring me, giving me their advice, giving me their experience, and who were just there. They didn't know me; they didn't have to do that.

"I see parents at the end of the online support groups with a little less worry in their eyes, just like me that first time I joined the antenatal group.

"Every chance I get, I shout about cleft and CLAPA. I feel passionate about the cleft world, and, as a parent who's been through it, I can say to others 'it will be okay, CLAPA can help support you'."

Activities, achievements and performance

CLAPA's unique services are a lifeline to the UK's growing community of those born with, and affected by, cleft lip and palate - including 1,200 new babies every year, 20,000 under-18s, and around 60,000 adults born with the condition.

This year, CLAPA continued to support thousands of families, adult patients, and young people through their entire cleft journey, through a wide range of accessible and evidence-based services and opportunities.

Feeding babies born with a cleft

Babies born with a cleft often can't breastfeed or use regular bottles, leading to stress and health challenges.

In 2024/25, CLAPA sent out 754 free 'Welcome Packs' of special bottles and teats to families in need. We also sent more than 17,500 subsidised items to families and hospitals, and an additional 213 free bottles and teats to families on a low-income.

These bottles and teats allow newborn babies to leave hospital sooner, and feed peacefully at home without the need for nasogastric tubes, or other invasive and time-consuming methods.

> **It was so helpful to have the support of CLAPA as we negotiated the early days of feeding our newborn son [with a cleft lip and palate].**
> **We are very grateful.**

Despite the challenges of continuing rising costs and logistical issues, we remain committed to delivering this service - and making this equipment available to everyone who needs it. We're extremely grateful to the funders who make this possible.

754

Free 'Welcome Packs' of special bottles and teats were sent to families with new babies in 2024/25.

Connecting the UK's cleft community

With one in 700 babies affected, many people born with a cleft may go their entire lives without meeting another person like them. CLAPA works to tackle this isolation with a range of services to get the cleft community together.

> **The event helped us feel like we weren't alone. The combination of medical experts and people with experience of having children with cleft meant that questions of all kinds could be answered**
>
> **Antenatal support group attendee**

Online events

In 2024/25, we welcomed 738 people to 68 online events - from Makaton courses to psychoeducational webinars.

More than half of these people attended more than one event - illustrating how much these safe and supportive spaces, where people connect with others and share experiences, are valued.

Eighty-two per cent of those who participated in our family programme in 2024/25 were engaging with CLAPA for the first time.

Connecting with others with lived experience, and knowing CLAPA is supporting them throughout their entire cleft journey, ensures people know they're not alone.

After attending a CLAPA event:

76% felt more connected to their cleft community

80% felt more confident about tackling cleft-related challenges

83% felt more positive about their own, or their child's, cleft

97% felt more knowledgeable about cleft

The topics and formats of these events are led by the needs of the community. We pride ourselves on being adaptable, so when demand for an event drops, we make room for another event to thrive.

Online forums

Alongside our online events, CLAPA's online support forums welcomed 776 new members in 2024/25 - and a new record of 3,150 people posting, commenting and reacting to posts every day. These online forums provide a 24/7 source of reassurance, encouragement and celebration for the community.

Social media

Last year we increased our social media reach by almost 50 per cent on our active social media channels, where we shared inspirational stories, targeted information, and new opportunities to improve cleft care and support. Our social media posts included 119 stories submitted by the cleft community, covering everything from diagnosis to accessing surgery as an adult.

119

Stories submitted by the cleft community were shared on CLAPA's social media channels.

Adults' conference

In June 2024, we were delighted to host our CLAPA adults' conference - our first in-person event for adults since 2019. We welcomed 40 adults born with a cleft to a day of talks and workshops. Many attendees said it was their longest in-person encounter with others born with cleft.

> There is something magical about bringing people with clefts together in person to see and hear one another! Some sort of confidence-boosting magic that has a lasting impact.
>
> **Adults' conference attendee**

North Pole Bash

This year, our partnership with the MJ Ball connected us with Variety, the children's charity, to give 22 families the opportunity to join their North Pole Bash.

The key challenge of this work continues to be ensuring the opportunities we provide are welcoming to all, and appeal to the many different needs and priorities of the UK cleft community.

Our in-depth DEI review in 2025/26 will pave the way for improvements in the next strategic period, and our renewed focus on communications and marketing will ensure we are giving everyone the chance to be involved.

The amount of information we now host has grown beyond the capacity of our current website. To ensure people searching for answers have the best possible experience when they find CLAPA, we are investing in a brand-new website, launching in late 2025. This will be centred around the needs of the UK cleft community and informed by many years of feedback.

One-to-one support

For those with more acute emotional support needs, our trained peer and parent support volunteers gave one-to-one support to 38 people in 2024/25, helping them cope with the most difficult parts of their cleft journey. Another 41 people made enquiries, and were signposted to more suitable services.

> "I feel like week on week my attitude and outlook improved, to the point now where I don't find the cleft diagnosis upsetting. […] I feel more emotionally prepared for welcoming my little one now, and that has given me so much more confidence, not just for having a baby, but for everything that is to come."
>
> **Expectant parent**

In recent years, increasing concerns around access to mental health support led us to explore opportunities to provide more structured, in-depth support with trained counsellors. In 2024/25 we received 31 referrals for our free and efficient counselling service.

31

Referrals for our free and efficient counselling service in 2024/25

We provided sessions for 22 people, helping them through particularly difficult periods in their lives. The other nine referrals were signposted to more appropriate services. Several of our counsellors were born with a cleft, which gave our service users an added level of reassurance that their concerns would be understood and supported.

> **The fact that this service was free, and from an organisation I had used before, made it really easy for me to start. My counsellor was very kind, a great listener, and comforting to converse with. It's the best thing you can do for yourself. I can't recommend the service enough.**
>
> **Adult born with a cleft**

With the NHS continuing to struggle with capacity post-pandemic, CLAPA is committed to continue evolving our service in response to community need.

We are seeing increased demand for our services, as well as more complex needs that require additional 'handholding'. In response, we are seeking to build capacity across these vital services. We're also reviewing case management processes to ensure a consistency of approach, and maintain best practice in safeguarding.

As part of this, we are planning to enable professionals to refer patients and their families directly to CLAPA, in addition to our existing self-referral routes. This will be a crucial route to support for those who may not be comfortable reaching out to CLAPA directly.

Improving access to cleft treatment and support

The cleft treatment pathway is complex. Last year, we supported 87 people by providing tailored information, signposting, and advice, to help them access the care and support they needed. Key topics included accessing appropriate dental treatment and navigating a return to NHS cleft care.

We are looking to expand this work in the future, with more staff time and resourcing dedicated to improving pathways for signposting and support.

We don't currently promote this support. However, with increased delivery capacity in 2025/26, we'll be raising awareness of this important work, and helping ensure the community is able to navigate and access the health services they need.

Webinars and Q&A events

As part of our commitment to create more on-demand resources, which inform and empower the cleft community, CLAPA developed and delivered two 'psychoeducational webinars' for adults born with a cleft in 2024/25. These were delivered in partnership with cleft specialist clinical psychologists, and focused on self-esteem and relationships. More webinars are planned for 2025/26.

CLAPA also hosted live Q&A events, which brought together medical experts and trained volunteers to discuss various topics, including recovering from surgery, and take questions from an online audience. More than 650 people viewed these events live, and 1870 more watched the videos afterwards.

490

In just two months, we distributed 490 copies of the second edition of our 'Adults' Guide to Returning to Cleft Care'

Adults' Guide to Returning to Cleft Care

This year, we also conducted an in-depth review of our 'Adults' Guide to Returning to Cleft Care', and published a new, compact version in January 2025. Already, 490 printed copies have been distributed to individuals in NHS Cleft Teams, and a digital copy made available online.

> **It has made me feel a little more proud of who I am, and helped me to see things slightly differently. I have also joined the CLAPA adult Facebook group which is really helping. I have felt incredibly alone all these years, and now I've found out there are safe spaces and people like me who go through the same situations and feelings. It feels like I am part of something amazing with amazing people.**
>
> **Adult born with a cleft**

Educating health professionals

We know it isn't enough to solely improve access to treatment - we also need to improve the quality of treatment received. That's why this year we delivered three talks on cleft lip and palate to 90 undergraduate and postgraduate midwives, and operating department practitioners - helping to ensure new and expectant parents will have a better experience following a cleft diagnosis.

Young CLAPA volunteers also helped train ten clinical nurse specialists by sharing their insights and experiences of going through the cleft treatment pathway, and how they believe NHS Cleft Teams can better support others their age.

> **Can't express how well the last session evaluated, and there wasn't a dry eye in the group. It was by far the most impactful session we had, and provoked a huge amount of discussion and thought.**
>
> **Feedback from student midwives**

> **Your session goes a long way in supporting inclusivity and equality and promotes engagement with all age groups.**
>
> **Feedback from clinical nurse specialists**

Our work in this area, as well as our regular in-depth surveys, has highlighted persistent issues faced by the cleft community, including access to dental treatment, discrimination, and knock-on effects of challenges facing the NHS.

This year, we conducted an in-depth assessment of these issues, and how CLAPA might be able to help, which led to the appointment of CLAPA's first policy and campaigns manager in January 2025. This position will ensure we have a strong voice when fighting for the needs of our community.

Building confidence in children and young people

CLAPA is committed to helping children and young people born with a cleft grow into adults who feel positive about, and in control of, their future. Central to this is connecting them with others who look and sound like them so they can feel reassured that, whatever they're going through, they're not alone.

CLAPA Companions

In 2024/25, we connected 23 children and young people through the new CLAPA Companions penpal service, where they can exchange written, audio and video messages. These messages have the potential to help children build ongoing friendships, as well as improve literacy and communication skills.

23

Young people born with a cleft were connected through CLAPA Companions since its launch in summer 2024.

The penpal service was piloted in response to difficulties engaging younger children via online events. We were keen to explore other opportunities to connect and support this community. There's been a positive response to CLAPA Companions, so we've extended the offer into 2025/26, with two further penpal recruitment drives planned.

> It's been amazing for [my daughter]. She loves hearing from her companion but also has had the confidence to write each letter herself without any help. [This has] helped with schoolwork/learning but also made a huge difference to her having something for herself.

Parent of a child who used CLAPA Companions

> The support I received in mentoring was incredible! I really appreciated being able to talk to someone who understood what I was going through as I haven't always had that opportunity. In the past few months, I have become much more confident when it comes to my cleft and a lot less worried about the future.

Young person who received mentoring through Cleft++

Cleft++ Mentoring

Our Cleft++ mentoring service continues to thrive in its second year. So far, it's connected seven 10 to 17-year-olds with trained, young adult mentors through a safe and secure platform where they can share their worries and access advice in a structured, longer-term way. These mentorships have been hugely reassuring to young people going through tough times, including juggling exams and surgery dates, and coping with bullying at school.

Camp CLAPA

During summer 2024, three Camp CLAPA activity weekends welcomed 43 eight to 15-year-olds to enjoy outdoor games, team-building activities, and time to share experiences and make friends.

The weekends were supported by specially trained adult volunteers who were born with a cleft themselves. These life-changing weekends had an enormous impact on attendees - many reported positive changes including increased confidence, feeling more positive about their future, and better able to cope with challenges.

> I loved the fact I was able to talk about past experiences and struggles that may be considered sensitive topics, but I was met with kindness, understanding, advice and even sometimes others were able to relate to me. When I was with the group, I felt so safe and included and, furthermore, I really felt valued.
>
> **Camp CLAPA attendee**

We know spending time away from home overnight can be daunting for young people. In the longer term, we're keen to explore opportunities to develop shorter events, including one-day camps.

The planning and delivery of camps is a highly intensive activity, which uses significant staff and volunteer resources. Any decisions to develop and expand activities will require additional investment in the children and young people's service overall.

> [My daughter] absolutely loved the magazine and, in truth, read every word in every article and then came running downstairs full of inspiration of all the things the young people had achieved.
>
> **Parent of a child who read Cleft Youth Magazine**

Cleft Youth magazine

January this year also saw the third issue of our annual Cleft Youth magazine, which was published and sent to more than 200 young people born with a cleft. Packed with stories, information and activities created by, and for, young people, this was our largest issue to date. It is now stocked in several NHS cleft clinics.

Empowering the cleft community to influence cleft care and support

CLAPA believes everyone affected by cleft should have the chance to learn about current research and have opportunities to become involved with decision-making. To support this, we reviewed our consultancy service and bursary programme to allow more researchers and NHS clinicians to benefit from our expertise and access to the cleft community.

Last year, we supported seven ongoing research projects with our consultancy service. We enabled 40 volunteers from the cleft community to take part in groups and sit on advisory panels for these projects, with many sitting on more than one panel.

The groups included those deciding on the future of NHS cleft care in the UK - Cleft Development Group, and the group reviewing the National Service Specification for Cleft Lip and Palate.

> **I came away from last night's meeting with a sense of real progress […]. There's no denying the strength of like-minded individuals when they get together in one place!**
>
> **Volunteer rep in the Cleft Development Group**

As well as coordinating these external opportunities, CLAPA also involved 45 people from the cleft community in regular focus groups for families, adults and young people, helping to ensure our services, strategy and resources are co-produced with the cleft community.

CLAPA's new focus on campaigns and influencing will bring more opportunities for involvement and championing the voice of the cleft community. Priorities for 2025/26 include embedding co-production as an approach to engagement and reaching new and under-represented groups; a review of CLAPA Voices; and building even stronger links with NHS Cleft Teams and Clinical Excellence Networks.

Cleft Lip and Palate Awareness Week

The annual Cleft Lip and Palate Awareness Week starts on the first Saturday in May. Our 2024 campaign invited people in the cleft community to share being 'proud to be one in 700' with social media graphics, story templates, fundraising resources, and more.

We also collected and shared 'tips' from the cleft community about how friends, family and colleagues can support people going through tough times in their cleft journey, such as during diagnosis or surgery.

Our awareness week posts were seen by more than 430,000 people across our social media platforms. Many people told us they were publicly posting about their connection to cleft for the first time during the week, inspired by the messages of pride and strength.

With our new policy and campaigns coordinator in post, we're excited to focus future Cleft Lip and Palate Awareness Weeks around forthcoming campaigns on issues identified by our community.

Julia's story

If I hadn't come across CLAPA I don't know where I'd be.

Julia was born with a bilateral cleft lip and palate. After struggling for many years, she now accesses regular treatment with her local NHS Cleft Team, thanks to CLAPA.

"I came across CLAPA in spring 2022, after I'd had the most horrendous visit with my regular dentist.

"I was in absolute floods of tears. I don't know how I drove home because I was crying so much. When I got in, I Googled 'cleft' and that's when I found CLAPA."

Julia contacted CLAPA and was immediately sent an 'Adults' Guide to Returning to Cleft Care'. The pack includes a letter for dentists and doctors to refer people to an NHS cleft team.

Feedback from Julia and other adults led to a brand-new edition of our 'Adults' Guide to Returning to Cleft Care' being published in January 2025. In the following two months, nearly 500 copies were sent out to NHS Cleft Teams and adults.

"My GP was brilliant – the day I made contact a referral was sent off, and I'm now in the wonderful care of the NHS cleft team. It's been life changing.

"I now have a plate that fits properly from a cleft restorative dentist, I've seen a psychologist and speech therapist, and I'm on the waiting list for an operation..

"If I hadn't come across CLAPA I don't know where I'd be."

Julia attended our adults' conference last year and regularly attends CLAPA's monthly Adult's Lounge online.

"CLAPA has improved my life so much. I don't feel as isolated with my cleft and I'm so much more comfortable now talking about it.

"The support from CLAPA is just really nice and reassuring, like a big comfort blanket."

Julia said she found the adults' conference last summer particularly supportive.

"Being around so many people with cleft, in discussion groups and talks with different professionals, was just fantastic. I was so happy to be with all those people together in one room from all over the country.

"Talking to people older and thinking, 'well, they had an even worse journey than me, but they've come through it, and they're happy to talk about it', was eye-opening. And whatever someone can learn from me helps the generation below to get better treatment.

"Above all else, it's holding on to the fact that we're not alone anymore."

38 adults born with a cleft attended CLAPA's adults' conference in 2024.

Julia said she's always shied away from the camera because of her cleft. At the adults' conference she had a photo session.

"I wasn't going to at first and then I thought, 'why not, what have I got to hide, why shouldn't I?'

"Afterwards I was chatting to the photographer, and he said he now understands how we feel - as he was the odd one out, not having a cleft.

"And it just brought tears to my eyes. I was in a room of all these people who looked like me and he was the odd one out - whereas all my life, I've been the odd one out in the room."

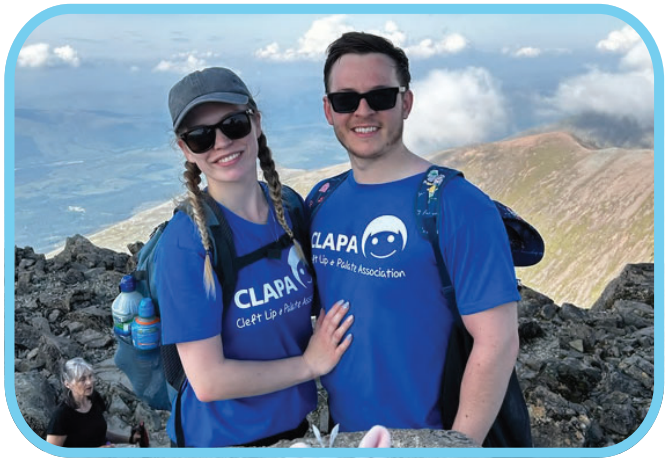
Fundraising review

While legacy income significantly shaped CLAPA's financial position in 2024/25, it should not overshadow the meaningful progress made across all areas of our fundraising. It was a year of consolidation and steady growth, driven by a shift towards more strategic, collaborative, and sustainable income generation.

Grants and donations income totalled £739k - an increase of £12k on the previous year. This is a significant achievement given the challenges for fundraising in the current economic climate, and is testament to the hard work and dedication of our fundraising team and community of supporters.

Our community fundraisers raised more than £210k, which is 42 per cent of our unrestricted donations income. We are also very grateful to our individual donors who generously donated more than £143k, supporting our services on a regular or one-off basis.

We also saw an increase in restricted grants, following a focus on securing multi-year funding in our income generation strategy. We secured support from St James's Place Foundation and ongoing funding from The National Lottery. This trend has continued into 2025/26 with funding from BBC's Children in Need.



517

Fundraisers took on a sponsored challenge or organised a community fundraising event to support CLAPA in 2024/25.

We made strong progress against our income generation strategy by building internal capacity, streamlining processes, diversifying income, and embedding a fundraising culture across the whole organisation.

However, much of this year's financial stability came from one-off or exceptional sources. While we are grateful for these windfalls, they do not reduce the need for reliable, ongoing income to sustain core programmes.

Read on for our key achievements from 2024/25 which reinforce the continued need for strategic funding partnerships.

The 700 Challenge

New for 2024, this initiative was inspired by the statistic that one in 700 babies is born with a cleft. This creative, do-it-your-way campaign encouraged supporters to take on any challenge themed around the number 700. The CLAPA community delivered with passion, creativity, and enthusiasm.

From running for 700 minutes to baking 700 cakes and completing 700 skips a day, supporters of all ages across the UK joined in and raised more than £8,000. More than a fundraiser, this campaign created space for storytelling, connection, and community pride.

Wear it Blue

As part of Cleft Lip and Palate Awareness Week, we introduced a new 'dress-down day' initiative: Wear it Blue. Schools, nurseries, and workplaces were encouraged to wear blue for a day and make a donation to CLAPA, providing our community with a meaningful way to engage their networks, educate others about cleft, and raise crucial funds.

'Wear it Blue' proved to be a popular and effective awareness tool, helping to spark conversations and form lasting relationships, some of which have led to ongoing support.

Individual giving

This developing income stream was boosted by the creation of CLAPA's first individual giving coordinator - a staff role focused on stewardship and campaign delivery, which has brought fresh energy and focus to supporter engagement. Highlights in 2024/25 included our World Smile Day Appeal, Payroll Giving month (February), and a holiday money currency donation initiative, each offering unique ways for our community to support CLAPA's work.

Our major individual giving appeal was once again the Big Give Christmas Challenge, an opportunity for our generous corporate, trust and foundation supporters to match our community's donations for double the impact, along with a Big Give funder. This year, we raised an incredible £47,943 (inc. Gift Aid) in a single week, through 342 matched donations.

Legacies

We are deeply grateful to the eight supporters who chose to leave a legacy gift to CLAPA over the past year. Their generosity will have a lasting impact, helping us continue to support the cleft community for generations to come. Legacy gifts made up £940k (53 per cent) of our income this year, and we are honoured by this powerful show of support.

Our heartfelt thanks go to Ann Edwards (pictured), Annie Fogell, David Hurley Larche Clarke, Joan Ireland, Margaret Holley, Mark Schofield, Rosalind May Cruse, and Rose Mary Eddy.

Charitable Trusts

Thank you to the 25 charitable trusts and foundations which donated to CLAPA in 2024/25

- 29th May 1961 Charity
- The Highway One Trust
- Angus Lawson Memorial Trust
- The Hospital Saturday Fund
- Awards for All England
- The Lillie Johnson Charitable Trust
- G.M. Morrison Charitable Trust
- The Misses Barrie Charitable Trust
- Joseph Strong Frazer Trust
- The MONT4 Trust
- The Alchemy Foundation
- The National Lottery Community Fund
- The Anson Charitable Trust
- The Patrick & Helena Frost Foundation
- The Clover Trust
- The S M B Trust
- The Croda Foundation
- The St James's Place Foundation
- The D.C. Moncrieff Charitable Trust
- The Vandervell Foundation
- The D'Oyly Carte Charitable Trust
- The VTCT Foundation
- The Earl Fitzwilliam Charitable Trust
- TK Maxx and Homesense Foundation Trust
- The Hamilton Wallace Trust

CLAPA's community of fundraisers continues to go above and beyond, finding creative and meaningful ways to raise both funds and awareness across the UK. Here is a selection of some of the ways our supporters got involved in 2024/25.

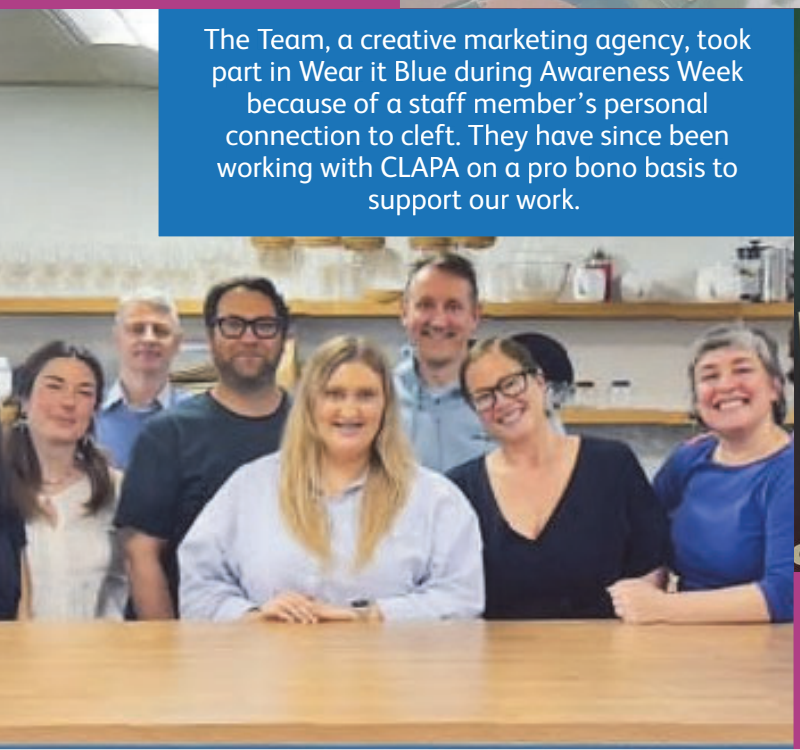
Our blue Santa hat campaign gave a CLAPA twist to festive fundraising, including a festive tractor run in Warwickshire which raised £4,443.

Vinyl Fantasy, a music event held by DJ Will Daniels in December, raised an impressive £3,650 in memory of Will, son of fellow DJ Steve Helstrip.

Eight brave fundraisers raised £3,950 with sponsored skydives in 'Jump for July'.

Our 700 Challenge saw 20-month-old Leo and mum Chelsea read 700 books in June – an average of 23 per day!

For World Smile Day 2024, supporters donated to receive a limited edition yellow CLAPA pin badge, brightening up outfits and raising awareness.



The Team, a creative marketing agency, took part in Wear it Blue during Awareness Week because of a staff member's personal connection to cleft. They have since been working with CLAPA on a pro bono basis to support our work.

Congratulations go to Louise Dutton, CLAPA's community fundraising manager, for being shortlisted as a best newcomer at the National Fundraising Awards.

Volunteering

Volunteers remain central to CLAPA's service delivery, and provide support in every area of our work. With our services expanding, there are even more ways to get involved, from mentoring young people, running events, to sitting in groups deciding on the future of cleft care.

Having people with a direct personal or professional connection to cleft so deeply involved in our services helps us to ensure we're delivering the right support, in the right way, at the right time.

In 2024/25, we focused on training and developing our volunteers. This included piloting a new support session for peer and parent supporters, and providing training on neurodiversity.

> **The best part about being a peer supporter is the ability to connect, based on shared personal experience. Give it a go: it really can help people, and just involves being yourself.**
>
> **Peer supporter**

As CLAPA has changed a great deal in the past few years, a focus for the year ahead will be on co-producing a volunteering strategy, and continuing to review training needs across all of our volunteer roles - to ensure everyone gets the most out of their time working with CLAPA.

In 2024/25, volunteers spent a total of 2,922 hours supporting CLAPA's services and governance.

Young volunteers: 1,075 hours

Members of our Children and Young People's Council (CYPC) attended regular meetings to feed into CLAPA services and help us support other young people.

Board of Trustees: 499 hours

As well as taking part in board meetings, many of our trustees sit on committees to support our work.

Providing one-to-one support: 380 hours

Peer and parent supporters, Cleft++ mentors and counsellors all give up their time to support others.

Patient reps and focus groups: 343 hours

Supporting research, NHS projects, and CLAPA's service development.

Supporting Camp CLAPA weekends: 315 hours

Supporting young people to have a safe and fun experience.

Supporting online events: 310 hours

Hosting and sharing skills and knowledge with the cleft community

Plans for the future

In the latter half of this year, we turned our attention to what the future would hold for CLAPA. Together with volunteers, service-users, and other stakeholders, we put together a bold new strategy for the next five years.

This strategy for 2025-30 reflects the voices of those with lived experience while prioritising long-term sustainability and innovation in services.

More information is available at CLAPA.com/Strategy

Strategic themes

Invest

We will continue to invest in our services, infrastructure, and people.

We'll have the right staff and resources to meet growing demand and deliver quality services.

We will invest in supportive functions like communications, marketing and income generation.

Empower

We are committed to being the voice of people affected by cleft.

Through advocacy, campaigning, and co-production, we will influence policies and empower the cleft community to have a say in their care.

Inform

We will keep the cleft community informed about care pathways, treatment options, and support services.

We will provide clear, accessible, and evidence-based resources, empowering people to make informed decisions.

Connect

We will grow opportunities for the cleft community to connect, share experiences, and access support through digital and in-person events tailored to their needs.

We will strive to improve equity, diversity and inclusion by engaging with those affected by cleft from underserved communities.

Reassure

From the moment of diagnosis, we will do all we can to reassure families and individuals with information and support.

Our services will continue to evolve to meet the emotional, psychological, and practical needs of the cleft community.

In the next five years, we will:

- Refresh our brand to reflect who we are now
- Launch a new website driven by the needs of the cleft community
- Further develop our advocacy work to influence policy changes within the NHS and the Government
- Focus on financial sustainability by expanding our supporter base
- Strengthen our partnerships with corporates and Trusts

CLAPA
Lip & Palate Association

2025

Approach to fundraising

There is a strong overlap between CLAPA's beneficiaries and its supporter base, which makes trust and transparency in fundraising all the more vital.

CLAPA is firmly committed to ethical fundraising practices and ensuring every donor and fundraiser feels respected and valued. While the charity has adopted a more urgent tone in some appeals to reflect current funding needs, great care is taken to avoid placing undue pressure on supporters.

Importantly, CLAPA continues to offer inclusive, meaningful ways for individuals to contribute to its work, regardless of their financial situation.

Compliance with fundraising regulations

The charity is a member of both the Fundraising Regulator and the Chartered 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. As part of CLAPA's commitment to ensuring its fundraising practices are fair and respectful, the fundraising team regularly reviews the Fundraising Regulator's guidance to ensure the charity's practices protect all groups of donors and, in particular, those who are vulnerable.

Complaints

CLAPA has a robust and accessible complaints procedure, available on its website, to ensure transparency and accountability in all areas of its work, including fundraising.

In the financial year 2024/25, no formal complaints were received regarding the charity's fundraising practices. However, one incident, involving a fundraiser who failed to pay in the funds raised was reported to Action Fraud on the request of the board of trustees. Following investigation, the police concluded that no further action would be taken against the individual.

As a result of this incident, CLAPA undertook a review of its fundraiser terms and conditions. This has led to strengthened procedures to ensure no fundraising materials or endorsement from CLAPA are provided unless the individual has confirmed compliance with the charity's fundraising guidelines.

Fundraising agencies and third parties

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

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

Data protection

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, such as 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) for those making blanket non-contact requests for charities.

Staff attend mandatory annual data protection training to ensure ongoing compliance with GDPR and other relevant regulations.

Financial review and reserves policy

CLAPA's total income for the year 2024/25 was £1,773,616 (2023/24: £876,994), an increase of £897k. This increase is due to the receipt of two large legacies (totalling £898k) towards the end of the financial year.

Total expenditure for the year was £843k, an increase of £163k (24%) on 2023/24 (£680k). The key driver of this increase is the additional £108k of staff costs, a result of inflationary pay rises and essential new posts.

The total surplus for the year was £931k, with £901k unrestricted and £30k restricted (2023/24: total surplus £197k, with £166k unrestricted and £31k restricted). The net surplus on unrestricted free reserves was £9.9k (2023/24: £94,812) after the designation of the legacy funds detailed in the paragraphs below.

A review of our income for the year and income generation strategy for 2025-30 is set out in our fundraising review on page 18.

Reserves

Reserves are monitored regularly and carefully by the board of trustees and senior management team so that action can be taken should the actual and projected reserves fall below unsustainable levels, or grow unnecessarily large.

CLAPA's policy is that unrestricted free reserves should be maintained at a level equivalent to between three and six months' total budgeted expenditure for the following financial year (2025/26: £293k to £585k). Unrestricted free reserves do not include designated, restricted, or fixed asset funds.

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 to deliver the charity's current activities whilst revising the 2025-30 strategy and budget.

Review of reserves position 2024/25

CLAPA's total reserves at 31 March 2025, including restricted, fixed asset and designated funds, were £1,368,226 (2023/24 £437,121).

- Restricted funds were £70,707 (2023/24: £57,884), due to be spent in full in 2025/26.
- Fixed asset funds were £25,870 (2023/24: £nil), representing capital costs incurred to date on the development of our new website due to launch later in 2025.
- Designated funds were £936,116 (2023/24: £71,000), see designated funds paragraph below.
- Unrestricted free reserves, as defined above, were £335,533, which equates to 3.4 months' expenditure cover under the reserves policy, which is within the target range.

Based on our current five-year forecast we project to hold total reserves (excluding fixed asset funds) of £1.05m and free reserves of £335k, within our reserves target at the end of 2025/26.

Designated funds

In 2023/24 and 2024/25 several payments from large bequests were received (2023/24: £71k, 2024/25: £898k). Despite this very welcome increase in legacy income, the trustees are conscious that bequests of this size are unlikely to be received again in the near future. The trustees therefore made the decision to designate the funds to invest in the charity's infrastructure and the 2025-30 strategy.

The two designated funds created are:

1) Future growth - Designated fund

In 2023/24, £71k was designated to a new 'future growth fund', with £38k carried forward to 2025/26. This fund allows CLAPA to invest in development projects in 2024/25 and 2025/26 with a long-term impact on the charity, including:

- Expertise to evaluate and enhance CLAPA's long-term strategic objectives and services
- Projects requiring multi-year investments: re-branding, campaigning and influencing, upgrading IT infrastructure, and a comprehensive website redevelopment which will offer substantial long-term benefits to both the charity and the cleft community.

2) Impact 2030 - Designated fund

At the end of 2024/25 we received £898k from two bequests, which have been designated by the trustees to invest in the 2025-30 strategy. These designated funds will bridge the funding gap forecasted over the

strategy period, enabling CLAPA to grow and sustain the levels of expenditure needed to support our activities and objectives.

We project full drawdown of this fund in decreasing increments over the next five years - by which time we aim to achieve a balanced budget, with income generation meeting forecasted expenditure.

Investments policy

The Finance and Investments Committee (F&IC), with input from external experts, have considered investment options to maximise return and protection for the level of funds held.

Investment in a portfolio of stocks and shares is not considered appropriate at this time - due to the intention to draw down and utilise the funds over the next five years, therefore, giving insufficient time to mitigate any downwards risk inherent in such investments.

A Flagstone investment account was opened during the year to enable the F&IC to achieve strong, low risk returns, and to spread funds maximising FSCS protection limits.
The investment policy is reviewed throughout the year so that it can be regularly updated to best serve the needs of the charity and the funds position.

Key risks and uncertainties

The Trustees have approved a risk assessment for the charity and are satisfied that systems are in place to mitigate exposure to the major risks. At each quarterly board meeting, the risk register is reviewed, along with a sample of the risk management policies and procedures produced by the charity.

The principle risks and plans for managing them are set out below:

Fundraising risks

The most significant risk currently facing CLAPA is the ongoing ability to secure funding from other sources as a result of holding a temporarily high level of reserves at the end of 2024/25. The legacy bequests received at the end of 2024/25 are transformative for CLAPA, doubling total income for that year, however the charity is not aware of any similar levels of incoming funds in the near future.

The trustees decided to designate £898k legacy funds, to be spent in full over the 2025-30 strategy period - investing in services, the staff team and the income generation strategy - with the aim of achieving a balanced budget and reserves within the target range by 2030.

We identified in our 2025-30 strategy forecast that investment in income generation is essential in order to close the gap between significant increases in annual expenditure and forecasted income.

Operational risks

Key operational risks include financial controls, GDPR & data protection, safeguarding and health & safety. We have dedicated policies and committees in place to manage and monitor the specific risks according to our risk register, which is reviewed regularly to identify new and emerging risks. We also have relationships in place with external experts and seek advice where appropriate.

Economic environment

Further risks arise from the ongoing difficulties affecting many small charities - rising demand for services, increasing staffing and overhead costs, inflation and the 'cost of living' crisis, volatility of interest rates, reduction in donations from the general public, and increased competition for grants and donations.

As well as posing a significant risk to income generation, through reduction in donations from the community which CLAPA relies upon, the 'cost of living' crisis also presents a risk to staff morale and retention, and this is an ongoing focus of the HR committee and Senior Management Team (SMT).

To manage these risk, costs continue to be closely monitored and controlled on an ongoing basis and the charity is closely following its 'Income Generation Strategy' to continue to diversify its income streams. The Finance & Investments Committee was established during the year and an investments policy agreed to reduce the impact of interest rate volatility. CLAPA also has an Employee Assistance programme in place for staff and volunteers and all staff have regular supervision with their line manager.

Structure, governance and management

Constitution

CLAPA is a charitable company limited by guarantee, governed by its Memorandum and Articles of Association dated July 2004. CLAPA incorporated in England and Wales in August 2004 and registered as a charity in Scotland in November 2009.

Board of trustees

CLAPA's trustees all have experience of cleft, either professional or personal. The board's membership is regularly reviewed to ensure it has the necessary skills to fulfil its duties to support the charity's activities, with a balance of clinical, legal, financial and operational expertise. Trustees give their time voluntarily and receive no benefits from the charity.

The trustees hold full responsibility for the activities of the charity, taking recommendations from and delegating decisions to the finance and investments, HR, and fundraising and communications committees. All committees consist of both trustees and senior charity staff. Day-to-day management of the charity is delegated to the senior management team.

Appointment and training

Trustees are recruited through open competition with applicants being shortlisted, interviewed and appointed by a panel of existing trustees. Newly appointed trustees receive induction and training in CLAPA's objectives, structure, delegation, finances, safeguarding, and information, to ensure they understand their responsibilities as trustees.

Safeguarding, health and safety

Safeguarding and health and safety are both key priorities for CLAPA. The chief executive is the designated safeguarding lead (DSL), supported by four deputy DSLs; and a safeguarding lead and deputy are appointed at board level. All meet on a quarterly basis as the safeguarding committee, to provide strategic and operational leadership. All staff and trustees receive relevant safeguarding training. DBS checks are carried out for all trustees and relevant staff prior to commencing their role within CLAPA.

A health and safety review took place during 2024/25, to ensure CLAPA, our staff, and trustees are compliant, and that we have the appropriate policies and procedures in place. A health and safety committee has been established, with the chief executive as health and safety lead and representation from two other staff members, and health and safety lead at board level. Additional support is provided by an external organisation.

Related parties and relationships with other organisations

CLAPA has a wide variety of strategic partnerships with other charities and organisations. Creating and growing these partnerships is crucial in broadening the charity's range of stakeholders and increasing its impact.

Partners include:

- The NHS cleft multi-disciplinary teams
- Third sector partnership groups: the Appearance Collective, the Shared Learning Group for Patient Involvement, and the British Heart Foundation's Peer Support Network.
- Health related collectives and organisations: the Royal College of Speech and Language Therapists (RCSLT), the Royal College of Paediatrics and Child Heath (RCPCH), Specialised Healthcare Alliance and the Speech, Language and Communication Alliance.
- Related research groups: the Cleft Collective, Cleft @18-23, and the Centre for Appearance Research (CAR).
- NHS related groups: Cleft Development Group (CDG) and Clinical Studies Group (CSG).
- Other charities: the European Cleft Organisation (ECO), Changing Faces, Face Equality UK, Young Minds, and Headlines.
- Commercial partners: Crown Worldwide, MAM, Central Medical, and Handi-Craft.

Remuneration policy for key management personnel

CLAPA's HR committee, together with F&IC, is responsible for advising the board of trustees on pay and remuneration the chief executive. The chief executive is responsible for advising the committees on the pay and remuneration of all other staff roles.

Salaries are benchmarked against similar posts at similar sized organisations in the voluntary sector, using published salary services and publicly advertised positions.

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 total number of such guarantees at 31 March 2025 was 10 (2024: 12) 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 re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The directors' annual report has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

The annual report has been approved by the Trustees on 24 July 2025 and signed on their behalf by:

Thomas Millward
Trustee

Reference and administrative information

Company number
05206298

Charity number
1108160

OSCR number
SC041034

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

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:

O Rendell	Chair, appointed October 2024
T Millward	Treasurer, appointed August 2024; Vice Chair, appointed July 2025
A Beedham	Resigned June 2024
J Bhachu	Treasurer until October 2024, resigned November 2024
S Bragg	
D Drake	Resigned January 2025
S Handley	Resigned June 2025
D Harrington-Greenwood	Appointed January 2025
H Bowdler	Appointed March 2025
O Hopkins	Interim Chair from November 2023, resigned December 2024
L Hughes	Resigned March 2025
J Kerby	
M Pinkstone	Resigned June 2024
M Spencer	
C Taylor	Appointed December 2024
I Williams	
J Williams	Resigned January 2025

Company secretary & CEO
C Cunniffe

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

Auditor
Sayer Vincent LLP, Chartered Accountants and Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Independent auditor's report

to the members of The Cleft Lip and Palate Association

Opinion
We have audited the financial statements of Cleft Lip and Palate Association (the 'charitable company') for the year ended 31 March 2025 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 2025 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.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' 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 Cleft Lip and Palate Association'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 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities
In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.

- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including thoseb leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increasesb the more that compliance with a law or regulation is removed from the events and transactions reflected in theb financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greaterb regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery,b collusion, omission or misrepresentation.

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

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

Noelia Serrano (Senior statutory auditor)

Date: 31 July 2025

for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

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

Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	1,441,406	238,265	**1,679,671**	602,579	201,111	803,690
Charitable activities	3	74,980	–	**74,980**	71,744	–	71,744
Investments		18,239	–	**18,239**	1,560	–	1,560
Other		726	–	**726**	–	–	–
Total income		1,535,351	238,265	**1,773,616**	675,883	201,111	876,994
Expenditure on:							
Raising funds	4a	212,019	–	**212,019**	222,955	–	222,955
Charitable activities	4a	448,329	182,164	**630,493**	287,116	170,083	457,199
Total expenditure		660,348	182,164	**842,512**	510,071	170,083	680,154
Net income for the year	5	875,003	56,101	**931,104**	165,812	31,028	196,840
Transfers	17a	25,870	(25,870)	–	–	–	–
Net movement in funds	17a	900,873	30,231	**931,104**	165,812	31,028	196,840
Reconciliation of funds:							
Total funds brought forward	16a	396,645	40,476	**437,121**	230,833	9,448	240,281
Total funds carried forward		1,297,518	70,707	**1,368,225**	396,645	40,476	437,121

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.

Balance sheet

As at 31 March 2025

Company no. 05206298

	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets	10		25,870		1,541
			25,870		1,541
Current assets:					
Stock	11	35,749		33,165	
Debtors	12	61,498		44,842	
Current asset investments		1,064,001		-	
Cash at bank and in hand		228,465		454,479	
		1,389,713		532,486	
Liabilities:					
Creditors: amounts falling due within one year	13	(47,358)		(96,906)	
Net current assets			1,342,355		435,580
Total net assets			1,368,225		437,121
The funds of the charity:	17a				
Restricted funds			70,707		40,476
Unrestricted funds:					
Designated funds		936,116		71,000	
Fixed asset fund		25,870		-	
General funds		335,532		325,645	
Total unrestricted funds			1,297,518		396,645
Total charity funds			1,368,225		437,121

Approved by the trustees on 24 July 2025 and signed on their behalf by

Thomas Millward
Trustee

Statement of cash flows

For the year ended 31 March 2025

Reconciliation of net income to net cash flow from operating activities

	2025 £	2024 £
Net income for the reporting period (as per the statement of financial activities)	**931,104**	196,840
Depreciation charges	**1,541**	515
Investment income	**(18,239)**	(1,560)
(Increase) in stocks	**(2,584)**	(6,237)
(Increase) in debtors	**(16,656)**	(8,929)
(Decrease) in creditors	**(49,548)**	(1,057)
Net cash used in operating activities	**845,618**	179,572

	£	2025 £	£	2024 £
Cash flows from operating activities				
Net cash used in operating activities		**845,618**		179,572
Cash flows from investing activities:				
Purchase of tangible fixed assets	**(25,870)**			
Investment income	**18,239**		1,560	
Net cash provided by investing activities		**(7,631)**		1,560
Change in cash and cash equivalents in the year		**837,987**		181,132
Cash and cash equivalents at the beginning of the year		**454,479**		273,347
Cash and cash equivalents at the end of the year		**1,292,466**		454,479

Analysis of cash and cash equivalents

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	454,479	(226,014)	**228,465**
Current asset investments	–	1,064,001	**1,064,001**
Total cash and cash equivalents	454,479	837,987	**1,292,466**

Analysis of changes in net debt

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

Notes to the financial statements

For the year ended 31 March 2025

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 The 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 accounts have been prepared on the going concern basis, which the trustees consider appropriate having regard to the current level of unrestricted reserves and confirmed future funding. The charity holds unrestricted reserves of £1,297,518 and a cash balance of £1,292,466. There are no material uncertainties about the charity's ability to continue as a going concern.

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.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. During the year government grants were received from the National Lottery totalling £100,514 (2024: National Lottery £80,534). There are no unfulfilled conditions in respect of these grants. The charity did not benefit from any other forms of government assistance during the current or prior year.

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.

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.

Governance includes the costs of compliance with constitutional and statutory requirements. A proportion of support and governance costs is allocated to fundraising and to Charitable activities involving and supporting people affected by clefts and improving services.

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

1 Accounting policies (continued)

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 £2,000 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 — 10 years straight line (previously 33.33% straight line)
- Fixtures and fittings — 4 years straight line (previously 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.

The depreciation policy has changed since the period ended 31 March 2024 (as detailed above) but the change does not result in a restatement and there is no impact on net movement in funds.

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.

Stock held for free distribution for fundraising purposes is included at nil value. Stock held for free distribution with a charitable purpose is accounted for based on service potential.

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) Current asset investments
Current asset investments includes cash balances that are invested in accounts with a maturity date of between 3 and 12 months.

o) 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.

p) 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.

q) 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 £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Donations (incl gift aid)	501,087	–	**501,087**	525,581	–	525,581
Legacies	940,319	–	**940,319**	76,998	–	76,998
Grants receivable	–	238,265	**238,265**	–	201,111	201,111
Total income from donations and legacies	1,441,406	238,265	**1,679,671**	602,579	201,111	803,690

Included in income from donations are gifts in kind totalling £14,700 for pro bono branding consultancy and design and print services (2024: £11,345 was included in feeding service income from charitable activities for donated specialist feeding bottles for welcome packs).

3 Income from charitable activities

	2025 Total £	2024 Total £
Feeding service	**63,280**	63,999
Other merchandise/literature sales	**1,043**	619
Postage	**7,929**	7,126
Consultancy	**2,728**	–
Total income from charitable activities	**74,980**	71,744

All income from charitable activities in the current and prior year was unrestricted.

4a Analysis of expenditure (current year)

	Raising funds £	Charitable activities £	Support & governance £	2025 Total £
Salaries & freelance (Note 6)	108,432	263,723	176,005	**548,160**
Feeding service equipment & postage	–	48,957	–	**48,957**
Service delivery	–	40,005	–	**40,005**
Platform fees & other fundraising costs	23,393	–	–	**23,393**
Staff & volunteer costs	–	10,189	18,392	**28,581**
Premises costs*	–	35,856	1,884	**37,740**
Communications	1,941	2,768	141	**4,850**
Admin & IT costs	3,234	8,481	43,072	**54,787**
Legal, professional & governance	–	–	25,770	**25,770**
Charity development projects	–	7,000	21,728	**28,728**
Depreciation	–	–	1,541	**1,541**
	137,000	416,979	288,533	**842,512**
Allocation of support and governance costs	75,019	213,514	(288,533)	–
Total expenditure 2025	**212,019**	**630,493**	–	**842,512**

*In the reporting year, 95% of premises have been allocated as costs of running the feeding service. This reflects that the office premises is retained predominantly for the operation of our feeding service including storing and managing stock and processing orders. The remainder has been allocated as a cost of support and governance reflecting the use of the office for occassional staff meetings and other ad hoc usage.

Included within support and governance costs are governance costs totalling £13,057 (2024 restated: £12,346).

4b Analysis of expenditure (prior year) restated

	Raising funds £	Charitable activities £	Support & governance £	2024 Total £
Salaries & freelance (Note 6)	122,962	176,878	156,282	456,122
Feeding service equipment & postage	–	44,600	–	44,600
Service delivery	–	49,068	–	49,068
Platform fees & other fundraising costs	16,391	–	–	16,391
Staff & volunteer costs	–	16,380	2,165	18,545
Premises costs	–	–	35,782	35,782
Communications	–	–	2,433	2,433
Admin & IT costs	7,207	13,612	18,167	38,986
Legal, professional & governance	–	–	17,712	17,712
Depreciation	–	–	515	515
	146,560	300,538	233,056	680,154
Allocation of support and governance costs	76,395	156,661	(233,056)	–
Total expenditure 2024	222,955	457,199	–	680,154

Analysis of expenditure for the prior year has been restated to group expenditure into categories in line with the CLAPA's new budget and nominal structure 2025-26 budget. There is no impact on total expenditure.

5. Net income for the year

This is stated after charging / (crediting):

	2025 £	2024 £
Depreciation	1,541	515
Operating lease rentals:		
Property	25,466	25,475
Auditor's remuneration (excluding VAT):		
Audit	10,100	9,600

6. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	477,572	382,890
Social security costs	36,995	28,733
Employer's contribution to defined contribution	17,993	12,799
Freelance	15,600	31,700
	548,160	456,122

One employee earned between £60,000 and £70,000 during the year (2024: nil). There were redundancy costs of nil (2024: nil).

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, Head of Impact (replaced by Head of Communications and Marketing), Head of Finance, Head of Service Delivery and Head of Income.

Total remuneration (Salary, NI, Allowances, Pension) paid to the Senior Management Team in the year amounted to £239,833 (2024: £218,037).

None of the Trustees (or any persons connected with them) received any remuneration during the year. Trustees' expenses were for travel, training, membership and meeting costs totalling £734 (2024: Meeting costs £28).

7. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 19 (2024: 16).

8. Related party transactions

Aggregate donations from related parties were £1,547 (2024: £1,195).

There were no other related party transactions to disclose for 2025 (2024: none).

9. Taxation

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

10. Tangible fixed assets

	Fixtures and fittings £	Website development £	Total £
Cost or valuation			
At the start of the year	5,210	32,464	**37,674**
Additions in year	–	25,870	**25,870**
Disposals	(5,210)	–	**(5,210)**
At the end of the year	–	58,334	**58,334**
Depreciation			
At the start of the year	3,669	32,464	**36,133**
Charge for the year	1,541	–	**1,541**
Disposals	(5,210)	–	**(5,210)**
At the end of the year	–	32,464	**32,464**
Net book value			
At the end of the year	**–**	**25,870**	**25,870**
At the start of the year	1,541	–	1,541

All of the above assets are used for charitable purposes.

Included within "website development" is £25,870 additions which is not depreciated. This represents the amounts capitalised during the year. The new website is expected to be complete in October 2025 and will depreciated from that date.

11. Stock

	2025 £	2024 £
Donated bottles for welcome packs	**4,675**	11,345
Stock for resale	**31,074**	21,820
	35,749	33,165

12. Debtors

	2025 £	2024 £
Trade debtors	**3,289**	2,577
Prepayments	**28,790**	12,266
Accrued income	**20,033**	27,421
Other debtors	**9,386**	2,578
	61,498	44,842

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

13. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	**6,813**	11,761
Accruals	**26,479**	22,430
Other taxation and social security	**11,876**	–
Deferred income (note 14)	–	61,156
Other creditors	**2,190**	1,559
	47,358	96,906

14. Deferred income

Deferred income relates to project funds where the funder has specified expenditure should take place in the next financial year.

	2025	2024
	£	£
Balance at the beginning of the year	61,156	59,091
Amount released to income in the year	(61,156)	(59,091)
Amount deferred in the year	–	61,156
Balance at the end of the year	–	61,156

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 £13,420 to CLAPA scheme (2024: £10,957) and £4,573 to a private scheme (2024: £2,040).

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

	General unrestricted	Fixed asset fund	Designated	Restricted	Total funds
	£	£	£	£	£
Tangible fixed assets	–	25,870	–	–	25,870
Net current assets	335,532	–	936,116	70,707	1,342,355
Net assets at 31 March 2025	335,532	25,870	936,116	70,707	1,368,225

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

	General unrestricted	Fixed asset fund	Designated	Restricted	Total funds
	£	£	£	£	£
Tangible fixed assets	1,541	–	–	–	1,541
Net current assets	324,104	–	71,000	40,476	435,580
Net assets at 31 March 2024	325,645	–	71,000	40,476	437,121

17a. Movements in funds (current year)

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
Restricted funds:					
Angus Lawson Memorial Trust	–	15,066	(8,005)	–	7,061
Croda Foundation	9,728	–	(9,728)	–	–
Highway One Trust	2,500	10,000	(10,000)	–	2,500
Hospital Saturday Fund	–	2,000	(2,000)	–	–
Michael Josephson	–	28,458	(28,458)	–	–
The National Lottery Community Fund (AfA)	–	20,000	(8,333)	–	11,667
The National Lottery Community Fund (RC)	25,966	80,514	(72,996)	–	33,484
Smile Train (England) 2024–25	–	32,427	(32,427)	–	–
St James Place – Caritabel Foundation	–	10,000	(10,000)	–	–
The VTCT Foundation (Website)	–	39,800	–	(25,870)	13,930
The Wood Foundation	2,282	–	(217)	–	2,065
Total restricted funds	40,476	238,265	(182,164)	(25,870)	70,707
Designated funds					
Future growth fund	71,000	–	(32,884)	–	38,116
Impact 2030	–	898,000	–	–	898,000
Total designated funds	71,000	898,000	(32,884)	–	936,116
Fixed asset fund	–	–	–	25,870	25,870
General funds	325,645	637,351	(627,464)	–	335,532
Total unrestricted funds	396,645	1,535,351	(660,348)	–	1,297,518
Total funds	437,121	1,773,616	(842,512)	(25,870)	1,368,225

17b. Movements in funds (prior year)

	At 1 April 2023 £	Income £	Expenditure £	At 31 March 2024 £
Restricted funds:				
The James McGowan Scholarship Fund	6,944	–	(6,944)	–
Smile Train (England) 2023–24	–	16,563	(16,563)	–
Smile Train (England) 2024–25	–	2,454	(2,454)	–
The Wood Foundation	2,504	–	(222)	2,282
Highway One Trust	–	10,000	(7,500)	2,500
The VTCT Foundation (Fundraising)	–	33,365	(33,365)	–
The National Lottery Community Fund (AfA)	–	9,163	(9,163)	–
The National Lottery Community Fund (RC)	–	80,534	(54,568)	25,966
Hugh Fraser	–	3,500	(3,500)	–
Croda Foundation	–	29,182	(19,454)	9,728
St James Place – Caritabel Foundation	–	10,000	(10,000)	–
Boshier Hinton	–	2,000	(2,000)	–
Michael Josephson	–	3,850	(3,850)	–
Walter Guiness Charitable Trust	–	500	(500)	–
Total restricted funds	9,448	201,111	(170,083)	40,476
Designated funds				
Future growth fund	–	71,000	–	71,000
Total designated funds	–	71,000	–	71,000
General funds	230,833	604,883	(510,071)	325,645
Total unrestricted funds	230,833	675,883	(510,071)	396,645
Total funds	240,281	876,994	(680,154)	437,121

18. Purpose of funds

18a. Purpose of restricted funds:

Angus Lawson Memorial Trust provided funding for CLAPA Welcome Packs and free equipment for vulnerable families.

The Croda Foundation funded Cleft Lip & Palate specialist feeding packs for newborns for one year.

Highway One Trust provided funding to improve fundraising infrastructure.

Hospital Saturday Fund provided funding for CLAPA Welcome Packs.

Michael Josephson MBE, donated from the MJ Ball profits toward a selection of Children and young people's activities including Cleft++, the CYPC and the cost of a residential weekend in July 2024.

The National Lottery Community Fund (Awards for All) provided a grant for a pilot of Cleft++, an Online mentoring project for 12-17 year olds, including staffing costs.

The National Lottery Community Fund (Reaching Communities) are funding the Adults Services Programme - Improving the health and wellbeing of adults in England born with a cleft.

Smile Train (2024-25) provided funding for our Community Engagement Coordinator's salary and funding for delivery costs of Community Engagement Programme.

St James Place Charitable Foundation have committed £10,000 a year for 3 years to provide 2 residential weekends for 30 disadvantaged, cleft-affected children and young people (CYP) aged 8-12.

The VTCT Foundation (website) represents a grant provided for CLAPA's new website. The transfer from this restricted fund to unrestricted funds represents capital expenditure on website development.

The Wood Foundation provided a grant to cover the cost of Welcome Packs for families in Edinburgh.

18b. Purpose of restricted funds from the prior year:

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

Smile Train (2023-24) provided funding for our Community Engagement Coordinator's salary and part funding for the salary of our External Engagement Coordinator.

The VTCT Foundation (Fundraising) - The VTCT Foundation gave a 1 year grant provided funding for our Head of Income's salary.

Hugh Fraser Foundation contributed towards a residential learning and development weekend at Aberfoyle, Perthshire for children and young people affected by cleft lip and/or palate.

Boshier-Hinton Foundation provided funding for CLAPA Welcome packs.

Walter Guinness Charitable Trust donated £500 towards residential and learning weekends.

18c. Purpose of designated funds:

Future growth fund represents funds designated from legacy income for development projects, including: re-branding, website and IT development, influencing and theory of change. The fund is expected to be fully spent by the end of the 2025/26 financial year.

Impact 2030 designated fund

During the 2024/25 financial year two substantial legacy payments were received totalling £898,000. The trustees are conscious that bequests of this size are unlikely to be received again in the near future. CLAPA is dedicated to ensuring its operations remain sustainable. The trustees have therefore designated the legacy funds to be spent in full over the 2025-30 strategy period, investing in the strategy objectives, services, the staff team and the income generation strategy, with the aim of achieving a balanced budget and reserves within the target range by 2030.

18d. Fixed asset funds

Fixed asset funds represents the net book value of capitalised assets. Whilst the funds are unrestricted, the funds are tied up in capital expenditure and therefore do not consitute free reserves.

19. 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	
	£	£
Less than one year	12,143	11,240
One to five years	-	-
	12,143	11,240

20. Capital commitments

At the year end the charity had one ongoing contract with Fat Beehive for developing the new website. The total value of the contract is £38,491, of which £19,246 work has been completed and invoiced at the year end. The balance remaining on the contract is £19,245. The contract and works are expected to be complete by October 2025.

21. 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.

CLAPA is a charity with no government or NHS funding; we rely on generous donors and fundraisers to continue our work.

Please consider making a donation of any amount to help keep our life-changing services free and accessible to all who need them.

Visit CLAPA.com/Donate or scan the QR code.

Registered with FUNDRAISING REGULATOR

@clapacommunity www.clapa.com info@clapa.com

The Green House, 244-254 Cambridge Heath Road, LONDON, E2 9DA

Registered Charity in England and Wales (No. 1108160) and Scotland (SC041034). Company No. 5206298.

THE CLEFT LIP AND PALATE ASSOCIATION

England & Wales - Charity number 1108160

Accounts

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 2024

CLAPA
Cleft Lip & Palate Association

SAYER | VINCENT

The Cleft Lip and Palate Association

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The Cleft Lip and Palate Association

Reference and administrative information

For the year ended 31 March 2024

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

O Rendell	Chair from October 2024
O Hopkins	Interim Chair from November 2023 until December 2024
N Astor	Chair until October 2023
J Bhachu	Treasurer until October 2024
T Millward	Co-Treasurer from August 2024
D Drake	
E Howes	Until December 2023
M Pinkstone	Until June 2024
R Slator	Until October 2023
A Strangeways	Until June 2023
J Williams	
A Beedham	Until June 2024
L Hughes	
S Handley	
M Spencer	From October 2023
I Williams	From October 2023
J Kerby	From October 2023
S Bragg	From November 2023

C Cunniffe	Company Secretary
Bankers	Barclays Bank plc Hatton Garden Business Centre 99 Hatton Garden LONDON, EC1N 8DN
Auditor	Sayer Vincent LLP Chartered Accountants and Statutory Auditor 110 Golden Lane LONDON, EC1Y 0TG

Objectives and Activities

The Trustees present their report and the audited financial statements for the year ended 31 March 2024.

Reference and administrative information set out on page 1 form 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.

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. These activities are documented in the Strategic Plan for 2022-25, approved at the Trustee Meeting on 24th March 2022. This plan is available on the CLAPA website: www.clapa.com/strategy.

In this strategy, a new 'Vision' and 'Purpose' were agreed upon and communicated with the charity's beneficiaries. These are as follows:

- **Vision:** "No one affected by cleft lip and palate in the United Kingdom will go through their journey alone."
- **Purpose:** "CLAPA is the national charity for people affected by cleft lip and palate in the United Kingdom. We support people to take control of their journey, connect with others, and use their voices to impact the future of care."

These statements reflect CLAPA's status as a well-respected organisation with a vital role in the UK's cleft community. In this strategic period, the charity has continued to grow its reputation for innovative, high-quality, evidence-based services for people affected by cleft as well as its valuable work with researchers and NHS Cleft Teams.

With 'adaptability' as a key value, this year has seen CLAPA continue to change with the times to sustainably fulfil its objectives, support stakeholders, and ensure the ongoing financial health of the charity in a challenging economic environment.

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.

Beneficiaries and Services

Every day in the UK, three babies are born with a cleft. It can have an ongoing impact on feeding, speech, hearing, teeth placement and more. The treatment pathway is 20+ years, and many babies have their first surgery at just three months old.

The Cleft Lip and Palate Association (CLAPA) is the United Kingdom's cleft lip and palate support charity. It supports people born with a cleft and their families from diagnosis through to adulthood with comprehensive and reassuring information, a welcoming community of people with shared experiences, and evidence-based services and resources.

CLAPA's regular online events help people to connect with others who truly understand their experiences and concerns, while social media support groups offer a vibrant 24/7 community full of reassurance, encouragement and celebration when it is most needed. Trained volunteers give confidential one-to-one support to help people through the most difficult parts of their journeys and reassure them that they can cope with whatever lies ahead.

CLAPA's services for under-18s help children and young people born with a cleft to build confidence and feel in control of their care, while 'Camp CLAPA' adventure weekends encourage them to make friends feel positive about being different. As they grow into adults, CLAPA's tailored Adult Services connect them to others with shared experiences and ensure they can access the care and support they need.

Babies born with a cleft often need special bottles and teats to feed, and CLAPA provides over 10,000 items of free and subsidised feeding equipment to families and hospitals every year. The charity also produces tailored on cleft which is led by the needs and experiences of the cleft community and supported by experts. For those with more complex needs, the Advocacy Service provides tailored support and signposting to help people access treatment and cope with their cleft journey.

While CLAPA is independent of the NHS, the charity works closely with the nine specialist NHS Cleft Services in the UK and generic health professionals to ensure that people born with a cleft receive the best possible care. CLAPA is also committed to empowering people affected by cleft and ensuring patients and families are represented at all levels, including in cleft research and wherever decisions are made about NHS cleft care.

The charity's main activities are described in more detail later in this report. All its charitable activities focus on supporting families and individuals affected by cleft and are undertaken to further CLAPA's charitable purposes for the public benefit.

Strategic Report

Achievements and Performance

Thanks to the incredible success of the #SaveCLAPA Appeal in 2022, CLAPA was able to start 2023/24 more confident in its future than had been possible for many years previously. Never content to settle for 'good enough', CLAPA used this momentum to drive forward its 2022-25 strategy.

What followed was a year of exciting new projects and leaps forward in different areas of service delivery and supportive functions like fundraising and data management. CLAPA is proud to end 2023/24 having supported thousands of people in need, made plans to support thousands more, and secured the funding to make it all possible.

CLAPA's dedicated staff team and passionate volunteers and patient representatives are the driving force behind the charity's successes in 2023/24, and thanks to their creativity and innovation in an ever-changing environment, there is a great deal to celebrate this year.

Support Services

Feeding Service

Many babies born with a cleft cannot breastfeed or use regular feeding equipment. For over 30 years, CLAPA's feeding service has supplied specialist bottles and teats to new parents and carers as well as hospitals around the United Kingdom. This equipment allows babies to quickly establish a feeding routine and leave the hospital faster after birth so families can enjoy those precious early weeks bonding with their baby at home.

CLAPA brought the Feeding Service online during the pandemic and has continued to develop it in consultation with NHS Cleft Nurse Specialists to ensure it remains a service that families and Cleft Services alike can trust and rely on.

"At such an overwhelming and daunting time, it is so reassuring and helpful having CLAPA provide the welcome pack of bottles and teats which were needed to feed my baby right from day one. I was able to feed my son with no difficulty, using the Dr Browns bottles and it was such a relief that I knew he could suck well from them and also the knowledge that CLAPA were able to help provide the bigger teats and bottles when needed, but most importantly that they were able to do so very quickly."

- Parent of a child born with a cleft

In 2023/24, CLAPA sent 728 free 'Welcome Packs' of specialist bottles and teats to families around the UK. In total, CLAPA dispatched 10,838 items of feeding equipment to families and hospitals from the charity's small office, including 141 free-of-charge items sent to vulnerable families at the request of their NHS Cleft Nurse Specialist.

"Thank you so much for your help. Mum received these a few days ago and was very happy [...and] grateful. Baby has gone from taking 45 minutes to feed to 15 minutes!"

- NHS Cleft Nurse Specialist who requested free-of-charge items for a vulnerable family

One-to-one Support

CLAPA's Parent and Peer Support Service provides confidential one-to-one support to people affected by cleft. The trained volunteer Supporters are parents and grandparents of people born with a cleft and adults born with a cleft themselves.

These Supporters are experts by experience who use their knowledge of the cleft care pathway to reassure those in need that they can cope with whatever lies ahead. The people using this service often have acute concerns they don't feel able to share with the wider community, and this service gives them a way to express these worries in a safe and secure environment where they'll find empathy and understanding.

In 2023/24, this service had 61 enquiries, 39 of which led to a match with a Supporter. The rest were signposted to a more suitable service within CLAPA, a partner organisation, or the NHS. Key concerns for parents and carers included coping with antenatal diagnosis, feeding, dental/orthodontic issues, and hearing.

"I would like to express my gratitude for the insightful conversation I had with the assigned Peer Support member. I am eager to continue the discussions, work towards my dreams, and achieve personal and professional goals. The guidance received so far has been invaluable, and I look forward to more sessions."

- Adult using the Peer Support Service

To ensure these Supporters' skills and knowledge remained up-to-date, CLAPA ran a Volunteer Development Day in January 2024, the first such in-person training day since the pandemic. Rail strikes meant only seven volunteers could attend, but the feedback was very positive, with one attendee remarking:

"Meeting other volunteer supporters has given me more confidence in my abilities. As they have experienced similar issues from the peer you are supporting. The course today has been beneficial to my peer support role. The timing was good as I had experience to reflect upon and share. Sal was an excellent facilitator/instructor. It was also good to meet others face to face. Everyone was really interesting with different experiences. Thank you for making this happen."

- Volunteer Peer Supporter attending Volunteer Development Day

Last year, CLAPA began a pilot of a Counselling Service which saw student counsellors on placement providing more structured, in-depth support to those in need. This pilot completed in October 2023, and in total supported 13 clients. Ten were adults born with a cleft and three were parents of children born with a cleft. Following the success of this pilot, new students were recruited and trained, and this will become part of CLAPA's core services in April 2024.

In an exciting development, September 2023 saw CLAPA launch a new one-to-one support service, this time aimed at under-18s born with a cleft. This will help CLAPA to ensure that no one affected by cleft will go through their journey alone. This service, named Cleft++, is outlined in more detail in the 'Children and Young People's Services' section below.

Advocacy Service

As the NHS continues to face difficulties, enquiries from the cleft community regarding access to cleft care remain high. CLAPA's Advocacy Service offers streamlined and consistent support and information for those getting in touch with complex enquiries.

The issues raised in these enquiries are anonymously recorded so that they can inform CLAPA's future service delivery and resource development in line with the new and emerging concerns of the cleft community.

In total last year, 84 people contacted CLAPA for support with a variety of concerns, the most common being about dental and orthodontic care (34%) or accessing specialist NHS cleft treatment (27%). Other enquiries covered a range of issues including accessing disability benefits, talking to children about related conditions, and treatment for asylum seekers.

"Having been away from Cleft Care for 35+ years (when there wasn't the support there is now) I feel like I'm starting a new journey and although it's scary it is also nice to know that you guys are there to support/guide/offer advice. Thank you SO much."

- Adult born with a cleft

Online Events

CLAPA is committed to providing a variety of spaces where people affected by cleft lip and palate can share their experiences, receive practical advice, and find their 'cleft community'. The needs and concerns of the cleft community lead the formats and topics of these events through feedback forms, surveys and other sources. The charity now has a regular schedule of diverse and engaging online events which welcome people from across the UK at all stages of their cleft journey.

All of CLAPA's online events have a strong volunteer presence, with most being facilitated by volunteers with personal experience of cleft who can use this to steer the conversation and create meaningful connections with attendees. This year, volunteers spent a record 559 hours supporting CLAPA's events; an increase of over 50% on the previous year.

All of CLAPA's online events, including workshops and courses, were provided free of charge to the cleft community. They can be broadly divided into the following categories:

<u>Events include:</u>

- **Support Groups:** Regular online meet-ups such as 'Coffee Clubs', 'CLAPA Lounges' and 'Dads Discuss' bring together people with similar experiences to share conversations on topics such as 'diagnosis', 'cleft repair surgery' and 'bullying'. Several of these events (such as the Antenatal Support Group and the Grandparents' Coffee Club) run bimonthly or

quarterly to allow regular attendees to form supportive relationships as their journeys progress together. Some events include NHS cleft clinicians to give expert advice and answer questions alongside CLAPA's own volunteers sharing their personal experiences.

- **Skill workshops**: Events have more of a lasting impact when they actively help to build confidence and skills so people can participate more fully in their or their child's care. NHS Speech and Language Therapists volunteer to support 'Babble and Play' workshops where parents and carers learn how to support speech development, and 'Baby Signing' classes help parents and carers communicate with young children who may struggle with their speech.
- **Information Events**: Live webinars and Q&As invite cleft experts answering common questions on topics such as orthodontic care, emotional wellbeing and hearing. Led by volunteers, these sessions help to demystify what can feel like complicated medical information. Due to the open format, the recordings of these events can then be edited into online video resources which continue to provide accessible information for many more people in the future.

In 2023/24, CLAPA ran 53 'ticketed' online events. Of these, 79% were fully booked and 73% of bookings attended on the day - a 41% increase compared to the previous year! These events welcomed 960 attendees made up of 620 individuals, meaning each person attended an average of 1.5 events.

Adults born with a cleft made up just 9% of attendees the previous year, but in 23/24 a review and redevelopment of the 'CLAPA Lounge' events in particular saw this rise to 22%.

"I always enjoy meeting up with others like me, and sharing our experiences and just talking freely about stuff with no judgement. It's always nice when new people come along and you can hear about their situation and hopefully reassure them and tell them about how things have been for you. Continue doing what you do - it is appreciated!"

- Adult who attended a 'CLAPA Lounge' event

Parents and carers of children born with a cleft made up 63% of attendees. This year, the charity focused on creating a dedicated space for fathers by launching 'Dads Discuss' in August 2023. These now run every quarter and have received excellent feedback from the attendees.

"I've never really spoken to any other dads who have a child born with a cleft, so it was nice chatting to dads who have shared similar experiences as me."

- Attendee of a 'Dads Discuss' event

CLAPA also worked to engage more grandparents by creating a dedicated online event which often sees the same people returning to talk about how their grandchildren are getting on with surgeries, speech, school, and all the other milestones.

"The event was welcoming, informative, and protected. I feel better equipped to help my son, daughter in law and future grandchild. I am very grateful to the volunteers for all their practical tips."

- Attendee of a 'Coffee Club: Grandparents' event

Another regular event which has gained traction this year is the 'Antenatal Support Group', a space especially for those with a recent diagnosis who can talk through their worries. These groups are supported by volunteer NHS Cleft Nurse Specialists who can answer questions and give expert advice.

"It's absolutely wonderful. It feels like our journey is part of a similar club of people and it gives me strength to do my absolute best for the baby and give them the most wonderful start in life - free from worrying- all our questions are answered- and we all feel supported- it is massively beneficial."

- Parent attending an Antenatal Support Group

CLAPA also started running quarterly 'Chat and Chill' events for young people where young volunteers support a discussion on topics affecting 7-12-year-olds, including Alveolar Bone Graft surgery, bullying, braces and starting secondary school. Where possible, these are supported by a health professional from an NHS Cleft Team.

"Thank you, this was so timely and helpful. My daughter had been worrying about when she would get braces (she's had two bone grafts now) and was so upbeat after the call!"

- Parent of a child who attended a Chat and Chill on the topic of 'braces'

Feedback for these events was excellent across the board, with an average score of 4.4 out of 5.

- 87% of respondents said these events helped them feel more connected with others in the cleft community
- 81% felt more confident about their ability to cope with cleft-related challenges in the future
- 82% felt more positive about their connection to cleft lip and palate
- 84% felt more knowledgeable about the topic of the event (such as Baby Signing)

Over this year, CLAPA also ran six live Q&As on topics including Genetics, Hearing and Surgery. These invited experts from NHS Cleft Teams to answer community-submitted questions asked by volunteers. These live events gained 1,225 viewers during and after the livestream.

"The really practical, straight forward advice given by the [Speech and Language Therapists] will make a real difference to how I support my baby's speech development. It was an extremely useful & informative session, thank you."

- Parent who attended a 'Babble and Play' session

Children & Young People's Services

For children and young people born with a cleft, connecting with others who look and sound like them is crucial to building self-esteem and confidence so they can grow into adults who feel positive about their future.

This year saw the continuation of the Children and Young People's Plan, furthering its vision of a world where young people feel confident and positive about having a cleft.

Underpinning all of CLAPA's decisions around these services is the Children and Young People's Council (CYPC). The CYPC is a group of 12-17-year-olds born with a cleft who meet regularly to help CLAPA design services and resources and give valuable feedback to partner organisations and researchers.

In 2023/24, CLAPA's Children and Young People's Council:

- Contributed articles, stories an members acted as 'Guest Editors' and were involved in content, design and layout decisions throughout the publication process.
- Took a key role in developing the new 'Cleft++' Mentoring Service as well as the upcoming 'CLAPA Companions' PenPal Service due to launch in July 2024.
- Contributed articles, stories and suggestions for the Cleft Youth Magazine. Two CYPC members acted as 'Guest Editors' and were involved in content, design and layout decisions throughout the publication process.
- Featured in content created for Cleft Lip and Palate Awareness Week 2023
- Hosted two 'Chat and Chill' events to help support other young people by sharing their experiences of different topics like surgery and getting braces.
- Delivered a teaching session to Cleft Nurse Specialists about their experiences of growing up with a cleft.
- Shared their stories at a webinar for cleft health professionals
- Contributed to several resources for other young people, ensuring the content, tone, and design was appropriate and engaging

"'If you or someone you know has a cleft, remember, you're not alone. CLAPA is a friendly club where everyone understands and supports each other. It has been amazing for my confidence. I know that I can turn any challenge into something fun and rewarding. I can celebrate how pretty cool my condition is. I am able to speak to strangers about my cleft and my appearance with confidence and pride."

- A CYPC member in an article she wrote for the CLAPA website

Three 'Camp CLAPA' adventure weekends (previously called 'Residential Weekends) took place over the summer in Doncaster, Milton Keynes, and Stirling, welcoming 37 8-15-year-olds born with a cleft. Another Camp CLAPA took place in Milton Keynes for 13 members of the Children and Young People's Council (CYPC).

These weekends involve a two-night stay at an activity centre where they enjoy outdoor games, team-building activities like climbing and kayaking, and lots of time to share their experiences and make lifelong friendships. The weekends are supported by specially trained adult volunteers who were also born with a cleft and can act as supportive role models for young people.

Each young person gets a special video souvenir featuring clips and photos from their time away. They also get a 'CLAPA Shield', which is a list of their positive qualities that other young people noticed during the weekend. This Shield is intended to help them keep hold of the good memories from the weekend and boost their self-esteem when things get tough.

After the weekend, parents and carers were asked about the differences they'd noticed in their child's behaviour and attitudes, and 100% agreed that their child felt more positive about themselves, felt less alone, more confident about their cleft, and more able to cope with cleft-related challenges. Across all measures, 80% said they had noticed a 'great extent' of positive change. This demonstrates that, although these kinds of intensive services can only support relatively small numbers of young people each year, they have a profound and lasting positive impact on those who attend.

"This made a hugely positive impact to our 11 year old. He faced into all sorts of situations that he would not have otherwise. His confidence was notably improved and we feel like this is a crucial time for confidence building [as he's about to] transition to senior school."

- Parent of a Camp CLAPA Attendee

"I didn't know many people with a cleft, next to no one. I have friends I can talk to but some things I feel uncomfortable/unsure about sharing with them. [At Camp CLAPA] I know I'm safe to share my experiences without fear of being judged or them simply not understanding. Moreover, when I'm with other young people with a cleft, I automatically feel like I fit in (a feeling I rarely feel at school or other clubs). Thank you for letting me come!!"

- Young person who attended a Camp CLAPA adventure weekend

This year, CLAPA's dedicated @CleftYouth Instagram channel continued to reach out to a younger audience, while the hard-copy 'Cleft Youth' magazine published its second issue, with copies sent directly to 130 children with an average age of nine. The Cleft Youth brand features stories, facts and engaging, accessible advice from other young people designed to help under-18s feel connected.

September 2023 saw the launch of 'Cleft++', a new service which uses a specialist online platform to safety connect 10-17-year-olds born with a cleft to a trained mentor. These mentors are young adults born with a cleft who can draw on their experiences to offer personalised support.

This service was set up in memory of a former CYPC member, Will, who tragically passed away in 2022. Some of Will's fellow CYPC 'graduates' wished to create a project in his memory to ensure young people born with a cleft felt supported in whatever challenges they may face as they grow up. They identified gaps in CLAPA's services for young people, especially for support with self-

confidence, bullying and mental health concerns, and this service grew from those discussions. As Will was a talented Web Developer, the name of the service was inspired by a coding language called 'C++'. These former CYPC members were pivotal in planning, creating and reviewing the resources needed for this work, and CLAPA is very grateful for their contributions.

Since the launch of the service, the four trained mentors have supported seven young people, with most of these mentorships continuing into 2024/25. Evaluation data will not be shared until the pilot is complete, but initial feedback from the service-users has been extremely positive.

"Their conversations have focussed on [Alveolar Bone Graft surgery] and feeling very scared and unsure about even going through with the surgery. He recently had an appointment with his consultant and felt able to ask questions. He's now feeling much better about it, isn't dreading it anymore, and he says that's because he had the best mentor."

- Parent of a child receiving mentoring through Cleft++

"The support I received in mentoring was incredible! I really appreciated being able to talk to someone who understood what I was going through as I haven't always had that opportunity. In the past few months, I have become much more confident when it comes to my cleft and a lot less worried about the future. […] Although I had a couple of primary goals in mind, I felt like I could ask about pretty much anything; no question is too small in my experience! My Cleft++ mentor helped me feel so much less isolated than before and it was a great comfort knowing that I could receive the advice I needed at any time!"

- Young person who received mentoring through Cleft++

Adult Services

Around 90,000 adults in the UK were born with a cleft. Many are unaware they can access specialist treatment on the NHS for ongoing issues with their cleft, and those who try to get back into treatment often face barriers along the way. CLAPA provides research-driven resources and services to tackle the issues that matter the most to adults born with a cleft to help them feel in control of their cleft care.

'CLAPA Lounge' events were re-launched this year as monthly informal support groups for adults born with a cleft. These focus on a different topic each month such as dental care, genetics, and talking about the cleft journey. They are hosted by two regular volunteers who help to guide the conversations. The 12 CLAPA Lounges last year welcomed 97 attendees who gave these events an average score of 4.3/5.

Adults volunteers were also involved in the Live Q&A events and wellbeing events aimed at everyone in the UK cleft community, often linking the Live Q&A topics to the Lounge topics to ensure those with more technical questions have a chance to get a health professional's input.

The Adults' Focus Group continued to meet most months to give feedback on various areas of service and resource design as well as wider policy. Several of them joined the Volunteer

Development Day which took place in January this year; an invaluable opportunity to update their knowledge and connect with others after a quieter few years.

Over the year, the 'Returning to Cleft Care' guide for adults continued to be popular, with 84 packs sent to individual adults and 430 sent to NHS Cleft Teams around the UK to distribute to their patients upon discharge from the cleft service. A review of the pack is currently underway to make it easier for the pack to read and be distributed.

"Your answers are very helpful and I am surprised to find that I have far more right to further treatment than I imagined."

- Feedback from a recipient of the Returning to Cleft Care Guide

"It has made me feel a little more proud of who I am and helped me to see things slight differently, I have also joined the CLAPA Adult Facebook group which is really helping. I have felt incredibly alone all these years and now I've found out there are safe spaces and people like me who go through the same situations and feelings it feels like I am part of something amazing with amazing people."

- Feedback from a recipient of the Returning to Cleft Care Guide

Planning is also well underway for CLAPA's first in-person conference for five years, an event aimed at adults born with a cleft which is due to take place in June 2024 in London.

CLAPA's Digital Community

In a digital age, CLAPA's website and social media presence is critical in reaching the one-in-700 people born with a cleft and their families all around the UK. As well as forming the cornerstones of the 'cleft community', it allows the charity to promote services, raise awareness, spread influence and celebrate accomplishments.

In 2023/24, CLAPA's following on social media increased by 6% across platforms, with nearly two million people reached by posts including myth-busting graphics and heart-warming personal stories.

Nearly 125,000 people engaged with posts by liking, commenting and sharing, and nearly 20,000 people clicked through on posts such as news articles and event listings, driving new beneficiaries to the website and support services.

A key way CLAPA promotes the idea of a 'UK cleft community' is by sharing personal stories from people at all stages of their cleft journeys to inspire and reassure others. In 2022/23, 32 people submitted personal stories on top of themed #FundraisingFriday stories and captioned photos shared each week.

CLAPA's online support groups for parents/carers and adults born with a cleft gained 590 new members in 2023/24. Trained volunteers moderate these groups and provide an instant connection for those seeking an informal support network. An average of 3,662 members actively

visited the group daily to post updates, ask questions, support each other with comments, or just check in.

CLAPA's website averaged 25,000 visitors each month this year, with the information pages and photo gallery remaining the most popular sections. Since its launch in 2015, CLAPA's current website has grown a great deal, but its infrastructure has not kept up with the charity's changing work. This is why, in early 2024, CLAPA started the process of redeveloping its digital presence, beginning with a new website launching in 2025.

"Just came across your website after doing research for a friend and I just wanted to email you to congratulate you all for your work! What wonderful stories and pictures you have giving so many worried parents hope!"

- Message received about the CLAPA website in October 2023

Community Involvement

Volunteers

CLAPA prides itself on involving the UK cleft community at all levels of its work, including asking volunteers to feed into and help run services wherever possible.

Volunteers are the backbone of CLAPA as a charity, and the continuing shift towards digital service delivery has created new, flexible ways for volunteers to give their time. Induction, training and ongoing supervision are provided for all volunteers, and eligible expenses are reimbursed. At the end of the financial year, CLAPA had 79 fully inducted volunteers, with 148 others acting as Patient Reps, regular focus group members, and more.

CLAPA's Board of Trustees are made up of volunteers, most of whom have a personal or professional connection to cleft lip and palate. As well as taking part in formal quarterly Board Meetings, the Trustees attended interim meetings and used their expertise to support CLAPA's staff team for approximately 438 hours in 2023/24.
Volunteers are essential to the successful running of CLAPA's online events and, this year, contributed 544 hours to preparing and hosting various online events – an increase of over 50% on the previous year! Volunteers from the community also spent 240 hours helping with in-person Camp CLAPA events for children and young people born with a cleft.

Beyond events, volunteers spent 205 hours actively providing one-to-one support by phone and email to those in need, including the young mentors working with the new Cleft++ Service and the Counselling pilot project.

As part of CLAPA's dedication to involving people affected by cleft in service design and review as well as external cleft research, CLAPA supported volunteers to spend 154 hours participating in focus groups, ongoing Patient and Public Involvement (PPI) groups, and in other opportunities to make their voices heard. This includes the work of the Adults' Focus Group, and next year will include the new Family Focus Group and Young Adults Group. The Children and Young People's

Council (CPYC) of 15 12-17-year-olds continues to be an outstanding source of volunteer input with these young volunteers spending an additional 207 hours contributing to meetings and other projects in 2022/23.

Beyond this, volunteers have also spent 41 hours raising awareness of cleft amongst generic health professionals by preparing and delivering eight awareness-raising presentations. This included a special webinar delivered as part of the lead-up to the Craniofacial Society of Great Britain and Northern Ireland (CFSGBI) Conference 2024 on the importance of patient perspectives and peer support.

'"Being born with a cleft lip and palate myself, CLAPA has been an integral part of my individual development of confidence in my appearance and experiences, as well as being a support to my parents when I was younger. Being a member of the CYPC was a really rewarding experience for me, as I found sharing my personal experiences helpful in raising awareness and supporting other young people like myself. The volunteers who help facilitate these events are so important, and I would love to be able to give back to a charity that I have benefitted from so much."

- Young CLAPA volunteer who supported a 'Camp CLAPA' adventure weekend

Research Involvement

Even for those with lived experience, medical research into conditions like cleft can often feel inaccessible. CLAPA believes that everyone affected by cleft should have the chance to learn about current research and that opportunities to get involved should be available to all. The cleft community shares this sentiment; according to CLAPA's past two Annual Surveys, 95% agreed it was 'important for cleft researchers to get feedback about their projects from people affected by cleft'.

For cleft researchers, CLAPA is a gateway to the cleft community. As such, the charity supports many research projects by recruiting participants and arranging 'Patient and Public Involvement' opportunities. These opportunities can range from collecting feedback about an information leaflet to CLAPA creating and supervising a group of people affected by cleft to act as a steering committee for an ongoing project.

These efforts are spearheaded by 'CLAPA Voices', a dedicated mailing list of people affected by cleft who are keen to use their experiences to impact the future of cleft care. In 2023/24, this list grew by 97 to 225 people. Members spent a total of 154 hours contributing to research projects and focus groups, demonstrating their commitment to making their voices heard.

"[I have really enjoyed] being able to influence research programmes and seeing how my input makes a difference with cleft treatment."

- Volunteer taking part in a research consultation group

In 2023/24, CLAPA shared 19 opportunities for Patient and Public Involvement, including unique opportunities from the CLAPA staff team to gather feedback on new services and policy changes.

Researchers have praised the initiative and its impact on their projects, and participants have been able to receive support and encouragement with their involvement.

"CLAPA have been incredibly helpful and supportive in promoting our research. Through their assistance, our research team have been able to recruit members of the cleft community for our study with ease. [...] I would highly recommend CLAPA's consulting services to fellow researchers."

- Researcher who used CLAPA Voices

Alongside more 'casual' opportunities provided by CLAPA Voices, CLAPA runs five ongoing Patient and Public Involvement Groups to feed into specific projects or areas of work. This includes a group working with the Cleft Collective, one of the largest cleft research projects in the world, and two other upcoming projects on which the charity is a co-applicant for funding, underlining the importance of its contributions. These groups contain 43 members made up of 37 individuals, as several people sit on more than one group.

CLAPA's success in this area has generated interest from NHS Cleft Services who are keen to engage with those under their care. The Cleft Development Group (CDG) provides advice and guidance on all aspects of the delivery of NHS cleft care to everyone from Cleft Teams to NHS commissioning boards. CLAPA runs their Patient Engagement Group which now meets monthly to help ensure that NHS cleft care is informed by the needs and experiences of cleft patients and their families. This group has already made remarkable progress in pushing forward reform on areas of particular concern to the cleft community, such as allowing self-referral for adult patients and bypassing the often lengthy and troublesome process of securing a GP's referral. They are also involved with the working group writing the new National Service Specification on how NHS cleft care will be delivered in the near future.

"I feel that by me being involved with this [NHS cleft care consultation group], they have been made aware of the issues adults living with a cleft have, and there are now strategies in place to move these issues on. I feel that [the clinicians] listen to our concerns and are beginning to act on them."

- Adult representative taking part in a consultation group

It is clear that CLAPA's role in cleft research is highly valued, and to ensure this work can continue, the charity has revised the fees for its paid consultation services and encouraged researchers to include CLAPA in their funding applications. CLAPA earned £1,553 for its work with researchers in 2023/24, and has used the year to lay foundations for other upcoming work, including acting as a co-applicant on two key studies. It is hoped that this will become a reliable income stream in the future which will not only support this work but also raise CLAPA's profile and increase its legitimacy in the eyes of the wider cleft research community. As part of this work, CLAPA will be involved in a project to produce guidance for other charities to ensure fair recognition and payment for the value of their contributions to private and public sector organisations.

CLAPA is committed to ensuring its services are as accessible as possible, and this includes its PPI services. With this in mind, CLAPA has created a bursary system due to launch next year which will

allow eligible research projects with a clear benefit to the UK cleft community to apply for funding to use CLAPA's PPI and other consultancy services. The guidelines and assessment procedures were created in collaboration with research clinicians and CLAPA volunteers. This will ensure CLAPA's work in this area will remain sustainable and highly valued whilst not excluding smaller projects from benefitting.

Annual Survey

One of many ways CLAPA gathers feedback to help shape its plans for the future is through its Annual Survey, which provides a snapshot of the cleft community's needs, priorities and concerns.

This year's survey returned 194 responses from a broad mix of locations and connections to cleft. Compared to the previous year, slightly more respondents said they were adults born with a cleft or a partner/relative of someone born with a cleft. This indicates CLAPA is becoming more successful in engaging people affected by cleft beyond those early years of a baby's life. However, the percentage of those affected by cleft palate is still below what we would expect (12% compared to approximately 45% of the UK cleft population). This indicates that CLAPA is still not doing enough to engage this group on an ongoing basis. CLAPA's Diversity Committee will continue to monitor the demographic data collected on respondents to better understand where CLAPA should focus new outreach efforts.

The survey asked for respondents' top concerns so these could feed into CLAPA's future strategies. Particular issues highlighted for parents and carers this year were their child's emotional wellbeing, access to NHS dentistry and a lack of awareness of cleft amongst teachers and non-specialist health professionals. For adults, top concerns included a lack of available, affordable dental care, a lack of knowledge and tact from generic health professionals, and emotional wellbeing. Anticipating concern over access to dental care, CLAPA asked if respondents had experienced a range of potential issues with local dental or orthodontic care, and, shockingly, only 20% said they hadn't had any problems. Key issues included these health professionals having a poor understanding of cleft, difficulties getting appointments, and a lack of communication with Cleft Teams.
Regarding CLAPA's services, the responses were encouraging and showed that the cleft community highly valued all areas of the charity's work. Those ranked as 'most important' were unchanged from the previous year. In order, these are:

- Working with the NHS to improve cleft services
- Providing information on cleft
- Raising awareness of cleft in the general public
- Providing special bottles and teats

This survey asked in depth about barriers to accessing CLAPA's services and what respondents would like to see regarding CLAPA's events. The findings have directly fed into future service planning and have been instrumental in securing funding for these plans.

Alongside the community-focused Annual Survey, CLAPA ran a short survey for NHS Cleft Clinicians. 97% agreed that CLAPA provided valuable information products and resources, and 87% agreed that CLAPA provided essential emotional support to the UK cleft community. This survey also asked about their familiarity with different CLAPA services to aid with future marketing, and asked clinician's opinions about barriers their patients and families might have with accessing support services. CLAPA will repeat this survey alongside the Annual Survey in the hopes that it will reflect positively on future efforts to engage this group.

Other Activities

Cleft Lip and Palate Awareness Week 2023

Cleft Lip and Palate Awareness Week starts on the first Saturday of May each year. It is the charity's flagship fundraising and awareness-raising event, inviting the cleft community to bust myths, share stories and help to fund CLAPA's life-changing work.

This year's campaign was centred around 'Step Up for Cleft Lip and Palate', a fundraising campaign where participants logged their steps during the week to cover the 1,464 miles needed to complete a circuit of the NHS Cleft Centres, starting and finishing in CLAPA's London office. Each milestone was celebrated with a short feature on a fundraiser, volunteer or cleft clinician in the local area to demonstrate CLAPA's UK-wide community and give participants even more chances to shout about their achievements. 142 participants raised over £15k during the week.

This took place alongside a video campaign to raise awareness with twelve myth-busting videos about cleft lip and palate which were seen by over 300k people during the week. On top of this, over 2,000 people posted in the #CleftLipAndPalateAwarenessWeek hashtag to share their stories with the world.

Subcommittees

CLAPA has three staff-led committees: the Diversity, Wellbeing and Safeguarding Committees. Staff members and Trustees interested in these areas volunteer to sit on these groups in addition to their usual roles.

In 2023/24, the **Diversity Committee** began a thorough review and redevelopment of the Diversity and Inclusion Strategy and Policy. This continued alongside an ongoing review of CLAPA's services using the 'Accessibility and Inclusion Checklist' to ensure they were as welcoming and inclusive as possible. This year, CLAPA secured the services of a consultancy firm to further this work in 2024/25 and feed into future strategy.

In 2023/24, the **Wellbeing Committee** continued to meet monthly to examine and discuss staff wellbeing. Amongst several initiatives to boost staff morale were regular virtual 'Coffee Breaks', regular posts on the 'Wellbeing' channel on the charity's internal communications system, and sunflower seeds being sent out for staff to plant and report back on. In CLAPA's 2023 staff survey, these initiatives were rated positively by 75% of staff.

The achievements and actions of the **Safeguarding Committee** are discussed later on in this report.

Fundraising Activities

Following the success of 2022's #SaveCLAPA Appeal and the rapid development it necessitated across all of CLAPA's fundraising systems and practices, 2023/24 was another year of capitalising on this shift in culture and focus to deliver great results.

A new Income Generation Strategy was approved by the Trustee Board in their May 2023 meeting, with a strong focus on building capacity, improving processes, diversifying income streams and embedding a culture of fundraising throughout the charity. Key activities and achievements this year are detailed below.

Step Up for Cleft lip and Palate

The 'Step Up for Cleft Lip and Palate' challenge, covered earlier in this report, took place early in May. A great deal of work went into creating a fresh, standalone feel for the event and to marketing it more broadly, leading to a significant upturn in the income generated.

This challenge also introduced the new 'Enthuse' platform which encouraged participants to work towards a community income target irrespective of how physically active they were, making it possible for more people to get involved. Focusing the challenge around step-count milestones during the week also allowed for participants to stay enthusiastically engaged as they reported back on their progress.

New Digital Donation Platform

Summer saw the launch of a new 'Donate' page on the CLAPA website using the 'Committed Giving' platform. This provides a more pleasant and streamlined experience to end-users while allowing CLAPA a lot more flexibility and control. This also provided the charity with crucial information about donor's connection to cleft and the reasons behind their donations which will be instrumental in developing fundraising communications going forward.

Changes in Fundraising Materials Fulfilment

An increase in demand for fundraising materials led CLAPA to engage Dash as a new fulfilment partner. This allows CLAPA's small fundraising team to focus on stewardship and securing new donations rather than packing and posting materials.

Data-Driven Fundraising

July 2023 saw CLAPA recruit a new 'Data Officer' to improve the charity's data collection processes, provide analysis and increase efficiency. This post is generously part-funded by the Highway One Trust. This work has had a particularly positive impact on CLAPA's fundraising and donation data, where more accurate reporting has already allowed the charity to claim nearly £10k of extra Gift Aid income thanks to improvements in how claims are processed. Faster reporting has also allowed the fundraising team to notice and capitalise on trends much quicker.

The Big Give

November saw the launch of the Big Give Christmas Challenge 2023, representing CLAPA's first foray into this kind of digital fundraising and matched giving. A generous regular supporter provided a match funding pot of £10k, topped up by £5k from one of the Big Give's pledge matchers. CLAPA's Patron and Ambassadors contributed to the marketing of the campaign which was carefully planned to maximise reach and impact. During the subsequent week-long appeal starting on 'Giving Tuesday', matched donations from the cleft community poured in, raising a total of £32,614 (including Gift Aid) to support CLAPA's work. This innovation was a huge success, growing confidence in this kind of fundraising in the future.

National Fundraising Awards

Following the success of the #SaveCLAPA Appeal in 2022 onwards, this was entered into the National Fundraising Awards 2024, where it is now shortlisted for Fundraising Campaign of the Year.

New Multi-Year Funders

This year, CLAPA has found particular success with securing new and multi-year funders to support its work. These include:

- The St James' Place Foundation committing to support Camp CLAPA activity weekends for three years.
- The VTCT Foundation and The Highway One Foundation investing in building capacity at CLAPA by funding the Head of Income for one year and part-funding the Data Officer role for two years respectively.
- The National Lottery (Reaching Communities) has provided three years of funding to maintain and grow the Adult Services and Advocacy work.
- The Croda Foundation, thanks to the nomination of a member of CLAPA's community, funded CLAPA's Welcome Packs for twelve months.
- Awards for All funded the pilot of the Cleft++ Mentoring Service for 12-17-year-olds.

As always, CLAPA's 'bread and butter' remains the fundraising initiatives organised by those with a close personal connection to cleft lip and palate. Particularly notable fundraisers this year included:

- Arc Group put together a team to complete the Maldon Half Marathon, raising just over £4,000.
- Lauren Urwin and family held a black tie ball and took part in the Junior and Mini Great North Run, raising over £4,000.
- Kieran Panchal completed the Barcelona Marathon and raised £2,000.
- Heather Williams cycled the length of the UK from John O Groats to Land's End, raising over £3,000. She was nominated for a JustGiving award for her efforts.
- Two golf clubs (Chelmsford and Calcot) selected CLAPA as Charity of the Year and raised nearly £18k and £11k respectively.
- Gaziano & Girling Ltd held a charity event in their Saville Row store and raised over £4,050 for CLAPA.

Financial Review

Total income for the year 2023/24 was £876,994, compared to the 2022/23 figure of £648,624, an increase of 35%. Total expenditure for the year was £680,154, an increase of 7% on the 2022/23 figure of £633,222.

The surplus for the year 2023/24 is £196,840, an increase from the 2022/23 surplus which was £15,402.

CLAPA continues to generate unrestricted income from a range of sources, including online platforms such as Just Giving and Committed Giving, gifts in memory or in celebration, and individual donations. Unrestricted income for 2023/24 totalled £675,883, a 12% increase against the prior year. Because CLAPA raised significantly more money overall, this was only 77% of total income in 2023/24 compared with 92.7% of total income in 2022/23.

The total reserves, including restricted and designated funds, were £437,121 compared to the 2022/23 figure of £240,281. The total reserves for 2023/24 are equivalent to 7.7 months of average expenditure and represent 49.8% of total income in 2023/24, compared to 4.6 months and 37.0% of total income in 2022/23. The unrestricted free reserves for this year are £324,104, which equates to 5.7 months, compared to 2022/23 unrestricted free reserves of £228,777, equating to 4.3 months.

Despite this very welcome increase in income, CLAPA is dedicated to ensuring its operations remain sustainable. The Senior Management Team continue to carefully monitor cash flow, control expenditure, and plan for the future to ensure that any increased costs do not over-extend the charity's resources in the future.

CLAPA's Income Generation Strategy has proven to be a success thus far thanks to sound investment in good fundraising practices and other fundamentals such as data management. There is good reason to be optimistic that the next few years will see many more wins as CLAPA follows this strategy.

The Trustees are satisfied that CLAPA will remain a going concern as it works to continue along this trajectory and will closely monitor the charity's financial performance on a regular basis.

Approach to Fundraising

CLAPA relies on the generosity of the UK cleft community to raise funds to support its work. This ranges from small single and regular donations from individuals right through to team challenge events like ultramarathons. Donations made in memory of loved ones as well as gifts from estates also help to support out work. CLAPA also receives funding from grant-making trusts and foundations as well as support from a small number of companies in the form of single donations or 'Charity of the Year' arrangements.

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. While there has been a shift towards making the charity's requests for donations more 'urgent', CLAPA is careful to ensure the tone of these asks does not put undue pressure on supporters and that people who cannot afford to donate are offered alternate means to meaningfully contribute towards the charity's work.

The charity is a member of both the Fundraising Regulator and the Chartered 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.

CLAPA has a robust complaints procedure in place which is easily accessible on its website. During the financial year 2023/24, there were no formal complaints received 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 and, in particular, those who are vulnerable.

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

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

CLAPA takes data protection extremely seriously. 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, such as 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) for those making blanket non-contact requests for

charities. Staff attend mandatory annual Data Protection training to ensure ongoing compliance with GDPR and other relevant regulations.

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 and volunteers 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, seven safeguarding concerns were reported to the Safeguarding Team and escalated to the CLAPA Trustee with safeguarding responsibility. Two of the concerns met the threshold which required a report to the local authority Multi Agency Safeguarding Hub (MASH). Appropriate action was taken with all concerns and they are considered closed. In addition, the team also responded to four concerns that, on investigation, were determined to be wellbeing concerns. Appropriate support was provided in all instances and it was not necessary to escalate these concerns to the Safeguarding trustee.

Principal Risks and Uncertainties

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

CLAPA's main risks arise from the ongoing difficulties affecting many charities of less than £1m; namely, rising demand for services, increasing overhead costs and increased competition for grants.

The 'cost of living' crisis also presents a risk to staff morale and retention, and this is an ongoing focus of the Wellbeing Committee and Senior Management Team.

There continues to be significant uncertainty about income levels as a result of many external factors. To manage this risk, costs continue to be closely monitored and controlled on an ongoing basis and the charity is closely following its 'Income Generation Strategy' to continue to diversify its income streams.

Reserves Policy

CLAPA's policy is that unrestricted funds should be maintained at a level equivalent to between three and six month's expenditure (2023/24: £170k - £340k). Unrestricted free reserves at 31 March 2024 were £324,104 which falls within the target range. 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, and the charity's cash flow is monitored.

This constant monitoring of costs and income ensures that CLAPA's reserves do not fall below unsustainable levels, nor do they grow unnecessarily large. When this year saw a number of generous bequests received, the Trustees discussed how best to use this windfall to sustainably support the cleft community. £71,000 of this income was designated to a new 'Future Growth Fund' which does not form part of CLAPA's reserves. This Fund will allow CLAPA to invest in development projects with a long-term impact on the charity, specifically:

- Expertise to evaluate and enhance CLAPA's long-term strategic objectives and services
- Projects requiring multi-year investments, such as a comprehensive website redevelopment which will offer substantial long-term benefits

As a result of these strong financial controls and careful planning, the year-end total reserves were the equivalent to 7.7 months and reserves based on free, unrestricted funds were 5.7 months.

Plans for the Future

CLAPA's 2022-2025 Strategic Plan is now entering its final year. This strategy focuses on three strands of activity:

- Understanding the barriers preventing access to CLAPA's services
- Building partnerships to provide more efficient, sustainable support
- Creating enduring resources aimed at people at all stages of their cleft journey

These have led to the achievements already detailed above, with even more projects and activities due to take place in 2024/25. These projects include:

- Diversity and Inclusion Review: Funded by the National Lottery's Reaching Communities programme, CLAPA has engaged a consultancy firm to review its Diversity and Inclusion Policy, Strategy and data. This work aims to provide a set of actionable short and long-term recommendations by midway through the financial year for inclusion in future strategy.

- Website Redevelopment: In 2024, CLAPA will begin to redevelop its website on a new platform to allow for much greater, flexibility, user-friendliness and stability moving forward. This project will include a great deal of in-depth consultation with the cleft community to ensure the new website reflects their needs and concerns.
- Ongoing Branding Review: A number of offers of 'pro bono' support arising from the #SaveCLAPA Appeal led to the formation of a small committee to help CLAPA review its branding and communications to understand if these are a barrier to attracting more service-users and fundraisers. This group has been working throughout 2023/24 to review and update CLAPA's brand, with recommendations due to be made to the Board of Trustees next year to take this forward.
- CLAPA Companions 'Pen Pal' Project: CLAPA Companions is a monitored 'pen pal' system to help Primary School aged children connect with each other and form lifelong friendships; the service is due to launch in July 2024.
- New Resources: New information resources are in development on the topics of 'starting school' and 'orthodontics', two areas of particular concern for young people born with a cleft and their families.
- PPI Bursary: A bursary system will be piloted to help lower-budget research projects access CLAPA's PPI services. This pilot will help CLAPA to iron out the processes and better understand the costs involved before external funding is sought in 2025.

As well as sustainability being at the heart of these projects, CLAPA will continue to put focus on high-quality data collection and ongoing evaluation of its work to ensure services can continue to develop to meet the changing needs of the UK cleft community.

The next year will also be focused on developing CLAPA's next Strategic Plan, which is expected to run from 2025-2030. CLAPA will be working on developing a Theory of Change as part of this work to ensure the goals of this strategy are as aligned as possible.

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 personally affected

by cleft, and that it has the necessary skills to fulfil its duties as well as support the charity's activities.

Trustees are recruited through open competition. Role descriptions are advertised widely through CLAPA's channels and charity sector websites. Applicants are shortlisted and interviewed by a panel of existing Trustees. 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 to a significant role such as Chair, Treasurer or Secretary, they can remain a Trustee until they have served a maximum of three years in that office.

In 2023/24, a number of Trustees stepped down as they came to the end of their terms of office. Amelia Strangeways came to the end of her second term of office in June 2023 and stepped down. Board Secretary, Rona Slator, and Chair of the Board, Nick Astor, stepped down in October 2023. Oliver Hopkins stepped up to be Interim Chair of the Board at this time and continued in this position until a new Chair, Oliver Rendell, was appointed in October 2024. In October 2023, three new Trustees joined the board – Jane Kerby, Melanie Spencer and Isabel Williams. A new Treasurer was appointed in August 2024 and will replace Jas Bhachu who will step down in November 2024.

Each year in September, 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, CLAPA Voices, and regular focus groups.

Related Parties and Relationships with Other Organisations

CLAPA has a wide variety of strategic partnerships with other charities and organisations to broaden its range of stakeholders and increase its impact. In light of the charity's current strategic plan, continuing to create and grow partnerships like this is of great importance.

Partners include:

- The NHS Cleft services, each of whom now have a 'CLAPA Link' to ensure regular two-way communication.
- Third sector partnership groups such as the Appearance Collective, the Shared Learning Group for Patient Involvement, the Vision for Volunteering Network, and the British Heart Foundation's Peer Support Network.
- Health related collectives and organisations such as the Royal College of Speech and Language Therapists and the Royal College of Paediatrics and Child Heath.
- Related research groups such as the Cleft Collective, Cleft @18-23, 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 European Cleft Organisation (ECO), Changing Faces, Face Equality UK, Young Minds, 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 HR Committee on any inflationary increases or salary changes.

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

A pay rise of 3% was approved for all staff from April 2024 in order to ensure the salaries offered by CLAPA were brought into line with salaries in other similarly sized charities.

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 re-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 29 October 2024 and signed on their behalf by:

Jasvinder Bhachu
Trustee

Independent auditor's report

To the members of

The Cleft Lip and Palate Association

Opinion

We have audited the financial statements of Cleft Lip and Palate Association (the 'charitable company') for the year ended 31 March 2024 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 2024 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.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' 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 Cleft Lip and Palate Association'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 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Independent auditor's report

To the members of

The Cleft Lip and Palate Association

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)
Date: 4 November 2024
for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

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 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	Restated 2023 Total £
Income from:							
Donations and legacies	2	602,579	201,111	**803,690**	521,307	47,413	568,720
Charitable activities	3	71,744	–	**71,744**	79,904	–	79,904
Investments		1,560	–	**1,560**	–	–	–
Total income		675,883	201,111	**876,994**	601,211	47,413	648,624
Expenditure on:							
Raising funds	4a	222,955	–	**222,955**	222,995	–	222,995
Charitable activities	4a	287,116	170,083	**457,199**	307,572	102,655	410,227
Total expenditure		510,071	170,083	**680,154**	530,567	102,655	633,222
Net income for the year	5	165,812	31,028	**196,840**	70,644	(55,242)	15,402
Net movement in funds		165,812	31,028	**196,840**	70,644	(55,242)	15,402
Reconciliation of funds:							
Total funds brought forward	16a	230,833	9,448	**240,281**	160,189	64,690	224,879
Total funds carried forward		396,645	40,476	**437,121**	230,833	9,448	240,281

The prior period restatement of income is a reclassification of income from other trading activities and charitable activities to income from donations and legacies in line with Charity SORP. There is no impact on the total income, expenditure or movement in funds.

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 2024

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets	10		1,541		2,056
			1,541		2,056
Current assets:					
Stock	11	33,165		26,928	
Debtors	12	44,842		35,913	
Cash at bank and in hand		454,479		273,347	
		532,486		336,188	
Liabilities:					
Creditors: amounts falling due within one year	13	(96,906)		(97,963)	
Net current assets			435,580		238,225
Total net assets			437,121		240,281
The funds of the charity:	17a				
Restricted funds			40,476		9,448
Unrestricted funds:					
Designated funds		71,000		-	
General funds		325,645		230,833	
Total unrestricted funds			396,645		230,833
Total charity funds			437,121		240,281

Approved by the trustees on 29 October 2024 and signed on their behalf by

Jasvinder Bhachu
Trustee

The Cleft Lip and Palate Association

Statement of cash flows

For the year ended 31 March 2024

Reconciliation of net income to net cash flow from operating activities

	2024	2023
	£	£
Net income for the reporting period (as per the statement of financial activities)	**196,840**	15,402
Depreciation charges	**515**	927
Investment income	**(1,560)**	–
Decrease/(increase) in stocks	**(6,237)**	8,490
(Increase) in debtors	**(8,929)**	(8,059)
Increase/(decrease) in creditors	**(1,057)**	50,964
Net cash used in operating activities	**179,572**	67,724

	2024		2023	
	£	£	£	£
Cash flows from operating activities				
Net cash used in operating activities		**179,572**		67,724
Cash flows from investing activities:				
Investment income	**1,560**		–	
Net cash provided by investing activities		**1,560**		–
Change in cash and cash equivalents in the year		**181,132**		67,724
Cash and cash equivalents at the beginning of the year		**273,347**		205,623
Cash and cash equivalents at the end of the year		**454,479**		273,347

Analysis of changes in net debt

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

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 The 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 accounts have been prepared on the going concern basis, which the trustees consider appropriate having regard to the current level of unrestricted reserves and confirmed future funding. The charity holds unrestricted reserves of £396,645 and a cash balance of £454,479. There are no material uncertainties about the charity's ability to continue as a going concern.

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.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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.

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.

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

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

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.

1 Accounting policies (continued)

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 and fittings — 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.

Stock held for free distribution for fundraising purposes is included at nil value. Stock held for free distribution with a charitable purpose is accounted for based on service potential.

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 £	2024 Total £	Unrestricted £	Restricted £	Restated 2023 Total £
Donations	525,581	–	**525,581**	495,557	2,350	497,907
Legacies	76,998	–	**76,998**	25,750	–	25,750
Grants receivable	–	201,111	**201,111**	–	45,063	45,063
Total income from donations and legacies	602,579	201,111	**803,690**	521,307	47,413	568,720

3 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	Restated 2023 Total £
Feeding Service	63,999	–	**63,999**	63,972	–	63,972
Other Merchandise/Literature sales	619	–	**619**	5,611	–	5,611
Postage	7,126	–	**7,126**	10,321	–	10,321
Total income from charitable activities	71,744	–	**71,744**	79,904	–	79,904

4a Analysis of expenditure (current year)

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	**2024 Total £**
Staff costs (Note 6)	91,262	176,878	21,465	134,817	**424,422**
Depreciation	–	–	–	515	**515**
Feeding equipment	–	42,979	–	–	**42,979**
Meeting and conference costs	–	11,226	28	–	**11,254**
Information services	–	1,899	–	–	**1,899**
Other services	–	55,560	4,456	9,168	**69,184**
Office costs	7,207	11,996	798	50,289	**70,290**
Audit fees	–	–	11,520	–	**11,520**
Fundraising costs	48,091	–	–	–	**48,091**
	146,560	300,538	38,267	194,789	**680,154**
Support costs	63,850	130,939	–	(194,789)	**–**
Governance costs	12,545	25,722	(38,267)	–	**–**
Total expenditure 2024	**222,955**	**457,199**	**–**	**–**	**680,154**

4b Analysis of expenditure (prior year)

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2023 Total £
Staff costs (Note 6)	93,738	161,224	18,256	122,441	395,659
Depreciation	–	–	–	927	927
Feeding equipment	–	53,180	–	–	53,180
Meeting and conference costs	–	8,124	186	–	8,310
Other services	–	43,410	1,620	5,749	50,779
Office costs	8,563	13,285	727	41,001	63,576
Audit fees	–	–	11,310	–	11,310
Fundraising costs	49,481	–	–	–	49,481
	151,782	279,223	32,099	170,118	633,222
Support costs	59,909	110,209	–	(170,118)	–
Governance costs	11,304	20,795	(32,099)	–	–
Total expenditure 2023	222,995	410,227	–	–	633,222

5. Net income for the year

This is stated after charging / (crediting):

	2024	2023
	£	£
Depreciation	515	927
Operating lease rentals:		
Property	25,475	24,735
Auditor's remuneration (excluding VAT):		
Audit	9,600	9,425

6. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	382,890	357,018
Social security costs	28,733	27,554
Employer's contribution to defined contribution pension schemes	12,799	11,087
	424,422	395,659

No employee earned between £60,000 and £70,000 during the year (2023: nil). There were redundancy costs of nil (2023: nil).

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, Head of Impact, Head of Finance, Head of Service Delivery and Head of Income.

Total remuneration (Salary, NI, Allowances, Pension) paid to the Senior Management Team in the year amounted to £218,037 (2023: £184,172).

None of the Trustees (or any persons connected with them) received any remuneration during the year. Trustees expenses were meeting costs totalling £28 (2023: Travel expenses £79).

7. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 16 (2023: 15).

	2024	2023
	No.	No.
Raising funds	4.1	4.1
Sale of feeding equipment	1.2	1.2
Support	5.9	5.9
Administrative	4.8	3.8
	16.0	15.0

8. Related party transactions

Aggregate donations from related parties were £1,195 (2023: £1,088).

There were no other related party transactions to disclose for 2024 (2023: none).

9. Taxation

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

10. Tangible fixed assets

	Fixtures and	Website	**Total**
	£	£	**£**
Cost or valuation			
At the start of the year	5,210	32,464	**37,674**
Additions in year	–	–	**–**
At the end of the year	5,210	32,464	**37,674**
Depreciation			
At the start of the year	3,154	32,464	**35,618**
Charge for the year	515	–	**515**
At the end of the year	3,669	32,464	**36,133**
Net book value			
At the end of the year	1,541	–	**1,541**
At the start of the year	2,056	–	2,056

All of the above assets are used for charitable purposes.

11. Stock

	2024	2023
	£	£
Finished goods	**33,165**	26,928

12. Debtors

	2024	2023
	£	£
Trade debtors	**2,577**	12,028
Other debtors	**2,578**	12,278
Prepayments	**12,266**	11,608
Accrued income	**27,421**	–
	44,842	35,913

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

13. Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	**11,761**	10,298
Other creditors	**1,559**	3,329
Accruals	**22,430**	25,244
Deferred income (note 14)	**61,156**	59,091
	96,906	97,963

14. Deferred income

Deferred income relates to project funds where the funder has specified expenditure should take place in the next financial year.

	2024	2023
	£	£
Balance at the beginning of the year	59,091	–
Amount released to income in the year	(59,091)	–
Amount deferred in the year	61,156	59,091
Balance at the end of the year	61,156	59,091

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 £10,957 to CLAPA scheme (2023: £8,753) and £2,040 to private scheme (2023: £2,153).

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

	General unrestricted	Designated	Restricted	Total funds
	£		£	£
Tangible fixed assets	1,541	–	–	1,541
Net current assets	324,104	71,000	40,476	435,580
Net assets at 31 March 2024	325,645	71,000	40,476	437,121

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

	General unrestricted	Designated	Restricted	Total funds
	£		£	£
Tangible fixed assets	2,056	–	–	2,056
Net current assets	228,777	–	9,448	238,225
Net assets at 31 March 2023	230,833	–	9,448	240,281

17a. Movements in funds (current year)

	At 1 April 2023	Income	Expenditure	At 31 March 2024
	£	£	£	£
Restricted funds:				
The James McGowan Scholarship Fund	6,944	–	(6,944)	–
Smile Train (England) 2023-24	–	16,563	(16,563)	–
Smile Train (England) 2024-25	–	2,454	(2,454)	–
The Wood Foundation	2,504	–	(222)	**2,282**
Highway One Trust	–	10,000	(7,500)	**2,500**
The VTCT Foundation (Investing in CLAPA's	–	33,365	(33,365)	–
The National Lottery Community Fund (Awards for All)	–	9,163	(9,163)	–
The National Lottery Community Fund (Reaching Communities)	–	80,534	(54,568)	**25,966**
Hugh Fraser	–	3,500	(3,500)	–
Croda Foundation	–	29,182	(19,454)	**9,728**
St James Place - Caritabel Foundation	–	10,000	(10,000)	–
Boshier Hinton	–	2,000	(2,000)	–
Michael Josephson	–	3,850	(3,850)	–
Walter Guiness Charitable Trust	–	500	(500)	–
Total restricted funds	9,448	201,111	(170,083)	**40,476**
Designated funds				
Future growth fund	–	71,000	–	**71,000**
Total designated funds	–	71,000	–	**71,000**
General funds	230,833	604,883	(510,071)	**325,645**
Total unrestricted funds	230,833	675,883	(510,071)	**396,645**
Total funds	240,281	876,994	(680,154)	**437,121**

17b. Movements in funds (prior year)

	At 1 April 2022	Income	Expenditure	At 31 March 2023
	£	£	£	£
Restricted funds:				
The James McGowan Scholarship Fund	8,316	–	(1,372)	6,944
BBC Children in Need (Scotland)	9,500	–	(9,500)	–
The VTCT Foundation (Collaborative programme Scotland)	18,838	–	(18,838)	–
Scotland Restricted	–	2,350	(2,350)	–
The Wood Foundation	2,704	–	(200)	2,504
Smile Train (England)	9,227	23,189	(32,416)	–
BBC Children in Need (England)	4,597	–	(4,597)	–
Highway One Trust	–	9,920	(9,920)	–
The VTCT Foundation (Investing in CLAPA's fundraising capabilities)	–	11,121	(11,121)	–
The National Lottery Community Fund (Awards for All)	–	833	(833)	–
The VTCT Foundation (Adult Services project)	11,508	–	(11,508)	–
Total restricted funds	64,690	47,413	(102,655)	9,448
General funds	160,189	601,211	(530,567)	230,833
Total unrestricted funds	160,189	601,211	(530,567)	230,833
Total funds	224,879	648,624	(633,222)	240,281

18. Purpose of funds

Purpose of restricted funds:

The James McGowan Scholarship 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.

Smile Train (2023-24) provided funding for our Community Engagement Coordinator's salary and part funding for the salary of our External Engagement Coordinator.

Smile Train (2024-25) provided funding for our Community Engagement Coordinator's salary and funding for delivery costs of Community Engagement Programme.

The Wood Foundation provided a grant to cover the cost of Welcome Packs for families in Edinburgh.

Highway One Trust provided funding to improve fundraising infrastructure.

The VTCT Foundation (Investing in CLAPA's fundraising capabilities) - The VTCT Foundation have given a 1 year grant provided funding for our Head of Income's salary.

The National Lottery Community Fund (Awards for All) provided a grant for a pilot of Cleft++, an Online mentoring project for 12-17 year olds, including staffing costs.

The National Lottery Community Fund (Reaching Communities) are funding the Adults Services Programme - Improving the health and wellbeing of adults in England born with a cleft.

Hugh Fraser Foundation contributed towards a residential learning and development weekend at Aberfoyle, Perthshire for children and young people affected by cleft lip and/or palate.

The Croda Foundation funded Cleft Lip & Palate specialist feeding packs for newborns for one year.

St James Place Charitable Foundation have committed £10,000 a year for 3 years to provide 2 residential weekends for 30 disadvantaged, cleft-affected children and young people (CYP) aged 8-12.

Boshier-Hinton Foundation provided funding of £2,000 for CLAPA Welcome packs.

Michael Josephson MBE, donated from the MJ Ball profits toward a selection of Children and young people's activities including Cleft++, the CYPC and the cost of a residential weekend in July 2024.

Walter Guinness Charitable Trust donated £500 towards Residential and learning weekends.

Purpose of restricted funds from the prior year:

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

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

18. Purpose of funds (continued)

Purpose of restricted funds (continued)

Scotland Restricted represents small grants received for work in the geographical areas of Scotland.

BBC Children in Need (England) gave a grant for children and young people's services in England.

The VTCT Foundation (Adult Services project) contributed towards adult services.

Purpose of designated funds:

Future growth fund represents funds designated from legacy income for various development projects, including: re-branding, website development, influencing and theory of change. The expenditure is expected to take place in the 2024/25 and 2025/26 financial years.

19. 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	
	2024	2023
	£	£
Less than one year	**11,240**	10,449
One to five years	**-**	-
	11,240	10,449

20. 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.

THE CLEFT LIP AND PALATE ASSOCIATION

England & Wales - Charity number 1108160

Accounts

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 2023

CLAPA
Cleft Lip & Palate Association

SAYER | VINCENT

The Cleft Lip and Palate Association

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The Cleft Lip and Palate Association

Reference and administrative information

For the year ended 31 March 2023

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

N Astor	Chair
J Bhachu	Treasurer
D Drake	
O Hopkins	
E Howes	
M Pinkstone	
R Slator	Secretary
A Strangeways	until June 2023
J Williams	
A Beedham	
L Hughes	
S Handley	
M Spencer	From October 2023
I Williams	From October 2023
J Kerby	From October 2023

C Cunniffe	Company Secretary
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

Objectives and Activities

The Trustees present their report and the audited financial statements for the year ended 31 March 2023.

Reference and administrative information set out on page 1 form 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.

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. These activities are documented in the Strategic Plan for 2022-25, approved at the Trustee Meeting on 24th March 2022. This plan is available on the CLAPA website: www.clapa.com/strategy.

In this strategy, a new 'Vision' and 'Purpose' were agreed upon and communicated with the charity's beneficiaries. These are as follows:

- **Vision:** "No one affected by cleft lip and palate in the United Kingdom will go through their journey alone."
- **Purpose:** "CLAPA is the national charity for people affected by cleft lip and palate in the United Kingdom. We support people to take control of their journey, connect with others, and use their voices to impact the future of care."

These statements reflect CLAPA's status as a well-respected organisation with a vital role in the UK's cleft community. The charity continues to grow its reputation for innovative, high-quality, evidence-based services for people affected by cleft as well as its valuable work with researchers and NHS Cleft Teams.

Despite ongoing external pressures – economic and otherwise – CLAPA has continued to sustainably fulfil its objectives and support stakeholders. Through strong leadership, good governance, innovation in fundraising and generous community support, the past 12 months have seen CLAPA make confident steps forward in its new Strategy. The past few years have been mired by challenges, but at the end of 2022/23, there is much cause for optimism as CLAPA looks towards the future.

The Trustees review the charity's aims, objectives and activities 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 remain 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.

Beneficiaries and Services

The Cleft Lip and Palate Association is the national charity for people born with a cleft lip and/or palate in the United Kingdom. It aims to support these people and their families from diagnosis through to adulthood with comprehensive and reassuring information, a welcoming community of people with shared experiences, and evidence-based services and resources.

CLAPA works closely with the nine specialist NHS Cleft Services in the UK and generic health professionals to ensure that people born with a cleft receive the best possible care.

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 CLAPA's charitable purposes for the public benefit.

Services include:

- Vibrant social Facebook, Twitter, and Instagram profiles promote positivity, bust myths, and celebrate differences with regular content created by and for the cleft community.
- Online support groups moderated by trained volunteers provide an instant connection for those seeking an informal support network.
- Regular online events allow people to share their experiences and concerns and hear from others at all stages of the cleft journey.
- Confidential one-to-one support provided by trained volunteer patients and parents who reassure those most in need that they can cope with whatever lies ahead.
- Information on cleft led by the needs and experiences of the cleft community and supported by experts.
- An Advocacy Service providing tailored information and signposting to those with complex enquiries about accessing treatment and coping with the cleft journey.
- Tailored support for children and young people born with a cleft which is led by a 'Children and Young People's Council' of 12 to 17 year olds.
- 'Youth Forward' Instagram account and hard-copy magazine for children and young people.
- Residential Weekends to help young people born with a cleft build confidence and make friends with others who share their experiences.

- A consultancy service for researchers which connects their work with the cleft community and promotes the patient voice at all levels.
- A feeding service that supplies over 10,000 subsidised items of specialist equipment for babies born with a cleft each year, including free-of-charge items for new and vulnerable families.

Strategic Report

Achievements and Performance

In 2021/22, CLAPA's one-year strategy launched the charity into a 'digital-first' future. This coincided with a significant staff restructure to enable faster and more focused development of services.

Producing a brand new strategy for 2022-25 proved a challenge, but the same boldness that served CLAPA well during the pandemic came into play here. The result is a forward-thinking strategy that will see CLAPA become a more focused, mature organisation which is rightly proud of its achievements and place in the cleft world.

In implementing the first year of this strategy, there has been a strong focus on developing services with clear impact and sustainability at their heart. There has been a shift in how CLAPA thinks and communicates about its work, and this will continue to develop throughout the strategic period. This approach has already borne fruit, with a hugely successful fundraising appeal putting CLAPA firmly on the right track in the second half of the year.

CLAPA's dedicated staff team and passionate volunteers are the driving force behind the charity's successes in 2022/23, and thanks to their creativity and innovation in an ever-changing environment, there is a great deal to celebrate this year.

Support Services

Feeding Service

Many babies born with a cleft cannot breastfeed or use regular feeding equipment. For over 30 years, CLAPA's feeding service has supplied specialist bottles and teats to new parents and carers as well as hospitals around the United Kingdom. This equipment allows babies to quickly establish a feeding routine and leave the hospital faster after birth so families can enjoy those precious early weeks bonding with their baby at home.

CLAPA brought the Feeding Service online during the pandemic and has continued to develop it in consultation with NHS Cleft Nurse Specialists to ensure it remains a service that families and Cleft Services alike can trust and rely on.

In 2022/23, CLAPA sent 726 free 'Welcome Packs' of specialist bottles and teats to families around the UK. In total, CLAPA dispatched 11,457 items of feeding equipment to families and hospitals from the charity's small office, including 162 free-of-charge items sent to vulnerable families at the request of their NHS Cleft Nurse Specialist.

"We were given some CLAPA 'Dr Browns' bottles when our son was born. He took to them straight away and it meant he fed really well despite his cleft. The specialist bottles look just like normal

bottles, not like a specialist feeding device. They are quite pricey to buy so we are ever so grateful that we got some funded by CLAPA. Thank you."

- Parent of a child born with a cleft

One-to-one Support

CLAPA's Parent and Peer Support Service provides confidential one-to-one support to people affected by cleft. The trained volunteer supporters are parents and grandparents of people born with a cleft and adults born with a cleft themselves.

These Supporters are experts by experience who use their knowledge of the cleft care pathway to reassure those in need that they can cope with whatever lies ahead. The people using this service often have acute concerns they don't feel able to share with the wider community, and this service gives them a way to express these worries in a safe and secure environment where they'll find empathy and understanding.

In 2022/23, this service had 80 enquiries, 36 of which led to a match with a Supporter. The rest were signposted to a more suitable service within CLAPA, a partner organisation, or the NHS. The average wait to be matched up with a supporter from the moment of enquiry was five days.

This year, CLAPA struggled to get quantitative insights on the impact of this service, with a feedback form completion rate of just 20%. This form was updated in March in the hopes that, over the next year, it will generate statistics to demonstrate the success of this service alongside the verbal feedback from users.

"Support came quickly, post diagnosis as the moment most in need of support. L gave us lots of background on her experience and made us feel less alone, provided better understanding of the day to day challenges and how her family dealt with them - she was sweet caring and genuine. A real support in time of need."

- Parent using the Parent Support Service

"The below was super helpful. I managed to get a referral through my hospital to [a centre] who carried out the scan for us. Thank you again. This is a wonderful service you are helping support. It's already made a huge difference to us."

- Parent using the Parent Support Service

In an exciting development in 2022/23, CLAPA piloted a Counselling Service where two student counsellors on placement provided more structured, in-depth support to those in need. Both student counsellors were born with a cleft and received training and support from CLAPA alongside clinical supervision for their placement. They spent 57 hours counselling the 11 people referred to the service from July to March.

Although it is still a pilot project, the Counselling Service has already seen fantastic results from those referred, demonstrating that the sessions have a substantial positive impact.

"The client […] presented with issues with self-esteem, depression and anxiety, which she felt was as a result of being born with a cleft lip and palate. Using a clinical scoring measure (CORE-10) her initial score was 25, which suggests severe levels of distress.

"After completing a number of counselling sessions, she has now scored herself a 7 which is a low level of distress and pretty much the opposite end of the scale! Goal-wise, she had met all of the original ones she set for herself bar one, which she feels she is on her way to achieving, and is happy with where she has got to with that too.

"The client has engaged very well and put in a huge amount of effort to get to this point and [the Counsellor] has enjoyed seeing her grow in confidence and getting ready for the next chapter in her life."

- Report on a referral to the Counselling Service

Advocacy Service

As the pandemic and Brexit continue to substantially impact the NHS, enquiries from the cleft community regarding access to cleft care remain high. Since its inception at the start of the previous year, the post of Advocacy Coordinator has continued to offer streamlined and consistent support and information to those getting in touch with complex enquiries.

The key themes for adults born with a cleft were returning to cleft treatment and accessing NHS care for complex dental issues. For parents and carers, enquiries were primarily concerning surgery, ongoing delays to their child's cleft treatment and private healthcare. The issues raised in these enquiries are anonymously recorded so that they can inform CLAPA's future service delivery and resource development in line with the new and emerging concerns of the cleft community.

"When we contacted CLAPA we found more than just a sympathetic ear; they provided expert advice on the options available to us and also had really useful insights into the status of cleft surgery across all nations and regions of the UK. The CLAPA team have established trusted relationships with cleft professionals throughout the UK. […] We are eternally grateful for the work of CLAPA and we don't know how we would have navigated this difficult period without them."

- A parent who contacted CLAPA's Advocacy Service

Online Events

CLAPA is committed to providing a variety of spaces where people affected by cleft lip and palate can share their experiences, receive practical advice, and find their 'cleft community'. After taking its events online during the pandemic, CLAPA has continued to develop a schedule of diverse and engaging online events which welcome people from across the UK at all stages of their cleft journey.

The needs and concerns of the cleft community lead the formats and topics of these events. Input can come from many sources, including official feedback forms, surveys, social media comments, or findings from other services.

In 2022/23, a strong focus on improving procedures and training volunteers has led to more events hosted and supported by volunteers, who contributed over 100 more hours to supporting CLAPA's events than in the prior year. These volunteers can use their experiences with cleft and their training from CLAPA to steer the conversation and create meaningful connections with attendees.

All of CLAPA's online events, including workshops and courses, were provided free of charge to the cleft community.

Events include:

- **Support Groups:** Regular online meet-ups such as 'Coffee Clubs' and 'CLAPA Lounges' bring together people with similar experiences to discuss topics such as 'diagnosis', 'cleft repair surgery' and 'grandparents'.
- **Wellbeing Events**: These events provide the community a place to process feelings around cleft with others with similar experiences. The activities such as self-massage, arts and crafts, and talks from experts helped parents and carers to prioritise their wellbeing alongside caring for their child. This ongoing building of personal resilience helps parents and carers cope better with current and future cleft-related challenges.
- **Family Events:** Children's parties, bake-along events and other fun-focused gatherings allow families with similar experiences to come together and meet outside the hospital walls. These events help to bring a sense of joy and community to someone's connection to cleft, rather than it being something which exists strictly in a medical context.
- **Skill workshops**: Events have more of a lasting impact when they actively help to build confidence and skills so people can participate more fully in their or their child's care. Current workshops focus on speech development, a particular area of concern since the pandemic. 'Baby Signing' classes help parents and carers communicate with young children, and a 'Babble Workshop' features NHS cleft-specialist Speech Therapists explaining how to encourage babies to make certain sounds at an early age.
- **Information Events**: Live webinars and Q&As invite cleft experts answering common questions on topics such as orthodontic care, emotional wellbeing and hearing. Led by volunteers, these sessions help to demystify what can feel like complicated medical information. Due to the open format, the recordings of these events can then be edited into online video resources which continue to provide accessible information for many more people in the future.

In 2022/23, CLAPA ran 52 'ticketed' online events. Of these, 71% were fully booked and 56% of bookings attended on the day; this is roughly in line with expectations for online events. These events welcomed 763 attendees made up of 451 individuals, meaning each person attended an average of 1.7 events.

Due to the higher number of events aimed at this group, new and expectant parents and carers made up 70% of attendees. Highlights included a new 'Antenatal Support Group' for expectant parents which started in June 2022, and ongoing 'Baby Signing' classes.

As CLAPA spent much of 2022/23 without an Adult Services Coordinator, adults born with a cleft made up just 9% of attendees this year. The majority of these bookings occurred in the final quarter of the year following a modification in the scheduling of the CLAPA Lounge events which are for adults. This alteration led to a fourfold increase in the number of bookings.

Children and Young People born with a cleft made up 11% of attendees, as service delivery for this group focuses on areas where there is significantly more engagement, such as in-person Residential Weekends.

Finally, 10% of attendees were friends and other family members of people born with a cleft, with most of these being grandparents. Adding a regular 'Grandparents Coffee Club' to the schedule has boosted engagement amongst this group by giving them a dedicated space to share their concerns and support each other.

Feedback for these events was excellent across the board, with an average score of 4.3 out of 5.

- 95% of respondents said these events helped them feel more connected with others in the cleft community (up from 83% the previous year)
- 89% felt more confident about their ability to cope with cleft-related challenges in the future
- 84% felt more positive about their connection to cleft lip and palate
- 87% felt more knowledgeable about the topic of the event (such as Baby Signing)

Over this year, CLAPA also ran two live Q&As on Dental Hygiene and Bullying which invited experts to answer community-submitted questions asked by volunteers. These live events gained 521 views during and after the livestream.

"I got so much more than I was expecting. Just listening to the volunteer's experiences and having our questions answered was a huge help. Everyone was so friendly and supportive as well. Just having a platform where we could talk about it was so helpful."

- Parent who attended a 'Coffee Club' event

"This group really helps in actually getting me to talk about my cleft journey in a comfortable environment. [Hearing] others' experiences and sharing information is so valuable."

- Adult who attended a 'CLAPA Lounge' event

"The really practical, straight forward advice given by the SLTs will make a real difference to how I support my baby's speech development. It was an extremely useful & informative session, thank you."

- Parent who attended a 'Babble and Play' session

Children & Young People's Services

For children and young people born with a cleft, connecting with others who look and sound like them is crucial to building self-esteem and confidence so they can grow into adults who feel confident about their future.

The previous year saw the creation of the Children and Young People's Plan, which has a vision of a world where young people feel confident and positive about having a cleft, and implementation began in earnest this year.

A key highlight of 2022/23 was the return of CLAPA's 'Residential Weekends' after the pandemic. These weekends take 8-15-year-olds born with a cleft on a two-night stay at an activity centre where they enjoy outdoor games, team-building activities like climbing and kayaking, and lots of time to share their experiences and make lifelong friendships. The weekends are supported by specially trained adult volunteers who were also born with a cleft and can act as supportive role models for young people.

Three Residential Weekends were run in Buckinghamshire, Cheshire and Perthshire, welcoming 43 young people born with a cleft. Each young person attending a Residential Weekend gets a special video souvenir featuring clips and photos from their time away. Parents and carers were asked about the differences they'd noticed in their child's behaviour and attitudes after the weekend, and 71% of answers agreed that there had been 'a great extent' of positive change across all measures.

"[My daughter] was really uncertain about going away, meeting other children with clefts and just wasn't sure she would enjoy herself. She came home asking to go again in future. She has benefited from talking to others who have experienced similar things to her, e.g. operations, dealing with bullying. It's given her the confidence to stand up for herself and challenge others when they've been cruel. The change in [her] confidence has been great to see. She continues to have issues in school but is now telling staff and challenging the children she's had issues with. Thank you to all of the volunteers for making it such a positive experience for her."

- A parent whose child attended a CLAPA Residential Weekend in October 2022

"It was very special because everybody was born with a cleft like me. I had an operation the week after the residential and it was really nice to see other children who have operations. I made three really good friends."

- A young person who attended a CLAPA Residential Weekend in May 2022

CLAPA created a new 'Cleft Youth' brand to spearhead efforts to reach more young people born with a cleft with content created 'by and for' them. The dedicated @CleftYouth Instagram channel

aimed at 13-17-year-olds was launched in September 2022. A hard-copy 'Cleft Youth' magazine aimed at 5-12-year-olds was published in February 2023. In both cases, content features stories, facts and engaging, accessible advice from other young people.

Underpinning all of CLAPA's decisions around these services is the Children and Young People's Council (CYPC). The CYPC is a group of 12-17-year-olds born with a cleft who meet regularly to help CLAPA design services and resources and give valuable feedback to partner organisations and researchers.

In 2022/23, CLAPA's Children and Young People's Council:

- Helped to put together the new Cleft Youth brand by giving feedback on designs and other decisions
- Contributed articles, stories and suggestions for the Cleft Youth Magazine. One CYPC member acted as 'Guest Editor' and was involved in content, design and layout decisions throughout the publication process.
- Created other content for the CLAPA website and social media pages, including contributing to Cleft Lip and Palate Awareness Week
- Gave feedback on research projects and spoke to guests from other organisations
- Contributed to several resources for other young people, ensuring the content, tone, and design was appropriate and engaging

"It was really nice to meet people who had been through the same experiences as me. It was also good to be able to pass on my experiences to younger members who were about have their bone graft operations. In the Zoom sessions I have enjoyed the games that we have played and also being able to shape the future of CLAPA and the CYPC. I like computers so I have been helping and advising on their social media plans. Being involved in the CYPC has boosted my confidence in talking about my cleft and the experiences associated with it. It has also helped me deal with and subsequently stop some bullying I have experienced in school."

- A new member of the CYPC reflecting on their experiences in July 2022

Adult Services

Around 90,000 adults in the UK were born with a cleft. Many are unaware they can access specialist treatment on the NHS for ongoing issues with their cleft, and those who try to get back into treatment often face barriers along the way. CLAPA provides research-driven resources and services to tackle the issues that matter the most to adults born with a cleft to help them feel in control of their cleft care.

After the tragic passing of the Adult Services Coordinator in early 2022, the Adult Services Officer maintained the service until September, with a new Coordinator recruited in October. Because of this, much of the year has centred on maintaining the service and making plans for future development.

Four 'CLAPA Lounge' events aimed at adults took place over the year and, after changes were made in line with feedback, welcomed record numbers of attendees coming to their first CLAPA event. The Adults' Focus Group continued to meet regularly to give feedback on various areas of service and resource design as well as wider policy.

Over the year, the 'Returning to Cleft Care' guide for adults continued to be popular, with 94 packs sent to individual adults and 270 sent to NHS Cleft Teams around the UK to distribute to their patients upon discharge from the cleft service.

"[After 30 years without care], I thought this was what I had to live with for the rest of my life, and I was struggling big time. The support from CLAPA has given me hope - thank you so much. I've contacted a cleft care team directly, had an appointment with my GP and got the referral done, plus I've made contact to get peer support too. I have also told my boss at work - only the second person outside of family that I have spoken to about my cleft in 30 years!"

- Adult giving feedback on the 'Returning to Cleft Care' guide in May 2022

Social Media

In a digital age, CLAPA's social media presence is critical in reaching the one-in-700 people born with a cleft and their families all around the UK. As well as forming the cornerstones of the 'cleft community', it allows the charity to promote services, raise awareness, spread influence and celebrate accomplishments.

In 2022/23, CLAPA's following on social media increased by 9% across platforms. The charity reached a new milestone of over 2 million people reached by posts including myth-busting graphics and heart-warming personal stories, up by nearly 350k people from the year before.

Nearly 180,000 people engaged with posts by liking, commenting and sharing, giving CLAPA an engagement rate of 8%, far above non-profit benchmarks of 1-2%. Over 8,500 people clicked through on posts such as news articles and event listings, driving new beneficiaries to the website and support services.

A key way CLAPA promotes the idea of a 'UK cleft community' is by sharing personal stories from people at all stages of their cleft journeys to inspire and reassure others. In 2022/23, 118 people submitted personal stories on top of themed #FundraisingFriday stories shared each week.

CLAPA's online support groups for parents/carers and adults born with a cleft gained 616 new members in 2022/23. Trained volunteers moderate these groups and provide an instant connection for those seeking an informal support network. An average of 3,395 members actively visited the group daily to post updates, ask questions, support each other with comments, or just check in.

"I have never met anyone else with a cleft in real life, but seeing your posts with the beautiful photos and amazing stories from people with cleft makes me feel so 'normal'! It's nice that you

have adults too because I never see people who look like me. It's incredible to have this whole community in my pocket, it makes me proud to tell people I'm part of an exclusive 'one in 700' club!"

- Message received in July 2022

Community Involvement

Volunteers

CLAPA prides itself on involving the UK cleft community at all levels of its work, including asking volunteers to feed into and help run services wherever possible.

Volunteers are the backbone of CLAPA as a charity, and the continuing shift towards digital service delivery has created new, flexible ways for volunteers to give their time. Induction, training and ongoing supervision are provided for all volunteers, and eligible expenses are reimbursed. At the end of the financial year, CLAPA had 82 active, inducted volunteers.

CLAPA's Board of Trustees are made up of volunteers, most of whom have a personal or professional connection to cleft lip and palate. As well as taking part in formal quarterly Board Meetings, the Trustees attended interim meetings and used their expertise to support CLAPA's staff team for 390 hours in 2022/23.

Volunteers are essential to the successful running of CLAPA's online events and, thanks to improved procedures and training, were able to take over hosting duties for many regular events. In total, they contributed 362 hours to preparing and hosting various online events in 2022/23, an increase of 100 hours from last year! Volunteers from the community also spent 90 hours helping with in-person Residential Weekends for children and young people born with a cleft.

Beyond events, volunteers spent 32 hours actively providing one-to-one support by phone and email to those in need, and two volunteer trainee Counsellors spent 57 hours providing this brand-new service.

As part of CLAPA's dedication to involving people affected by cleft in service design and review as well as external cleft research, CLAPA supported volunteers to spend 245 hours participating in focus groups, ongoing Patient and Public Involvement (PPI) groups, and in other opportunities to make their voices heard. The Children and Young People's Council (CPYC) of 15 12-17-year-olds is a particularly successful example of this, with these young volunteers spending 46 hours contributing to meetings and other projects in 2022/23.
Beyond this, volunteers have also spent 47 hours raising awareness of cleft amongst generic health professionals, including preparing and delivering six awareness-raising presentations and attending two 'advice sessions' in hospitals.

After feedback, CLAPA changed the frequency of the Volunteer E-Newsletter to quarterly, boosting the open rate from 50% last year to 75% in 2022/23.

"My volunteer work has continued as a Peer Supporter, a role I have had for the past four years. I'm pleased to say that I've been able to assist several adults returning to surgery and those needing someone with a cleft to talk to. Toward the end of 2021, I was delighted to be invited to join the Adults Focus Group. With its own strategy and objectives, it is already making a difference. […] Several exciting objectives are planned for 2023 to progress ways to support adults with clefts. So, I look forward to continuing my volunteer journey with the Focus Group and as a Peer Supporter as part of CLAPA'S great work!"

- Volunteer who was born with a cleft

"I have been a volunteer for CLAPA for around 11 years and have seen CLAPA develop and go through many changes. I have recently been involved in the Baby Sign classes, Antenatal Support Group, and listening in and supporting my son with his CYPC work. I want to make a positive impact to families going through similar circumstances to my own, and especially to families at the start of their cleft journeys. It is really rewarding to get feedback from parents and having a sense of making a positive difference to someone's life. CLAPA supports their volunteers really well - with regular contact and celebrating our involvement. It has been a really beneficial experience, both personally and professionally."

- Volunteer who has a child born with a cleft

Research Involvement

Even for those with lived experience, medical research into conditions like cleft can often feel inaccessible. CLAPA believes that everyone affected by cleft should have the chance to learn about current research and that opportunities to get involved should be available to all. The cleft community shares this sentiment; according to CLAPA's Annual Survey, 95% agreed it was 'important for cleft researchers to get feedback about their projects from people affected by cleft'.

For many cleft researchers, CLAPA is the gateway to the cleft community. As such, the charity supports many research projects by recruiting participants and arranging 'Patient and Public Involvement' opportunities. These opportunities can range from simple feedback forms about an information leaflet to CLAPA creating and supervising a group of people affected by cleft to act as a steering committee for an ongoing project.

These efforts are spearheaded by 'CLAPA Voices', a dedicated mailing list of people affected by cleft who are keen to use their experiences to impact the future of cleft care. In 2022/23, this list grew by 51 to 128 people. Mailings to this group average a 64% open rate, and members spent a total of 245 hours taking part in PPI activities, demonstrating their commitment to making their voices heard. Taking part in work like this and seeing the direct impact of their feedback can

inspire and empower those taking part. CLAPA is committed to expanding these opportunities by doubling the CLAPA Voices list next year.

In 2022/23, CLAPA received 40 requests for PPI, up from 22 the previous year. Of these, 38 opportunities were shared with CLAPA Voices and others in the cleft community (where applicable). Opportunities from researchers and the NHS comprised 28 of these, while ten were from CLAPA staff gathering feedback on initiatives and policy changes within the charity.

Researchers have praised the initiative and its impact on their projects, and participants have been able to receive support and encouragement with their involvement.

"CLAPA have been incredibly helpful and supportive in promoting our research. Through their assistance, our research team have been able to recruit members of the cleft community for our study with ease. I would highly recommend CLAPA's consulting services to fellow researchers."

- Researcher who used CLAPA Voices

Alongside more 'casual' opportunities provided by CLAPA Voices, CLAPA has supported a number of larger scale research projects to refine their work and promote it to the UK cleft community. This includes The Cleft Collective, one of the largest cleft research projects in the world, and the SLUMBRS II study, which aims to find the best sleeping position for babies with a cleft palate. In 2022/23, CLAPA continued to run five ongoing PPI groups for projects like these, and started two new groups. These groups contain 55 members made up of 43 individuals, as several people sit on more than one group.

CLAPA's success in this area has generated interest from NHS Cleft Services who are keen to engage with those under their care. CLAPA has been approached about putting together 'Patient Engagement Groups' which would help these Cleft Services ensure their work is informed by the needs and experiences of cleft patients and families in their areas. After scoring the feasibility of creating and supporting these groups across the UK in 2022/23, CLAPA now hopes to set up three groups within the next year.

It is clear that CLAPA's role in cleft research is highly valued, and to ensure this work can continue, the charity has focused on growing its paid consultation services. CLAPA earned £5k for its work with researchers in 2022/23, and several promising projects will now include CLAPA as a paid contributor. It is hoped that this will become a reliable income stream in the future which will not only support this work but also raise CLAPA's profile and increase its legitimacy in the eyes of the wider cleft research community.

This has raised a concern that, while most researchers recognise the incredible value of PPI, not all will have the funding on hand to pay for CLAPA's services. With this in mind, CLAPA will launch a 'bursary' system where eligible projects can apply for funding to use CLAPA's PPI and other consultancy services. This will ensure CLAPA's work in this area will remain sustainable and highly valued whilst not excluding smaller projects from benefitting.

Annual Survey

One of many ways CLAPA gathers feedback to help shape its plans for the future is through its Annual Survey, which provides a snapshot of the cleft community's needs, priorities and concerns.

The survey returned 229 responses (a significant increase on the 109 responses the previous year) from a broad mix of locations and connections to cleft.

CLAPA's Diversity Committee carefully monitors the demographic data collected on respondents, as it is a valuable indication of which demographics are actively engaging with CLAPA's work and, therefore, where CLAPA should focus new outreach efforts. Compared to the previous year, more respondents said they were adults born with a cleft, a partner/relative of someone born with a cleft, or the parent/carer of a child over five years old. This indicates CLAPA is becoming more successful in engaging people affected by cleft beyond those early years of a baby's life.

The survey asked for respondents' top concerns so these could feed into CLAPA's work. Particular issues highlighted for parents and carers were the ongoing impact of the pandemic on cleft care, a lack of awareness of cleft amongst teachers and non-specialist health professionals, and how to support their children when starting or switching schools. For adults, top concerns included a lack of available, affordable dental care, long delays in cleft care, and a lack of knowledge and tact from generic health professionals. CLAPA is developing several resources to help support the cleft community with these issues.

Regarding CLAPA's services, the responses were encouraging and showed that the cleft community highly valued all areas of the charity's work. Those ranked as 'most important' were:

- Working with the NHS to improve cleft services
- Providing information on cleft
- Raising awareness of cleft in the general public
- Providing special bottles and teats

Since the pandemic, there has been a notable increase in how much the community values CLAPA's work with the NHS and research groups. This is one of many reasons why partnership building and resource creation are critical components of CLAPA's future strategy.

This survey asked in depth about barriers to accessing CLAPA's services and what respondents would like to see regarding CLAPA's events. The findings have directly fed into future service planning and have been instrumental in securing funding for these plans .

CLAPA published the results of this survey online and used this opportunity to lay out what support was available to address different concerns raised, as well as the plans to provide support for these issues in the future.

Other Activities

Cleft Lip and Palate Awareness Week 2022

Cleft Lip and Palate Awareness Week starts on the first Saturday of May each year. It is the charity's flagship fundraising and awareness-raising event, inviting the cleft community to bust myths, share stories and help to fund CLAPA's life-changing work.

Despite significant challenges in 2022 with staff sickness and turnover, CLAPA ran an engaging and successful Awareness Week, bringing together thousands of people affected by cleft in the UK.

A common myth about cleft lip and palate is that the condition is 'fixed' at a young age with a single surgery and doesn't impact the rest of someone's life. In reality, being born with a cleft can be the start of a lifelong journey of treatment on top of coping with insensitive questions and even discrimination. Therefore, the theme of 'The Cleft Journey' was chosen for 2022's Awareness Week.

Around this theme, CLAPA shared a range of informational and inspirational posts and stories from people just starting their journey with a new diagnosis to those looking back on a lifetime of cleft treatment. A total of 30 stories from the community were shared during the week, as well as several press articles featuring CLAPA's Patron, Carol Vorderman, about her connection to cleft lip and palate.

CLAPA's content on social media was shared 1,850 times during Awareness Week, reaching 275,850 people.

The 'Step Up for CLAPA' step count challenge' had another successful year, with 80 families signing up and raising over £15k during the week to support CLAPA's work.

Subcommittees

CLAPA has three staff-led committees: the Diversity, Wellbeing and Safeguarding Committees. Staff members and Trustees interested in these areas volunteer to sit on these groups in addition to their usual roles.

In 2022/23, the **Diversity Committee** began a systematic review of support services using the 'Accessibility and Inclusion Checklist' created the year prior. They evaluated existing services on everything from the equipment needed to access resources to the wording used in promotional copy. Many adjustments were proposed, some of which were implemented shortly after (such as providing resources in alternative formats), and some were added to a 'wish list' of changes for CLAPA to make in the future when funding becomes available.
CLAPA has been communicating more openly and in stronger terms about its commitment to progressing in this area. This is reflected in the 2022 Annual Survey, where 86% of respondents agreed that CLAPA was a charity which valued accessibility, inclusion and diversity.

In 2022/23, the **Wellbeing Committee** continued to meet monthly to examine and discuss staff wellbeing. Amongst several initiatives to boost staff morale were a virtual Christmas social and a new 'Wellbeing' channel on the charity's internal communications system, where tips and ideas are regularly shared.

The achievements and actions of the **Safeguarding Committee** are discussed later on in this report.

Fundraising Activities

CLAPA's historical fundraising practices revolved around community and challenge events, and there have been growing concerns about the future viability of these sources in a post-pandemic world. After the Head of Fundraising resigned in early 2022, the charity recognised that it needed to take radical action to ensure it would thrive in a challenging economic climate.

In June 2022, CLAPA engaged Joe Saxton, a senior charity consultant, who undertook a comprehensive review of the charity's fundraising infrastructure and identified several areas needing attention. The results of this review were presented to CLAPA's Board of Trustees in June 2022. It suggested that CLAPA's historical reliance on community and challenge income was stifling its growth and that a bolder approach had to be taken towards fundraising asks to improve success rates.

At this time, falling income levels prompted the launch of a mini appeal to secure 250 new regular donors (called 'CLAPA Champions') by the end of the calendar year. This campaign gained 61 new donors with an annual value of £8,252 in its first thirty days and continued to grow until it reached its target in mid-December.

However, this alone did not reverse the income falling consistently under budget since the start of the year. By the end of September, reserve levels had fallen below our desired threshold, prompting emergency action. CLAPA's new 'Head of Income' had joined the charity at the end of August, and was instrumental in putting these plans together.

The '#SaveCLAPA' appeal was launched on 15th October 2022. It was a widespread call to action to the cleft community to inspire them to support CLAPA's work and ensure the charity did not have to make cuts to vital services. The clear and strong messaging of this appeal saw instant success with 75 new 'CLAPA Champions' signing up in the first week worth over £10k annually. In that first week, 114 single donations were also made with a value of nearly £10k including Gift Aid.

The success of this appeal continued through to the New Year, with over £100,000 raised thanks to the generosity of people in the cleft community responding to this call for support.

The appeal was not just a success in terms of funding. It also necessitated rapid changes to CLAPA's fundraising systems and resources, as well as the ways in which the charity talked about its need for funding from the cleft community. The spotlight on the appeal drove investment in

fundraising from the whole staff team, leading to a shift in culture which will be essential moving forward.

During the course of the appeal, a number of other areas were identified as being in need of development before CLAPA could fulfil its full potential in terms of fundraising. This led to the creation of an Income Generation Strategy in Q4 to drive these changes forward over the next three years. This strategy has since been approved by the Trustee Board and implementation has already begun.

In 2022/23, CLAPA had several other notable successes in fundraising, including:

- Lauren McCondichie reached the final of Miss Scotland, raising £2,700 in honour of her grandmother who was born with a cleft palate
- Securing a 'Charity of the Year' partnership with Radwell International
- The 'Tunes4Will' fundraiser which raised over £20,000 in memory of a young person who had been involved with CLAPA's work for many years.
- Sing It Loud Choir raised £2000 for CLAPA throughout the year's concerts and events.
- Ross Olding raised over £3,000 by taking part in Movember.
- Harpenden round table raised over £2800 through their Santa Sleigh collections.

Financial Review

Total income for the year 2022/23 was £648,624, compared to the 2021/22 figure of £553,858, an increase of 17%. Total expenditure for the year was £633,222, an increase of 10% on the 2021/22 figure of £577,868.

The surplus for the year 2022/23 is £15,402 an increase from the 2021/22 deficit of £24,010. This increase is overwhelmingly due to the successful #SaveCLAPA fundraising campaign and the strong focus on income generation in the second half of the year. CLAPA's fundraising income has been a matter of concern for several years following the negative impact of the pandemic on face-to-face fundraising, and the figures for this year show a welcome reversal of fortunes as a result of trying a new approach.

The charity is keenly aware that the success of this emergency appeal is not something that will be easily replicated in the future. As such, it is putting a great deal of focus into diversifying its income streams through the new Income Generation Strategy.
CLAPA continues to generate unrestricted income from a range of sources, including Facebook, Just Giving and the Charities Aid Foundation (CAF). Unrestricted income increased against the prior year and was 92.7% of total income in 2022/23, compared with 85.4% of total income in 2021/22.

The total reserves, including restricted funding, were £240,281 compared to the 2021/22 figure of £224,879. The total reserves for 2022/23 represent 37.0% of total income, compared to 40.6% of total income in 2021/22. This is equivalent to 4.55 months of total reserves, slightly up from 2021/22's figure of 4.67. The unrestricted free reserves for this year are £228,777, which equates to 4.34 months, compared to 2021/22 unrestricted free reserves of £157,206, equating to 3.26 months.

This year, the increase in consultancy costs reflects the use of fundraising specialists who provided support and expertise in generating trust and other income to make long-term improvements to the charity's income generation prospects. There is also an increase in IT supplier costs which will be carefully reviewed in the next year. Overheads were much more closely in line with the budget than the previous year, reflecting the charity's careful control of expenditure. Cost reduction and expenditure control continue to be a priority and the Senior Management Team and Finance Committee closely monitor the cash flow. These measures will continue for the foreseeable future, even whilst reserve levels are in line with the Reserves Policy.

The charity's onward financial sustainability hinges on the success of the Income Generation Strategy. Given the recent wins in this area and the renewed investment in good fundraising practices, CLAPA is hopeful that the next few years will see many more reasons to celebrate.

The Trustees 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

CLAPA relies on the generosity of the UK cleft community to raise funds to support its work. This ranges from small single and regular donations from individuals right through to team challenge events like ultramarathons. CLAPA also receives funding from grant-making trusts and foundations as well as support from a small number of companies in the form of single donations or 'Charity of the Year' arrangements.

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. While there has been a shift towards making the charity's requests for donations more 'urgent', CLAPA is careful to ensure the tone of these asks does not put undue pressure on supporters and that people who cannot afford to donate are offered alternate means to meaningfully contribute towards the charity's work.

The charity is a member of both the Fundraising Regulator and the Chartered 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.

CLAPA has a robust complaints procedure in place which is easily accessible on its website. During the financial year 2022/23, there were no formal complaints received 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 and, in particular, those who are vulnerable.

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

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

CLAPA takes data protection extremely seriously. 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, such as 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) for those making blanket non-contact requests for charities. Staff attend mandatory annual Data Protection training to ensure ongoing compliance with GDPR and other relevant regulations.

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, eighteen safeguarding concerns were reported to the Safeguarding Team and escalated to the CLAPA Trustee with safeguarding responsibility. Appropriate action was taken for each. None of the concerns met the threshold which would require a report to the local authority Multi Agency Safeguarding Hub (MASH) or the Charity Commission and are therefore considered closed.

Principal Risks and Uncertainties

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

CLAPA's main risks arise from the ongoing difficulties affecting many charities of less than £1m; namely, rising demand for services, increasing overhead costs and increased competition for grants.

The 'cost of living' crisis also presents a risk to staff morale and retention, and this is an ongoing focus of the Wellbeing Committee and Senior Management Team.

There continues to be significant uncertainty about income levels as a result of many external factors. To manage this risk, costs continue to be closely monitored and controlled on an ongoing basis and the charity is implementing a new 'Income Generation Strategy' to diversify its income streams.

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, and the charity's cash flow is monitored on a weekly basis.

Across the year, costs are carefully controlled in line with income so that reserves do not fall below unsustainable levels. This close monitoring of CLAPA's finances meant that when the total reserves dipped to 2.98 months at the end of Q2, the team was able to act quickly to enact emergency measures in the form of the '#SaveCLAPA' Fundraising Appeal. The income from this appeal brought CLAPA's reserves back up to a healthy 4.36 by the end of Q3.

At the year-end total reserves were the equivalent to 4.55 months and reserves based on unrestricted funds were 4.34 months.

Plans for the Future

CLAPA's 2022-2025 Strategic Plan has just completed its first year. This strategy focuses on three strands of activity:

- Understanding the barriers preventing access to CLAPA's services

- Building partnerships to provide more efficient, sustainable support
- Creating enduring resources aimed at people at all stages of their cleft journey

A key focus of the strategy is sustainability, and so in 2022/23, a great deal of work has been put on securing funding for the projects identified in these three areas, with many of these due to launch in 2023/24.

These projects include:

- Branding Review: In 2022/23, a number of offers of 'pro bono' support arising from the #SaveCLAPA Appeal led to the formation of a small committee to help CLAPA review its branding and communications to understand if these are a barrier to attracting more service-users and fundraisers. In 2023/24, independent research will be conducted which will make recommendations to the Board of Trustees about the way forward.
- Young People's Mentoring Project: Following the remarkable success of the 'Tunes4Will' fundraiser, further funding has been secured for a pilot project which will enable young people born with a cleft to receive mentoring from young adult volunteers through a moderated platform.
- Pen Pal Project: A monitored 'pen pal' system to help Primary School aged children connect with each other and form lifelong friendships.
- Psychological Support Groups: Aimed at adults born with a cleft and with the support of NHS Cleft Specialist Psychologists, these groups will help CLAPA to support the mental health and wellbeing of this demographic.
- New Resources: New information resources are currently being planned on the topics of 'starting school' and 'orthodontics', two areas of particular concern for young people born with a cleft and their families.
- PPI Bursary: A bursary system will be piloted to help lower-budget research projects access CLAPA's PPI services. This pilot will help CLAPA to iron out the processes and better understand the costs involved before external funding is sought in 2024.
- Clinician Survey: Running alongside CLAPA's Annual Survey, this survey will measure knowledge of and engagement with CLAPA's services to ensure that future strategies to involve Cleft Teams in promoting the charity's work are evidence-based.
- Fundraising Focus: The Income Generation Strategy will focus on redeveloping and strengthening the charity's fundamental systems in 2023/24, with a view to increasing overall capacity in later years.

As well as sustainability being at the heart of these projects, CLAPA will continue to put focus on high-quality data collection and ongoing evaluation of its work to ensure services can continue to develop to meet the changing needs of the UK cleft community.

For the first time in what feels like a long time, CLAPA feels more in control of its future. The foundational work done by the CEO, SMT and Trustees over the last few years in terms of strategy, process and organisational structure is enabling progress. These monumental changes have kept the spirit of the organisation at heart while introducing agility and flexibility to meet new challenges and empower the team to make bold choices. Perhaps best exemplified by the Save

CLAPA Appeal, but also exhibited in every project and plan that the teams produce. One culturally specific development is that fundraising is more ingrained into each team member's role. This shift has provided the entire organisation with a new, energised and focused perspective on what's possible for CLAPA's future. With our community and beneficiaries at the centre of everything we do, a more confident, robust and determined CLAPA will be able to do even more in the future.

– Nick Astor, Chair of CLAPA Trustees and father of a child born with a cleft

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 as well as support the charity's activities.

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.

No new Trustees were appointed in 2022/23. Amelia Strangeways came to the end of her 2nd term of office in June 2023 and stepped down. Rona Slator, and the Chair of the Board, Nick Astor will step down in October and November respectively. In October 2023, 3 new Trustees are joining the board – Jane Kerby, Melanie Spencer and Isabel Williams. Recruitment is also underway for a new Chair of Trustees and a new HR Trustee to replace Emma Howes who intends to step down once a replacement has been appointed.

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 to a significant role such as Chair, Treasurer or Secretary, they can remain a Trustee until they have served a maximum of three years in that office.

Each year in September, 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, CLAPA Voices, the Adults Focus Group and Children and Young People's Council.

Related Parties and Relationships with Other Organisations

CLAPA has a wide variety of strategic partnerships with other charities and organisations to broaden its range of stakeholders and increase its impact. In light of the charity's current strategic plan, continuing to create and grow partnerships like this is of great importance.

Partners include:

- The NHS Cleft services, each of whom now have a 'CLAPA Link' to ensure regular two-way communication.
- Third sector partnership groups such as the Appearance Collective, the Shared Learning Group for Patient Involvement, the Vision for Volunteering Network, and the British Heart Foundation's Peer Support Network.
- 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 European Cleft Organisation (ECO), Scar Free Foundation, Changing Faces, Young Minds, Headlines, and the charities involved in the 'Connecting Communities' collaboration in Scotland.
- 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.

In 2022/23, as a result of the ongoing 'cost of living crisis', the charity made a one-off payment of £150 to all staff in December. A pay rise of 5% was approved for all staff from April 2023 in order to ensure the salaries offered by CLAPA were brought into line with salaries in other similarly sized charities.

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 10 October 2023 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 2023 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 2023 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.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' 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 Cleft Lip and Palate Association'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 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, internal audit and the audit and risk committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

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)
Date: 27 October 2023
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 2023

	Note	Unrestricted £	Restricted £	**2023 Total £**	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations and legacies	2	367,040	47,413	**414,453**	256,184	80,618	336,802
Charitable activities	3	139,794	–	**139,794**	113,337	–	113,337
Other trading activities	4	94,377	–	**94,377**	103,719	–	103,719
Total income		601,211	47,413	**648,624**	473,240	80,618	553,858
Expenditure on:							
Raising funds	5a	222,995	–	**222,995**	201,143	–	201,143
Charitable activities	5a	307,572	102,655	**410,227**	269,525	107,200	376,725
Total expenditure		530,567	102,655	**633,222**	470,668	107,200	577,868
Net income / (expenditure) for the year	6	70,644	(55,242)	**15,402**	2,572	(26,582)	(24,010)
Net movement in funds		70,644	(55,242)	**15,402**	2,572	(26,582)	(24,010)
Reconciliation of funds:							
Total funds brought forward	17	160,189	64,690	**224,879**	157,617	91,272	248,889
Total funds carried forward		230,833	9,448	**240,281**	160,189	64,690	224,879

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 18a to the financial statements.

The Cleft Lip and Palate Association

Balance sheet

Company no. 05206298

As at 31 March 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	11		**2,056**		2,983
			2,056		2,983
Current assets:					
Stock	12	**26,928**		35,418	
Debtors	13	**35,913**		27,854	
Cash at bank and in hand		**273,347**		205,623	
		336,188		268,895	
Liabilities:					
Creditors: amounts falling due within one year	14	**(97,963)**		(46,999)	
Net current assets			**238,225**		221,896
Total net assets			**240,281**		224,879
The funds of the charity:	18a				
Restricted income funds			**9,448**		64,690
Unrestricted income funds:					
General funds		**230,833**		160,189	
Total unrestricted funds			**230,833**		160,189
Total charity funds			**240,281**		224,879

Approved by the trustees on 10 October 2023 and signed on their behalf by

Jasvinder Bhachu
Trustee

The Cleft Lip and Palate Association

Statement of cash flows

For the year ended 31 March 2023

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

	2023	2022
	£	£
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	**15,402**	(24,010)
Depreciation charges	**927**	8,193
Decrease/(increase) in stocks	**8,490**	(23,083)
(Increase) in debtors	**(8,059)**	(6,876)
Increase/(decrease) in creditors	**50,964**	(6,505)
Net cash used in operating activities	**67,724**	(52,282)

	2023		2022	
	£	£	£	£
Cash flows from operating activities				
Net cash used in operating activities		**67,724**		(52,282)
Cash flows from investing activities:				
Purchase of fixed assets	–		(1,912)	
Net cash (used in) investing activities		–		(1,912)
Change in cash and cash equivalents in the year		**67,724**		(54,194)
Cash and cash equivalents at the beginning of the year		**205,623**		259,817
Cash and cash equivalents at the end of the year		**273,347**		205,623

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 The 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 12 months to 31st March 2023 continued to be a challenging period affected by the fall in donations income due to the cost of living crisis and lingering impact of Covid-19 on fundraising activities.

The persistent uncertainties in society and the economy have posed significant obstacles to the charity's ability to generate income this year. This was particularly noticeable during the first half of the year, as efforts were being made to recruit a new Head of Income. Moreover, the majority of grants previously allocated for service delivery were reaching their conclusion, requiring focused attention on reporting. As a result, the charity could not seek additional funding until later in the year.

During the second half of the year, CLAPA successfully launched a fundraising appeal that served as a reminder to the community about the essential funding needed for the charity's vital services. This appeal led to a doubling in the number of committed monthly donors. Additionally, CLAPA was able to secure funds from corporate partners and received several grants for service delivery and infrastructure development. As a result, the year concluded on a very stable note overall.

A significant amount of effort was dedicated to establishing services that not only had a positive impact on the charity's beneficiaries but also appealed to potential future funders. Despite the income challenges faced in the previous year, CLAPA has effectively utilised its funds while maintaining good cost control. This has enabled the charity to maintain an average of 3 months' worth of free reserves, ensuring financial stability.

As a result of the actions taken by the Trustee Board and Senior Management Team, the reserves position has continued to improve into the new financial year. At the end of July, total reserves including restricted funding were £297k equivalent to 5.5 months of expenditure and the unrestricted reserves were £237k equating to 4.4 months.

Results since year end continue to be positive, with strong steps taken towards improving CLAPA's income for years to come. A new Income Generation Strategy has been approved by the Board of Trustees and is now being implemented. The strategy is predicated on three key areas:

1. Sustainability
- Addressing the current lack of multi-year funders and income generating strategies
- Reducing the reliance on 'good-will income' - secured through low sustainability channels that can be highly variable

2. Diversity
- Improving the income stream diversity and reducing our reliance on grants and trusts fundraising to cover our staffing costs
- Addressing our fundraising efficiency, looking particularly at the ROI on each income line and our staffing model

3. Reach
- Finding new ways to keep our small but passionate supporter base engaged
- Increasing reach beyond our core audience by introducing new products in order to grow/attract new income

The strategy is already bearing fruit with the securing of a 3 year grant from the National Lottery Community Fund (Reaching Communities -England) totalling £244k and 2 additional multiyear funding applications which have since been successful. This, coupled with the increased number of committed regular donors and income already secured for projects in 2023/24 gives CLAPA a much increased level of secured income than in previous years.

1 Accounting policies (continued)

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.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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.

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 and fittings — 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.

Stock held for free distribution for fundraising purposes is included at nil value. Stock held for free distribution with a charitable purpose is accounted for based on service potential.

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.

1 Accounting policies (continued)

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 £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Gifts	367,040	2,350	**369,390**	256,184	–	256,184
Grants receivable	–	45,063	**45,063**	–	80,618	80,618
	367,040	47,413	**414,453**	256,184	80,618	336,802

3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Groups, Clubs, Other	59,890	–	**59,890**	38,974	–	38,974
Sub-total for Groups, Clubs, Other and Branches	59,890	–	**59,890**	38,974	–	38,974
Feeding Service	63,972	–	**63,972**	60,688	–	60,688
Other Merchandise/Literature sales	5,611	–	**5,611**	5,725	–	5,725
Postage	10,321	–	**10,321**	7,950	–	7,950
Sub-total for Feeding Service and other sales	79,904	–	**79,904**	74,363	–	74,363
Total income from charitable activities	139,794	–	**139,794**	113,337	–	**113,337**

4 Income from other trading activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from events	94,377	–	**94,377**	103,719	–	103,719
	94,377	–	**94,377**	103,719	–	103,719

5a Analysis of expenditure (current year)

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	**2023 Total £**	2022 Total £
Staff costs (Note 7)	93,738	161,224	18,256	122,441	**395,659**	406,255
Depreciation	–	–	–	927	**927**	8,193
Feeding equipment	–	53,180	–	–	**53,180**	48,728
Meeting and conference costs	–	8,124	186	–	**8,310**	–
Other services	–	43,410	1,620	5,749	**50,779**	32,811
Office costs	8,563	13,285	727	41,001	**63,576**	60,044
Audit fees	–	–	11,310	–	**11,310**	9,840
Fundraising costs	49,481	–	–	–	**49,481**	11,997
	151,782	279,223	32,099	170,118	**633,222**	577,868
Support costs	59,909	110,209		(170,118)	**–**	–
Governance costs	11,304	20,795	(32,099)	–	**–**	–
Total expenditure 2023	**222,995**	**410,227**	**–**	**–**	**633,222**	
Total expenditure 2022	201,143	376,725	–	–		577,868

5b Analysis of expenditure (prior year)

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2022 Total £
Staff costs (Note 7)	110,513	159,790	17,627	118,325	**406,255**
Depreciation	–	–	–	8,193	**8,193**
Feeding equipment	–	48,728	–	–	**48,728**
Other services	–	21,878	2,035	8,898	**32,811**
Office costs	6,020	10,330	544	43,150	**60,044**
Audit fees	–	–	9,840	–	**9,840**
Fundraising costs	11,997	–	–	–	**11,997**
	128,530	240,726	30,046	178,566	**577,868**
Support costs	62,155	116,411	–	(178,566)	**–**
Governance costs	10,458	19,588	(30,046)	–	**–**
Total expenditure 2022	**201,143**	**376,725**	**–**	**–**	**577,868**

6 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2023	2022
	£	£
Depreciation	927	8,193
Operating lease rentals:		
Property	24,735	24,781
Auditor's remuneration (excluding VAT):		
Audit	9,425	8,200

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

Staff costs were as follows:

	2023	2022
	£	£
Salaries and wages	357,018	366,728
Social security costs	27,554	27,544
Employer's contribution to defined contribution pension schemes	11,087	11,983
	395,659	406,255

No employee earned between £60,000 and £70,000 during the year (2022: nil). There were redundancy costs of nil (2022: nil).

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, Impact & Influence Manager, Finance and Operations Manager, Engagement & Services Manager and Head of Income.

Total remuneration (Salary, NI, Allowances, Pension) paid to the Senior Management Team in the year amounted to £184,172 (2022: £196,243).

None of the Trustees (or any persons connected with them) received any remuneration during the year. Trustees were reimbursed travel expenses £79 (2022: Nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 15 (2022: 16).

	2023	2022
	No.	No.
Raising funds	4.1	3.9
Sale of feeding equipment	1.2	1.2
Support	5.9	7.1
Administrative	3.8	3.8
	15.0	16.0

9 Related party transactions

Aggregate donations from related parties were £1,088 (2022: £860).

There were no other related party transactions to disclose for 2023 (2022: 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 £**
Cost or valuation			
At the start of the year	5,210	32,464	**37,674**
Additions in year	–	–	**–**
At the end of the year	5,210	32,464	**37,674**
Depreciation			
At the start of the year	2,467	32,224	**34,691**
Charge for the year	687	240	**927**
At the end of the year	3,154	32,464	**35,618**
Net book value			
At the end of the year	2,056	–	**2,056**
At the start of the year	2,743	240	2,983

All of the above assets are used for charitable purposes.

12 Stock

	2023 £	2022 £
Finished goods	26,928	35,418
	26,928	35,418

13 Debtors

	2023 £	2022 £
Trade debtors	12,028	4,185
Other debtors	12,278	9,403
Prepayments	11,608	14,266
	35,913	27,854

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

	2023 £	2022 £
Trade creditors	10,298	29,311
Other creditors	3,329	730
Accruals	25,244	16,958
Deferred income (note 15)	59,091	-
	97,963	46,999

15 Deferred income

Deferred income relates to project funds where the funder has specified expenditure should take place in the next financial year.

	2023 £	2022 £
Balance at the beginning of the year	-	-
Amount released to income in the year	-	-
Amount deferred in the year	59,091	-
Balance at the end of the year	59,091	-

16 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 £8,753 to CLAPA scheme (2022: £8,882), £2,153 to private (2022: £3,390).

17a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	2,056	-	2,056
Net current assets	228,777	9,448	238,225
Net assets at 31 March 2023	230,833	9,448	240,281

17b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	2,983	-	2,983
Net current assets	157,206	64,690	221,896
Net assets at 31 March 2022	160,189	64,690	224,879

18a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers	At 31 March 2023 £
Restricted funds:					
Northern Ireland					
The James McGowan Scholarship Fund	8,316	–	(1,372)	–	**6,944**
Scotland Region					
BBC Children in Need (Scotland)	9,500	–	(9,500)	–	**–**
The VTCT Foundation (Collaborative programme Scotland)	18,838	–	(18,838)	–	**–**
Scotland Restricted	–	2,350	(2,350)	–	**–**
England Region					
Smile Train (England)	9,227	23,189	(32,416)	–	**–**
BBC Children in Need (England)	4,597	–	(4,597)	–	**–**
The Wood Foundation	2,704	–	(200)	–	**2,504**
Highway One Trust	–	9,920	(9,920)	–	**–**
The VTCT Foundation (Investing in CLAPA's fundraising capabilities)	–	11,121	(11,121)	–	**–**
The National Lottery Community Fund (Awards for All)	–	833	(833)	–	**–**
UK Wide					
The VTCT Foundation (Adult Services project)	11,508	–	(11,508)	–	**–**
Total restricted funds	64,690	47,413	(102,655)	–	**9,448**
General funds	160,189	601,211	(530,567)	–	**230,833**
Total unrestricted funds	160,189	601,211	(530,567)	–	**230,833**
Total funds	224,879	648,624	(633,222)	–	**240,281**

18b Movements in funds (prior year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers	At 31 March 2022 £
Restricted funds:					
Northern Ireland					
The James McGowan Scholarship Fund	7,668	1,735	(1,087)	–	**8,316**
Scotland Region					
The Robertson Trust	2,875	–	(2,875)	–	**–**
BBC Children in Need (Scotland)	3,329	9,500	(3,329)	–	**9,500**
The VTCT Foundation (Collaborative programme Scotland)	26,900	–	(8,062)	–	**18,838**
England Region					
Smile Train (England)	–	36,223	(26,996)	–	**9,227**
BBC Children in Need (England)	–	19,660	(15,063)	–	**4,597**
Pears Foundation	–	10,000	(10,000)	–	**–**
The Wood Foundation	–	3,000	(296)	–	**2,704**
Lillie Johnson	–	500	(500)	–	**–**
UK Wide					
The VTCT Foundation (Adult Services project)	50,500	–	(38,992)	–	**11,508**
Total restricted funds	91,272	80,618	(107,200)	–	**64,690**
General funds	157,617	473,240	(470,668)	–	**160,189**
Total unrestricted funds	157,617	473,240	(470,668)	–	**160,189**
Total funds	248,889	553,858	(577,868)	–	**224,879**

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 following grants were Restricted funds that funded part of the costs of the Scottish region:

The Robertson Trust contributed to the salary of the Scotland Coordinator

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

Scotland Restricted - small grants received for work in the geographical areas of Scotland.

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

England Region
The Regional Coordinators programme was also funded from restricted and unrestricted funds
Restricted Funding is made up from the following providers :-

Smile Train provided funding for our Community Engagement Coordinator's salary and part funding for the salary of our External Engagement Coordinator

BBC Children in Need gave a grant for children and young people's services in England

Pears Foundation provided funding to contribute towards the salary costs of our Advocacy Coordinator

The Wood Foundation provided a grant to cover the cost of Welcome Packs for families in Edinburgh

Lillie Johnson provided a grant to support our work with families in the West Midlands

Highway One Trust - provided funding to improve fundraising infrastructure.

The VTCT Foundation (Investing in CLAPA's fundraising capabilities) - The VTCT Foundation have given a 1 year grant provided funding for our Head of Income's salary.

The National Lottery Community Fund (Awards for All) - Provided a grant for a pilot of Cleft++ a Online mentoring project for 12-17 year olds, including staffing costs.

UK Wide
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. As a result of the pandemic, the timescale for this grant has been extended.

19 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	
	2023	2022
	£	£
Less than one year	**10,449**	10,314
One to five years	**-**	-
	10,449	10,314

20 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.

THE CLEFT LIP AND PALATE ASSOCIATION

England & Wales - Charity number 1108160

Accounts

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 2022

CLAPA
Cleft Lip & Palate Association

SAYER | VINCENT

The Cleft Lip and Palate Association

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The Cleft Lip and Palate Association

Reference and administrative information

For the year ended 31 March 2021

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:

N Astor	Chair
J Bhachu	Treasurer
D Drake	
O Hopkins	
E Howes	
J Morgan – until September 2021	
M Pinkstone	
R Slator	Secretary
A Strangeways	
J Williams	
A Beedham – from June 2021	
L Hughes – from June 2021	
S Handley – from September 2021	

C Cunniffe	Company Secretary

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 Trustees present their report and the audited financial statements for the year ended 31 March 2022.

Reference and administrative information set out on page 1 form 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. These activities are documented in the Strategic Plan for 2021-22, approved at the Trustee Meeting in March 2021. This plan is available on the CLAPA website: www.clapa.com/strategy.

CLAPA has established itself as a well-respected organisation in the global cleft community. The charity continues to build and grow its reputation for providing quality, evidenced-based services for people affected by cleft and working closely with researchers and NHS Cleft Teams.

Despite the challenges of a global pandemic and associated economic pressures, CLAPA has continued to sustainably fulfil its objectives and support stakeholders. Through strong leadership, good governance and incredible community support, the past 12 months have seen CLAPA adapt to mitigate the impact of the pandemic. As a result, the charity is much better placed to meet potential future economic challenges of recession, threats to supply chains and financial pressures on our community.

The Trustees review the charity's aims, objectives and activities 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.

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 people born with a cleft and their families.

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

Services include:

- Vibrant social Facebook, Twitter and Instagram profiles promote positivity, bust myths and celebrate differences with regular content created by and for the cleft community.
- Online support groups moderated by trained volunteers provide an instant connection for those seeking an informal support network.
- Regular events allow people to talk about their experiences and worries and hear from others at all stages of the cleft journey.
- Confidential one-to-one support provided by trained volunteer patients and parents who reassure those most in need that they can cope with whatever lies ahead.
- Accredited information on cleft led by the cleft community which reflects their experiences and emotional needs as well as medical facts.
- An Advocacy Service providing tailored information and signposting to those with complex enquiries.
- Tailored support for children and young people born with a cleft. These include events, a regular 'Youth Forward' newsletter, and a Children and Young People's Council of 9 to 17-year-olds who meet to share their experiences and help CLAPA to improve services.
- A consultancy service for researchers which connects their work with the cleft community and promotes the patient voice at all levels.
- A feeding service that supplies 15,000 subsidised items of specialist equipment for babies born with a cleft each year, including free-of-charge items for new and vulnerable families.

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 CLAPA's charitable purposes for the public benefit.

During the global pandemic, CLAPA needed to rethink and reimagine how they could continue to meaningfully serve their community across the UK. A new one-year digital-first strategy was implemented in March 2021 to redevelop CLAPA's digital presence, expand its online events programme, and provide crucial resourcing to two key areas of service delivery: advocacy and research involvement. This strategy launch coincided with a significant staff restructure to enable faster and more focused development of services.

2021/22 has been a period of ongoing disruption and upheaval. In line with the one-year strategy, the charity took this time to implement its new structure, evaluate different areas of service delivery and fully consider options for the future. By capitalising on the creativity and passion of its staff and volunteers and remaining flexible with plans in an ever-changing environment, CLAPA celebrated many achievements and areas of progress this year.

Volunteers

CLAPA prides itself on involving the UK cleft community at all levels of its work, including asking volunteers to feed into and help run services wherever possible.

Volunteers are the backbone of CLAPA as a charity. While the shift to digital service delivery has meant that many past volunteering opportunities no longer exist, it has created many more new, flexible ways for people to give their time to support CLAPA's work.

Full induction and training are provided for all volunteers, and expenses are reimbursed. Following the restructure, volunteers are now supported by the staff members whose area of work most closely matches their volunteer roles rather than those closest geographically. This year, the Volunteer E-newsletter was re-launched to provide monthly updates to all volunteers. It has proven an instant success, boasting an open rate of over 50%.
Working alongside the CEO and Senior Management Team (SMT), and supporting the CLAPA staff, are a dedicated board of volunteer Trustees. Throughout this time of significant change, the Board of Trustees continued to constructively challenge and support the charity SMT and CEO around their plans for a digital-first approach to service delivery.

Volunteers are essential to the successful running of CLAPA events, contributing 263 hours to support the cleft community through events in 2021/22. Beyond events, volunteers offer one-to-one support by phone and online to anyone affected by cleft as well as providing content for CLAPA's communications and much more.

"I volunteer for CLAPA because I want to give back after all the amazing support I've received myself over the years. My parents attended family days when I was a baby, and I went to some children's events when I was younger. CLAPA has helped me to feel proud of having a cleft, and I want to be able to help them make others feel the same."

- Young adult volunteer in 2021

Feeding Service

Many babies born with a cleft are unable to breastfeed or use regular feeding equipment. For over 30 years, CLAPA's feeding service has supplied specialist bottles and teats to new parents and carers so they can feed their baby. During the COVID-19 pandemic, this service became more vital than ever before as these bottles and teats allowed babies to quickly establish a feeding routine and leave hospital faster after birth. The charity worked quickly to bring this service fully online during lockdown, and has continued to deliver these bottles and teats with a very quick turnaround.

In 2021/22, 733 free Welcome Packs of specialist bottles and teats were sent to new families around the UK. In total, 10,671 items of feeding equipment were sent by CLAPA to families affected by cleft in 2021/22. This includes 115 items sent free-of-charge to vulnerable families on the request of NHS Cleft Nurse Specialists.

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.

"At such an overwhelming and daunting time, it is so reassuring and helpful having CLAPA provide the welcome pack of bottles and teats which were needed to feed my baby right from day one. I was able to feed my son with no difficulty using the Dr Browns bottles. It was such a relief that I knew he could suck well from them and also that CLAPA were able to help provide the bigger teats and bottles [...] very quickly."

- Parent of a child born with a cleft, August 2021

Advocacy Service

For many years, CLAPA had provided an informal service where staff members would use their particular knowledge and clinical contacts to help answer questions from all areas of the community. Often this simply involved signposting to the correct information pages or support services, but in some cases, enquiries were more complex and required a great deal of time and attention.

During the 2020/21 period, the number of enquiries received throughout the year surged as concerned families and adults struggled to find the certainty and reassurance they needed. CLAPA knew that as the coronavirus pandemic continued to have a devastating impact on the NHS, these

enquiries were likely to become even more frequent and complex. It was clear that if this were to be offered as a service, it would need proper resourcing and supervision. Thus, the role of Advocacy Coordinator was created, combining this information and signposting service with the existing Parent and Peer Support service.

In the past year, this new role has offered more streamlined and consistent support and information to those getting in touch. Anecdotally, CLAPA believes that this has improved its links with the NHS Cleft Teams, as the consistency of having one staff member in charge has helped to build relationships with clinicians who contribute to answers. While details cannot be shared, two particularly complex cases have arisen this year which have required sustained attention and follow-up over several months. These cases have highlighted the intense pressures now faced by the NHS Cleft Teams, the impact on the UK cleft community, and the need for a service like this.

One-to-one Support

CLAPA's Parent and Peer Support Service provides confidential one-to-one support to people affected by cleft. The trained volunteer supporters are parents and grandparents of people born with a cleft, as well as adults born with a cleft themselves. Their lived experience and knowledge of the cleft care pathway can reassure those in need that they can cope with whatever lies ahead. The people using this service often have acute concerns they don't feel able to share with the wider community. This service gives them a way to express these worries safe in the knowledge that they'll find empathy and understanding.

In 2021/22, this service had 73 enquiries, 39 of which led to a match with a Supporter. The rest were signposted to a more suitable service within CLAPA, a partner organisation, or the NHS.

This year, feedback from the parents, carers and adults who accessed the service was universally positive. 100% agreed it made them feel less isolated, more positive about the issue they got in touch about and more confident in their ability to deal with it.

"[My Supporter] has just been wonderful. I really appreciated her guidance and advice. [...] I honestly couldn't recommend this enough. It made such a difference in the first few weeks following diagnosis and I'll be sure to keep in contact with [her] for any future queries I may have when my baby is born. I found the whole process in submitting a request, to receiving my first contact from [my Supporter] really straightforward and simple."

- Expectant parent receiving support after diagnosis

Social Media

Adopting a digital-first strategy made the impact of CLAPA's social-media presence all the more critical in reaching those one-in-700 born with a cleft and their families. It is the charity's primary tool to promote services, raise awareness and spread influence. Rising to the challenge, CLAPA's reach on social media is the highest for any cleft support charity worldwide.

In 2021/22, followers on CLAPA's accounts grew by 6% across the board, and there were nearly 170k engagements (reactions, shares and comments) on posts throughout the year. Over 4,000 people clicked through to learn more about the service, event or story being shared, and many more will have visited in their own time after learning about these on socials.

Just over 100 people submitted their stories and photos to be shared with the community on social media. Notable stories included a young CLAPA volunteer who set up her own YouTube channel to share videos about her cleft journey in the hopes that others would feel reassured and inspired. Several more stories featured parents and carers reflecting on the unique challenges of having and caring for a child with a cleft during a global pandemic and trying to access surgery and other care at that time.

CLAPA's online support groups for parents/carers and adults born with a cleft gained 396 new members in 2021/22. An average of 3,500 members actively visited the group daily to post updates, ask questions, support each other with comments, or just check-in. At a time when surgery schedules were disrupted and safety concerns meant only one parent/carer could stay with their child in hospital, these groups provided support and positivity at all hours to thousands of people in need.

Online Events

Isolation in the UK cleft community is a key issue CLAPA seeks to tackle in its work. During the COVID-19 pandemic, the charity turned to Zoom events to ensure no one went through their cleft journey alone. After piloting a variety of event formats in 20/21, CLAPA hired a Community Engagement Coordinator in June 2021 to spearhead this service and create a schedule of diverse and engaging events for the year ahead.

With the support of CLAPA staff, volunteers hosted these events wherever possible, using their personal experiences and training to steer the conversation and support attendees. These helped families (particularly new and expectant parents) share their concerns in a safe environment, receive emotional support and practical advice from others, and feel connected to others in the same situation.

Events included:

- Support Groups: Regular online meet-ups brought together people with similar experiences to discuss topics such as 'diagnosis', 'cleft repair surgery' and 'grandparents'. Later in the year, events were run around adult concerns, such as returning to treatment.
- Wellbeing Events: These events were aimed at giving people a place to process their feelings around cleft with others with similar experiences. The activities such as self-massage, arts and crafts, and talks from experts helped parents and carers to prioritise their wellbeing alongside caring for their child. This ongoing building of personal resilience is intended to help parents and carers cope better with current and future cleft-related challenges.
- Family Events: Children's parties, bake-along events and other fun-focused gatherings allowed families with similar experiences to come together and meet outside the hospital

walls. As well as being fun, these events help to bring a sense of joy and community to someone's connection to cleft so it can feel like a normal part of their life rather than something that exists strictly in a medical context.

- Skill workshops: A key focus this year was ensuring events had a lasting impact and helped to build confidence and skills to help people in the cleft community become more active participants in their or their child's care. These workshops focused on speech development, a particular area of concern during the pandemic. Baby Signing workshops helped parents and carers communicate with young children, and a 'Babble Workshop' invited Speech Therapists to talk about encouraging babies to make certain sounds while babbling.
- Information Events: Live webinars and Q&As saw cleft experts answering common questions on particular topics such as dental health, hearing and surgery. Led by volunteers, these sessions helped to demystify what can feel like complicated medical information. Due to the open format, the recordings of these events could then be edited into online video resources providing accessible information. This way, these events can benefit many more people than just those who managed to attend.

In 2021/22, CLAPA ran 59 'ticketed' events online, and 415 individuals filled 1,049 places at these events. 56% were parents and carers, 32% were children and young people, 12% were other family and friends, and 2% were adults born with a cleft. The relatively low number of adult attendees reflects the lack of events aimed at this demographic until the end of this year, but more are planned for 22/23.

Feedback for these events was excellent, with an average score of 4.3 out of 5.83% of respondents said these events helped them feel more connected with others in the cleft community, while 94% said these events helped them feel more positive about their ability to cope with cleft-related challenges in the future.

CLAPA also ran 10 Live Q&A events on Facebook Live which gained 925 watchers. Topics of Q&As ranged from research projects to hearing concerns, and featured a number of health professionals and other experts sharing their knowledge with the wider community.

"My son was born with a cleft lip and palate and I have received so much support antenatally and post birth. From meeting other parents to sharing advice it has been an invaluable asset for us. CLAPA ran a 6 week BSL course for infants. The classes were engaging and really set the foundation for some of the signing we use day to day. As my son has hearing and speech issues associated with his cleft, learning the BSL basics have resulted in us being able to communicate."

- Parent at a 'Baby Signing' session

"It was lovely to see so many families in the session and the great engagement and questions asked. It was wonderful to see the presentation with so many practical tips and suggestions, toys and modelled activities. It was fantastic to see a virtual CLAPA event myself and I will absolutely be recommending them to families at every opportunity."

- Parent at a 'Babble and Play' session

"The interesting information and openness of the participants. Everyone was so caring. It was very emotional hearing people's experiences and concerns on the subject of returning to cleft care. The attitude of everyone present was so caring and heartfelt. It was amazing."

- Adult at a 'CLAPA Lounge'

Summer Survey

One of many ways in which CLAPA gathers feedback to influence and direct plans for the future is through surveys. In 2021, CLAPA ran its first annual 'Summer Survey' to give the charity a snapshot of the cleft community's needs, priorities and concerns.

The survey returned 108 responses from a broad mix of locations and connections to cleft. The response was incredibly encouraging. For example, when asked whether respondents felt they were part of a supportive community of people affected by cleft, 73% said 'yes'. This is a marked increase from 51% the previous year during the height of lockdown.

CLAPA's services received a high satisfaction rating across the board, averaging 4.5 out of 5. The charity takes this as a positive sign that its services have the intended impact.

There was also a shift in what respondents identified as the charity's most essential services. 'Promoting cleft research' has always been high on the list, but 'providing information on cleft' and 'working with the NHS to improve cleft services' have moved much higher than previously. Given the disruption caused by the COVID-19 pandemic, this is no surprise. This is one of many reasons why partnership building and resource creation are critical components of CLAPA's future strategy.

The survey results fed directly into CLAPA's service delivery plans and were also shared with NHS Cleft Teams. CLAPA published the results of this survey online and used this opportunity to lay out what support was available to address different concerns raised, as well as the plans to provide support for these issues in the future.

Subcommittees

CLAPA has three staff-led committees: the Diversity, Wellbeing and Safeguarding Committees. These are comprised of staff members and Trustees who volunteer to sit on these groups in addition to their usual roles.

Since restructuring these committees in late 2020, they have been able to meet more regularly and with greater focus, allowing them to act faster.

Notable achievements of the Diversity Committee include the introduction of the 'Accessibility and Inclusion Checklist', a way to evaluate a project in the planning stages to ensure accessibility and inclusion concerns have been considered. Several projects and initiatives have used this checklist, resulting in positive changes made to plans. One such area is the charity's recruitment process which has been updated to make it more accessible and welcoming. The way in which demographic information is collected and analysed has also been updated to ensure the charity is collecting only relevant data.

The CLAPA Wellbeing Committee met monthly to examine and discuss the wellbeing of staff. Due to the number of personnel in the team and their remote locations, the wellbeing committee was essential in ensuring that staff welfare remained a priority. The group considered several strategies and exercises to boost team spirit and promote camaraderie. Origami, meditation, Qi Gong, martial arts and stretching were among the mini-activities completed after monthly team meetings. All staff members were encouraged to contribute ideas and activities for future sessions, which proved successful. As a result, staff were able to socialise in a way that has not been regularly possible since the start of the pandemic.

Achievements and actions of the Safeguarding Committee are discussed later on in this report.

Adult Services

The 2021/22 period has seen the continuation of the work that began as part of the Adult Services Project.

This work was funded by the underspend from the VTCT Foundation grant which had been intended to cover the three years of the Adult Services Project up to 2021. The disruption caused by the pandemic meant many plans had to be put on hold, such as an in-person adults' conference. In consultation with VTCT, CLAPA was able to re-profile the remaining funds from this grant to meet the current needs of the adult cleft community.

The 'Returning to Cleft Care' guide for adults was given a refresh and is now regularly requested by Cleft Teams around the UK to give to those leaving cleft services. This year, the guide was put online to make it easier to access.

Several new online events for adults were run with the help of volunteers. These included a Christmas social and a new 'CLAPA Lounge' event type which bring adults together to share experiences around specific topics. After suggestions from the cleft community, volunteers ran a 4-part webinar around different aspects of employment for those with a visible difference or with other cleft-related concerns.

To ensure that the voices of adults continued to be represented when planning and running this work, an Adults Focus Group was created, which has met regularly to discuss adult services and wider policy.

In the final quarter of the year, work on this project stalled due to the tragic passing of the Adult Services Coordinator. A plan is in place to continue elements of the project until a new Coordinator can be recruited. The underspend from VTCT will allow this work to continue until September 2022, at which point CLAPA will fund the work as part of its core services in recognition of its importance until further grant funding is secured.

Research

For many cleft researchers, CLAPA is the gateway to the cleft community. As such, the charity assists with many projects each year to help recruit people affected by cleft to take part in or advise on research. In the recent staff restructure, CLAPA created a new 'External Engagement Coordinator' role to ensure this work was adequately resourced. What followed was a vast expansion in activity.

'CLAPA Voices' was launched in the summer of 2021 as a way for people from the cleft community with a strong interest in providing feedback and taking part in research to be alerted to opportunities as soon as they arrive. Part mailing list, part informal consultation group, 'CLAPA Voices' has been an invaluable source of immediate feedback for the staff team and a pool of willing participants for researchers. Since launching, just over 100 people joined in 2021/22, and 22 opportunities were shared, including four opportunities created by the CLAPA Staff team to gather feedback on initiatives and policy changes within the charity.

Researchers have praised the initiative and its impact on their projects, and participants have been able to receive support and encouragement with their involvement.

"CLAPA have been invaluable in helping our research to reach the wider cleft community. Their enthusiastic support in sharing information about our research has contributed significantly to our research's recruitment and I would hope that their consultancy will be able to help shape the research activity of my team and wider colleagues in the future."

- Researcher who used CLAPA Voices

Alongside more 'casual' opportunities provided by CLAPA Voices, CLAPA has supported a number of larger scale research projects to refine their work and promote it to the UK cleft community. The Cleft Collective, one of the largest cleft research projects in the world, has worked with CLAPA to run their engagement group for several years now, and the charity is supporting a number of applications the research team are making for further resourcing. SLUMBRS II, a large-scale project to find the safest sleeping position for babies with a cleft palate, has also worked with CLAPA to run its engagement group and help publicise its work for a lay audience, including taking part in an online Q&A to explain the research.

A particular area of growth last year was in the charity's paid consultation services which will ensure that the time and attention CLAPA is now giving to this service will be recognised and funded by those who can afford to do so. As a result, several promising projects have started to

take shape which include CLAPA as a paid contributor. It is hoped that this will become a reliable income stream in the future which will not only support this work but also raise CLAPA's profile and increase its legitimacy in the eyes of the wider cleft research community.

The research in question is to benefit the cleft community and for this reason anything that improves how it works will be positive in CLAPA's eyes, but another key benefit is the confidence boost for the people involved. Using their lived experiences to directly help others can be a hugely positive experience that can only serve to empower and uplift the cleft community.

In the past year, CLAPA supported 41 people from the cleft community to spend 131 hours volunteering in 'Patient and Public Involvement' (PPI) groups for projects and organisations such as SLUMBRS II, the Cleft Development Group, Cleft Care Scotland, and more. Twenty-four others attended one-off focus groups to help researchers by giving valuable feedback about their studies. This is on top of the time that groups such as CLAPA's Children and Young People's Council spend doing the same kind of work.

"It's a privilege to be involved in something like this, and it was quite simply inspiring to see how engaged everyone was. Both [facilitators] made clear that you really heard, not only the points made, but the bigger picture for each contributor. That's so validating, I can only speak from my own experience, but to be in the company of people who "get it" really is a new level of feeling understood. For that to come out of our first proper meeting, as such, was quite a revelation."

- Participant in a research consultation group organised by CLAPA

Cleft Lip and Palate Awareness Week 2021

Having pivoted online in 2020, 2021's Cleft Lip and Palate Awareness Week on the subject of 'Celebrating Difference' saw CLAPA share a range of informational and inspirational posts celebrating all aspects of cleft lip and palate. This ran alongside a fundraising campaign asking people to 'Step Up for CLAPA' by completing a sponsored step count challenge during the week.

CLAPA's Patron, Carol Vorderman, kicked off the week with an inspirational video about her experiences with cleft and encouraged people to take part in the week and share their own stories. Other notable highlights included the 'Celebrating Difference' video series, which saw people born with a cleft reflecting on their own experiences with cleft, both good and bad, as part of a casual conversation intended to make these facts more relatable and easy to digest.

On Facebook, posts during the week were shared 2,200 times and reached 284,000 people with messages about cleft lip and palate in the UK. On Twitter, infographics busting myths about cleft were seen over 250,000 times, and 120,000 times on Instagram.

The 'Step Up for CLAPA' fundraising challenge attracted 75 participants who raised over £22,000 to support CLAPA's work.

Children & Young People's Services

The COVID-19 pandemic severely hampered CLAPA's plans for children and young people's services. CLAPA worked hard to continue supporting young people with various online events such as workshops and activity hours. While these found some success, it became clear that in order to have the most significant impact on young people in need, there would need to be some face-to-face events available. Thus, the decision was made to restart Residential Weekends for 8 to 15-year-olds, and the first will occur early next year.

This year, a significant focus was on better understanding the needs of children and young people in a changing world and evaluating what CLAPA's response to this should be. This resulted in the creation of a Children and Young People's Plan for the next few years, which has a vision of a world where young people feel confident and positive about having a cleft. CLAPA will work to achieve this by bringing young people together, building confidence and increasing self-esteem. Information, stories, videos and events for young people will also focus on three key areas where support is most needed: Alveolar Bone Graft Surgery, transition from Primary to Secondary School, and Jaw Surgery.

CLAPA's Children and Young People's Council (CYPC) is a group of 12-17 year olds born with a cleft who meet regularly to help CLAPA design services and resources for other young people and give valuable feedback to partner organisations and researchers.
In 2021/22, the CYPC:

- Helped to create the Young People's Plan mentioned above
- Created content for the CLAPA website and social media, including for Children's Mental Health Week, Awareness Week, and more.
- Created content for the Youth Forward e-newsletter
- Helped design a CLAPA survey suitable for young people alongside the main Summer Survey
- Improved the process for recruiting new CYPC members and made some changes to how the CYPC was run
- Gave feedback on research projects including FaceIt
- Put together tips for other young people having Bone Graft surgery.
- Hosted events for other young people in the cleft community

Fundraising activities

Fundraising in 2021/22 got off to a good start, with Cleft Lip and Palate Awareness Week and 'Step Up for CLAPA' proving a hit with the community in May. The ongoing success of the 'CLAPA Champions' programme also saw regular income growing by 21% throughout the year, and this will remain a particular focus going forward.

In Celebration Giving continues to be a cost-effective source of income, the majority of which is raised by supporters running their fundraisers through Facebook Giving. CLAPA's supporters raised and donated £25,285 through this platform during the year.

Support from Trusts and Foundations made a significant contribution to CLAPA's work, with major grants secured from Children in Need Scotland, Smile Train, and the Pears Foundation. While the past few years have seen many trusts wind up or pivot their focus, CLAPA's strategy moving forward includes many pieces of work which are expected to be very attractive to trusts and foundations, so there is optimism around this income stream moving forward.

The ongoing impact of the pandemic has continued to affect CLAPA's fundraising in 2021/22. Unlike in 2020, there was no emergency resilience funding available from the government. As a result, the charity experienced a significant drop in income compared to the previous year. This situation was exacerbated by the broader economic and social impact of the pandemic on the wider community, who were no longer able to raise the same amount through challenge and community fundraising that had been seen previously. The number of people fundraising halved in comparison to the pre-2020, and despite the lifting of pandemic restrictions, recovery has been slow.

While CLAPA's position is hardly unique amongst charities, it was a matter of ongoing concern and discussion amongst the Trustees and senior team. Following the resignation of CLAPA's Head of Fundraising in the final quarter of the year, the charity recognised that continuing as usual in the hopes of natural recovery was not an option. This was a vital opportunity for CLAPA to rethink and reimagine its fundraising practices, and the results of this are outlined in the 'Financial Review' below.

While fundraising has been challenging in 2021/22, CLAPA is determined to move with the times and take radical steps to improve its practices and regain its confidence with fundraising in this new year.

Financial Review

Total income for the year 2021/22 was £553,858, compared to the 2020/21 figure of £707,068; a decrease of 22%. Total expenditure for the year was £577,868; a decrease of 3% on the 2020/21 figure of £593,411.

The deficit for the year 2021/22 is £24,010, a decrease from the 2020/21 surplus of £113,657. This decrease from last year's surplus position was due to a number of factors. Crucially, CLAPA received £148k of Covid-19 resilience funding in 2020, which was not available the following year. The ongoing restrictions on face-to-face activities due to the pandemic also had a profound impact on the charity's ability to fundraise as it had done previously, and the surplus created by resilience funding provided a welcome buffer at this time. Face-to-face fundraising activities had previously generated a large percentage of CLAPA's income, but following the pandemic and wider societal and economic changes, this may never return to previous levels. As such, CLAPA has shifted its focus towards diversifying its income streams.

CLAPA continues to generate unrestricted income from a range of sources including Facebook, Just Giving and the Charities Aid Foundation (CAF). Unrestricted income increased against the prior year and was 85.4% of total income in 2021/22, compared with 74.5% of total income in 2020/21.

The total reserves including restricted funding were £224,879, compared to the 2020/21 figure of £248,889. The total reserves for 2021/22 represent 41.0% of total income, compared to 35.2% of total income in 2020/21. This is equivalent to 4.67 months of total reserves, down from 2020/21's figure of 5.03. The unrestricted free reserves for this year are £157,206 which equates to 3.26 months, compared to 2020/21 unrestricted free reserves of £148,353, equating to 3.00 months.

Despite the increase in staff costs due to a restructure at the beginning of the financial year, there is a small reduction in overall costs by 3%. This reduction was partly as a result of downsizing office space and good cost control. Given the ongoing uncertainty caused by the COVID-19 pandemic, cost reduction and expenditure control continue to be a priority and the Senior Management Team and Finance Committee closely monitor the cash flow. These measures will continue for the foreseeable future even whilst charity reserves levels are in line with the Reserves Policy.

To ensure the charity's long-term sustainability in an uncertain environment, CLAPA has commissioned an external fundraising specialist to carry out a review of CLAPA's governance and fundraising practices. The focus of the review was to understand what is working well, where improvements or changes can be made and provide recommendations on the development of governance at CLAPA and to help the Trustees and CEO to produce an action plan. The new Head of Income, who started in August 2022, will be able to use this review and the work done since to hit the ground running and lead on a new fundraising strategy to help CLAPA diversify and stabilise its income.

As part of this work, CLAPA was also supported to write an appeal to recruit 250 new regular givers ('CLAPA Champions') by the end of 2022. This campaign gained 61 new donors with an annual value of £8,252 in its first thirty days, and has a projected annual income of £35k.
The Trustees 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

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, though this activity has been much reduced since 2020 due to the COVID-19 pandemic. CLAPA also receives funding from grant-making trusts and foundations as well as one-off support from a small number of companies.

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. The charity is a member of both the Fundraising Regulator and the Chartered 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.

CLAPA has a robust complaints procedure in place which is easily accessible on its website. During the financial year 2021/22, there were no substantive complaints received 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 and, in particular, those who are vulnerable.

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

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

CLAPA takes data protection extremely seriously. 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, e,g. 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) for those making blanket non-contact requests for charities. Staff attend mandatory annual Data Protection training to ensure ongoing 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, five safeguarding concerns were reported to the Safeguarding Team and escalated to the CLAPA Trustee with safeguarding responsibility. Appropriate action was taken for each. None of the concerns met the threshold which would require a report to the local authority Multi Agency Safeguarding Hub (MASH), and are therefore considered closed.

Principal Risks and Uncertainties

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

CLAPA's main risks arise from the ongoing difficulties affecting many charities of less than £1m; namely, rising demand for services, increasing overhead costs and increased competition for grants. There also continues to be significant uncertainty about income levels as a result of the ongoing impact of the pandemic. To manage this risk, costs continue to be closely monitored and controlled on an ongoing basis and the charity has begun a fundraising review to ensure it can continue to thrive in a changing world.

Reserves Policy

CLAPA's policy is that unrestricted funds should be maintained at a level equivalent to between three and six month's expenditure, £150k-£300k. 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 4.67 months and reserves based on unrestricted funds were 3.26 months, £157k.

Whilst reserves are at a healthy level at the end of the year, the ongoing impact of the pandemic has caused some uncertainty about the future of CLAPA's fundraising. As a result, CLAPA continues to monitor cash flow on a weekly basis. Across the year, costs will be controlled in line with income so that reserves do not fall below unsustainable levels.

Plans for the Future

Strategy

CLAPA's one-year strategy runs until the end of March 2022, and after a year of evaluation and experimentation following the restructure, the Senior Management Team and Trustee Board have developed a new three-year strategy to take the charity through to end of March 2025. This has focused on becoming a more sustainable and adaptable charity which can keep up with whatever the future has in store.

The new strategy focuses on three key areas: understanding barriers to accessing services, building partnerships to better support others, and creating resources to have an ongoing impact. It has been published on the CLAPA website.

"In a connected and ever-developing world, our CLAPA community deserve the best service our team can deliver. From vital information and guidance to events and engagement, CLAPA will always excel in both serving and bringing our community closer together. In challenging economic times, there is an even greater need for CLAPA and our new strategy enables us to be flexible and agile – to adapt to changing circumstances – and to place the community at the centre of everything we do. Having CLAPA in your pocket makes that possible. For those without access to digital resources, we will remain accessible and open through other channels. CLAPA's history is wonderful, with this exciting new strategy, we're looking to secure CLAPA for the future."

– Nick Astor, Chair of CLAPA Trustees and father of a child born with a cleft

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 2021/22, CLAPA welcomed three new Trustees: Siobhan Handley, Andrew Beedham and Louise Hughes. All have a personal connection to cleft and significant professional experience which has helped to round out the Board.

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 to a significant role such as Chair, Treasurer or Secretary, they can remain a Trustee until they have served a maximum of three years in that office.

Each year in September, 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, CLAPA Voices, the Adults Focus Group and Children and Young People's Council.

Related Parties and Relationships with Other Organisations

CLAPA has a wide variety of strategic partnerships with other charities and organisations to broaden its range of stakeholders and increase its impact. In light of the strategy for the next three years, continuing to create and grow partnerships like this is of great importance.

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 European Cleft Organisation (ECO), Scar Free Foundation, Changing Faces, Young Minds 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 8th September 2022 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 2022 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 2022 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.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' 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 Cleft Lip and Palate Association'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 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

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)
27 September 2022
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 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Income from:							
Donations and legacies	2	256,184	80,618	**336,802**	323,358	180,442	503,800
Charitable activities	3	113,337	–	**113,337**	132,373	–	132,373
Other trading activities	4	103,719	–	**103,719**	70,895	–	70,895
Total income		473,240	80,618	**553,858**	526,626	180,442	707,068
Expenditure on:							
Raising funds	5a	201,143	–	**201,143**	219,925	–	219,925
Charitable activities	5a	269,525	107,200	**376,725**	194,230	179,256	373,486
Total expenditure		470,668	107,200	**577,868**	414,155	179,256	593,411
Net income / (expenditure) for the year	6	2,572	(26,582)	**(24,010)**	112,471	1,186	113,657
Transfers between funds		–	–	**–**	(36)	36	–
Net movement in funds		2,572	(26,582)	**(24,010)**	112,435	1,222	113,657
Reconciliation of funds:							
Total funds brought forward	17	157,617	91,272	**248,889**	45,182	90,050	135,232
Total funds carried forward		160,189	64,690	**224,879**	157,617	91,272	248,889

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 2022

	Note	£	2022 £	£	2021 £
Fixed assets:					
Tangible assets	11		**2,983**		9,264
			2,983		9,264
Current assets:					
Stock	12	**35,418**		12,335	
Debtors	13	**27,854**		20,978	
Cash at bank and in hand		**205,623**		259,817	
		268,895		293,130	
Liabilities:					
Creditors: amounts falling due within one year	14	**(46,999)**		(53,504)	
Net current assets			**221,896**		239,625
Total net assets			**224,879**		248,889
The funds of the charity:	17a				
Restricted income funds			**64,690**		91,272
Unrestricted income funds:					
General funds		**160,189**		157,617	
Total unrestricted funds			**160,189**		157,617
Total charity funds			**224,879**		248,889

Approved by the trustees on 8 September 2022 and signed on their behalf by

Jasvinder Bhachu
Trustee

The Cleft Lip and Palate Association

Statement of cash flows

For the year ended 31 March 2022

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

	2022	2021
	£	£
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	**(24,010)**	113,657
Depreciation charges	**8,193**	3,439
Loss on disposal	**–**	4,291
(Increase)/decrease in stocks	**(23,083)**	3,883
(Increase)/decrease in debtors	**(6,876)**	19,345
(Decrease)/increase in creditors	**(6,505)**	28,935
Net cash used in operating activities	**(52,282)**	173,550

	2022		2021	
	£	£	£	£
Cash flows from operating activities				
Net cash used in operating activities		**(52,282)**		173,550
Cash flows from investing activities:				
Purchase of fixed assets	**(1,912)**		(1,728)	
Net cash (used in) investing activities		**(1,912)**		(1,728)
Change in cash and cash equivalents in the year		**(54,194)**		171,822
Cash and cash equivalents at the beginning of the year		**259,817**		87,995
Cash and cash equivalents at the end of the year		**205,623**		259,817

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 12 months to 31 March 2022 continued to be challenging period with the year end result affected by the fall in income due to the impact of Covid-19 on fundraising activities, in addition to the lack of resilience funding available to Charities from the Government or Charitable Trusts.

The challenges of not being able to resume normal fundraising activities as well as ongoing societal and economic uncertainty seriously hindered the charity's income generation this year. In addition, the new strategy and restructure of the team in light of the Covid-19 pandemic meant that a number of grants previously given for service delivery had to be renegotiated or put on hold while the charity worked to reinvent these services, meaning additional funding could not be requested. A great deal of work has gone into establishing services which are now not only impactful for the charity's beneficiaries, but also attractive to future funders. Despite the income challenges last year, CLAPA continues to effectively use the funds it has, alongside good cost control, which has resulted in maintaining the level of free reserves to an average of 3 months.

As a result of the actions taken by the Trustee Board and Senior Management Team, since the year end, the reserves position has remained stable. At the end of June, total reserves including restricted funding were £194,944 equivalent to 4.26 months of expenditure and the unrestricted reserves were £142,571 equating to 3.11 months.

Results since year end have been positive, with strong steps taken towards improving CLAPA's income in the year ahead. An independent, in-depth review of the charity's fundraising practices is currently underway with the aim of refocusing priorities and modernising procedures. A regular giving appeal has also recently been launched which, in the first 30 days, gained 61 new regular donors with an annual value of £8,258. This appeal will run until the end of this calendar year with a projected total value of £35k of new regular annual income. Fundraising and controlling unrestricted costs is a strong focus for the Trustees and Senior Management Team, and the financial performance of CLAPA is being closely monitored. The Trustees, therefore, believe that adequate measures are in place to ensure that the Charity continues as a 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.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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.

1 Accounting policies (continued)

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.

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 and fittings — 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 £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Gifts	256,184	–	**256,184**	278,395	–	278,395
Grants receivable	–	80,618	**80,618**	44,963	180,442	225,405
	256,184	80,618	**336,802**	323,358	180,442	503,800

3 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Groups, Clubs, Other	38,974	–	**38,974**	43,881	–	43,881
Branches	–	–	**–**	563	–	563
Sub-total for Groups, Clubs, Other and Branches	38,974	–	**38,974**	44,444	–	44,444
Feeding Service	60,688	–	**60,688**	74,801	–	74,801
Other Merchandise/Literature sales	5,725	–	**5,725**	4,962	–	4,962
Postage	7,950	–	**7,950**	8,166	–	8,166
Sub-total for Feeding Service and other sales	74,363	–	**74,363**	87,929	–	87,929
Total income from charitable activities	113,337	–	**113,337**	132,373	–	**132,373**

4 Income from other trading activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Income from events	103,719	–	**103,719**	70,895	–	70,895
	103,719	–	**103,719**	70,895	–	70,895

5a Analysis of expenditure (current year)

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	**2022 Total £**	2021 Total £
Staff costs (Note 7)	110,513	159,790	17,627	118,325	**406,255**	387,643
Depreciation	–	–	–	8,193	**8,193**	3,438
Feeding equipment	–	48,728	–	–	**48,728**	55,591
Outreach services	–	–	–	–	**–**	1,609
Information services	–	–	–	–	**–**	5,129
Other services	–	21,878	2,035	8,898	**32,811**	29,764
Office costs	6,020	10,330	544	43,150	**60,044**	78,096
Audit fees	–	–	9,840	–	**9,840**	10,440
Fundraising costs	11,997	–	–	–	**11,997**	21,701
	128,530	240,726	30,046	178,566	**577,868**	593,411
Support costs	62,155	116,411	–	(178,566)	**–**	
Governance costs	10,458	19,588	(30,046)	–	**–**	
Total expenditure 2022	**201,143**	**376,725**	**–**	**–**	**577,868**	
Total expenditure 2021	219,925	373,486	–	–		593,411

5b Analysis of expenditure (prior year)

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2021 Total £
Staff costs (Note 7)	121,213	160,303	15,367	90,760	**387,643**
Depreciation	–	–	–	3,438	**3,438**
Feeding equipment	–	42,242	–	–	**42,242**
Outreach services	–	1,609	–	–	**1,609**
Information services	–	5,129	–	–	**5,129**
Other services	–	34,760	2,085	6,268	**43,113**
Office costs	8,026	12,290	752	57,028	**78,096**
Audit fees	–	–	10,440	–	**10,440**
Fundraising costs	21,701	–	–	–	**21,701**
	150,940	256,333	28,644	157,494	**593,411**
Support costs	58,369	99,125	–	(157,494)	**–**
Governance costs	10,616	18,028	(28,644)	–	**–**
Total expenditure 2021	**219,925**	**373,486**	**–**	**–**	**593,411**

6 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2022	2021
	£	£
Depreciation	**8,193**	3,439
Loss on disposal of fixed assets	**-**	4,291
Operating lease rentals:		
Property	**24,781**	29,944
Auditor's remuneration (excluding VAT):		
Audit	**8,200**	8,050

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

Staff costs were as follows:

	2022	2021
	£	£
Salaries and wages	**366,728**	349,364
Redundancy costs	**-**	351
Social security costs	**27,544**	26,363
Employer's contribution to defined contribution pension schemes	**11,983**	11,564
	406,255	387,643

No employee earned between £60,000 and £70,000 during the year (2021: nil). There were redundancy costs of nil (2021: £351).

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, Impact & Influence Manager, Finance and Operations Manager, Engagement & Services Manager and Head of Fundraising.

Total remuneration (Salary, NI, Allowances, Pension) paid to the Senior Management Team in the year amounted to £196,243 (2021: £152,231).

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 (2021: Nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 16 (2021: 17).

	2022	2021
	No.	No.
Raising funds	**3.9**	3.9
Sale of feeding equipment	**1.2**	1.3
Support	**7.1**	7.3
Administrative	**3.8**	4.6
	16.0	17.0

9 Related party transactions

There were no related party transacctions to disclose for 2022 (2021: There was 1 related party transactions to disclose for 2021: Communication Managers' partner was contracted to assist in the office move in March 2021 due to COVID restrictions making hiring external contractors difficult. The partner was paid £450 for 3 days' work).

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**
	£	£	**£**
Cost or valuation			
At the start of the year	3,298	32,464	**35,762**
Additions in year	1,912	-	**1,912**
Disposals in year	-	-	**-**
At the end of the year	5,210	32,464	**37,674**
Depreciation			
At the start of the year	1,552	24,946	**26,498**
Charge for the year	915	7,278	**8,193**
Eliminated on disposal	-	-	**-**
At the end of the year	2,467	32,224	**34,691**
Net book value			
At the end of the year	2,743	240	**2,983**
At the start of the year	1,746	7,518	9,264

All of the above assets are used for charitable purposes.

12 Stock

	2022	2021
	£	£
Finished goods	**35,418**	12,335
	35,418	12,335

13 Debtors

	2022	2021
	£	£
Trade debtors	**4,185**	5,813
Other debtors	**9,403**	8,962
Prepayments	**14,266**	6,202
	27,854	20,978

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

	2022 £	2021 £
Trade creditors	**29,311**	10,999
Taxation and social security	**–**	–
Other creditors	**730**	10
Accruals	**16,958**	22,835
Deferred income	**–**	19,660
	46,999	53,504

Deferred income relates to project funds where the funder has specified expenditure should take place in the next financial year.

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 £8,882 to CLAPA scheme (2021: £7,699), £3,390 to private (2021: £3,390).

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

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	2,983	–	**2,983**
Net current assets	157,206	64,690	**221,896**
Net assets at 31 March 2022	**160,189**	**64,690**	**224,879**

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

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	9,264	–	**9,264**
Net current assets	148,353	91,272	**239,625**
Net assets at 31 March 2021	**157,617**	**91,272**	**248,889**

17a Movements in funds (current year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers	At 31 March 2022 £
Restricted funds:					
Northern Ireland					
The James McGowan Scholarship Fund	7,668	1,735	(1,087)	–	**8,316**
Scotland Region					
The Robertson Trust	2,875	–	(2,875)	–	**–**
BBC Children in Need (Scotland)	3,329	9,500	(3,329)	–	**9,500**
The VTCT Foundation (Collaborative programme Scotland)	26,900	–	(8,062)	–	**18,838**
England Region					
Smile Train (England)	–	36,223	(26,996)	–	**9,227**
BBC Children in Need (England)	–	19,660	(15,063)	–	**4,597**
The Eveson Charitable Trust	–	–	–	–	**–**
The Edward Gostling foundation	–	–	–	–	**–**
The Charities Aid Foundation (CAF)	–	–	–	–	**–**
The National Lottery Community Fund – Coronavirus Community Support Fund	–	–	–	–	**–**
BBC Children in Need Bridging Grant	–	–	–	–	**–**
Pears Foundation	–	10,000	(10,000)	–	**–**
The Wood Foundation	–	3,000	(296)	–	**2,704**
Lillie Johnson	–	500	(500)	–	**–**
Other Restricted Funds	–	–	–	–	**–**
UK Wide					
The VTCT Foundation (Adult Services project)	50,500	–	(38,992)	–	**11,508**
Total restricted funds	91,272	80,618	(107,200)	–	**64,690**
General funds	157,617	473,240	(470,668)	–	**160,189**
Total unrestricted funds	157,617	473,240	(470,668)	–	**160,189**
Total funds	248,889	553,858	(577,868)	–	**224,879**

17b Movements in funds (prior year)

	At 31 March 2020 £	Income & gains £	Expenditure & losses £	Transfers	At 31 March 2021 £
Restricted funds:					
Northern Ireland					
The James McGowan Scholarship Fund	7,043	–	(316)	941	**7,668**
Scotland Region					
The Robertson Trust	–	11,500	(8,625)	–	**2,875**
BBC Children in Need (Scotland)	9,500	–	(9,965)	3,794	**3,329**
The VTCT Foundation (Collaborative programme Scotland)	34,791	–	(7,891)	–	**26,900**
England Region					
Smile Train (England)	–	–	–	–	**–**
BBC Children in Need (England)	–	–	–	–	**–**
The Eveson Charitable Trust	2,000	–	–	(2,000)	**–**
The Edward Gostling foundation	–	8,000	(8,000)	–	**–**
The Charities Aid Foundation (CAF)	–	10,000	(10,000)	–	**–**
The National Lottery Community Fund – Coronavirus Community Support Fund	–	99,997	(99,997)	–	**–**
BBC Children in Need Bridging Grant	–	5,224	(7,421)	2,197	**–**
Other Restricted Funds	–	–	–	–	**–**
UK Wide					
The VTCT Foundation (Adult Services project)	36,716	45,721	(27,041)	(4,896)	**50,500**
Total restricted funds	90,050	180,442	(179,256)	36	**91,272**
General funds	45,182	526,626	(414,155)	(36)	**157,617**
Total unrestricted funds	45,182	526,626	(414,155)	(36)	**157,617**
Total funds	135,232	707,068	(593,411)	–	**248,889**

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 2020-2021 was funded from restricted and unrestricted funds

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

The Robertson Trust contributed to the salary of the Scotland Coordinator

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

Smile Train provided funding for our Community Engagement Coordinator's salary and part funding for the salary of our External Engagement Coordinator
BBC Children in Need gave a grant for children and young people's services in England
The Eveson Charitable Trust - gave a grant for activities in the West Midlands. This has now been fully spent

The Edward Gostling Foundation - provided an emergency grant to cover costs during the COVID-19 pandemic

The Charities Aid Foundation (CAF) - Coronavirus Emergency Fund provided funding for the costs of feeding equipment

The National Lottery Community Fund - provided funding through its Coronavirus Community Support Fund towards the salaries of key members of staff and towards the costs of office and feeding service space

BBC Children in Need Bridging Grant - provided a further bridging grant for Children and Young People's services in England and towards the salary costs of the Children and Young People's Coordinator

Pears Foundation provided funding to contribute towards the salary costs of our Advocacy Coordinator
The Wood Foundation provided a grant to cover the cost of Welcome Packs for families in Edinburgh
Lillie Johnson provided a grant to support our work with families in the West Midlands
Other Restricted Funds - small grants received for work in a range of local geographical areas

The VTCT Foundation - Collaborative work in Scotland
The VTCT Foundation gave a grant to help explore the feasibilty 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. As a result of the pandemic, the timescale for this grant has been extended.

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	
	2022	2021
	£	£
Less than one year	**10,314**	21,111
One to five years	**-**	-
	10,314	21,111

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.

THE CLEFT LIP AND PALATE ASSOCIATION

England & Wales - Charity number 1108160

Accounts

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 2021

CLAPA
Cleft Lip & Palate Association

SAYER | VINCENT

The Cleft Lip and Palate Association

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The Cleft Lip and Palate Association

Reference and administrative information

For the year ended 31 March 2021

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 (until November 2020)
N Astor	Chair (from November 2020)
J Bhachu	Treasurer
A Beedham	(From June 2021)
D Drake	
O Hopkins	
E Howes	
L Hughes	(From June 2021)
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 Trustees present their report and the audited financial statements for the year ended 31 March 2021.

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.

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. At a time of global upheaval and ongoing unpredictability, a key priority for CLAPA has been to adapt and thrive in the face of the many challenges presented by the past year. As a result, there has been a significant shift in many areas of the charity's work which has allowed it to continue to fulfil its objectives and support stakeholders while remaining sustainable.

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 2020, after recently completing a successful restructure process following the end of a three-year funding programme from the National Lottery Community Fund, CLAPA had to once again rethink its service delivery strategy due to the COVID-19 pandemic. At this time, as part of

cost-saving measures, the charity took the difficult decision to furlough 7 staff members. These staff had roles which focused on face-to-face service delivery as well as challenge and community fundraising, all of which had been suspended following the COVID-19 lockdown. CLAPA's remaining staff team largely worked remotely over the following months to support the UK cleft community and to adapt CLAPA's services to be delivered digitally.

In July 2020, CLAPA secured emergency funding from a small number of funders. Grants totalling £148,000 helped cover key salary, core and feeding equipment costs. This funding was critical in supporting the charity at a time when many fundraising activities could not take place. Also in July, CLAPA ran the first of many successful online events to provide remote support to the cleft community.

August 2020 saw CLAPA publish a short 'Summer Survey' to take the pulse of the cleft community and find out more about how their needs and priorities had been impacted by the COVID-19 pandemic. 268 people responded, giving us a clear picture of the community's immediate concerns. CLAPA published the findings of this survey on its website, making sure to expand on what support the charity could offer to help with these concerns, as well as future plans that had been made as a result. These findings were also provided to UK Cleft Teams to give them a more well-rounded view of the cleft community's needs.

Furloughed staff began a phased return at the beginning of August 2020, returning to their contracted hours at the beginning of November.

In September 2020, CLAPA began to re-think its strategy going forward. This started with three externally-facilitated innovation sessions which brought the majority of the staff team together to discuss how CLAPA could best meet the needs of its stakeholders and fulfil its objectives going forward. Following a Trustee Away Day later in the month, the Senior Management Team drafted a bold, digital-first strategy to take the charity up to the end of March 2022, as well as an organisational restructure to reflect the charity's changing needs. This was approved by Trustees in December 2020 and presented to the staff team in January 2021. At this time, a formal restructure process began and was completed in March 2021. All but one staff member chose to apply for the new roles available in the new structure, and by the end of March 2021 these staff were working within their new roles.

In February 2021, CLAPA consolidated its two offices into one room housing desk-based staff as well as the feeding service stock. This was both a cost-saving measure and a recognition that remote working had been effective enough to allow for a shift to a hybrid model which would allow formerly office-based staff to work both from home and in the office. The staff team have welcomed this change and the flexibility it offers; a reflection of the charity's ongoing commitment to staff wellbeing.

The 2020/21 period has also seen the Adult Services Project complete its third year, focusing on the creation of resources and publication of academic papers following two years of research into 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. This year, three academic papers were published and the move to online service delivery facilitated the delivery of three online live 'Q&A' sessions to unpack the findings. These drew an average of 200 viewers each and allowed the cleft community to discuss the research and what it could mean in their own homes. While this project was initially funded for three years, which are now complete, savings made during this time will allow CLAPA to continue this work for another year until June 2022.

Volunteers

Volunteers are the backbone of CLAPA as a charity, and even as the regular work of most of CLAPA's volunteers was suspended, many were able to continue volunteering during 2020/21. During the early months of the COVID-19 crisis, CLAPA's Trustees met on a weekly basis to support the charity during a period of rapid change. As well as this, other volunteers assisted with running online events, supporting others one-to-one by phone or online, providing content for CLAPA's communications, and more. In total, CLAPA's formal volunteers provided 523 hours of volunteering time in 2020/21.

Full induction and training is provided for all volunteers, and expenses are reimbursed. While Volunteer Coordinators and Engagement Officers were on furlough, volunteers were supported by the one remaining member of the service delivery team. When the furloughed staff returned to work, they prioritised making contact with their volunteers to provide support and to communicate with them about the changes which were being made within the organisation. The team organised two successful online events for volunteers which were well-attended and provided the opportunity for the Chief Executive and Chair of Trustees to engage with volunteers and to share with them CLAPA's plans for the year ahead.

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 CLAPA's charitable purposes for the public benefit.

The COVID-19 pandemic caused unprecedented disruption to NHS cleft services, CLAPA's work, and the UK cleft community. Appointments and surgeries were delayed or cancelled across the board, devastating an already stretched service, while babies continued to be born with a cleft every day. CLAPA's service-delivery model was based on local face-to-face events, and a significant proportion of its income came from face-to-face community and challenge events fundraising. The pandemic, putting an end to all these opportunities, forced the charity to rapidly re-think its service delivery and fundraising models in April 2020.

Although this was extremely challenging, it also led to innovation in many areas of work. As a result of the need to adapt to on-going restrictions, a bold new digital-first, service-focused strategy was put in place to take CLAPA up to March 2022 which will ensure the charity will not just survive the coming years, but will thrive.

Innovations in 2020/21 Include:

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 supplied specialist bottles and teats to new parents and carers so they can feed their baby. During the COVID-19 pandemic, this service became more vital than ever before as these bottles and teats allowed babies to quickly establish a feeding routine and leave hospital faster after birth.

CLAPA worked quickly to bring the telephone-based aspects of this service online, and to update the NHS Cleft Teams as to the changes in operations. 2 staff members have travelled into the office twice a week since the beginning of the COVID-19 pandemic to deliver the vital in-person elements of this service, and have kept it fully operational throughout all lockdown periods.

703 free Welcome Packs of specialist bottles and teats were sent to new families in 2020/21. In total, 12,571 specialist bottles and teats were sent from CLAPA's small office to families affected by cleft in 2020/21.

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.

"Can I just send my thanks to [the CLAPA team] who have continued to provide a service for our families, ensuring feeding equipment sent on request. I know it's been a difficult time for everyone but knowing we can count on CLAPA has made it less stressful." (Lead Cleft Nurse Specialist)

"I have received the Welcome Pack and the squeeze bottle from CLAPA during the lockdown and it has helped us enormously. […]The bottle we received from CLAPA was a lifesaver and we couldn't have survived without it. Also the information pack in the welcome pack was very useful and I felt I wasn't alone, especially we couldn't go to see and talk with other parents with cleft babies during the lockdown." (Mother of a baby born during the COVID-19 lockdown)

Information Service

CLAPA's website was already a hub of accredited, community-led information, and the charity acted quickly to bring this in line with the new realities of the COVID-19 pandemic. This included publishing answers to common questions and concerns around cleft and COVID-19, as well as cleft service delivery.

The Information Service provides tailored information and reassurance to those getting in touch with complex enquiries. Responding to these often involves in-depth information about everything

from cleft genetics to supporting siblings to perceived inequalities in NHS service provision. As people affected by cleft sought support for all the brand new concerns raised by the COVID pandemic, demand for this service doubled to 353 enquiries in the past year. In recognition its importance and to streamline the management of this service, the responsibility for overseeing delivery has been assigned to the new Advocacy Coordinator as part of the restructure completed in March 2021.

Social Media

With the rapid move to online-only service delivery, CLAPA's social media pages became more important than ever before. At an extremely difficult, uncertain and isolating time for people affected by cleft, CLAPA's posts provided positivity, optimism, and a warm, welcoming community. This started with the #DailySmile initiative which saw a new photograph of people with and affected by cleft posted every day on Facebook, Instagram and Twitter. The result was an instant boost in engagement, with reach doubling across all platforms in the first quarter to around 200k people each week before settling into an average of 130k for the rest of the year. 293 #DailySmile posts were posted before these changed to less regular but more sustainable #ShareASmile posts in January 2021.

CLAPA also published a number of video interviews over the course of this year with different people with and affected by cleft. These include the #BehindEverySmile series created as part of Cleft Lip and Palate Awareness Week 2020 featuring the Children and Young People's Council.

Online Events

Isolation in the UK cleft community is a key issue CLAPA seeks to tackle in its work, and with face-to-face events cancelled, the COVID-19 pandemic left patients and families more isolated than ever. To combat this, CLAPA started to run regular online events in a variety of formats to engage the cleft community.

Monthly 'Coffee Clubs' provided facilitated but informal discussions on topics including diagnosis, surgery, feeding, and more. With the support of CLAPA staff, volunteers hosted these events wherever possible, using their personal experiences and the training they received to steer the conversation and support attendees. These helped families (particularly new and expectant parents) share their concerns in a safe environment, get emotional support and practical advice from others, and feel connected to others in the same situation. CLAPA ran 9 Coffee Clubs in 2020/21, with 265 attendees in total.

In the latter half of 2020, CLAPA ran 13 events for children and young people, from workshops with celebrity ambassador Naomi Battrick to Christmas 'Elf Training' sessions with external entertainers. These welcomed 348 attendees, including parents and carers.

6 informal, family-friendly quizzes welcomed 289 viewers on Facebook Live to answer questions, chat with each other, and feel more connected.

CLAPA ran 5 'Q&A' sessions in this period on Facebook Live, which welcomed 1,153 viewers both during and after the event. 3 of these Q&As concerned the research papers published as part of the Adult Services Project, covered later in this report. The remaining 2 Q&As were with NHS clinicians and covered topics which CLAPA's 2020 Summer Survey indicated were of particular interest to the cleft community, namely 'Dental Health' and 'Cleft Surgery in a COVID world.'

CLAPA's own analysis of attendee data as well as direct feedback indicates that these events reached a new audience made up of those who had not previously attended any of the charity's events or used support services. The relative ease of attending these events, as well as the facility to listen to discussions without taking part, have made them a more accessible option for many people, particularly those in areas of the UK where there has been little local CLAPA activity in recent years. It is not an ideal solution for all of the charity's beneficiaries, but given the unique circumstances of the previous year and the one ahead, the new Digital First Strategy provides an opportunity to really grow and develop CLAPA's online provision.

Feedback for these events has been positive, and suggestions have fed directly into plans for future events. Quotes from feedback forms from parents and carers attending these events included:

"Thank you for today. [My daughter] is lacking in confidence but it was so nice for me that she participated. I'm hoping the more she participates the more her confidence will grow. Thank you for creating a safe non-judgemental place where there was no pressure for anything."

"Thank you for organising this kind of event under the difficult situation. I feel less anxious knowing where I can go to get some advice if needed. It means a lot to me"

"Thank you so much for organising this event. It was our first time at a CLAPA party and we all had a lovely time. We'll definitely be looking out for more things to join in with in the future!"

One-to-one support

CLAPA's Parent and Peer Supporter Service provides confidential one-to-one support to people affected by cleft. The trained volunteer supporters are parents and grandparents of people born with a cleft, as well as adults born with a cleft themselves. They are experts by experience who use their knowledge of the cleft care pathway to reassure those in need that they can cope with whatever lies ahead. The people using this service are often those with the most acute concerns who don't feel able to share them with the wider community. This service gives them a way to express these worries safe in the knowledge that they'll find empathy and understanding.

Responses from parents and carers who have accessed the service show that afterwards:

- 90% felt less isolated
- 95% felt more confident in dealing with the issue they got in touch about
- 100% felt more positive about the issue they got in touch about

Quotes from these feedback forms include:

"The talk with [my supporter] was amazing. Very helpful and so nice to be able to hear of similar experiences from a parent that meant I didn't feel as isolated or as helpless to help my child, so thank you."

"Even though the condition of our children's cleft was quite different we could share similar experiences which I couldn't share with other parents which I found very useful. Also it was really helpful to hear someone's experiences who had older children so that I could expect what to come in the future."

During the COVID-19 pandemic, the demand on this service increased steadily, not just in terms of numbers of enquiries, but in the complex nature of the knowledge needed given the changes to NHS cleft service delivery.

In 2020/21, this service supported 93 people. To keep up with the increasing number and complexity of enquiries, following the 2021 restructure, the aforementioned Advocacy Coordinator will focus on managing this service.

Summer Survey

CLAPA's plans to start an annual 'pulse check' survey in the summer of 2020 were put on hold during the COVID-19 pandemic in favour of a survey focused purely on the impact of the pandemic on families and individuals affected by cleft.

This survey revealed that the top concerns of parents and carers included their child's surgery, appointments and/or other treatments being cancelled or postponed, and their child's emotional wellbeing and mental health. Parents and carers of children under 12 months were particularly concerned about their partner's emotional wellbeing and mental health, and about the relative effectiveness of online appointments. The survey also revealed a worrying drop in parents and carers agreeing that they had access to a cleft support network, from 71% in 2019 to 53% in 2020. For those who said they didn't feel they had a cleft support network, lockdown was identified as the main barrier as parents didn't know what services were available or how to access them, especially for those new to the cleft community.

The results of this survey fed directly into CLAPA's service delivery plans, and were also shared with NHS Cleft Teams. CLAPA published the results of this survey online, and used this opportunity to lay out what support was available to address different concerns raised, as well as the plans being made to provide support for concerns in the future.

Changes to Staff Working Habits

For the entire 2020/21 period, CLAPA staff have worked remotely with the exception of 2 members of staff who supported the delivery of the feeding service. Thanks to CLAPA's move to a cloud-based system in the previous year, as well as the charity's experience with Zoom to meet with regional staff, this was fairly straightforward to implement.

In late 2020, CLAPA took the decision to give up one of its offices and move into one room in the same building. This was partly driven by financial considerations. It was also as a result of the charity adapting successfully to the majority of its staff working remotely which meant that for the first time a hybrid model of working could be considered. This move was completed in March 2021. The new CLAPA office contains both the feeding service equipment as well as desks and equipment for desk-based staff. The costs of this move were minimal, and will result in significant ongoing savings for the charity.

Subcommittees

CLAPA has three staff-led committees: the Diversity, Wellbeing and Safeguarding Committees. These are comprised of staff members and Trustees who volunteer to sit on these groups in addition to their usual roles. In September 2020, following a review of staff capacity and the function of these committees, CLAPA took the decision to reduce and restructure their memberships. This allowed the committees to meet more regularly and with greater focus, and to act faster. Since then, the committees have made substantial steps towards planning and implementing changes at CLAPA.

CLAPA also has 3 Sub-Committees of the Trustee Board – communications, Finance and Human Resources (HR), all of which are chaired by a Trustee and include Trustees and members of the Senior Management Team (SMT). The committees meet regularly and report back to the whole Trustee Board via quarterly board meetings.

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 third year included the publication of three academic papers on topics concerning adults born with a cleft; namely emotional wellbeing, physical wellbeing, and interpersonal relationships. 6 new episodes of the monthly podcast 'Cleft Talk' were released, where guest speakers from the cleft community and expert clinicians were invited to discuss a range of topics adults have told us are important to them, from emotional wellbeing to success in the workplace.

Following a year of feedback and in consultation with specialist Clinical Psychologists, the 'Leavers' Pack' was redrafted, and an updated version will be published to be distributed to NHS Cleft Teams around the UK.

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 people affected by cleft to act in an advisory capacity or to participate in the research itself. In 2020/21, CLAPA worked with 16 different research projects, both behind the scenes and publicly to bring their work to the attention of the cleft community.

CLAPA continues to work with the Cleft Collective, one of the largest cleft research programmes in the world. The programme has recruited 9,145 participants from 3,263 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, all of which were online this year, giving participants the opportunity to listen to presentations and discussions around the next phase of the initiative. In 2020/21, 4 new participants joined this group.

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.

Cleft Lip and Palate Awareness Week 2020

With previous Cleft Lip and Palate Awareness Weeks relying on in-person events to drive fundraising and engagements, the COVID-19 pandemic forced CLAPA to pivot instead to online content to deliver 2020's Awareness Week on the theme of 'Behind Every Smile'. The focus was on emotional wellbeing in people affected by cleft, spurred by the recent publication of a research paper on this topic concerning adults born with a cleft as part of the Adult Services Project. As well as sharing infographics and further information on the findings of this paper and what they meant, CLAPA worked with a number of young volunteers to put together a series of videos exploring the psychological impact of a cleft. Photos and case studies were also published from all sectors of the cleft community with a focus on promoting positivity.

During Awareness Week, CLAPA's social media posts on Facebook, Instagram and Twitter were seen over 420,000 times, well above the average weekly reach at the time of 100,000.

Awareness Week was a big driver for fundraising following the emergency messaging put out by the charity at the start of the pandemic. During this time, the 2.6 Challenge and other virtual event fundraising saw great success, raising £31,429 during May 2020.

Scotland

In March 2020, CLAPA was 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. Four charities have signed up to the collaborative alongside CLAPA: Changing Faces, Headlines, MACS, and Microtia UK.

The project officially got underway on the 26th March 2020 when the first meeting was held via Zoom due to the COVID-19 restrictions. All the members were able to send representatives. Subsequently a series of meetings have been held across the year with sessions facilitated by Inspiring Scotland. Members of the collaborative have looked at the similarities/differences in their delivery models, explored gaps in provision and potential opportunities for joint working, and what they might all bring to an eventual pilot model. After sharing, it was established there were several offerings each partner is currently delivering which they believed could be offered to the collaborative. These included activities such as school workshops, family support, peer support, conferences, research, volunteering and more.

The charities have surveyed their beneficiaries to help establish their views on the feasibility and helpfulness of a jointly delivered activity. Following which planning is underway to run a joint family day type activity in 4 different geographical areas of Scotland in 2021/22.

CLAPA has also been working closely with Cleft Care Scotland to provide patient and parents representatives to support the development of patient services in Scotland.

Children & Young People's Services

CLAPA's plans for children and young people's services were severely hampered by the COVID-19 pandemic, however a move to the online delivery of activities ensured that children and young people continued to be supported. During the summer, the charity ran online activities for children and young people, such as Boogie Beats, parties and scavenger hunts, all hosted and supported by volunteers. Two 'Youth Forward' newsletters were also produced which provide young people with content created by others like them.

Children & Young People's Council (CYPC)

In the past year, the CYPC have met virtually. Following feedback from the group, social events were added to give the young people the opportunity to get together in an informal way with fun activities. The CYPC have also planned and hosted online events for other young people with support from CLAPA's Children & Young People's Coordinator and young adult volunteers. These have included quizzes, virtual games using various online platforms such as Mural and Kahoot and a Christmas film night. Following consultation with the Council, their 'work' sessions have focused on subjects like children's rights, and on project work such as updating content for the website, production of the quarterly electronic 'Youth Forward' magazine for young people born with a cleft, and making videos for CLAPA's social media channels.

Other Achievements

Communications

Social media remains one of CLAPA's greatest tools as a charity. With just under 18,000 '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 4,481 followers, with an average reach of nearly 90,000 people each month. Instagram has been a particular focus for the past year, and CLAPA's following on this platform has more than doubled from 1,475 to 3,275. 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.

The charity's 'CLAPA Connect' e-newsletters were sent to around 3,500 people each month, with an average 32% open rate.

While new regulations surrounding cookies make tracking visitors to the CLAPA website extremely difficult, the charity is confident that visitor numbers remain high. A point of particular pride is the NHS-approved, community-focused information pages around cleft lip and palate. These have been a lifeline for many families and individuals struggling with uncertainty over the COVID-19 pandemic, and a number of people have been in touch to express their thanks. One adult who received cleft treatment in the 1970s said the following:

"I recently had a problem with my teeth and it was only by finding the CLAPA website that I realised I could get expert help through my local unit. I also really valued the case study that helped me understand more about bone grafts. It is amazing that very few dentists seem to know what our options are, or where to go for help so I am so grateful for what I found on the CLAPA website. [...] I can't stress enough how helpful it was. I was facing a confusing and uncertain search and possibly making wrong choices and felt very alone in that. Coming across the website not only clarified things for me, there was an extremely helpful link to someone I could contact who would know what my options were and who to speak to. The fact that there is support for adults post the childhood treatment time was very reassuring and not something that would have occurred to me. Knowing there is a community I can be in touch with if I need to and a resource I can come to as well as the helpful accounts of other people's experience alleviated a great deal of anxiety for me. Psychologically and practically I found the website so helpful."

Fundraising activities

It was a challenging year for the Fundraising Team, the COVID-19 pandemic and its associated restrictions resulted in severe disruption to in person fundraising. As a result two members of the fundraising team were placed on furlough for several months. This meant that fundraising capacity was much lower than in a typical year. Nevertheless, there were some notable highlights across the year:

In response to the pandemic, CLAPA launched an emergency fundraising campaign in the spring of 2020. The community rallied in response, and one of the ways in which they showed their support was by taking on the 2.6 Challenge in aid of CLAPA. The 2.6 Challenge was a charity sector wide initiative aiming to support the UK's charities by helping them to replace income which had been lost through the cancellation of fundraising events such as the London Marathon. Through these and other initiatives, at a time when community and challenge events fundraising was almost impossible, CLAPA's supporters raised a tremendous £66,776.

In Celebration Giving continues to be a cost-effective source of income, the majority of which is raised by supporters running their own fundraisers through Facebook Giving. CLAPA's supporters raised and donated £36,570 in this way during the year.

CLAPA Champions was launched in July; a campaign which encourages supporters to sign up to become regular givers. As a result, the number of supporters giving regularly to CLAPA increased from 169 to 358, equating to an extra £20,000 annually.

Support from Trusts and Foundations continued to make a significant contribution to CLAPA's work, with £295,099 donated in this period. This included emergency grants totalling £148,000 from the National Lottery Community Fund, The VTCT Foundation, CAF, The Edward Gosling Foundation and the Government Furlough Grant.

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.

Services include:

- Vibrant social Facebook, Twitter and Instagram profiles which promote positivity, bust myths and celebrate differences with regular content created by and for the cleft community.
- Online support groups moderated by trained volunteers provide an instant connection for those looking for an informal support network.
- Regular events give people the chance to talk about their experiences and worries and hear from others at all stages of the cleft journey.
- Confidential one-to-one support provided by trained volunteer patients and parents who reassure those most in need that they can cope with whatever lies ahead.
- Accredited information on cleft led by the cleft community, reflecting their experiences and emotional needs as well as medical facts.
- An Advocacy Service that provides tailored information and signposting to those with complex enquiries.
- Services for children and young people born with a cleft. These include events, a regular 'Youth Forward' newsletter, and a Children and Young People's Council made up of 9-17 year olds who meet to share their experiences and help CLAPA to improve services.
- A consultancy service for researchers which connects their work with the cleft community and promotes the patient voice at all levels.

- A feeding service that supplies 15,000 subsidised items of specialist equipment for babies born with a cleft each year, including free of charge items for new and vulnerable families.

Financial Review

Total income for the year 2020/21 was £707,068, compared to the 2019/20 figure of £699,683; an increase of 1%. Total expenditure for the year was £593,411; a decrease of 18 % on the 2019/20 figure of £725,177.

The surplus for the year 2020/21 is £113,657, an increase from the 2019/20 deficit of £25,494. This increase from last year's deficit position is largely due to the actions taken by the Senior Management Team to reduce costs when the income was unpredictable. The receipt of emergency grant funding totalling £148,000 helped the charity to maintain its expected level of income. Supporters also gave generously in response to emergency fundraising messages in the first quarter of the financial year, with funding of £49,842 raised through virtual challenges including the 2.6 Challenge.

CLAPA continues to generate unrestricted income from a range of sources including Facebook, Just Giving and Virgin Money Giving. Unrestricted income increased against the prior year and was 74.5% of total income in 2020/21, compared with 67.4% of total income in 2019/20.

The total reserves including restricted funding were £248,889, compared to the 2019/20 figure of £135,232. The total reserves for 2020/21 represent 35.2% of total income, compared to 19.3% of total income in 2019/20. This is equivalent to 5.03 months of total reserves, up from 2019/20's figure of 2.24. The unrestricted free reserves for this year are £148,353, which equates to 3.00 months, compared to 2019/20 unrestricted free reserves of £29,916, equating to 0.50 months.

Although the last 12 months have seen income levels increase by 1% from the previous year, there has also been a significant reduction in costs by 18%. This is in part due to the charity having to suspend all face-to-face and residential activities. In addition, staff costs were offset by the receipt of funds from the Coronavirus Job Retention Scheme. Given the ongoing uncertainty caused by the COVID-19 pandemic, 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 even whilst charity reserves levels are in line with the Reserves Policy.

The Trustees 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

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, though this activity was much reduced

in 2020-21 due to the pandemic. CLAPA also receives funding from grant-making trusts and foundations as well as one-off support from a small number of companies.

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. The charity is a member of both the Fundraising Regulator and the Chartered 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.

CLAPA has a robust complaints procedure in place which is easily accessible on its website. During the financial year 2020/21, there were no complaints received 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 and, in particular, those who are vulnerable.

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

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

CLAPA takes data protection extremely seriously. 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, e,g. 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 since 2017. Staff attend mandatory annual Data Protection training to ensure on-going compliance with GDRP.

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, five safeguarding concerns were reported to the Safeguarding Team and escalated to the CLAPA Trustee with safeguarding responsibility. Appropriate action was taken for each. None of the concerns met the threshold which would require a report to the local authority Multi Agency Safeguarding Hub (MASH), and are therefore considered closed.

Principal Risks and Uncertainties

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

CLAPA's main risks arise from the ongoing difficulties affecting many charities of less than £1m; namely, rising demand for services, increasing overhead costs and increased competition for grants. There also continues to be significant uncertainty about income levels as a result of the pandemic. To manage this risk, costs continue to be closely monitored and controlled on an ongoing 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 5.03 months and reserves based on unrestricted funds were 3.0 months.

Whilst reserves are at healthy levels, it is expected that the COVID-19 pandemic will continue to have an impact on income in the year ahead. As a result of this uncertainty, CLAPA continues to monitor cash flow on a weekly basis. Across the year, costs will be controlled in line with income so that reserves do not fall below unsustainable levels.

Plans for the Future

Strategy

CLAPA's three-year strategy runs until the end of March 2021, and so in the latter half of 2020, the Senior Management Team and Trustee Board developed a new short-term strategy to take the charity through to the end of March 2022. This has focused on developing digital service delivery to allow CLAPA to deliver services sustainably through an uncertain future.

The new strategy is built on 4 key aims: Inform, Connect, Reassure and Empower and all work delivered by the charity within the year covered by the strategy must meet at least 2 of these aims. Work is also guided by 4 underlying principles: Sustainability, Safeguarding, Community-Led, and Accessibility and Inclusivity.

Fundraising

As a result of the pandemic, during 2020-21 the focus of the fundraising team shifted to emergency fundraising. This delayed the review of the charity's legacy giving information which will now be completed during 2021-22. Two new community fundraising campaigns will also be developed, the first of which (Step Up for CLAPA) was launched during Awareness Week in May 2021.

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 November 2020, Trustee Nick Astor was appointed as Chair of Trustees. Former Chair of Trustees, Rona Slator, who had agreed to remain in post as Chair after the end of her term of office to see the charity through a period of great uncertainty, has remained on the Board. Nick is a communications and marketing professional and the parent of a child born with a cleft. The charity thanks Rona for her excellent leadership in her role as Chair, and welcomes Nick as her successor.
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 in September, 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.

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 publicly advertised positions. If a recommendation for an inflationary / cost of living increase is made, only staff who have been in post for 6 months or more at the start of the next financial year will be eligible for this increase. The Chief Executive's salary is set and reviewed by the Board of Trustees.

Statement of Responsibilities of the Trustees

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

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

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

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

In so far as the Trustees are aware:

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

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

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 30th September 2021 and signed on their behalf by

Jasvinder Bhachu
Trustee

Opinion

We have audited the financial statements of The Cleft Lip and Palate Association (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 2021 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.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' 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 Cleft Lip and Palate Association'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 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 contained within the annual report. 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 course of 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 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; and
- The trustees' annual report, including the strategic 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 directors 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

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)
12 October 2021
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 2021

	Note	Unrestricted £	Restricted £	**2021 Total £**	Unrestricted £	Restricted £	2020 Total £
Income from:							
Donations and legacies	2	323,358	180,442	**503,800**	220,186	228,446	448,632
Charitable activities	3	132,373	–	**132,373**	169,729	–	169,729
Other trading activities	4	70,895	–	**70,895**	81,322	–	81,322
Total income		526,626	180,442	**707,068**	471,237	228,446	699,683
Expenditure on:							
Raising funds	5a	219,925	–	**219,925**	220,305	–	220,305
Charitable activities	5a	194,230	179,256	**373,486**	263,187	241,685	504,872
Total expenditure		414,155	179,256	**593,411**	483,492	241,685	725,177
Net income / (expenditure) for the year	6	112,471	1,186	**113,657**	(12,255)	(13,239)	(25,494)
Transfers between funds		(36)	36	**–**	(2,977)	2,977	–
Net movement in funds		112,435	1,222	**113,657**	(15,232)	(10,262)	(25,494)
Reconciliation of funds:							
Total funds brought forward	17	45,182	90,050	**135,232**	60,414	100,312	160,726
Total funds carried forward		157,617	91,272	**248,889**	45,182	90,050	135,232

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 2021

	Note	£	2021 £	£	2020 £
Fixed assets:					
Tangible assets	11		**9,264**		15,266
			9,264		15,266
Current assets:					
Stock	12	**12,335**		16,217	
Debtors	13	**20,978**		40,322	
Cash at bank and in hand		**259,817**		87,995	
		293,130		144,534	
Liabilities:					
Creditors: amounts falling due within one year	14	**(53,504)**		(24,569)	
Net current assets			**239,625**		119,966
Total net assets			**248,889**		135,232
The funds of the charity:	17a				
Restricted income funds			**91,272**		90,050
Unrestricted income funds:					
General funds		**157,617**		45,182	
Total unrestricted funds			**157,617**		45,182
Total charity funds			**248,889**		135,232

Approved by the trustees on 30 September 2021 and signed on their behalf by

Jasvinder Bhachu
Trustee

The Cleft Lip and Palate Association

Statement of cash flows

For the year ended 31 March 2021

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

	2021	2020
	£	£
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	**113,657**	(25,494)
Depreciation charges	**3,439**	8,065
Loss on disposal	**4,291**	5,767
Decrease in stocks	**3,883**	–
Decrease in debtors	**19,345**	758
Increase / (decrease) in creditors	**28,935**	(3,503)
Net cash used in operating activities	**173,550**	(14,407)

	2021		2020	
	£	£	£	£
Cash flows from operating activities				
Net cash used in operating activities		173,550		(14,407)
Cash flows from investing activities:				
Purchase of fixed assets	(1,728)		(12,010)	
Net cash (used in) investing activities		(1,728)		(12,010)
Change in cash and cash equivalents in the year		171,822		(26,417)
Cash and cash equivalents at the beginning of the year		87,995		114,412
Cash and cash equivalents at the end of the year		259,817		87,995

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 12 months to 31st March 2021 had been a challenging period with the year end result affected by the fall in income due to the impact of Covid-19 on fundraising activities.

The Emergency fundraising appeal undertook in this financial year resulted in the receipt of funds from a number of funders including The National Lottery Community Fund through their government funded Coronavirus Community Support Fund. These grants were pivotal in supporting the Charity during this difficult year. The effective use of these funds alongside good cost control, resulted in increasing the level of free reserves to an average of 3 months.

Trustees and the Senior Management Team have worked together to develop a new strategy & have restructured the team to adapt the charity's delivery model in light of the Covid-19 crisis, with a more focused and streamlined Digital First approach to service delivery.

As a result of the actions taken by the Trustee Board and Senior Management Team, since the year end, the reserves position has remained stable. At the end of July, total reserves including restricted funding were £290,336 equivalent to 6.54 months of expenditure and the unrestricted reserves were £149,960 equating to 3.38 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 remain focused on monitoring and controlling the unrestricted costs. The Trustees, therefore, believe that adequate measures are in place to ensure that the Charity continues as a 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.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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 and fittings — 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 £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Gifts	278,395	–	**278,395**	220,186	–	220,186
Grants receivable	44,963	180,442	**225,405**	–	228,446	228,446
	323,358	180,442	**503,800**	220,186	228,446	448,632

3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Groups, Clubs, Other	43,881	–	**43,881**	90,449	–	90,449
Branches	563	–	**563**	4,728	–	4,728
Sub-total for Groups, Clubs, Other and Branches	44,444	–	**44,444**	95,177	–	95,177
Feeding Service	74,801	–	**74,801**	63,926	–	63,926
Other Merchandise/Literature sales	4,962	–	**4,962**	3,308	–	3,308
Postage	8,166	–	**8,166**	7,318	–	7,318
Sub-total for Feeding Service and other sales	87,929	–	**87,929**	74,552	–	74,552
Total income from charitable activities	132,373	–	**132,373**	169,729	–	169,729

4 Income from other trading activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Income from events	70,895	–	**70,895**	81,322	–	81,322
	70,895	–	**70,895**	81,322	–	81,322

5a Analysis of expenditure (current year)

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2021 Total £
Staff costs (Note 7)	121,213	160,303	15,367	90,760	**387,643**
Depreciation	–	–	–	3,438	**3,438**
Feeding equipment	–	42,242	–	–	**42,242**
Outreach services	–	1,609	–	–	**1,609**
Meeting and conference costs	–	–	–	–	**–**
Information services	–	5,129	–	–	**5,129**
Other services	–	34,760	2,085	6,268	**43,113**
Office costs	8,026	12,290	752	57,028	**78,096**
Audit fees	–	–	10,440	–	**10,440**
Fundraising costs	21,701	–	–	–	**21,701**
	150,940	256,333	28,644	157,494	**593,411**
Support costs	58,369	99,125	–	(157,494)	**–**
Governance costs	10,616	18,028	(28,644)	–	**–**
Total expenditure 2021	**219,925**	**373,486**	**–**	**–**	**593,411**

5b Analysis of expenditure (prior year)

	Raising funds £	Charitable activities £	Governance costs £	Support costs £	2020 Total £
Staff costs (Note 7)	92,966	160,480	70,548	98,495	**422,489**
Depreciation	–	–	–	8,065	**8,065**
Feeding equipment	–	47,016	–	–	**47,016**
Outreach services	–	16,783	–	–	**16,783**
Meeting and conference costs	–	–	25	–	**25**
Information services	–	23,220	–	–	**23,220**
Other services	–	57,255	8,554	14,282	**80,091**
Office costs	5,294	9,342	1,557	59,721	**75,914**
Audit fees	–	–	8,400	–	**8,400**
Fundraising costs	43,174	–	–	–	**43,174**
	141,434	314,096	89,084	180,563	**725,177**
Support costs	51,278	129,285	–	(180,563)	**–**
Governance costs	27,593	61,491	(89,084)	–	**–**
Total expenditure 2020	**220,305**	**504,872**	**–**	**–**	**725,177**

6 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2021	2020
	£	£
Depreciation	**3,439**	8,065
Loss on disposal of fixed assets	**4,291**	5,767
Operating lease rentals:		
Property	**29,944**	29,499
Auditor's remuneration (excluding VAT):		
Audit	**8,050**	7,650

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

Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	**349,364**	370,658
Redundancy costs	**351**	–
Social security costs	**26,363**	33,443
Employer's contribution to defined contribution pension schemes	**11,564**	18,388
	387,643	422,489

No employee earned between £60,000 and £70,000 during the year (2020: nil). There were redundancy costs of £351 (2020: nil).

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 Operations Manager, and Head of Fundraising.

Total remuneration (Salary, NI, Allowances, Pension) paid to the Senior Management Team in the year amounted to £152,231 (2020: £155,635).

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 (2020: Nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 16 (2020: 18).

	2021	2020
	No.	No.
Raising funds	**3.9**	4.0
Sale of feeding equipment	**1.3**	2.0
Support	**7.3**	9.0
Administrative	**4.6**	3.0
	17.0	18.0

9 Related party transactions

There is 1 related party transactions to disclose for 2021: Communication Managers' partner was contracted to assist in the office move in March 2021 due to COVID restrictions making hiring external contractors difficult. The partner was paid £450 for 3 days' work.(2020: 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**
	£	£	**£**
Cost or valuation			
At the start of the year	2,879	37,684	**40,563**
Additions in year	1,008	720	**1,728**
Disposals in year	(589)	(5,940)	**(6,529)**
At the end of the year	3,298	32,464	**35,762**
Depreciation			
At the start of the year	1,117	24,180	**25,297**
Charge for the year	693	2,746	**3,439**
Eliminated on disposal	(258)	(1,980)	**(2,238)**
At the end of the year	1,552	24,946	**26,498**
Net book value			
At the end of the year	1,746	7,518	**9,264**
At the start of the year	1,762	13,504	15,266

All of the above assets are used for charitable purposes.

12 Stock

	2021	2020
	£	£
Finished goods	**12,335**	16,217
	12,335	16,217

13 Debtors

	2021	2020
	£	£
Trade debtors	**5,813**	5,101
Other debtors	**8,962**	27,851
Prepayments	**6,202**	7,370
	20,978	40,322

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

	2021	2020
	£	£
Trade creditors	10,999	7,455
Taxation and social security	–	6,906
Other creditors -barclaycard	10	52
Accruals	22,835	10,156
Deferred income	19,660	–
	53,504	24,569

Deferred income relates to project funds where the funder has specified expenditure should take place in the next financial year.

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 £7,699 to CLAPA scheme (2020: £15,008), £3,390 to private (2020: £3,390).

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

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	9,264	–	9,264
Net current assets	148,353	91,272	239,625
Net assets at 31 March 2021	157,617	91,272	248,889

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

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

17a Movements in funds (current year)

	At 1 April 2020 £	Income & gains £	Expenditure & losses £	Transfers	At 31 March 2021 £
Restricted funds:					
Northern Ireland					
The James McGowan Scholarship Fund	7,043	–	(316)	941	**7,668**
Scotland Region					
The Robertson Trust	–	11,500	(8,625)	–	**2,875**
BBC Children in Need (Scotland)	9,500	–	(9,965)	3,794	**3,329**
Smile Train (Scotland)	–	–	–		**–**
The VTCT Foundation (Scotland)	–	–	–	–	
The VTCT Foundation (Collaborative programme Scotland)	34,791	–	(7,891)	–	**26,900**
The Nimar Charitable Trust	–	–	–	–	**–**
The Hugh Fraser Foundation	–	–	–	–	**–**
England Region					
The Big Lottery Fund's Reaching Communities Programme (England)	–	–	–	–	**–**
The Roger & Douglas Turner Charitable Trust	–	–	–	–	**–**
Smile Train (England)	–	–	–	–	**–**
BBC Children in Need (England)	–	–	–	–	**–**
The Eveson Charitable Trust	2,000	–	–	(2,000)	**–**
The Reuben Foundation	–	–	–	–	**–**
St James's Place Charitable Foundation	–	–	–	–	**–**
The Edward Gosling foundation	–	8,000	(8,000)	–	**–**
The Charities Aid Foundation (CAF)	–	10,000	(10,000)	–	**–**
The National Lottery Community Fund – Coronavirus Community Support Fund	–	99,997	(99,997)	–	**–**
BBC Children in Need Bridging Grant	–	5,224	(7,421)	2,197	**–**
Other Restricted Funds	–	–	–	–	**–**
UK Wide					
The Craniofacial Society of Great Britain & Ireland	–	–	–	–	**–**
The VTCT Foundation (Adult Services project)	36,716	45,721	(27,041)	(4,896)	**50,500**
Total restricted funds	90,050	180,442	(179,256)	36	**91,272**
General funds	45,182	526,626	(414,155)	(36)	**157,617**
Total unrestricted funds	45,182	526,626	(414,155)	(36)	**157,617**
Total funds	135,232	707,068	(593,411)	–	**248,889**

17b Movements in funds (prior year)

	At 1 April 2019 £	Income & gains £	Expenditure & losses £	Transfers	At 31 March 2020 £
Restricted funds:					
Northern Ireland					
The James McGowan Scholarship Fund	6,763	280	–	–	**7,043**
Scotland Region					
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)	–	**–**
England Region					
The Big Lottery Fund's Reaching Communities Programme (England)	6,612	88,022	(94,634)	–	**–**
The 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	**–**
UK Wide					
The Craniofacial Society of Great Britain & Ireland	–	8,949	(8,949)	–	**–**
The VTCT Foundation (Adult Services project)	57,172	22,860	(43,316)	–	**36,716**
Total restricted funds	100,312	231,286	(244,525)	2,977	**90,050**
General funds	60,414	468,397	(480,652)	(2,977)	**45,182**
Total unrestricted funds	60,414	468,397	(480,652)	(2,977)	**45,182**
Total funds	160,726	699,683	(725,177)	–	**135,232**

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 2020_21 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. This funding has now come to an end

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. This funding has now come to an end
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. This funding has now come to an end

The VTCT Foundation contributed towards core and running costs in Scotland. This funding has been fully spent

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 grant funded the Regional Coordinators Project in the East, South East, and Central regions of England. This grant has been fully spent

The Roger & 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, this grant has come to an end

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. This grant has been fully spent

St James's Place Charitable Foundation - a grant towards the salaries of the England Regional Coordinators and associated costs. This grant has come to an end

The Edward Gostling Foundation - provided an emergency grant to cover costs during the COVID-19 pandemic

The Charities Aid Foundation (CAF) - Coronavirus Emergency Fund provided funding for the costs of feeding equipment

The National Lottery Community Fund - provided funding through its Coronavirus Community Support Fund towards the salaries of key members of staff and towards the costs of office and feeding service space

BBC Children in Need Bridging Grant - provided a further bridging grant for Children and Young People's services in England and towards the salary costs of the Children and Young People's Coordinator

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. This grant has come to an end

The VTCT Foundation - Collaborative work in Scotland
The VTCT Foundation gave a grant to help explore the feasibilty 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	
	2021	2020
	£	£
Less than one year	**21,111**	22,046
One to five years	**-**	935
	21,111	22,981

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.