



Facial Palsy UK Annual Report and Unaudited Financial Statements
For the Period Ended 30 June 2021

Charity numbers 1148115 and SC045086
Company number 08107184

Contents

We believe that every person affected by facial palsy should be able to routinely access care and treatment to improve their quality of life. When the charity launched in 2012, there was little to no support available. This report shows what we have been doing this year to improve the situation for everyone affected by this life-changing condition.

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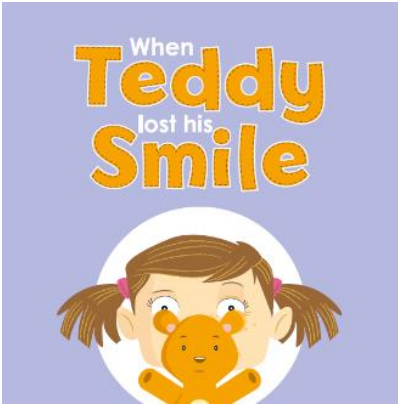
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Notes to the financial statements

What we do

Facial Palsy UK is a national charity supporting people affected by facial palsy due to any cause. We offer expert help, guidance and support to those living with the condition, their friends and families, and the professionals that care for them. Here are some of the highlights of our year.

Direct Support	Information	Family Support
<p>581 direct support enquiries during the year.</p> <p>Direct support is via email, telephone or face-to-face.</p> <p>63% had more knowledge of their health care options after contacting Facial Palsy UK.</p> <p>187 individuals supported via Virtual Support Groups with repeated attendance by many. There were 355 attendances in total.</p> <p>99.5% of those who completed post-meeting surveys said they would recommend our virtual support groups as a form of support for others.</p> <p>57% Of those who attended had had facial palsy for more than three months but less than a year.</p>	<p>31 Individuals attended an online information session about selective neurolysis with consultant plastic surgeon Omar Ahmed.</p> <p>455,358 users of our website during the year.</p>  <p>Published: Recommendations for Supporting the Psychological Well-being of Children and Adults with Facial Palsy – a consensus document.</p> <p>Information detailing when and how to seek a referral to a facial palsy specialist.</p> <p>4,800 Views of our first Facebook Live about Specialist Facial Therapy.</p> <p>440 entries into our Facial Palsy Quiz.</p>	<p>386 members of Parents & Carers Facebook group at 30 Jun 2021.</p> <p>41 families received direct support via telephone and/or email.</p> <p>27 copies of our children's book 'When Teddy lost his Smile' sold in the year.</p> <p>A free electronic version of the book provided during the pandemic.</p> 
Volunteers		Awareness
<p>63 active volunteers helping with support, information, research, feedback, content creation, story writing, video making and more!</p>		<p>14 media mentions in magazines, national and local press, and radio.</p>

95%

funded from charitable donations this year (see page 19 for more details)

Introduction from our Chair

It's been a year unlike any other. Restrictions from the first lockdown eased at the beginning of this financial year, as we learned to live in the global pandemic. We entered our third lockdown in December 2020. During such apprehensive and uncertain times, our staff, trustees, and all our volunteers have once again been fantastic.

The majority of the charity's funds usually come from community fundraising activities. Due to uncertainty caused by Covid, fundraising is still a challenge. You all continued to amaze us with your much appreciated and needed fundraising efforts. We can't thank our team and supporters enough because without this, we may not have been able to survive as a charity.



The support we delivered this year was shaped by a Facial Palsy UK survey undertaken in June 2020, where we ascertained the immediate support needs of those affected by facial palsy. With most facial palsy specialists' clinics unable to run normally, it was imperative that we were successful in delivering what was needed, in a safe and effective manner.

This report describes the past year's activities of our small team. We are lucky to be continually supported by trustees and a huge team of volunteers and medical advisors, without whom we would struggle to achieve all that we do. Thank you.

My highlights from this year:

- Our first Facebook Live was presented by Specialist Facial Therapist Catriona Neville during Facial Palsy Awareness Week (with approximately 4,800 views) and was a huge success!
- Website and Social Media hits were still as high with nearly half a million website visitors alone. The homepage was refreshed to point visitors to self-help pages. This has never been more important than now with a global pandemic and the NHS having to re-focus.
- Our support services continue to receive positive feedback across a range of mediums, enabling those affected to draw on individual and group support. Our Zoom support groups continued through the pandemic and demand grew.
- Our final high was from some of our community fundraisers. The Charity Lads continued their mission to fundraise, running the "Broads 50k" and raising enough money for us to take on a second employee in 2021/22!

There will be challenges ahead of us with the global pandemic still prominent in our lives, but as we learn to live alongside it, we shall adapt where necessary, so we can continue to deliver support and information and continue the research that is so needed. We are going into our 10th year with the same enthusiasm, aspiration, determination, and passion we have always had to help this charity grow. With increasing pressures on the NHS and restrictions in funding for services that principally affect quality of life, patients and their families need more support than ever.

The Trustees would like to give our sincere thanks and appreciation to each and every one of our supporters, volunteers, staff and partners for all of their contributions over the past year. Thank you.

Mandy Brailsford, Chair

Our aims

In September 2019 we refreshed our three-year strategic plan. As a small and still fairly young organisation with very limited resources, it can be difficult to focus on anything other than constantly reacting to client need. This is why our strategic plan is so important. It ensures we focus on our overall vision and keep our activities in line with our key aims and strategic objectives.

Improve health

To improve the physical and emotional health of adults and children with facial palsy.

Greater awareness

To increase awareness of facial palsy and its social, physical and psychological consequences.

Better diagnosis, management & rehabilitation

To promote diagnosis, acute and long-term management and rehabilitation of people living with facial palsy.

Our vision

- A greater understanding and awareness among health professionals and the public about the functional and psychological aspects of facial palsy.
- For patients to receive timely access to care, to minimise the risks of physical and psychological complications of the condition.
- For treatments for facial palsy (at a specialist level) to be available to all in the UK. Ongoing support for anyone with facial palsy who desires more confidence and greater self-esteem.
- To encourage good quality research to be conducted into the causes and treatments of facial palsy.

Our mission

For every person in the UK affected by facial palsy to be given access to the best information, treatment and support available.

Frontline Support

Before the pandemic we operated with normally two or three members of staff. We operated over half of this year with just one member of staff bringing in ad hoc help as required. Our part-time Information Coordinator moved to a new role with a different company in April 2021, having been furloughed from the period March – October 2020 due to the pandemic's impact on fundraising income.

Reacting to the pandemic:

Face-to-face groups were cancelled from March 2020 onwards. Many of our support group volunteers work in the NHS and were under pressure to adapt to new working practices and pressures in their employment. We needed to find a way to continue to provide support with just one member of staff and a reduced number of volunteers.

We carried out a survey of 120 people affected by facial palsy in June 2020 to understand people's support needs during the pandemic which informed what kind of support we should deliver while there were restrictions on meeting 'in person'. All participants felt they would benefit from more support with their facial palsy. 51 adults were under a facial palsy specialist and all had missed or were going to miss their specialist appointments due to the pandemic. Comments included:

"Increased time in front of screens from working from home means I suffer more frequently with a dry or sore eye on the affected side of my face."

"Everyone wants to use zoom and I hate being on camera or video so avoid it which not many people understand."

"My regular Botox injections have been cancelled until further notice which means the affected side of my face and neck are now getting tighter and tighter, and increasingly more painful just from everyday use. Also, my face is becoming a lot more distorted/asymmetrical which isn't great for my confidence."

"My initial consultation appointment was cancelled due to covid. I have missed the support group. Almost two years in, I don't know if what I am experiencing is normal or permanent. I get long periods of feeling very down and have nobody I can talk to who has any understanding. The lockdown has caused utter isolation in respect of my face."

"Covid-19 has not had any effect on my health, the only good thing is I can wear a mask if I want in public and I'm not really meeting people due to not socialising."

"I worry about my teeth being affected as food has been getting caught in the affected side. With dentists closed for so long I am concerned about any decay."

"I was due to have Botox five days after lockdown. I have now gone eight months without it and it is affecting my speech and muscle tightness."

"I usually attend a local quarterly facial palsy support group which has been put on hold. This is one of the only social activities I attend on a regular basis and we usually have someone who gives a talk on alternative therapies that can help, or a meditation, or from someone that is affected and has turned their life around, etc. I've missed meeting up with everyone and sharing our stories."

Support groups and networks

Our target

In the absence of local face-to-face support groups which were paused due to the pandemic, we needed to ensure people had access to covid-safe online support group meetings. We also wanted to continue to develop our support groups ensuring they provide the best support and information for attendees. This was to be managed using staff, volunteers and external support providers as required.

Achievements

- Norwich Support Group held ad hoc support meetings via Zoom which were volunteer led.
- Cheshire & Mersey Group Members and East Grinstead Group members continued to support each other via WhatsApp, also volunteer led.
- There were 36 additional virtual support group meetings during the year which were 80% staff and 20% volunteer led. People from across the UK were able to attend. In normal times we run 35 face-to-face support groups per year of which there were 296 attendances pre-pandemic in 2018/19 compared to 355 attendances (187 individuals) at Virtual Support Groups in 2020/21.
- Medical Advisory Board member and consultant plastic surgeon, Jonathan Cubitt, attended one group to explain the services already available and those planned in Wales, and how to get referred for NHS treatment for facial palsy.

For our winter support groups between October 2020 and March 2021, attendees were surveyed before and after the sessions. Of those that completed both surveys (152 respondents), this is what we found:

- People attended from England, Scotland, Wales and Northern Ireland.
- Many people chose to regularly attend a virtual support group.
- More than half (57%) had had facial palsy for more than three months but less than a year.
- Before attending a support group, 66% of individuals felt that having facial palsy made them feel quite isolated and alone and 19% disagreed. Afterwards, this shifted to 50% agreeing and 33% disagreeing to the statement.
- Similarly, in responding to the statement: "I feel supported in managing the impact of living with facial palsy", before attending 49% of individuals agreed and afterwards this rose to 84% agreeing.
- On reflecting on their understanding of facial palsy ("I feel like I understand my facial palsy"), 20% disagreed and 19% neither agreed nor disagreed. After attending a support group this shifted to 5% disagreeing and 9% neither agree nor disagree.
- When thinking about the recovery they could expect ("I feel like I understand what recovery I can expect") ahead of attending a support group 30% felt that they did not understand what to expect, 20% were uncertain and 50% felt they did understand. This changed after attending the support group with: 7% feeling they did not understand, 17% uncertain, and 76% feeling they did understand what to expect with their recovery.
- After attending the support group, 86% of individuals agreed that: "I know how to manage/cope with my symptoms" compared to only 5% that disagreed. This compares to 59% agreeing and 30% disagreeing before the support group.

- In thinking about socialising and meeting others for the first time (statement: “I feel that having facial palsy makes me feel anxious about socialising and/or meeting people for the first time”), the majority felt anxious (81% agreed) before attending the support group. Afterwards, this feeling remained with the majority (72% agreeing) of individuals.
- When considering the statement: “I feel that having facial palsy makes me feel anxious about going to work”, 69% agreed, 13% neither agreed nor disagreed, and 18% disagreed prior to attending the support group. This changed slightly after attending a group with 65% agreeing, 15% neither agreed nor disagreed, and 20% disagreed.

These findings clearly exemplify how vital our virtual support groups have been to individuals with facial palsy.

Our ‘after’ survey included two additional questions. Nearly all of the individuals that attended a support group and completed the after survey (206 out of 207 respondents) said they would recommend our virtual support groups as a form of support to others (one was not sure). The final question asked individuals for any further comments. We have provided a small selection of the quotes below; we feel that this really illustrates the value of our groups and the positive support that has been received:

“It is mutually reassuring to see and talk to others who totally understand how I feel.”

“This is the most support I've received in 5 months. It was so useful to speak to experts and listen to others. What a wonderful and valuable support service. I'm very grateful for the advice received. It's really given me a boost to be listened to and understood.”

“I came away from the zoom call feeling more understood, listened to and supported than I have felt for the 4+ year's I have had Ramsay Hunt Syndrome.”

“These support sessions are invaluable. Facial Palsy UK is the only organisation I have found that really understands the condition and provides information and support that my local NHS services have not.”

“Karen and Vanessa were very knowledgeable and supportive. It was a relief to see and speak with others who have facial palsy.”

“I am very impressed with the session as I was struggling to get information from my G.P. about my condition.”

“I think these Zoom calls reach more people that normally wouldn't go to a face-to-face meeting.”

“I'm so grateful for this group to be available to me, especially during lockdown.”

“I felt so alone, especially in the current climate with covid, I went online looking for any sort of help and found facial palsy uk. I contacted them and have now been chatting, I come off buzzing as I feel I have learnt so much and do not feel so alone, there is very little help in Northern Ireland. So I feel this is a life line. Thank you.”

Other support networks

Where face-to-face groups were not available originally, we set up Facebook Groups for specific geographical areas to fill gaps in service provision, bringing people together in need of support and information. This helped establish where people were trying to access local NHS services for help with facial palsy and struggling. Often this is because GPs don't know where to refer patients to and

they are frequently funnelled into local ENT or Neurology departments. However, unless consultants are facial palsy specialists, they don't always know what therapies and treatments are available. This is not only a waste of NHS resources but frustrating for patients who wait a long time for appointments only to find they've been referred to someone who cannot help them. We set up our Wales Network Facebook Group in 2019, and it now has 89 members. On receiving funding from the National Lottery Community Fund Wales and the Moondance Foundation, we were able to offer virtual support group meetings via Zoom from October 2020. We invited people from the Wales Facebook group, via our community newsletters, and advertised locally. A national facial palsy service was set up in 2019 in Swansea which more people are now aware how to access. At present they do not offer specialist facial therapy but the more people who access the service will demonstrate the need. A volunteer specialist facial therapist from our Medical Advisory Board helps with therapy related questions within the Facebook group. We are also in the process of translating our Bell's palsy patient guide into Welsh with support from the Oakdale Trust.

Our Northern Ireland Facebook group which now has 129 members is a hub for a community that does not have access anywhere in the country to a specialist multidisciplinary team. A Northern Irish volunteer with facial palsy leads the group with support from a Specialist Facial Therapist. Covid-19 and other health care priorities have meant previous guarantees to set up a specialist facial palsy service in Northern Ireland are no longer being honoured by Health and Social Care Northern Ireland. Health professionals with the experience to treat patients with facial palsy are not properly funded which creates capacity issues. This means patients in Northern Ireland still have to arrange funding (which can be a lengthy and drawn out process) and fly to mainland UK for treatment. This is expensive and distressing, and ultimately unfair. It is vitally important that we bring people together to ensure they have a voice. On receiving funding from the National Lottery Community Fund Northern Ireland, we have delivered dedicated virtual support groups for Northern Ireland during the year.

The Northern Irish volunteer has been seeking political support and now has a local minister and a parliamentary MP supporting the case for a multidisciplinary clinic in Northern Ireland. They have written to the Northern Ireland Health Minister to understand why commissioning is said to be patient centric yet in over six years nothing has been established.

"It has been extremely difficult and upsetting at times to keep getting hopes dashed at the drop of a hat by the Health and Social Care Board of Northern Ireland but I will continue to fight for people on this island for support both physically and mentally with facial palsy." Janet Robb, volunteer.

Other local Facebook groups have continued to grow but many more people have accessed our Zoom support groups due to the benefit of a specialist facial therapist leading the session.

We have two non-geographical Facebook groups which bring together people with shared experiences. There are other excellent Facebook groups which are either cause-specific or open to anyone with facial palsy, so we only set up groups where a specific need exists.

Our Facebook group for Parents & Carers of Facial Palsy continues to grow with 386 members. We also have a Facial palsy in pregnancy group which has 229 members. Facial or Bell's palsy in pregnancy often comes in those last few days before giving birth and our group gives people immediate access to a community who understand how they feel.

Thank you to all our volunteers who help with running support groups and networks, we couldn't do what we do without you.

Telephone and email support

Our target

To improve the support we offer year on year and to empower those affected by facial palsy.

Our achievements

We directly supported 581 people this year by telephone or email – this is a 2.7% decrease on 2019/20 meaning increased demand has remained fairly constant (demand rose in 2019/20 from the previous year by 18%). We were pleased to be able to continue to meet demand despite severely reduced staff levels. This was managed by additional volunteer hours from our team but is unsustainable long-term. We aim to recruit an additional staff member later in 2021.

We advocated for several individuals struggling to access the right specialists and medical investigations. Members of our Medical Advisory Board helped with putting statements together for GPs and other non-specialist health professionals to ensure patients were receiving correct follow-up care and investigations. Our advocacy service is especially important for patients in Northern Ireland who struggle to access specialist healthcare provision.

Many people we speak to have been diagnosed, provided some initial treatment but have had no further clinical input. Months or years later they are still having significant physical and psychological problems. Many have not met anyone else with facial palsy.

The average support call was 20 minutes long this year. Clients are often distressed and anxious about their altered appearance and the many functional problems that accompany it. A third of callers require a follow-up call, email or letter. Emails often take the form of an ongoing dialogue throughout a day. As a trusting relationship is built up, a client often asks increasingly complex questions and begins to seek advice in other areas outside their initial query. We pride ourselves on the supportive environment we create with our clients.

Nearly two thirds of those who contacted us (63%) now have more information about healthcare options available to them that they weren't aware of before. Almost a fifth (18.2%) were seeking general support due to feelings of isolation. Similarly, 19.6% sought guidance how to ask for the help they needed from their GP. We always analyse the support enquiries we receive and assess whether new content would benefit those we support. We created a new page in March 2021 on our website about [how to seek a referral for specialist help for facial palsy](#) so we could easily share this information to more people. Between March and June 2021 this page has had 1,391 unique page views.

The key areas of support offered by phone or email are:

- Listening - encouraging the client to talk about their feelings, increasing understanding of their situation and enabling the client to see things more clearly.
- Information giving - helping individuals to understand their diagnosis, treatment and future options, and signposting to local specialists and support groups.

As there are over 50 different causes of facial palsy, our support team must have a broad knowledge of associated conditions. We supported people with 22 different confirmed diagnoses/causes in 2020/21.

The pandemic has created additional pressures on the charity, but no support enquiry has gone unanswered. We are extremely grateful to our volunteers including Trustees who stepped in to cover support enquiries when needed.

“Facial Palsy UK have been a great help to me over the years and, coincidentally, reached out to me during my time of need at just the right moment, offering support and even just a shoulder to (virtually) cry on. Knowing they are here to help people like me gives me hope that no one need suffer in silence.” Anna, February 2021.

The conditions we’ve supported this year¹

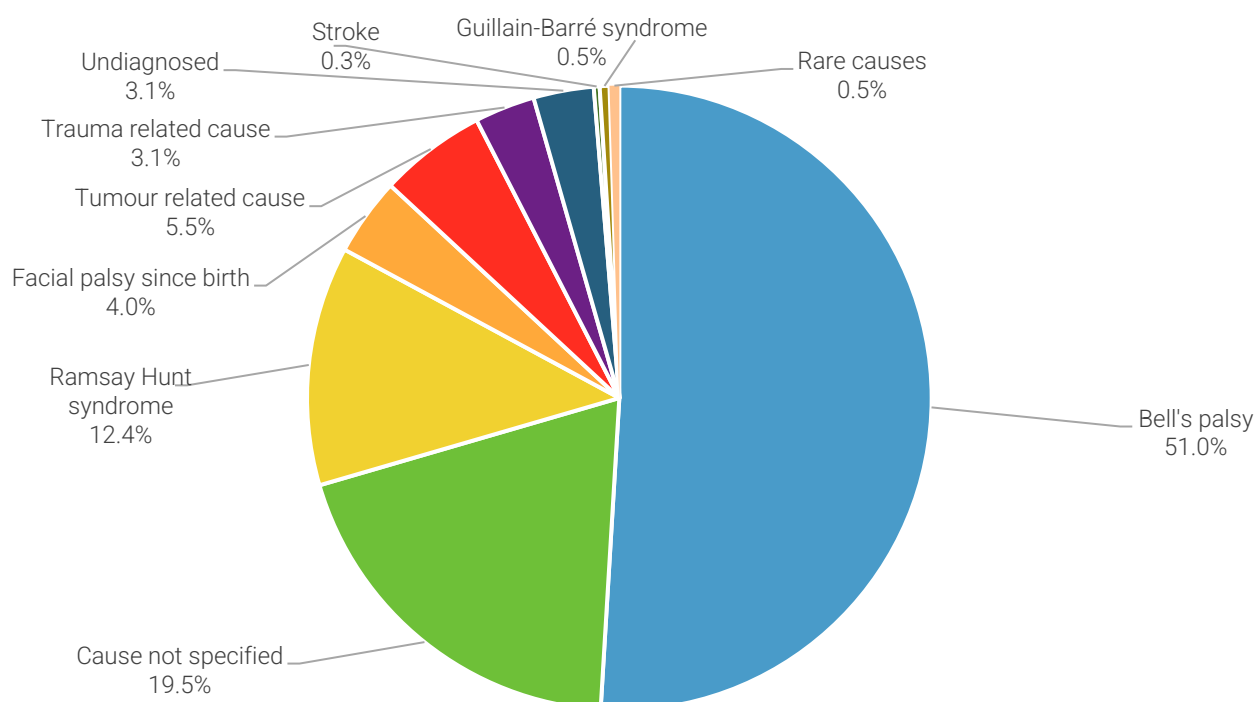


Figure 1. Causes of facial palsy supported this year.

Figure 1 above demonstrates the variety of different causes of facial palsy we received enquiries about. Of these: 78% of enquiries were from adults with facial palsy, 7% were from parents/carers of children with facial palsy, 9.5% from other family members and 3% of enquiries came from health professionals seeking advice about the management of facial palsy. As well as people living with facial palsy and their friends and families, we also receive enquiries from teachers and employers seeking to understand facial palsy more. The key areas of concern raised by enquirers were:

- GPs being unaware that further specialist help is available for patients.
- A lack of information and support when initially diagnosed.
- Lack of follow-up care and feeling they have to research specialists themselves.
- Specialist teams being absent in Northern Ireland and some areas of England and Wales.
- The psychological impact of facial palsy being misunderstood by health professionals and the condition frequently considered a cosmetic problem. This leads to problems getting funding for surgeries, treatments and therapies that can help.

¹ Based on support enquiries between 1 July 2020 – 30 June 2021

- Employers misunderstanding the impact of facial palsy, for example, some don't understand why screen work or driving can be difficult when the eye(s) won't blink or close.
- The pandemic has also raised different types of questions and situations.

Wearing a face mask has impacted people in different ways psychologically (both positively and negatively) and physically: for example, the breath being directed upwards to an unblinking eye can increase dryness and pain. People have had treatments such as Botox injections delayed so are suffering from increased facial pain and tightness. There has been more understanding about the importance of facial expression this year from the general public due to masks.

New enquiry themes related to covid and concerns about the vaccine. A very small number of people were diagnosed with facial palsy after the vaccine (3.2%) and others contacted us worried about the risk of potential vaccine side-effects (3.4%). In total 7% of our enquiries related to covid concerns around vaccines and mask wearing. Some people had had Bell's palsy before and some hadn't. We are unable to offer medical advice regarding whether to take the vaccine but we did issue a statement from the Medical Advisory Board and were able to signpost them to get information they needed from the government websites or GPs.

Supporting families

Our target

To reduce isolation for children and young people with facial palsy and normalise the condition. To bring parents and carers together for mutual support.

Our achievements

- There were 386 members of our Parents & Carers Facebook Group at 30 June 2021 (21% increase from 2020).
- We sold 27 copies of our children's book during the year.
- We held a Zoom Christmas Quiz for children with facial palsy but only two families joined.

No face-to-face family days have been able to go ahead due to the pandemic. Since February 2021 we have been generously supported by Sayvol Environmental & Building Services Ltd with a monthly direct debit to fund future family days. This has put us in a good financial position to resume face-to-face family days as soon as we are able.

An electronic version of our children's book "When Teddy Lost His Smile" is available freely online.



Our children's book

Our Parents and Carers Facebook Group is open to people worldwide who have a child with facial palsy. This is a platform where parents and carers can discuss common worries such as a child's first MRI scan, eye care and how to deal with challenging questions from strangers. Our Parents and Carers Group is a safe place to discuss issues and experiences about children with facial palsy.

As much larger charities such as Changing Faces have been offering family support via Zoom during the pandemic and can attract a wider take-up we have signposted families to them.

Challenges to supporting families

Going forward and post-pandemic we must ensure family days are accessible to as many people as possible. We currently rotate around England. As of yet we have not had enough interest from people in Wales, Scotland or Northern Ireland to justify limited resources organising such events. We must do more to help families in remote areas and as part of our future plans, we are considering the feedback received from previous family days and in the Parents and Carers' Facebook Group. We are looking at potentially holding weekend long events which would make it more worthwhile for families to travel long distances and attract greater numbers.

Website

Information rich and user-friendly

Our target

To improve the information available to patients and health professionals about facial palsy.

Our achievements

- Membership of our Facial Palsy UK Community grew by 19% to 2,074 members.
- Overall visitors to our website increased by 7% compared to previous year.
- We are in the final stages of completing our dedicated Health Professionals' website, but official launch has been delayed due to COVID-19.

We receive new sign-ups to 'Join our Community' every day. Our community is free to join, people sign up via the website or by paper form. They can opt-in or out to receive general news, information about fundraising, support groups, volunteering or research. We ask people what caused their facial palsy when they sign up which enables us to make our communications more relevant and helpful. Enquiries about local support groups continue to increase suggesting people are finding information more easily. Out of 2,074 community members, 75% opted-in to receive information about Support Groups.

There were 455,358 users of our website during this financial year.

Our top three website topics	Page views
What is facial palsy?	54,991
Bell's palsy	53,783
Eating & drinking advice	38,244

We added new content on our patient website this year, including a comprehensive guide about how to seek a referral to a specialist, what information to give to GPs and what photos to take as a record of recovery so far. 'Recommendations for Supporting the Psychological Well-being of Children and Adults with Facial Palsy' was added to our website as well as new personal stories. Stacey shared her [experience](#) as the first patient to have the Labbé surgery in Wales. Several people from Northern Ireland shared their [stories](#) with the help of one of our volunteers. A pandemic specific [blog](#) covered the use of hand sanitiser and caring for dry eyes, and volunteer Anneka created a [Breath and Meditation video](#) to aid relaxation.

Information

Our target

To improve the information we provide for clients and health professionals.

Our achievements

This year we have:

- Created a [Facial Palsy Awareness Quiz](#) of 20 questions which has had 440 entries.
- Taken information shared in our Virtual Support Groups and created a [Top Tips from Support Groups infographic](#).
- Delivered an information session via Zoom to 31 people about the surgery 'selective neurolysis'. This was kindly led by volunteer and Medical Advisory Board member Omar Ahmed (a consultant plastic surgeon).
- Hosted our first Facebook Live. This was presented by Specialist Facial Therapist Catriona Neville during Facial Palsy Awareness Week. The topic was Specialist Facial Therapy and it received approximately 4,800 views. The [recording](#) is now available on our website.
- Sent information packs* to 35 Stockport GP surgeries funded by Waitrose Cheadle & Hulme collection.
- Sent information packs* to 94 GP surgeries serviced by the Norfolk and Waveney Clinical Commissioning Group funded by Norwich John Lewis collection.
- Collaborated on the creation of the consensus document '[Recommendations for Supporting the Psychological Well-being of Children and Adults with Facial Palsy](#)'.

*Information packs included Facial Palsy UK general leaflets; Bell's palsy, Ramsay Hunt syndrome and Your Child and Facial Palsy patient guides; GP guide to Bell's palsy; and Ramsay Hunt syndrome mnemonic.

Work continued on developing a new dedicated Health Professionals' website. The website will provide a platform for sharing knowledge, education, as well as collaboration opportunity. The website has been built and the majority of the content loaded. Volunteer health professionals have been working on a 'Health Professionals' Guide to Facial Palsy' book, the content of which will also be used on the new website. The planned launch date for website and book was March 2020 but this has been delayed due to the pandemic as many of our volunteer health professionals have had to focus on pandemic related priorities. We are currently in the final stages of gathering outstanding content, creating illustrations and completing final edits.

We worked with an international group on a consensus document which aimed to outline recommendations for the psychosocial support for people affected by facial palsy 'Recommendations for Supporting the Psychological Well-being of Children and Adults with Facial Palsy'. The group comprised of Clinical Psychologists, a Psychological Therapist, a Counselling Psychologist, a Child and Adolescent Psychiatrist and Researchers, all of whom work with people with facial palsy and some of whom have facial palsy themselves. The authors drew from evidence-based approaches for the support of people with facial palsy and similar conditions to present recommendations for how mental health professionals can best work alongside physical health practitioners (e.g. surgeons, neurologists, facial therapists) to assess and meet the psychological needs of people with facial palsy.

Awareness

Facial palsy – not a cosmetic problem

Over 100,000 people are thought to have facial palsy in the UK. Facial palsy is an umbrella term which covers more than 50 different causes. Members of the general public mostly associate facial droop with stroke due to high profile awareness campaigns by stroke charities, yet just 0.3% of our support enquiries this year came from people who had facial palsy due to stroke. Once stroke is ruled out as a cause, there is little after-care or empathy for those with other causes of facial palsy.

Previous Freedom of Information requests to local health authorities demonstrate that a vast majority consider facial palsy a cosmetic problem, not one that affects basic human function such as the ability to smile or close the eye for sleep². It's demeaning for people with facial palsy to have to go through lengthy applications for treatment that could greatly improve their quality of life. There are few medical conditions where people are simply left to 'get on with it', but this is often the reality for this patient group. More awareness is urgently needed. The pandemic has been for obvious reasons the focus of most health-related news. Also, our lack of resources during the pandemic has meant we have had less time to devote to awareness raising. Thankfully, we were helped out by some fantastic fundraisers!

Our targets

- To demonstrate the real physical and psychological consequences of living with facial palsy, particularly to health professionals responsible for patient care.
- To empower people with facial palsy and give them a voice.
- To be innovative and creative and find different ways to raise awareness of what it is like to live with facial palsy.

Our achievements

This year we have:

- Had fourteen media mentions in magazines, press, radio and television.
- Delivered a successful Facial Palsy Awareness Week 1-7 March 2021.

We were helped enormously in early 2021 by a group of 15 university friends – the Charity Lads. They undertook a mammoth fundraising challenge and managed to secure eight media mentions of our work in just three months across a range of platforms including radio and local news. They also inspired other fundraisers adding another two media mentions to our yearly total!

During Facial Palsy Awareness Week, we were mentioned in an article by Kathleen Bogart (Associate Professor of Psychology) 'Look Beyond Face Value: The Psychology of Facial Paralysis' which encouraged people to think about expressive diversity. Emma Lazenby wrote for The Telegraph 'Will my face stay like this forever?: How it feels to have Bell's palsy', about her personal experience. Also in March, the Mail on Sunday featured a story about how difficult it has been to get Botox treatments for facial palsy during lockdown as the condition is deemed cosmetic and non-essential.

² Kilshaw, A.D., Holmes, W.J.M., Matteucci, P. (2016) Funding in facial palsy. *Journal of Plastic, Reconstructive and Aesthetic Surgery*. Vol 69(11):1526-1527.

Social media

We use the social media channels Facebook, Twitter, Instagram and LinkedIn. With a small team and limited resources, we are mainly active on Facebook using Twitter and Instagram less frequently. During Facial Palsy Awareness Week, we post on Twitter and Instagram more regularly. We need to improve this situation and use social media more effectively.

As of the 30 June 2021 we had:

- 1,739 Twitter followers (7% increase on last year)
- 4,258 Facebook Likes (8% increase on last year)
- 1,363 Instagram Followers (45% increase on last year)

Facial Palsy Awareness Week 1–7 March 2021

In 2015 we designated the first week of March as Facial Palsy Awareness Week.

Awareness Week activities included:

- Facial Palsy Awareness Week Quiz.
- Infographic published with Top Tips from our Support Groups.
- Launch of new guide 'Recommendations for Supporting the Psychological Well-being of Children and Adults with Facial Palsy'.
- Launch of new comprehensive page about 'How to seek a referral for specialist help'.
- People shared pictures and posted comments on social media to raise awareness.
- People shared new stories on our website.
- Community member Heather Turner undertook a wild swimming challenge in January 2021 committing to go wild swimming twice a week for the whole year to fundraise for Facial Palsy UK. During awareness week, Heather encouraged friends and fellow swimmers to sport half beards and makeup to raise awareness of how it feels to look different. Heather also created some wonderful custom hats.



What Heather says to children to help them understand her facial palsy.

"My face is a bit like a lamp so when you have the lead going from the plug to the lamp then it works and the light shines, but when the lead is then cut the light won't shine anymore. I'm a bit like car headlights so when one light goes out the other side shines a little bit brighter."

Facial Palsy Awareness Week was impacted by the pandemic and therefore most activities took place online.

Research & Education

Very few research projects are investigating the causes and treatments of facial palsy. A key reason for setting up Facial Palsy UK was to raise funds for medical research into the condition.

Our target

- Identify areas for medical research which will be beneficial to people with facial palsy.
- Raise funds to support or sponsor research and training for health professionals involved in the care of patients with facial palsy, which is not normally provided by the statutory authorities.
- Standardise assessment procedures which health professionals use to treat facial palsy.

Our achievements

- Received funding (£68,687) towards evaluating the degree of psychological distress in patients with facial palsy (an 18-month project).
- New members joined our Medical Advisory Board ensuring members continue to be enthusiastic and proactive in supporting the charity's goals.

Our own research has been on hold this year due to the pandemic, lack of resources, and pressure on our volunteers who work in the NHS. However, we have encouraged participation on ongoing projects organised by external organisations and advertised opportunities, e.g. The Oxford Facial Palsy Guides project.

However, we did receive new project funding that should provide evidence about the impact of facial palsy and why people need much more support. We are concerned that due to the pressures of Covid-19, patients with facial paralysis will be disproportionately impacted by increasingly restricted access to care, and this may lead to worsening physical and mental health. The VTCT Foundation has funded Facial Palsy UK to undertake an 18-month project to evaluate the degree of psychological distress in patients with facial palsy. A new mobile app will enable patients to take online assessments at home and will provide them with tailored information. In addition, the app will collect functional and psychological assessments from those awaiting clinical review. Six hospitals across the UK will be recruited to facilitate remote access psychological assessment. The project is in association with Dr Matthew Hotton of Oxford University Hospitals NHS Trust who has developed psychological management tools for patients. The project outcomes will be evaluated in collaboration with the Centre for Appearance Research at the University of the West of England. The project start date will be 2022.

We want to say thank you to the members of our Medical Advisory Board who retired in August 2020. We appreciate all of your efforts in bringing Facial Palsy UK to where it is today. We also welcome new members including our first GP who has personal experience of Ramsay Hunt syndrome, and a new patient representative, Janet Robb, who is from Belfast, meaning we now have representation from all countries in the UK.

Volunteering

We would not be where we are now
without our volunteers – thank you!

The charity has come a long way since it started nine years ago. The support we offer would not be possible without our volunteers. Over this year, 63 people gave up their time, skills and energy to help others affected by facial palsy. Thank you for the incredible support you give the charity.

Our target

- Value our people, support them and listen to them.

Our achievements

Volunteers have helped in the following ways this year:

Support

Although our face-to-face support groups have not been running, many of our support group volunteers have still been helping behind the scenes. Examples include helping people get referred to a specialist, putting people in touch with others with shared experiences, and helping Facial Palsy UK staff answer support emails.

Volunteers oversee some of our Facebook groups offering support.

Befriending – people offer to reach out to those newly diagnosed, often encouraging them to attend their first support group.

Research

Volunteers offer valuable feedback to ensure that we remain focused on activities most important to people with facial palsy.

Medical Advisory Board

All of our website content relating to health care is checked for accuracy by volunteers from our Medical Advisory Board. They also assist in answering complex support enquiries.

Events, Admin, Marketing & Awareness

Volunteers helped with Facial Palsy Awareness Week by overseeing communications with people who wanted to share new stories or update their stories.

Some volunteers helped write up and edit stories for our website. Others helped with creating and editing video content.

Volunteers also helped with social media and fundraising. Some of our Trustees have been busy working on a new fundraising pack due for launch next year.

Our media volunteers do an important job in raising awareness.

Governance

Our Trustee Board oversee strategic direction, efficiency and legal responsibilities of the charity.

This year our trustees have also stepped in to cover employee sickness answering support enquiries, helped with summarising outcome reports for funders, and more.

How we are funded

95% voluntary funded this year

Our target

- To develop a diverse range of funding streams to ensure our activities are sustainable.
- To spend funds wisely and effectively.
- To work within the guidelines of the Fundraising Regulator and keep updated with changing legislation in relation to fundraising, charity accounting/reporting and data protection.

Our achievements

This year:

- 95% of our voluntary income came from the people, companies and trusts who supported us. We received £3,621 via the Government job retention scheme (furlough grant) and £4,612 via the Coronavirus Community Support Fund (distributed via the National Lottery Community Fund).
- Our community kindly increased support for the charity's work with regular giving, resulting in an increase of 50% to £5,692 per year.
- We updated our website donation platform in November 2020 due to some technical issues with the previous provider. One-off donations made directly via our website increased by 21% to £8,704.
- In February 2021 we estimated that we needed to raise £25,000 to get us through the next 18 months. The Charity Lads, a group of 15 university friends, decided they wanted to help and planned a Broads 50km Challenge which took place in June 2021. They raised £18,351 between them which ensured stability for Facial Palsy UK meaning we could focus on offering support to those who needed it and plan to take on a new member of staff in 2021/22. Other fundraisers also generously gave their time to support our cause making up the balance of money we needed to raise.

Thank you for the many generous donations we received during the year from individuals, companies and trusts. We are also grateful to those who offer regular support playing our lottery or making regular donations via payroll giving, standing order or direct debit.

We are grateful for the following grants:

- The Sir Jules Thorn Charitable Trust - £1,000 (Core costs)
- The Albert Hunt Trust - £2,000 (General support services)
- The National Lottery Community Fund Northern Ireland - £2,220 (Northern Irish Support Groups)
- Moondance Foundation - £900 (Welsh Support Groups)
- The National Lottery Community Fund Wales - £2,688 (Welsh Support Groups)
- The National Lottery Coronavirus Community Support Fund - £4,612 (English Support Groups – government funding)
- Julia and Hans Rausing - £9,202 (Charity Survival Fund – Core costs)
- The Oakdale Trust - £500 (Welsh Support Materials)

- The Broyst Foundation - £1,000 (Core costs)
- The VTCT Foundation - £68,687 (Psychological Assessment & Support Project)
- The Edward Gostling Foundation - £2,500 (UK Online Support Groups)

With special thanks to Sayvol Environmental & Building Services Ltd who are making a regular donation to support future family days. The Deepings Lions Club also gave us an initial donation to trial our virtual support groups providing evidence to get further grants.

We were also kindly supported with pro bono support by:

- JGR Business Bureau who donated payroll processing hours to us.
- Argentum Proofreading who worked on the 'Recommendations for Supporting the Psychological Well-being of Children and Adults with Facial Palsy' consensus document.

Facial Palsy UK has also received many other gifts of time and advice from individuals and organisations throughout the year. We wish to thank every single person and organisation who has supported Facial Palsy UK. We are sorry we cannot mention you all. Every gift is used carefully to improve the lives of people affected by facial palsy.

Thank you to our amazing fundraisers!

We couldn't do what we do without the dedication of our wonderful fundraisers, we received an amazing £29,867 in community fundraising income this year. We don't have many photos due to the pandemic limiting fundraising activities but here is a flavour of what activities people have been doing to raise funds for Facial Palsy UK. Thank you to everyone who has supported us this year. Also, a big thank you to those who kept training and fundraising while events were repeatedly postponed due to the pandemic.

Great Run Solo
Total raised **£500.90**
Target **£400.00**

Heather Turner
Heather's 52/2 page
I am swimming in the sea twice a week all year for Facial Palsy UK because I would like to help anyone going through this

Freya Hamner
Freya's Cycle to Paris
I am cycling 325km to Paris for Facial Palsy UK because their advice proved invaluable to my family

Cathie Hazell
Keith and Cathies Leap of Faith!
We are doing a Skydive 11th June for Facial Palsy UK because it's close to our hearts for obvious reasons

Leanne Curry
Leanne's Christmas decoration fun !!
Fundraising for Facial Palsy UK

Virtual London Marathon 2020
Total raised **£285.00**
Target **£0.00**

Charity Lads Broads 50km Challenge
page

Sophie Baker
Sophie's Personal run for Mr Keats
Fundraising for Facial Palsy UK

Sayvol Going the Distance for Facial Palsy
Total raised **£4,435.00**
Target **£2,500.00**

Sadie Williams
Sadie's Ultra marathon
I am running 50k/30miles on the 26th June for Facial Palsy UK because I want to give back to a charity that helped me

Grace and Euan run 100km in February
Running 100km between us in February for Facial Palsy UK because this Charity needs our support

Give up and give back - lent challenge
Total raised **£110.00**
Target **£50.00**

Lisa Curtis
Lisa's Nothing Sweet November
Fundraising for Facial Palsy UK

Sandra Parry
Sandra's Great Run Solo
I am taking part in the Great Run Solo 1-28 Feb for Facial Palsy UK because they have helped my recovery from facial palsy

Where our income comes from

This year you helped us to raise £163,170. Figure 2 below shows where our income was generated:

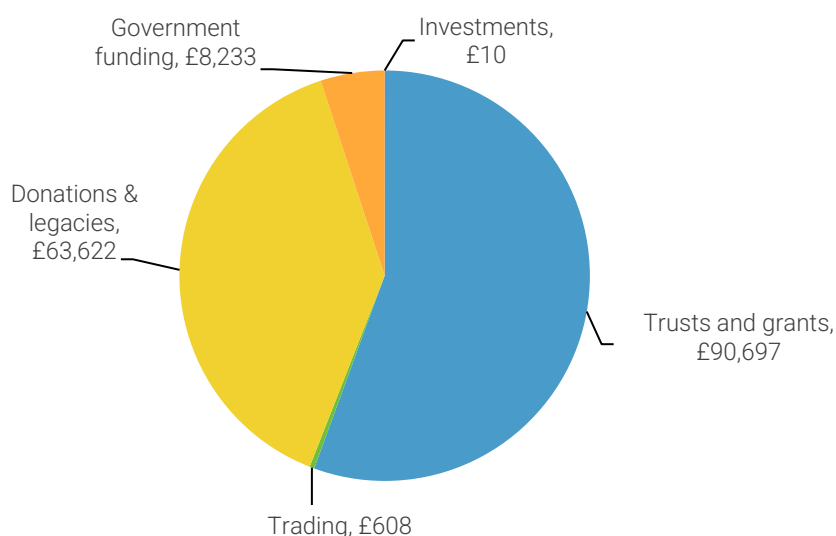


Figure 2. Income breakdown for year ending 30 June 2021.

Where we spend our income

Total resources expended this year were £69,629. Figure 3 below shows how we spent our income:

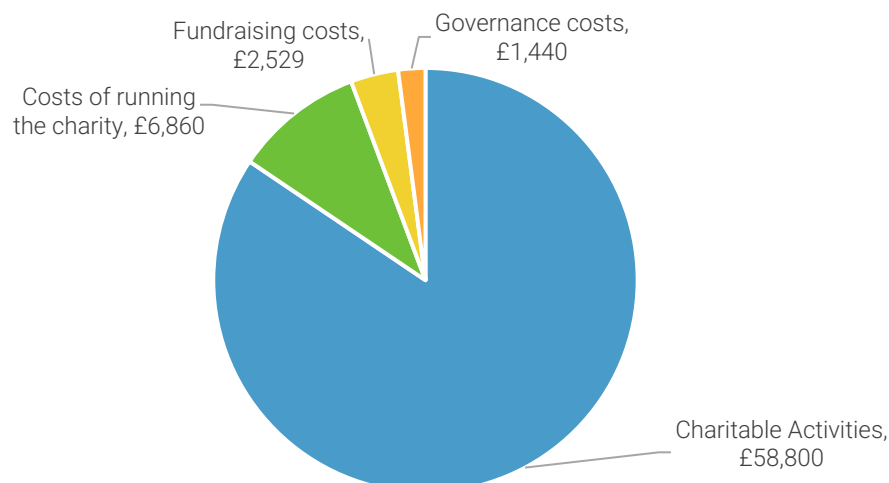


Figure 3. Expenditure breakdown for year ending 30 June 2021.

Charitable activities include: providing support and information, raising awareness and research projects. Costs of running the charity include: office rent, insurance, IT, telephone and internet costs and a proportion of salaries spent on operational requirements. Spend on fundraising costs was £2,529.

How do we raise our funds?

Since Facial Palsy UK launched in 2012, we have never employed high pressure fundraising tactics. With our 'Join our Community' form we ask whether people want to receive emails with a solely fundraising focus. The ability for people to opt-in or opt-out means that people only receive information on topics important to them.

We do not use fundraising agencies and we do not sell or exchange lists of data with any other charities or companies for marketing or fundraising purposes.

We are members of the Fundraising Regulator and our Fundraising Promise is clearly detailed on our website. We also have a Complaints procedure should anyone be unhappy with us or any person acting on our behalf. We have not received any complaints about our fundraising practices in our 9-year history.

We promise to adhere to industry guidelines and regulations. We have invested time in ensuring we meet the requirements of the new General Data Protection Regulation (GDPR). We promise to ensure that all staff and volunteers are kept updated about data security and correct use and retention of data.

We promise to be open and honest about how the funds you raise are spent.

For every £1 we spent this year:

- 84p went on delivering and improving care for people with facial palsy
- 4p went on generating future income
- 12p went on the running costs of the charity including governance

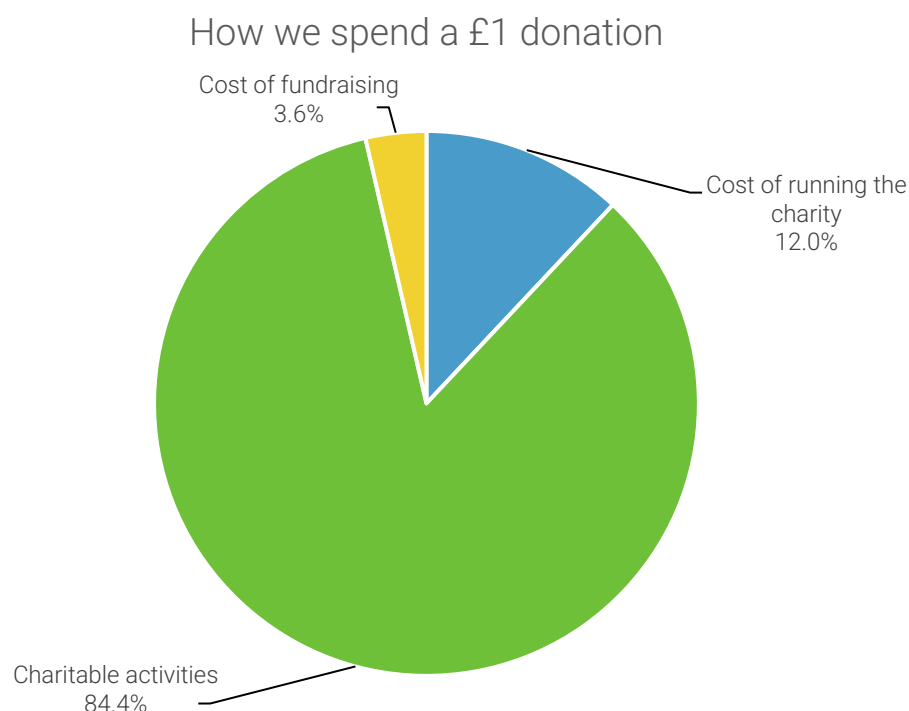


Figure 4. How we spent a £1 donation for year ending 30 June 2021.

Financial review

In the first year of the charity's life (2012/13) there were start-up costs for advertising and marketing. Our first-year deficit was facilitated by a loan of £17,000 from the charity's founder, Charles Nduka. An additional £3,000 was loaned to the charity by Mr Nduka in September 2013. In 2014/15, £15,000 was donated to the charity to clear part of this loan with another £5,000 to be repaid in future. No date has been set for this repayment.

This year our total annual income increased by 62.9% to £163,170 (previously £100,139). Unrestricted income which includes government support of £3,621 decreased by 13.2% to £76,692 (previously £88,328).

Unrestricted expenditure decreased by 21.3% to £54,748 (previously £69,569). We employed one full-time and one part-time member of staff during this period, the part-time member of staff was furloughed until November 2020 and left in April 2021. We relinquished our office space from 1 July 2020 and changed to work-from-home, this saved £6,739 annually in rent costs. However, new charges were incurred to retain a virtual office address as well as container rental for stock and equipment, costing £1,177 per year. A £26 per month allowance was made to employees from November 2020 to cover additional costs incurred working from home, a total of £288 during the year. The net cost saving as a result of closing the office was £5,274.

Total expenditure decreased by 19.6% to £69,629 (previously £86,638).

Charitable activities

Expenditure on charitable activities decreased by 10.2% to £67,100 (previously £74,730).

Reacting to the pandemic

Management and Trustees had regular virtual meetings to discuss our response to the pandemic. We continued to monitor income and expenditure and planned 12-18 months in advance. In January 2021 we forecast that we would need to raise £25,656 by June 2022. With the help of community fundraisers that target was met within six months meaning we could now plan to recruit a new member of staff. We had been operating with one member of staff since April which was unsustainable and a risk to the charity.

Reserves

As we do not usually receive any regular government funding, our level of income depends on the generosity of donors, the enthusiasm of fundraisers and how the wider economy is performing. We must consider what would happen to our services should this income significantly reduce, or the pandemic continue to restrict fundraising activity. Our unrestricted funds balance at the end of June 2021 was £78,342 of which we consider £28,000 to be free reserves (covering four months of budgeted expenditure plus contingency for redundancy payments). £23,022 has been designated to part-fund a new staff member on a two-year contract 2021/23. The balance of funds is therefore £27,320 which will be used carefully to ensure we get through the next phase of the pandemic.

Risks and uncertainties

Our Risk Register is reviewed at every Trustee meeting either by discussion or correspondence. Risks are assessed top down and bottom up. An overview of key risks and our mitigation management are detailed in the table below:

RISK	MANAGEMENT
Financial: The charity is reliant on fluctuating voluntary income to provide our services and has a lack of regular income streams. We have limited resources to dedicate to fundraising so careful planning is needed. We have also had to plan for the lack of community fundraising income as a result of the pandemic.	<ul style="list-style-type: none"> • Diversify income streams. • Regular financial planning & review. • Sustain unrestricted reserves to ensure we can continue to operate and meet statutory obligations if necessary. • Fundraising strategy review. • COVID-19 financial response plan.
Operational: The loss of our Deputy CEO (sole full-time employee) although unlikely to happen, would have a major impact. We also must ensure all volunteers feel valued and supported and are fully informed about policies and procedures. Data security should be continually reviewed in our ever-changing world to ensure it covers technological advancements that could make old policies and procedures obsolete.	<ul style="list-style-type: none"> • Ensure Deputy CEO supported effectively. • Keep under review volunteer requirements and necessary policies and training, etc. • All policies and procedures relating to data protection to be reviewed annually with reference to latest legislation. • All communications are centralised into a charity database to allow for any required handover. • Document systems, plans and projects to ensure any required handover.
External: Incidents or events may negatively affect the charity's reputation or operations, e.g. non-compliance, fraud, security. Public perception of our work could be incorrect or misleading.	<ul style="list-style-type: none"> • Preventative mechanisms, policies & procedures are in place. • Monitoring of preventative measures are in place to ensure appropriate external activity. • Improve our impact reporting to ensure all impact is recorded.
Governance: Poor knowledge of regulatory requirements and legal responsibilities. Some trustees have felt there has been a lack of communication which needs addressing.	<ul style="list-style-type: none"> • Trustee training (to be refreshed in next 12 months). • Policies and procedures regularly reviewed and communicated throughout whole organisation. • Training provided as necessary or as requested. • Become more structured and improve communications.

Employees

Our two employees (one full-time and one part-time) worked from home during the year, our part-time employee worked between November 2020 and April 2021 having been furloughed previously. They communicate with the Trustee Board via email, telephone or virtual meetings. Face-to-face meetings have not taken place due to the pandemic and people being geographically distant. Information is mainly disseminated to volunteers by email or telephone as nearly all our volunteers are not based locally.

We are committed to be a diverse and inclusive charity. We have equal opportunities monitoring in place and value each individual's contribution. We set up a staff pension scheme in July 2017 in line with government requirements.

Remuneration policy

To ensure we retain staff, going forward we are intending to pay salaries at the median market rate. A review will take place in 2021/22. Our pay policy sets out that we are committed to ensuring our salaries are competitive in the labour market.

No individual performance bonuses are paid.

Our full-time employee is currently over-stretched with the volume of work and it's vitally important that we take on an additional staff member in 2021/22 to assist with day-to-day operations thus increasing resource so we can grow the charity.

Structure and Governance

Facial Palsy UK is a company limited by guarantee (incorporated on 15 June 2012, registered number 08107184) and a registered charity in England & Wales (charity number 1148115) and Scotland (charity number SC045086).

The charity purpose is set out in its Articles of Association (updated 7 July 2014).

The need for a charity specifically for facial palsy was recognised following the development of the Facial Palsy Clinic at the Queen Victoria Hospital in East Grinstead. In 2009, Consultant Plastic and Reconstructive Surgeon Charles Nduka who set up the clinic, conducted a survey and in conjunction with patient feedback noted that:

- The average duration between the onset of paralysis and referral to a specialist for treatment was 5.6 years which means that there is a huge unmet need for help.
- Patients were travelling from across the UK (including Northern Ireland and Scotland) in order to be seen.
- The information that patients had been given by some health professionals was incorrect and might impact negatively on their outcome.

It was from this that Facial Palsy UK's mission grew: for every person in the UK affected by facial palsy to be given access to the best information, treatment and support available.

The objects for which the charity is established for the public benefit are:

- to improve the level of care and treatment of persons living with facial palsy by increasing awareness and understanding of facial palsy and its physical and psychological consequences;
- to assist the treatment and care of persons living with facial palsy by the provision of information, support, education and practical advice;
- to improve access to care by raising the profile of facial palsy and its consequences, through education and training of healthcare professionals, where such education and training is not normally provided by the statutory authorities;
- to raise funds to support and sponsor research and training for healthcare professionals involved in the management and treatment of facial palsy, where such activities are not normally provided by the statutory authorities;
- to be an advocate for the facial palsy community in the development of service provision, education and research.

There has been no change to charity objects during the year.

Board of Trustees

The Board of Trustees is legally responsible for directing the affairs of the charity. Trustees are the directors of the company and serve for renewable terms of three years. Under the requirements of the Memorandum and Articles of Association, one third (or the nearest one third) of the trustees must retire at each AGM each year, those longest in office retiring first. Eligible retiring trustees may be reappointed. The Board comprised ten trustees as at 30 June 2021. Trustees have a wide range of skills and experience including clinical and professional expertise. Rebecca Black was designated chair in January 2019 but had resigned from the trustee board at the time of writing this report.

The Trustees, who are also the directors for the purpose of company law, and who served during the year were:

Rebecca Black (Chair)	
Charles Nduka (CEO)	
Fiona Hawthorne	
Gareth Price	(Retired 23 February 2021)
Jan Jutsum	
Susan Parsons	(Retired, Re-elected 22 January 2020)
Sheila Crowley	(Retired, Re-elected 22 January 2020)
Debbie Byles	
Mandy Brailsford	(Elected 22 January 2020)
Monica Letts	(Co-opted 21 July 2020, elected 23 February 2021)
Ben Haynes	(Elected 23 February 2021)

We thank Gareth Price for his support as a trustee and also as a volunteer at Family Days and events. The board meets at least four times per year to regularly review and direct Facial Palsy UK's strategy, budget and performance. All trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in note 10 to the accounts. None of the trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Potential conflicts of interest are disclosed at the start of every meeting and are listed here for complete transparency:

- Charles Nduka, as co-founder and volunteer CEO of the charity has noted the following potential conflicts of interest in his role as surgeon, researcher and technology developer in a private company (Emteq). Charles Nduka has committed to donate any personal profits from facial palsy products to Facial Palsy UK.

Transparency has been maintained at Trustee meetings and with all parties. Day-to-day management of the charity is delegated by the CEO to the Deputy CEO. All financial movements through the bank are signed off at board level.

Appointments and training

The Board of Trustees appoint all new trustees who are recruited through a process of advertisement, application and interviews based on selection criteria. We aim to ensure a broad range of relevant skills and experience to benefit the charity.

All new trustees are sent all relevant documents which set out the operational framework for the charity including the Memorandum and Articles and details of the current financial position as set out in the published accounts. They are also given copies of Strategic and Business plans. They have introductory discussions with the Chair and CEO and other members of the Trustee Board. They also meet the Deputy CEO, and staff and volunteers as relevant. They are signposted to relevant information on the Charity Commission website about 'the Essential Trustee'. They are given the opportunity to attend inexpensive training courses offered through the Small Charities Coalition and the Foundation for Social Improvement. All trustees are asked to provide a list of their skills and update it regularly.

Personnel

Deputy CEO
Information Coordinator

Karen Johnson (full-time)
Leanne Armstrong (part-time) – left April 2021

Policies and Procedures

We have comprehensive policies and procedures in place (e.g. data protection & security, confidentiality, health & safety, equal opportunities, diversity, anti-fraud, conflict of interest, ethical fundraising, volunteers, bullying and harassment, risk assessment and management, child protection, photography, whistleblowing, safeguarding vulnerable adults, recruitment, privacy, complaints, pay policy and more). We regularly review and update our Privacy Policy and have put systems in place in line with GDPR requirements. All policies and procedures are periodically reviewed to ensure they continue to meet the needs of the charity, comply with relevant legislation and new ones added where appropriate.

Public benefit

The trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011 when reviewing our aims and objectives and in planning our future activities.

Medical Advisory Board

The Medical Advisory Board is made up of practitioners from a range of medical professions of relevance to facial palsy, three having personal experience of the condition. There are also two patient representatives with personal experience of facial palsy. Members help with Facial Palsy UK website content ensuring it is checked for medical accuracy. They also provide guidance to our support team and are media volunteers.

Patrons

Our patrons receive feedback about our work but do not have decision-making powers. They are:

Nick and Susie Cave

John Sudworth

Sir Paul McCartney, MBE

Co-operation with other organisations

We are members of the Appearance Collective, a group of charities working together to support those with appearance related conditions. Meetings are funded by the VTCT Foundation.

Independent Examiners

A resolution proposing Azets Accountants be re-appointed as Independent Examiners of the charity will be put to the Annual General Meeting.

Reference and administrative details

Charity number: 1148115 (England & Wales), SC045086 (Scotland)
Company number: 08107184
Registered office: Facial Palsy UK, Eventus, Sunderland Road, Market Deeping, Peterborough, PE6 8FD.
Accountants: Azets, Ruthlyn House, 90 Lincoln Road, Peterborough, PE1 2SP.
Bankers: HSBC, 125 Church Road, Hove, East Sussex, BN3 2AN.

How did we do?

KEY	
Completed	
In progress	
Not started	

In our annual report for the previous year (ending 30 June 2020) we highlighted a reduced number of plans to focus on for the next year, due to limited resources. This is in line with our 3-year Strategic plan for 2019-2022:

	TARGET	PROGRESS
SUPPORT & INFORMATION	Explore how we can better advocate for patients struggling to access specialist healthcare.	Created new content for the website about information to give to the patient's GP and also when is the right time to seek specialist help.
	Continue to develop our support groups, this will involve moving support online during the pandemic.	35 virtual support groups delivered to people across the UK.
	Increase the information available via our patient website and as printed literature aimed at patients	Additional content created for website, including additional self-help resources. Hand-outs and follow-up information sent to support group attendees. More work to be done.
AWARENESS, COMMUNICATIONS & VOLUNTEERS	Plan a Facial Palsy Awareness Week that fits around likely restrictions due to the pandemic, reduces isolation and does not put undue pressure on community members.	Completed.
	Develop a communications plan and calendar to promote Facial Palsy UK and increase knowledge of facial palsy in the community year-round.	The calendar was completed by a volunteer in January 2021. The communications plan will be taken forward when we have more resource in 2021/22.
	Improve our communications via our newsletters so subscribers are aware of all activities in a timely manner.	People informed of forthcoming virtual support groups via newsletters.
	Improve coordination and project management of Medical Advisory Board activities.	Researched software which will help us improve communications. Otherwise ongoing due to pandemic causing delays.
	Improve volunteer recruitment programme and procedures, as well as management of our volunteer base to ensure that every volunteer feels valued.	Ongoing work, we will be using the same software as we have sourced for the Medical Advisory Board communications above. This is a key area to be developed.
FUNDRAISING	Budgets and cash flow to be tightly managed planning ahead until at least June 2022. This is particularly important as we will likely lose a high proportion of Spring/Summer 2021 community fundraising income due to the pandemic.	Successfully completed as can be seen from the accounts. Having long-term targets meant we could communicate to fundraisers and potential donors exactly how much we needed to raise keeping in mind there is no known 'end date' to the effects of the pandemic.
	Our communications strategy is important to ensure people know the work we are doing, we must be visible, and people should know how to give. But we felt people should not be put under undue pressure to donate at this time and language during this time is more important than ever.	We believe we have achieved the right level of communications about fundraising during the pandemic but always welcome feedback.
	Continue to adhere strictly to our Trust Fundraising procedures and seek additional grant income.	Achieved.
HEALTH & RESEARCH	Promote the need for more research in line with our 'Top 10' priorities decided by patients, carers and health professionals.	Ongoing work.
	Create our own template business case for a facial palsy service for new Health Professionals' website.	Ongoing work.
	Continue work on Health Professional's website and book.	Much has been completed during the year but content is still outstanding which is causing delays.

Future Plans

Crucially we must tie all plans into our strategy, monitor and evaluate our work, and report on work openly and transparently. Working with limited resources and the on-going pandemic is challenging, but it's important to plan, ensuring we continue to deliver what our community 'says' they need and not what we 'assume' they need. Here are the activities we intend to focus on in 2021/22:

Operations

We must stay focused on specific plans and not try to take on too much for one year to ensure continued success. In early 2022 we will be updating our three-year strategy and also formalising our fundraising strategy. We continue to work with scaled-back plans for 2021/22 as we do not expect an additional staff member to start until nearly midway through the next financial year. All plans are in line with our Strategic Plan 2019-2022.

Now having the infrastructure in place for all staff to work remotely we have decided to permanently work from home. This reduces overheads and ensures more money is spent on charitable activities.

Information

- Increase the information available via our patient website and as printed literature aimed at patients.

Awareness

- Plan a Facial Palsy Awareness Week that fits restrictions potentially in place due to the pandemic, reduces isolation and does not put undue pressure on community members.
- Develop a communications plan to promote Facial Palsy UK and increase knowledge of facial palsy in the community year-round.

Support

- Continue with our online support groups and resume face-to-face groups as soon as safe to do.
- Support training of more facial therapists with online training.

Volunteers

- Improve volunteer recruitment programme and procedures, as well as management of our volunteer base to ensure that every volunteer feels valued.
- Improve coordination and project management of Medical Advisory Board activities.

Health & Research

- Promote the need for more research in line with our 'Top 10' research priorities decided by patients, carers and health professionals.
- Create our own template business case for a facial palsy service for new Health Professionals' website.
- Complete work on Health Professionals' website and book.

Fundraising

- Formalise our fundraising strategy after strategic review early 2022.

Statement of responsibilities of the Trustees

The charity trustees (who are also the directors of Facial Palsy UK for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each 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, for the financial year. In preparing the 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 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 business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

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.

Statement as to disclosure to our independent examiners

In so far as the trustees are aware at the time of approving our trustees' annual report:

- so far as we are aware, there is no relevant information of which the company's independent examiners are unaware, and
- as the directors of the charitable company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit/independent examination information and to establish that the charity's independent examiners are aware of that information.

Approved by the Board of Trustees and signed on its behalf by:



Charles Nduka (Trustee)
19 January 2022

Independent Examiner's Report

I report to the Trustees on my examination of the financial statements of Facial Palsy UK (the charity) for the year ended 30 June 2021.

Responsibilities and basis of report

As the Trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities and Trustee Investment (Scotland) Act 2005 (the 2005 Act), the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Companies Act 2006 (the 2006 Act). You are satisfied that the financial statements of the charity are not required by charity or company law to be audited and have chosen instead to have an independent examination.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 44 (1) (c) of the 2005 Act and section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed the requirements of Regulation 11 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity is required by company law to prepare its accounts on an accruals basis and is registered as a charity in Scotland your examiner must be a member of a body listed in Regulation 11(2) of the Charities Accounts (Scotland) Regulations 2006 (as amended). I confirm that I am qualified to undertake the examination because I am a member of the ICAEW which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act and Regulation 4 of the 2006 Accounts Regulations; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of Regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Tracey Richardson BSc (Hons) FCA

Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP

Dated: 25 January 2022

Statement of financial activities including income and expenditure account for the year ended 30 June 2021

Current financial year

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Income and endowments from:					
Donations and legacies	3	72,453	81,866	154,319	86,848
Other trading activities	4	608	-	608	412
Investments	5	10	-	10	145
Other income	6	3,621	4,612	8,233	12,734
Total income		<u>76,692</u>	<u>86,478</u>	<u>163,170</u>	<u>100,139</u>
Expenditure on:					
Raising funds	7	<u>2,529</u>	<u>-</u>	<u>2,529</u>	<u>11,908</u>
Charitable activities	8	<u>52,219</u>	<u>14,881</u>	<u>67,100</u>	<u>74,730</u>
Total resources expended		<u>54,748</u>	<u>14,881</u>	<u>69,629</u>	<u>86,638</u>
Net incoming resources before transfers		21,944	71,597	93,541	13,501
Gross transfers between funds		<u>2,395</u>	<u>(2,395)</u>	<u>-</u>	<u>-</u>
Net income for the year/ Net movement in funds		24,339	69,202	93,541	13,501
Fund balances at 1 July 2020		<u>54,003</u>	<u>48,030</u>	<u>102,033</u>	<u>88,532</u>
Fund balances at 30 June 2021		<u>78,342</u>	<u>117,232</u>	<u>195,574</u>	<u>102,033</u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Statement of financial activities including income and expenditure account for the year ended 30 June 2020

Prior financial year

		Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes			
Income and endowments from:				
Donations and legacies	3	75,037	11,811	86,848
Other trading activities	4	412	-	412
Investments	5	145	-	145
Other income	6	12,734	-	12,734
Total income		<u>88,328</u>	<u>11,811</u>	<u>100,139</u>
Expenditure on:				
Raising funds	7	<u>7,073</u>	<u>4,835</u>	<u>11,908</u>
Charitable activities	8	<u>62,496</u>	<u>12,234</u>	<u>74,730</u>
Total resources expended		<u>69,569</u>	<u>17,069</u>	<u>86,638</u>
Net incoming resources before transfers		<u>18,759</u>	<u>(5,258)</u>	<u>13,501</u>
Net income for the year/ Net movement in funds		<u>18,759</u>	<u>(5,258)</u>	<u>13,501</u>
Fund balances at 1 July 2019		<u>35,244</u>	<u>53,288</u>	<u>88,532</u>
Fund balances at 30 June 2020		<u>54,003</u>	<u>48,030</u>	<u>102,033</u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Balance sheet
as at 30 June 2021

	Notes	2021 £	£	2020 £	£
Current assets					
Debtors	13	4,466		5,113	
Cash at bank and in hand		200,103		103,986	
		<u>204,569</u>		<u>109,099</u>	
Creditors: amounts falling due within one year	14	(8,995)		(7,066)	
Net current assets			<u>195,574</u>		<u>102,033</u>
Income funds					
Restricted funds	15		117,232		48,030
<u>Unrestricted funds</u>					
Designated funds	16	23,022		-	
General unrestricted funds		<u>55,320</u>		<u>54,003</u>	
			<u>78,342</u>		<u>54,003</u>
			<u>195,574</u>		<u>102,033</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2021.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.



Charles Nduka
Trustee

19 January 2022

Company Registration No. 08107184

Notes to the financial statements for the year ended 30 June 2021

1 Accounting policies

Charity information

Facial Palsy UK is a private company limited by guarantee incorporated in England and Wales. The registered office is Eventus, Sunderland Road, Market Deeping, Peterborough, PE6 8FD.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation, including the continued impact of COVID-19, that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

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

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. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

Notes to the financial statements (continued) for the year ended 30 June 2021

1 Accounting policies

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

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services, exhibitions and other educational activities undertaken to further the purposes of the charity and their associated support costs.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers	33% straight line
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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.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Notes to the financial statements (continued) for the year ended 30 June 2021

1 Accounting policies

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Notes to the financial statements (continued) for the year ended 30 June 2021

3 Donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Donations and gifts	61,251	2,371	63,622	68,037	8,311	76,348
Grants	11,202	79,495	90,697	7,000	3,500	10,500
	<u>72,453</u>	<u>81,866</u>	<u>154,319</u>	<u>75,037</u>	<u>11,811</u>	<u>86,848</u>

4 Other trading activities

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Trading income	<u>608</u>	<u>412</u>

5 Investments

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Interest receivable	<u>10</u>	<u>145</u>

6 Other income

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £
Job retention scheme income	3,621	-	3,621	2,734
South Kesteven District Council COVID-19 grant	-	-	-	10,000
The National Lottery Coronavirus Community Support Fund	-	4,612	4,612	-
	<u>3,621</u>	<u>4,612</u>	<u>8,233</u>	<u>12,734</u>

Notes to the financial statements (continued)
for the year ended 30 June 2021

7 Raising funds

	Unrestricted funds 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
<u>Fundraising and publicity</u>				
Other fundraising costs	851	7,073	4,835	11,908
Staff costs	1,678	-	-	-
	<u>2,529</u>	<u>7,073</u>	<u>4,835</u>	<u>11,908</u>
Fundraising and publicity	2,529	7,073	4,835	11,908
	<u>2,529</u>	<u>7,073</u>	<u>4,835</u>	<u>11,908</u>

8 Charitable activities

	2021 £	2020 £
Staff costs	39,111	42,857
Depreciation and impairment	-	276
Advertising and marketing	1,511	2,420
Professional expenses	7,585	600
Online donation charges	1,949	1,351
Postage, freight and courier	757	3
Printing and stationery	683	1,940
Travel - national	-	990
Website improvements	6,619	8,667
Sundry	585	1,532
	<u>58,800</u>	<u>60,636</u>
Share of support costs (see note 9)	6,860	12,654
Share of governance costs (see note 9)	1,440	1,440
	<u>67,100</u>	<u>74,730</u>
Analysis by fund		
Unrestricted funds	52,219	62,496
Restricted funds	14,881	12,234
	<u>67,100</u>	<u>74,730</u>

Notes to the financial statements (continued) for the year ended 30 June 2021

9 Support costs

	Support costs £	Governance costs £	2021 £	2020 £
Staff costs	3,194	-	3,194	3,056
Office rent	1,152	-	1,152	7,374
Insurance	626	-	626	663
IT support	1,828	-	1,828	1,363
Telephone & internet	60	-	60	198
Accountancy	-	1,440	1,440	1,440
	<u>6,860</u>	<u>1,440</u>	<u>8,300</u>	<u>14,094</u>
Analysed between Charitable activities	<u>6,860</u>	<u>1,440</u>	<u>8,300</u>	<u>14,094</u>

Governance costs includes payments to the independent examiner of £1,440 (2020 - £1,440) for fees.

10 Trustees

The Trustees received no remuneration from the charity in the year (2020 - £nil).

During the year there were no expenses paid to Trustees (2020 - one Trustee was reimbursed £29). No Trustee received payment for professional or other services supplied to the charity (2020 - £nil).

11 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	<u>2</u>	<u>2</u>
Employment costs	2021 £	2020 £
Wages and salaries	43,045	43,977
Social security costs	-	999
Other pension costs	938	937
	<u>43,983</u>	<u>45,913</u>

No employees earned more than £60,000 in the year (2020 - none).

Notes to the financial statements (continued) for the year ended 30 June 2021

12 Financial instruments

	2021 £	2020 £
Carrying amount of financial assets		
Other debtors	3,317	3,633
Bank and cash	200,103	103,986
	<u>203,420</u>	<u>107,619</u>
Measured at cost		
Carrying amount of financial liabilities		
Trade creditors	1,660	56
Accruals and deferred income	1,440	1,440
Other creditors	5,000	5,000
Other taxation and social security	895	590
	<u>8,995</u>	<u>7,086</u>
Measured at cost		

13 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Other debtors	3,317	3,633
Prepayments and accrued income	1,149	1,480
	<u>4,466</u>	<u>5,113</u>

14 Creditors: amounts falling due within one year

	2021 £	2020 £
Other taxation and social security	895	570
Trade creditors	1,660	56
Other creditors	5,000	5,000
Accruals and deferred income	1,440	1,440
	<u>8,995</u>	<u>7,066</u>

Notes to the financial statements (continued) for the year ended 30 June 2021

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 July 2019	Incoming resources	Resources expended	Balance at 1 July 2020	Incoming resources	Resources expended	Transfers
	£	£	£	£	£	£	£
Tamworth Family Day	-	500	-	500	-	-	-
Family Day	462	-	(152)	310	2,121	(67)	-
Children's Book Appeal	2,396	-	(399)	1,997	-	(128)	-
Support Services Project	39	9,250	(8,039)	1,250	2,000	(3,250)	-
Research Appeal	34	-	-	34	50	-	-
HP Website	17,660	-	(2,884)	14,776	-	(2,080)	-
Patient Guides	559	-	-	559	-	-	-
GP Awareness Fund	2,395	-	-	2,395	-	-	(2,395)
Northern Ireland Funds	649	697	-	1,346	-	-	-
Cheshire & Mersey Group Funds	460	-	(460)	-	-	-	-
Wales Funds	185	892	-	1,077	-	-	-
Trust Fundraiser	21,317	-	(4,835)	16,482	-	-	-
Children's Book into Libraries	5,693	-	-	5,693	-	-	-
John Lewis Norwich GP Awareness	1,439	-	(300)	1,139	-	(1,139)	-
Stockport GP awareness	-	472	-	472	-	(472)	-
Virtual Support Groups Pilot	-	-	-	-	200	(200)	-
Northern Irish Virtual Support Groups - Lottery	-	-	-	-	2,220	(1,190)	-
Welsh Support Materials	-	-	-	-	500	(141)	-
Welsh Virtual Support Group - Lottery	-	-	-	-	2,688	(402)	-
Carried forward to next page	53,288	11,811	17,069	48,030	9,779	9,069	(2,395)

Notes to the financial statements (continued) for the year ended 30 June 2021

15 Restricted funds

	Movement in funds			Movement in funds				
	Balance at 1 July 2019	Incoming resources	Resources expended	Balance at 1 July 2020	Incoming resources	Resources expended	Transfers	Balance at 30 June 2021
	£	£	£	£	£	£	£	£
Brought forward from previous page	53,288	11,811	17,069	48,030	9,779	9,069	(2,395)	46,345
Welsh Virtual Support Groups - Moondance Foundation	-	-	-	-	900	(900)	-	-
English Virtual Support Groups - Lottery	-	-	-	-	4,612	(4,612)	-	-
UK-wide Virtual Support Groups	-	-	-	-	2,500	(300)	-	2,200
Psychological Assessment & Support Project	-	-	-	-	68,687	-	-	68,687
	<u>53,288</u>	<u>11,811</u>	<u>(17,069)</u>	<u>48,030</u>	<u>9,779</u>	<u>(9,069)</u>	<u>(2,395)</u>	<u>117,232</u>

Tamworth Family Day - Funds given specifically for a family day at the Tamworth Snowdome.

Family Day - To provide family days for children with facial palsy, reducing isolation and increasing confidence and self-esteem.

Children's Book Appeal - To fund a children's book to support children affected by facial palsy.

Support Services Project - To provide support and information to people affected by facial palsy, via local support groups, telephone and email.

Research Appeal - To fund future research.

Health Professionals' website – To create a platform for health professionals for the purpose of sharing knowledge, education and collaboration opportunity.

Patient Guides – To create eight patient guides in download format covering various causes of facial palsy.

GP Awareness Fund – To raise awareness of facial palsy with GPs (change of use to core costs agreed with fundraiser).

Notes to the financial statements (continued) for the year ended 30 June 2021

15 Restricted funds

Cheshire & Mersey Group Funds - Change of use agreed with funder to creation of support group video.

Wales Funds - To be spent on health professional education in Wales.

Trust Fundraiser - Funds given by the VTCT Foundation specifically for the employment of a Trust Fundraiser (change of use for balance of funds currently under discussion with grantmaker).

Children's Book into Libraries - Funds specifically given for distributing our children's book into libraries in the UK.

John Lewis Norwich GP Awareness - Funds specifically raised for GP Awareness in the Norwich area.

Stockport GP awareness - Funds specifically raised for GP Awareness in the Stockport area.

Virtual Support Groups Pilot – Funds given by the Deepings Lions Club to run pilot virtual support groups, providing evidence for other funding applications.

Northern Irish Virtual Support Groups – Funds given by the National Lottery Community Fund Northern Ireland to provide virtual support.

Welsh Support Materials – Funds given by the Oakdale Trust to create support materials in Welsh language.

Welsh Virtual Support Groups – Funds given by the National Lottery Community Fund Wales to provide virtual support groups.

Welsh Virtual Support Groups – Funds given by the Moondance Foundation for support groups in Wales.

English Virtual Support Groups – Funds given by the National Lottery Coronavirus Community Support Fund to provide virtual support in England.

UK-wide Virtual Support Groups – funds given by the Edward Gostling Foundation for the purpose of running support groups.

Notes to the financial statements (continued) for the year ended 30 June 2021

16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds			
	Incoming resources	Balance at 1 July 2020	Transfers	Balance at 30 June 2021
	£	£	£	£
Part funding of staff role 'Charity Coordinator' to be recruited in 2021/22	-	-	23,022	23,022
	-	-	23,022	23,022

The part funding of staff role relates to an amount that has been transferred from unrestricted funds to part fund a new staff member on a two-year contract from 2021 to 2023.

17 Analysis of net assets between funds

	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 30 June 2021 are represented by:							
Current assets/(liabilities)	55,320	23,022	117,232	195,574	54,003	48,030	102,033
	55,320	23,022	117,232	195,574	54,003	48,030	102,033

Notes to the financial statements (continued) for the year ended 30 June 2021

18 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2021 £	2020 £
Aggregate compensation	32,826	31,609

Transactions with related parties

Included in other creditors is a loan of £5,000 (2020 - £5,000) due to Charles Nduka, Chair of Trustees and Acting CEO. No interest is charged on this loan.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties