



CHARITY COMMISSION
FOR ENGLAND AND WALES

Trustees' Annual Report for the period

From **1 April 2024** Period start date To **31 March 2025** Period end date

Charity name: **Mast Cell Action**

Charity registration number: **1164917**

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>To relieve sickness for the public benefit of people with mast cell activation disorders by:</p> <ul style="list-style-type: none">• the advancement of research into the causes of mast cell activation disorders;• engaging with the research community and raising funds to enable them to develop• better diagnostic tools and treatments for mast cell activation disorders;• providing a supportive community through the provision of practical advice, support• and information for everyone affected by mast cell based disease;• raising awareness and improving education in respect of mast cell based diseases• and act as a resource hub, hosting seminars and workshops;• publish information to educate medical professions in order to increase diagnosis and to educate patients and families and the general public about mast cell based diseases
Summary of the main activities in relation to those purposes for the public benefit, in particular, the	Para 1.17 and 1.19	<p>The charity's activities during the year continued to focus on expanding and strengthening the services, support, and resources we offer to people living with MCAS.</p> <p>Our community have once again been clear about the challenges they face and the support they need,</p>

activities, projects or services identified in the accounts.		<p>and it has been our privilege to grow our provision in direct response. This year, we have seen significant growth, innovation, and connection across all areas of our work. In particular, we:</p> <ul style="list-style-type: none"> • continued to grow and nurture our virtual support groups, which now include more than 6,000 participants • expanded our peer support offer by launching dedicated Peer Support and Parent Support services, creating safe spaces for people affected by MCAS and those caring for children and young people • broadened our wellbeing programme with new virtual sessions including Pilates, Yoga, Mind to Move, Movement to Music, and other activities supporting physical and emotional wellbeing • strengthened our mental health support through expanded mindfulness, Rest and Unwind, and creative wellbeing sessions, all of which received exceptional feedback from attendees • developed and launched a range of new supportive resources, including our MCAS and Higher Education Pack, secondary school resource, workplace reasonable adjustments guide, testing leaflets, and a travel resource • deepened engagement across our social media platforms, helping to reduce isolation, encourage connection, and share trusted information with a growing global audience • achieved PIF Tick accreditation and embedded robust new processes to ensure our information remains clear, accurate, and trustworthy • launched the first ever international Mast Cell Disease Awareness Month, strengthening global collaboration and raising visibility of MCAS and related conditions • continued to grow the supportive content on our website, enhanced by new accessibility features, improved navigation, and increased video resources • expanded our medical and dietetic advisory capacity, welcoming new expert members and broadening our clinical reach • delivered training and awareness sessions for healthcare professionals, including post-COVID MDTs, primary care teams, and clinicians attending major conferences • engaged with Integrated Care Boards and national stakeholders to advocate for improved care pathways and highlight medication safety concerns • progressed our data migration into the Beacon CRM to strengthen supporter care, streamline processes, and support future service development
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Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The Trustees of Mast Cell Action confirm that they have had due regard to the Charity Commission's guidance on public benefit when carrying out their duties and in planning the charity's activities throughout the year. In particular, the Trustees have ensured that all projects, services, and strategic decisions are aligned with the charity's aims to advance understanding of mast cell diseases, support those affected, and promote improved diagnosis, treatment, and quality of life. The Trustees are satisfied that the charity's work provides clear, identifiable public benefit in accordance with the statutory requirements.
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Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	
Policy on social investment including program related investment	Para 1.38	
Contribution made by volunteers	Para 1.38	
Other		

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>This year, Mast Cell Action made significant progress in expanding and strengthening the support available to people living with Mast Cell Activation Syndrome (MCAS), while also raising wider awareness and improving understanding of the condition across society.</p> <p>We reached more people than ever before, with our virtual support groups growing to over 6,000 participants, our website attracting 270,000 visitors, and more than 83,000 individual downloads of trusted information. Our expanding programme of wellbeing sessions—including mindfulness, movement classes, creative workshops, and peer support groups—provided thousands of people with practical tools to manage symptoms, reduce stress, improve wellbeing, and feel less alone. Feedback shows that 95–100% of attendees across sessions gained improved wellbeing, new coping techniques, and a greater sense of connection.</p> <p>Our new Peer Support and Parent Support services created safe, understanding spaces for individuals and families navigating the challenges of MCAS. We also responded to more than 2,100 emails and distributed 219 Casper resource packs, offering personalised guidance and emotional support at times when people often have nowhere else to turn.</p> <p>The charity strengthened its role as a trusted provider of high-quality, evidence-based information by achieving PIF Tick accreditation, embedding new quality processes, and expanding our medical and dietetic advisory expertise. We launched new resources - including education packs, workplace guidance, testing leaflets, and travel support - to help people advocate for their needs in healthcare, education, employment, and daily life.</p> <p>Alongside supporting individuals, we invested in raising awareness and improving professional understanding of MCAS. We delivered training to 140 post-COVID MDT clinicians, presented at major medical conferences, and developed new resources for primary care. We also engaged national bodies such as Patient Safety Learning to highlight medication supply issues and began work with Integrated Care Boards to advocate for service provision.</p>

		<p>Our launch of the first ever international Mast Cell Disease Awareness Month united charities, clinicians, researchers, and patient communities across the world, raising visibility on a global scale and contributing to better recognition of mast cell diseases within society.</p> <p>As a result of these achievements, thousands of people affected by MCAS experienced improved wellbeing, greater connection, reduced isolation, more equitable access to trusted information, and enhanced ability to navigate complex healthcare needs. At the same time, increased clinician awareness and stronger advocacy contributed to wider societal benefits, helping to improve understanding of MCAS, influence service development, and promote safer, more informed care for people living with this complex condition.</p>
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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives set	Para 1.41	
Investment performance against objectives	Para 1.41	
Other		

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	At the end of the reporting period, the Trustees consider the financial position of Mast Cell Action to be stable and appropriately managed in line with the charity's objectives and strategic priorities. The charity continued to operate within its financial means, maintaining close oversight of income, expenditure, and reserves throughout the year.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Mast Cell Action's Reserves Policy outlines the charity's approach to maintaining financial stability by holding free, unrestricted reserves—excluding restricted and designated funds—to safeguard its ability to provide essential services for people affected by MCAS. The charity aims to hold six months of core operating costs, to manage income volatility, funding delays, and unavoidable operational commitments. Reserves may be used with Trustees' approval to cover temporary income gaps, unexpected costs, or planned transitions, but not to support ongoing deficits. Trustees may designate funds for future strategic purposes, and reserves are monitored through regular management accounts, reviewed annually, and reported transparently in line with Charity Commission guidance.
Amount of reserves held	Para 1.22	The reserve held as at year end is £177,313.
Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	The Trustees have assessed Mast Cell Action's ability to continue as a going concern and recognise that, while the charity remains committed to delivering its core services, there are inherent uncertainties linked to its reliance on grant funding, voluntary income, and project-based support. The timing and availability of future funding cannot be guaranteed with the current market condition, and this creates some uncertainty regarding income levels in the medium term. However, the Trustees monitor the financial position closely, have maintained an appropriate reserves policy, and continue to take steps to source new grant and manage costs prudently. Based on current plans and available information, the

		Trustees consider that the charity has sufficient resources to continue operating for the foreseeable future, although they acknowledge that the external funding environment presents ongoing risks that will require continued active management.
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Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	
Investment policy and objectives including any social investment policy adopted	Para 1.46	
A description of the principal risks facing the charity	Para 1.46	
Other		

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g. unincorporated association, CIO)	Para 1.25	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Elected by resolution passed at a properly convened meeting of the Trustees.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	
The charity's organisational structure and any wider network with which the charity works	Para 1.51	

Relationship with any related parties	Para 1.51	
Other		

Reference and Administrative details

Charity name	Mast Cell Action
Other name the charity uses	
Registered charity number	1164917
Charity's principal address	Suite 2, 4 Castle Quay NOTTINGHAM NG7 1FW

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Dr Alexandra Croom		02 July 2025	
2	Tom Wright		12 December 2024	
3	Claire Bounds MSC HRM		08 July 2024	
4	Eric Davis Grounds			
5	CHRIS WOOD BA OXON			
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15				
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17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		
NA		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
NA		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	NA
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	NA
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	NA

Additional information (optional)**Names and addresses of advisers (Optional information)****Type of adviser****Name****Address**

Name of chief executive or names of senior staff members (Optional information)

Joy Mason

Exemptions from disclosure

Reason for non-disclosure of key personnel details

NA

Other optional information

NA

Declarations

The trustees declare that they have approved the trustees’ report above.

Signed on behalf of the charity’s trustees

Signature(s)	Chris Wood	
Full name(s)	Chris Wood	
Position (eg Secretary, Chair, etc)	Chair	
Date	28 Jan 2026	



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
Mast Cell Action

No (if any)
1164917

CC16a

Receipts and payments accounts

For the period from	Period start date 01/04/2024	To	Period end date 31/03/2025
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donation	25 510	-	-	25 510	23 170
Gift Aid Recovered	2 730	-	-	2 730	1 275
Sport England	-	7 356	-	7 356	
National Lottery Grant	-	75 512	-	75 512	27 465
Postcode Places Grant	-	21 090	-	21 090	
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	28 240	103 958	-	132 198	51 910
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	28 240	103 958	-	132 198	51 910
A3 Payments					
Employee cost	42 800	47 834	-	90 634	46 932
Charity management and administration	5 112	-	-	5 112	4 660
Conference and event cost	29	2 102	-	2 131	2 208
Consultancy	31 610	975	-	32 585	28 845
Expenditure on raising funds	8 538	90	-	8 628	900
IT and hosting services	2 123	-	-	2 123	1 693
Independent examination	-	-	-	-	600
Medical journal	-	-	-	-	-
Print, design, postage and stationery	1 048	1 778	-	2 826	1 929
Sundry expenses	-	-	-	-	-
Telephone cost	108	-	-	108	95
Travel, accommodation and room hire	4 023	2 093	-	6 116	5 553
Website design and maintenance	3 847	-	-	3 847	-
Insurance	-	-	-	-	509
Donations made	-	-	-	-	-
Equipment	191	951	-	1 142	1 905
Subscriptions	11 266	141	-	11 407	2 051
Virtual events	-	7 265	-	7 265	1 794
Bank charges	52	-	-	52	7
	-	-	-	-	-
Sub total	110 747	63 230	-	173 977	98 483
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	110 747	63 230	-	173 977	98 483
Net of receipts/(payments)	- 82 507	40 728	-	- 41 779	- 46 573
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	186 504	37 350	-	223 854	-
Cash funds this year end	103 996	78 078	-	182 074	- 46 573

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at bank	103 996	78 078	-
		-	-	-
		-	-	-
	Total cash funds	103 996	78 078	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
			-	-
			-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
	Chris Wood	Chris Wood	28-Jan-26	



Section A

Independent Examiner's Report

Report to the trustees

Charity Name
Mast Cell Action

On accounts for the year
ended

31/03/2025

Charity no
(if any)

1164917

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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 accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

25/01/2026

Name:

R Kolvankar

Address:

40, Danson Crescent, DA16 2AR

Section B**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.