



Facial Palsy UK Annual Report and Unaudited Financial Statements
For the Period Ended 30 June 2020

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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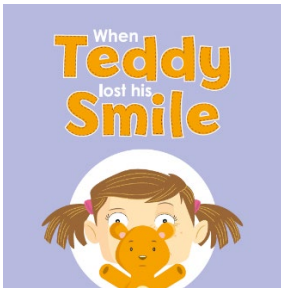
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Notes to the financial statements

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
597 direct support enquiries during the year.	Completed most of the content for new dedicated Health Professionals website.	318 members of Parents & Carers Facebook group at 30 Jun 2020.
159 attendances at local support groups.	Published: Dental awareness in relation to facial palsy poster. Our mobile & user-friendly website continued to attract more visitors.	96 families received direct support via telephone and/or email.
Feedback from attendees of local support groups showed: 79% felt more knowledgeable about healthcare options. 90% felt less isolated. 65% felt more confident approaching health professionals. 90% felt more confident generally. 94% said it was helpful to hear other people's experiences.	 426,048 users of our website during the year. 1,737 members of our Facial Palsy UK Community.	22 copies of our children's book 'When Teddy lost his Smile' sold in the year. A free electronic version of the book provided during the global pandemic. 
Volunteers	Research	Awareness
62 active volunteers helping with support, information, research, feedback & events.	2 medical research papers co-authored. 120 people affected by facial palsy surveyed to understand their support needs during and after the first lockdown.	7 media mentions in magazines, national and local press, radio and television.

87%

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

Introduction from the Chair

As a year, it has been mixed – we started with our continued ambitions of growing further as a charity but we ended with the uncertainty of a global pandemic. But irrespective of the circumstances, our two employees, our trustees, and all our volunteers have been fantastic.

As our strap line for Facial Palsy UK states: ‘inform, support, research’, these three interconnected activities form the foundation of the charity, with each part strengthening the others and ensures that we, as a charity, are all constantly pushing forward for those affected by facial palsy. We will continue our battle to improve service provision which has been a core theme to our work since we formed seven years ago, and one we continue to strive for.



This report describes the past year's activities of our small team, and in particular Karen Johnson and Leanne Armstrong, the charity's only paid employees. We sadly said goodbye to Lorraine as she moved to a new role this year. We are lucky to be continually supported by nine 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:

- We held our first awareness week comedy event raising just over £10,000! The event took a lot of organisation and energy, but we are incredibly grateful to the volunteers that helped and to everyone who attended.
- Our website continues to grow and attract nearly half a million users per year. With new resources being added frequently our website provides remote information worldwide for patients and their families. This has never been more important than now, with the emergence of a global pandemic forcing much of the NHS to re-focus.
- Our support services continue to provide fantastic support across a range of mediums, enabling those affected to draw on individual and group support. Our roll out of Zoom support groups has just begun and I hope that over the coming year we can continue this activity to support our community in these testing times.

There are however challenges ahead with the growing global pandemic: a pausing of most fundraising activities and the increased pressures on the NHS mean that fewer services than ever before are currently available for people with facial palsy. We are acutely aware of all these challenges but are committed to doing the best we can during these times.

I would like to express my unreserved thank you to each and every one of our supporters, volunteers, staff and partners for all of their contributions over the past year. Thank you.

A handwritten signature in black ink that reads "REBlack". The signature is stylized with a large 'R' and 'B'.

Dr Rebecca Black, 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

In December 2019, our Support and Information Coordinator moved to a different charity after five years with us, we did not manage to recruit someone new to the support position before the pandemic. We recruited an Information Coordinator in January 2020 who was furloughed from March 2020 due to the pandemic's impact on charity income. We have therefore operated for half the year with reduced support staff.

Reacting to the global 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.

Two virtual support groups were piloted via Zoom in May 2020. One was volunteer led and specifically for people affected by facial palsy in Northern Ireland. The other was led by our Deputy CEO and open to everyone across the UK with facial palsy, this one featured a volunteer guest speaker who discussed meditative breath techniques and practices. Both our Deputy CEO (born with facial palsy) and Northern Irish volunteer (person with acquired facial palsy) found it difficult running Zoom groups alone. We learnt from this and decided that we needed someone to handle the technical side of things and someone to lead the session, preferably a health professional.

We carried out a survey of 120 people affected by facial palsy in June 2020 to understand people's support needs during this time. 117 adults and three parents and carers of children with facial palsy responded. 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."

We asked what kind of support people would access if available. 43% said they would access an online support group via Zoom. Unfortunately, the preferred option was local face-to-face support groups (62% would attend) but this is not possible during the pandemic. We also asked who would view Facebook Groups (59%), Facebook Live with Health Professional (49%) and Webinar style presentations (41%). When asked what a group support option could offer, respondents ranked information from a specialist health professional as most important (74%) and secondly peer support from others with facial palsy (64%).

We concentrated on applying for funding in the later part of the year to ensure we could set up regular virtual support sessions run by a team of two during the following autumn and winter. We will be looking into Zoom groups, Webinars and Facebook Lives to see what resources are needed.

13 local support groups

Our target

Continue to develop our face-to-face support groups ensuring they provide the best support and information for attendees.

Many of our local support groups could not run in 2020 due to the global pandemic.

Our achievements

- There were 22 face-to-face meetings during the year with 20 being entirely volunteer led with an estimate of 140 volunteer hours spent running the groups (attending meetings, correspondence, travel and admin time). In normal times we would expect there to be at least 35 meetings per year, but the many groups planned between March and June had to be cancelled due to the pandemic.
- Out of 95 support group attendees who completed feedback forms: 90% said they now had greater confidence, 79% were more knowledgeable about health care options, 90% felt less isolated and 65% felt more confident approaching health professionals. A huge 94% of attendees responding found it helpful to hear other people's experiences of facial palsy.



Support Group Locations

- Seven groups benefitted from speakers, these included consultant plastic surgeons and an ophthalmic specialist nurse. We were also very fortunate that Kathleen Bogart, Associate Professor of Psychology and Director of the Disability and Social Interaction Lab at Oregon State University in the United States, ran three communication skills workshops as part of our support groups in London, Norwich and Birmingham.
- Many of our meetings take place in the warmer months but avoid school holidays. Due to meetings being cancelled from March onwards, the total number who attended support groups decreased by 46% (159 attendances) compared to the previous year (2019: 296 attendances). The average number attending each group was seven which is consistent with previous years. The largest number of attendees in one group was 15.
- The Cheshire & Mersey Support Group made a [video](#) with funding from The Police Mutual Foundation and the support of We Are Invite. The aim was to attract new members to the group and demonstrate the support that can be accessed there.
- The Cornwall support group relaunched with a new volunteer leader.

[“Thank you. I feel less alone it was good to finally meet people who can relate,”](#)

[“This is the first time to speak out loud and realise that all the feelings I've had have been quite normal.”](#)

[“Thank you so much for the support group Facial Palsy UK put on today. I find it so helpful and informative. It was so good to chat to other people who have experienced similar issues, and for a lot longer. Once again thank you so much for your time and your very informative website.”](#)

[Anonymous feedback collected at Face-to-Face Support Groups.](#)

We rely on volunteers who make it possible for people to receive peer support in their local area. We recognise the lack of support available in some geographical areas particularly Wales and are working to improve provision.

Virtual support networks

We have continued to run our virtual support networks where we have been unable to offer face-to-face support in the past. Our virtual networks include:

- Wales Network Facebook group (69 members).
- Humberside, Lincolnshire & Yorkshire Facebook group (86 members).
- Southwest Facebook group launched March 2020 (17 members).
- Parents & Carers Facebook Group (318 members).
- Facial palsy in pregnancy Facebook group (168 members).

Our Northern Ireland group began as an informal network and also has a Facebook group which now has 97 members.

As mentioned previously, we piloted two virtual Support Groups via Zoom to continue with a support provision during the pandemic. One area we are looking at closely is how to improve our monitoring to collect feedback before as well as after sessions to understand the change our work is or isn't having. We discussed with other charities the methods they use and plan to put in place improved monitoring from Autumn 2021.

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 597 people this year by telephone or email – this is an 18% increase on 2018/19 and we were without a dedicated support coordinator for half of the year.

- 50% of those who contacted us now have more information about healthcare options available to them that they weren't aware of before.
- 17% of those who contacted us were signposted to local support groups.

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 23 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.

Half (50%) of those who contacted us wanted to know more about their health care options and almost a third (30%) were seeking general support due to feelings of isolation. Nearly one quarter (22%) sought guidance how to ask for help they need from their GP.

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 24 different confirmed diagnoses/causes in 2019/20.

This year half (52%) of our support enquiries were dealt with by our dedicated Support and Information Coordinator (previously 89%), 38% by our Deputy CEO (previously 11%) and 10% by our new Information Coordinator. The pandemic has created additional pressures on the charity, but no support enquiry has gone unanswered.

The conditions we've supported this year¹

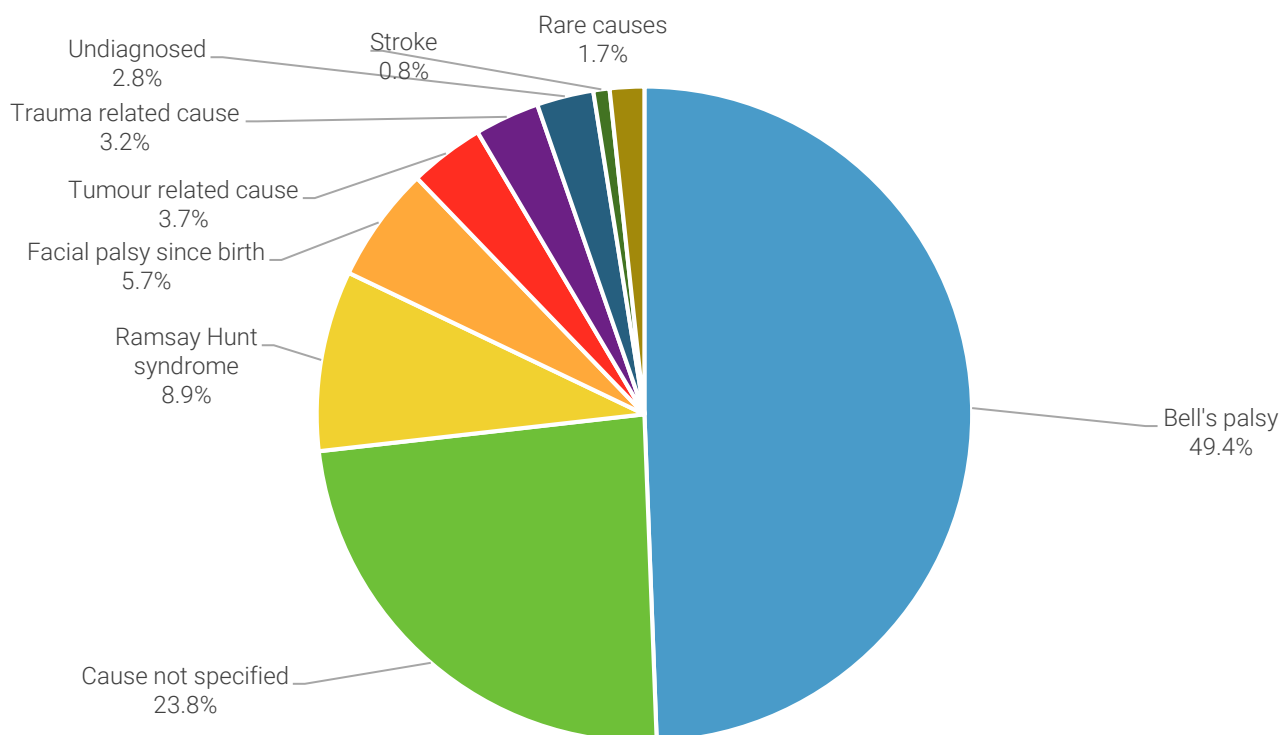


Figure 1. Causes of facial palsy supported this year.

Figure 1 above demonstrates the variety of different causes of facial palsy we received enquiries about. Of these: 76% 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 4% 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 received enquiries from teachers and employers seeking to understand facial palsy more.

"Thank you so much you have made me feel like I can maybe feel normal again. You have given me hope."

Support enquiry feedback, Apr 2020.

"A massive thank you to you and the team at Facial Palsy UK. This has been one of the most frightening and confusing experiences of my life, and the information you provide helped me to understand what was happening and why, and to feel less alone."

Support enquiry feedback, May 2020.

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.

¹ Based on support enquiries between 1 July 2019 – 30 June 2020

- 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.
- 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.

In the early months of the pandemic, we dealt with situations where patients were misdiagnosed over the phone or by A&E and some people had been given incorrect medication. There has been a drop-off in people seeking referrals for more help for facial palsy due to the current situation in the NHS. There have been new questions to answer such as whether people with facial palsy are more vulnerable to COVID-19 infection due to touching their face more. Wearing a face mask has also 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, we are living in a period where everyone has had to consider alternative ways to supplement normal communication.

Counselling Pilot

Our Support and Information Coordinator who left in December 2019 is an experienced counsellor. They undertook a pilot study in September 2019 to evaluate whether we should offer counselling as a service. Participants were identified via support enquiries, six people requested counselling but only three received any sessions. Of the remaining three people: one found counselling locally, one decided that it was not for them and one did not reply to follow-up emails. Only one person completed the full allocation of six sessions with two of the clients deciding to finish after fewer sessions. The common theme was the impact of facial palsy on confidence.

Feedback demonstrated the counselling had helped with tackling loneliness and being able to talk about very specific issues related to facial palsy. However, counselling via telephone was difficult and using Skype/Facetime/Teams, etc. presented technical problems which distracted from the session. As we no longer have an experienced counsellor on staff this is not something we will pursue unless more demand arises in future.

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 318 members of our Parents & Carers Facebook Group at 30 June 2020 (29% increase from 2019).
- We sold 22 copies of our children's book during the year.
- We released a free electronic version of our children's book during the pandemic.



Our children's book

Reacting to the global pandemic:

Unfortunately, our family day was cancelled this year due to the pandemic. For alternatives we researched the use of technologies such as Zoom. However, we were aware that a few children with facial palsy are uncomfortable with seeing themselves in photos or video, so a virtual support session would not necessarily be a suitable way to provide support. Due to this and early issues reported with security in the national news, we decided there were too many safeguarding risks involved in running such sessions. Additionally, our family days work because they are a fun day out where the emphasis is on friendship and not the facial palsy, something that would be challenging to capture via Zoom. Instead, we focused on planning what future resources we needed to safely deliver support using video technology.

We needed to close our online shop during the first national lockdown so in April 2020 we created an electronic version of our children's book 'When Teddy Lost His Smile' and made it freely available online.

Other virtual support

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. Facial Palsy UK staff are the main administrators for the group, people are only added to this group if they are a parent or carer of a child with facial palsy. If they are not a parent or carer, they are directed to a more suitable Facebook group. The difficulty with more general groups is that someone who develops facial palsy in later life may have a very different experience to a child with the condition. Our Parents and Carers Group is a safe place to discuss issues and experiences about children with facial palsy. A team of four adult volunteers born with facial palsy are also members of the group and help answer questions. The success of this group illustrates the worldwide need for facial palsy support.

"The Facial Palsy UK Parent Support Group on Facebook has been invaluable to both myself and my son who was born with congenital facial palsy. Without it, the last five years would have been extremely tough and I would still believe I was on my own in my fight to get my son the help and support he deserves. I was able to find out the names and locations of specialists in the field of facial palsy and questions to ask them when our appointments came up. I've also spoken to people who don't live far from me and discussed the possibility of meeting up so our children can meet each other. The group has kept me positive and is also somewhere I can vent on particularly tough days, to people who understand."

Victoria Magowan, Northern Ireland.

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. However, given the need for additional resources for this to come together, it may take longer to achieve.

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 21% to 1,737 members.
- Overall visitors to our website increased by 7% compared to previous year.
- The majority of content was completed for 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 1,737 community members, 68% opted-in to receive information about Support Groups.

There were 426,048 users of our website during this financial year.

Our top three website topics	Page views
Bell's palsy	68,350
What is facial palsy?	49,975
Facial paralysis in pregnancy	32,329



We added more new content on our patient website this year, including a Makeup tips guide, a patient experience about scleral contact lenses and more personal stories. We published a news item 'What every dentist should know about facial palsy' and produced a new poster for awareness week.

We continually monitor enquiries looking for the source of problems to see how we can make changes to our website and improve our support offerings online. Due to lack of resources, this process can be quite slow, however, everything is logged, and work is in progress all the time to make improvements.

Information

Our target

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

Our achievements

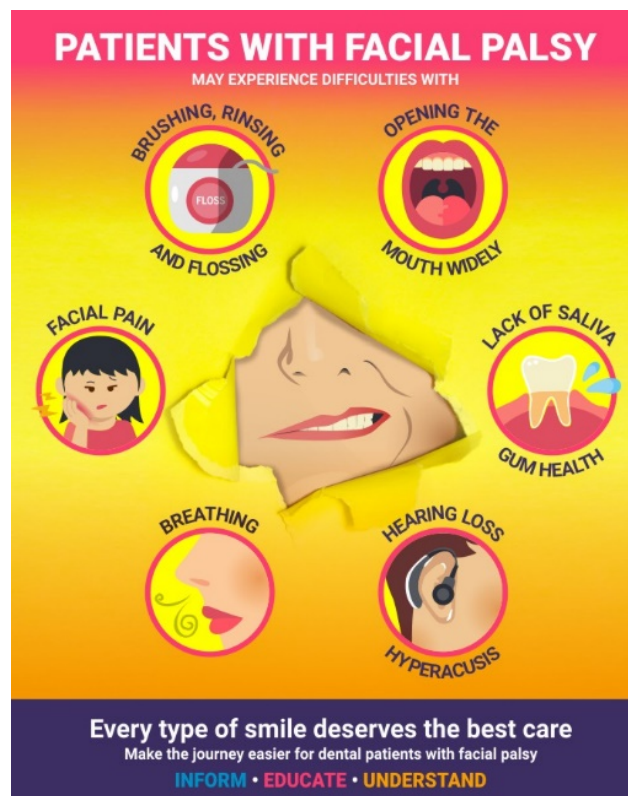
This year we have:

- Continued development work on a new dedicated Health Professionals' website.
- Produced a poster for Dental Awareness in relation to facial palsy.

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 global pandemic as many of our volunteer health professionals have had to focus on pandemic related priorities.

Our dental poster (pictured) was finalised in March 2020 as the pandemic hit, therefore distribution has been paused for now.

We also planned to distribute literature to GPs in the Norwich and Stockport area using funds donated specifically for this purpose, but this has been delayed due to COVID-19 infection risk.



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 1% 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 global pandemic was for obvious reasons the focus of most health-related news from March 2020 onwards. Also, our lack of resources during the pandemic has meant we have had less time to devote to awareness raising in the later part of the year.

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 seven media mentions in magazines, press, radio and television.
- Exhibited at the Moebius Research Trust Conference in Birmingham on 3 August 2019 – volunteers Alex and Erin Barker manned our stand.
- Spoken at the BAPRAS Plastic Surgery Conference on 8 October 2019, volunteer Alex Barker spoke about his experiences living with Moebius syndrome.
- Delivered a successful Facial Palsy Awareness Week 1-7 March 2020.
- Written and produced a song to raise awareness of facial palsy.

Our petition to Parliament 'Encourage greater awareness of the impact of facial palsy in the UK' ended in September 2019 with 9,917 signatures. Sadly, we needed 10,000 to reach our goal in order to get a response from the government. We will try again however.

Volunteer speakers helped us raise awareness, and often funds, in a variety of different settings.

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 and Instagram. 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 2020 we had:

- 1,619 Twitter followers (10% increase on last year)
- 3,928 Facebook Likes (14% increase on last year)
- 938 Instagram Followers (52% increase on last year)

Facial Palsy Awareness Week 1 – 7 March 2020

In 2015 we designated the first week of March as Facial Palsy Awareness Week. For our sixth awareness week, we held our first major fundraising event, a Comedy Night. We decided on the theme Face UP! because we want NHS funders and decision makers to Face UP! to the consequences of poor care for this patient group, i.e. delayed diagnosis, misdiagnosis, permanent facial disability and psychological impact. There are many misconceptions about facial palsy which unfortunately lead to inadequate health care and lack of support for those affected. We asked people to share facts during the week about how our faces work and/or how facial palsy affects them, in order to raise awareness.

Awareness Week activities included:

- Face UP! to Comedy – a comedy night on 29 Feb 2020 raising £10,060.
- Face UP! Bake Sales and fundraising
- People shared pictures and comments on social media to raise awareness.
- People shared new poems and stories on our website.
- People gave talks in the community about their lived experience of facial palsy.
- We wrote and produced a song called [Smile](#).
- We gave a preview of the work we are doing on the new Health Professionals' website.
- We published a 2020 [Awareness Week gallery](#).

Hello everybody my name is Grace and I want to tell you if everyone looked the same the world would be a really boring place!

You see only half my face can smile and I can only blink one eye but in my head that doesn't matter and you'll never see me cry!

In fact I'm quite proud of being so unique, and I always have an excuse to keep one eye open when I'm playing hide and seek!

I hope everyone is understanding what I'm trying to say, that looking a little different really is ok.

You see what really matters is what is on the inside and I love to wear my facial palsy smile with a lot of pride!!!

By Grace (age 6), written for Facial Palsy Awareness Week 2020

Facial Palsy Awareness Week was impacted by the pandemic as people started to reduce fundraising and awareness activities in early March. But we were fortunate that our event was at the very beginning of the week and was unaffected.

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

This year we have:

- Co-authored an academic journal article: '*Facial palsy: when and why to refer for specialist care*' for the British Journal of General Practice published Oct 2019 - <https://doi.org/10.3399/bjgp19X706541>
- Co-authored an academic journal article: '*Raising the Digital Profile of Facial Palsy: National Surveys of Patients' and Clinicians' Experiences of Changing UK Treatment Pathways and Views on the Future Role of Digital Technology.*' Which was due for publication in the Journal of Medical Internet Research in Oct 2020 - <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7573702/>
- With the help of community fundraisers increased funds specifically for education and training of health professionals in Northern Ireland and Wales, where health care provision for facial palsy is limited.



Using digital technology to treat facial palsy

Volunteering

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

The charity has come a long way since it started eight years ago. The support we offer would not be possible without our volunteers. Over this year, 62 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 help in the following ways:

Support

Our support groups simply would not run without the help of our volunteers. 159 attendances at support groups were made possible by 18 volunteers. Not only do they offer support but many fundraise too.

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.

Speakers & Media volunteers

Volunteer speakers and media volunteers do an important job in raising awareness.

Governance

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

Events

With just two members of staff we rely heavily on volunteers to help with events. Our Comedy Night was mainly planned and run by volunteers. We also use volunteers for events such as the Great North Run and in normal times, Family Days. Roles can include welcoming people, taking photographs and video, updating social media, serving food and refreshments, manning merchandise stalls and more.

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.

Operations

Volunteers also help with social media, graphic design, fundraising and distributing literature.

Campaigning

Many volunteers helped encourage people to sign the petition this year.

How we are funded

87% 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:

- 87% of our voluntary income came from the people, companies and trusts who supported us. At the beginning of the pandemic we were initially told we were ineligible for a government grant. However, we were pleased to eventually be awarded a discretionary local council grant of £10,000 to support our work. We also received £2,734 via the Government furlough scheme.
- Regular giving increased. The Weather Lottery we launched last year has raised £1,149 this year, an increase of 155%. We redesigned our website in October making it easier to make regular donations which raised an extra £718 over eight months.
- Our first Fundraising Event, Face UP! to Comedy raised £10,060. A special thank you to Dominic Bray for his support with this event and our volunteers for making it happen.

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

We are grateful for the following grants:

- The Stuart Leslie Garratt Will Trust - £1,000
- The Guy Charitable Foundation - £1,000
- The Fore - £5,000
- Lillie C Johnson Charitable Trust - £500 (for a Family Day)
- The Earl Fitzwilliam Trust - £1,000 (for Support Services)
- Dr John Ackroyd Trust - £2,000 (for Support Services)

We were also kindly supported with pro bono support by:

- JGR Business Bureau who donated payroll processing hours to us.
- Orchard House Media who provided us with Google Ads support.

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.

We couldn't do what we do without the dedication of our wonderful fundraisers.



Thank you to all our amazing fundraisers.
Here is a sample of pictures from fundraising activities this year.

Where our income comes from

This year you helped us to raise £100,139. Figure 2 below shows where our income was generated:

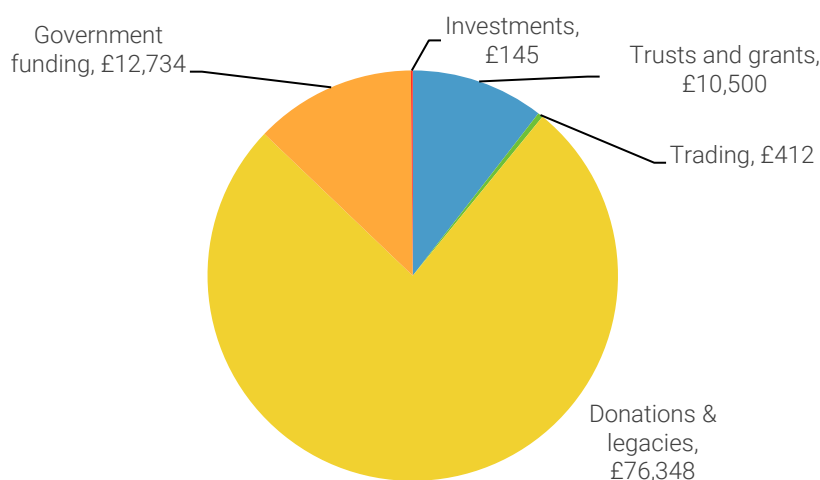


Figure 2. Income breakdown for year ending 30 June 2020.

Where we spend our income

Total resources expended this year were £86,638. Figure 3 below shows how we spent our income:

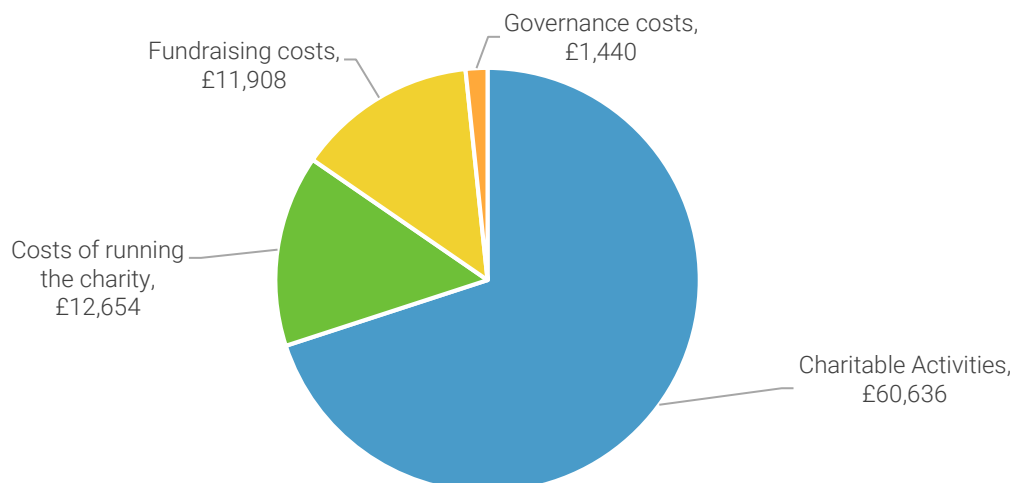


Figure 3. Expenditure breakdown for year ending 30 June 2020.

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 was £11,908, £4,835 of this spend was from a £25,000 restricted grant from the VTCT Foundation specifically given to help us improve our Trust Fundraising function. This grant has so far helped us invest in training, consultancy and tools to find grants. £7,073 fundraising costs relate to the Comedy night which generated a net profit of £10,060.

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 8-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:

- 70p went on delivering and improving care for people with facial palsy
- 14p went on generating future income
- 16p went on the running costs of the charity including governance

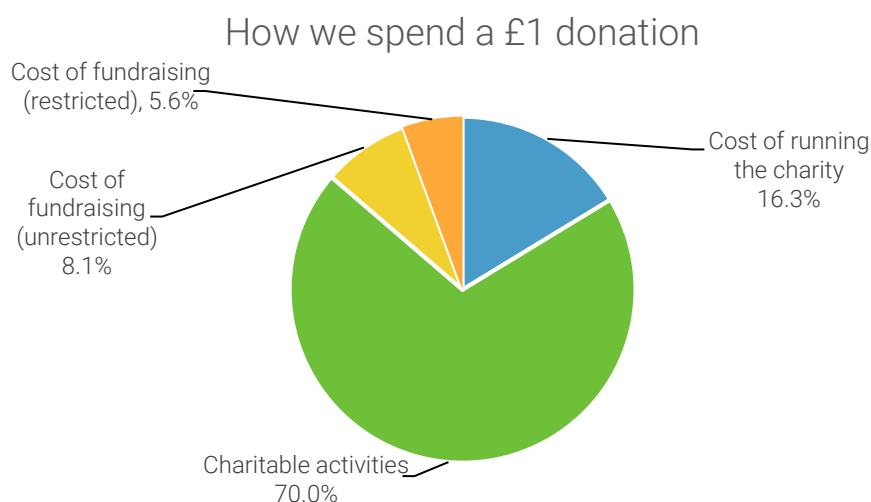


Figure 4. How we spend a £1 donation for year ending 30 June 2020.

Due to receiving a grant specifically for the purpose of improving our Trust Fundraising function, our fundraising spend is higher than normal. This is broken down into restricted and unrestricted in Figure 4 above. Of the 13.7% of funds spent on fundraising, 5.6% were restricted by the grant giver for the specific purpose of trust fundraising and could not be used for other purposes. We also held our first fundraising event which increased fundraising expenditure. The net profit of £10,060 generated from the event in February 2020 helped boost our funds and prepare for the pandemic.

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 2.7% to £100,139 (previously £97,517). However, unrestricted income which includes government support of £12,734 increased by 67.5% to £88,328 (previously £52,723).

Unrestricted expenditure increased by 26.5% to £69,569 (previously £54,979). We employed one full-time and one part-time member of staff during this period. A third person was engaged part-time on a contract basis using restricted funds (Trust Fundraising project) until October 2019. We moved into new office space in July 2019 to accommodate additional staff and volunteers; rent costs increased by £2,512 as a result. More support services hours and costs were funded via unrestricted funds compared to last year, an additional £4,495. The previous year these costs were funded by restricted grants. There was only a 2.7% actual increase in gross salary costs. £7,073 additional event costs were attributed to the Comedy Night which generated a net profit of £10,060.

Total expenditure increased by 6.1% to £86,638 (previously £81,690).

Charitable activities

Expenditure on charitable activities decreased by 0.8% to £74,730 (previously £75,326).

Reacting to the global pandemic

Management and Trustees have had regular virtual meetings to discuss our response to the global pandemic. An emergency 15-month budget and cash flow forecast were agreed in April 2020 with revised figures assuming drastically reduced income. The decision was taken to close the office, rent cheap storage space and move to homeworking. We vacated our rented office space at the end of June 2020 and necessary end of lease decorating was carried out by volunteers with no cost to the charity. From July 2020 we will retain our office address as virtual tenants. In March 2020 we were operating with one full-time and one part-time member of staff. We furloughed our part-time information coordinator towards the end of March 2020. We updated funders as necessary. We also undertook a thorough review of all expenditure to see if savings could be made elsewhere. As we already run a fairly lean charity, reducing the office rent was the biggest saving. We needed to move from a desktop server to online server and secured discounted online server space through the Microsoft Non-profits programme. We agreed a five-step plan with regular review dates.

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 2020 was £54,003 of which we consider £25,000 to be free reserves. Our post-pandemic plan is to increase reserves levels to £32,199 covering approximately six months of budgeted expenditure.

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. In Spring 2020 we created a financial response plan to monitor financial risks and to enable us to respond to the pandemic and the unique challenges it has posed to us and the wider third sector. 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. Our risk register was updated Spring 2020 to reflect reduced community fundraising income due to COVID-19.	• Diversify income streams. • Regular financial planning & review. • Sustain unrestricted reserves to ensure we can continue to operate. • Fundraising strategy review and investment in trust fundraising. • COVID-19 5-step 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.	• 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.	• 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.	• Trustee Board increased to attain more skills, knowledge and experience. • Policies and procedures are regularly reviewed and communicated throughout whole organisation. • Training is provided where required and requested.

Employees

Our two employees (one full-time and one part-time) generally worked from one location during the year although towards the end of the year one was furloughed. They communicate with the Trustee Board via email, telephone, virtual or face to face meetings. 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

As a young charity we are not currently paying salaries at the median market rate; we do pay above the living wage. Our pay policy sets out that we are committed to ensuring our salaries are competitive in the labour market. However, we do not have sufficient surplus funds to enable us to do this currently. We do consult with employees about the ongoing situation to ensure they still feel valued.

No individual performance bonuses are paid. Where additional work is taken on for specific projects that involve working additional hours to those contracted, employees can apply for overtime to be paid at the normal hourly rate. Additional hours are not always charged to the charity though and are frequently donated as volunteer hours for which we are grateful.

Our employees are currently over-stretched with the volume of work and we need to reach a position where we can take on additional staff and offer salaries at a competitive rate. We are fortunate that we have a committed team but we need to ensure we retain them.

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 nine trustees as at 30 June 2020. Trustees have a wide range of skills and experience including clinical and professional expertise. Rebecca Black was designated chair in January 2019.

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)	
Vanessa Venables	(Retired 22 January 2020)
Fiona Hawthorne	
Janet Jutsum	
Gareth Price	
Susan Parsons	(Retired, Re-elected 22 January 2020)
Sheila Crowley	(Retired, Re-elected 22 January 2020)
Debbie Byles	
Mandy Brailsford	(Elected 22 January 2020)

We thank Vanessa Venables for her wealth of support as a trustee. 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	Karen Johnson (full-time)
Support and Information Coordinator	Lorraine Thurston (part-time) – left Dec 2019
Information Coordinator	Leanne Armstrong (part-time) – joined Jan 2020

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 & 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 underwent a complete refresh in Autumn 2019 to ensure continued engagement, some members retired and new people joined. The 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 (previously known as Baldwins) 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	Green
In progress	Yellow
Not started	Red

In our annual report for the previous year (ending 30 June 2019) we highlighted the following future plans in line with our 3-year Strategic plan for 2016-2019:

	TARGET	PROGRESS
AWARENESS	Create a campaign to encourage more people to become speakers raising awareness about the condition.	Materials for Face UP! Speak Out campaign created and disseminated for Awareness Week 2020. COVID-19 prevented face-to-face speaking opportunities.
	Develop a communications plan and calendar to promote Facial Palsy UK and increase knowledge of facial palsy in the community year-round.	This work still needs to be completed, defer to 2020/21.
	Seek additional funds to distribute our children's book into libraries.	On hold until after pandemic. We have completed the editing work on the book, the ending needed changing as library books cannot have stickers.
	Engage more health professionals in promoting Facial Palsy Awareness Week via professional organisations.	Representatives from Facial Therapy Specialists UK promoted Facial Palsy Awareness Week in 2020. There is more work to do.
SUPPORT	Increase the information available via our main website along with printed literature aimed at patients. The focus will be on frequently asked questions.	This work has been deferred to 2020/21
	Trial a pilot counselling service via Skype and/or telephone for those in need.	Completed.
	Seek to develop contacts and sponsors for the patient conference/social event with a view to holding this in 2021.	Developed a sponsorship deck template and made new contacts particularly with eye lubricant manufacturers. Conference planning postponed due to COVID-19.
	Deliver at least one Family Day per year in a central location (subject to funding).	Cancelled due to COVID-19.
	Continue to improve our support to volunteers.	Ongoing – more work needs to be done.
	Explore how we can better advocate for patients who are struggling to access specialist healthcare. Including: working with the Northern Ireland network to improve services in the region and the Welsh network to highlight lack of facial therapy in the region.	Ongoing – we are liaising with health care professionals in NI and Wales regarding improvement of services. People in the community have raised funds which have been set aside to pay for training of facial therapists and we are now working on highlighting the need for funding for the NHS positions.
	Research the optimal business case for a facial palsy service to influence care and best outcomes for patients.	We researched and collected several examples of business cases and just need to collate information and agree with Medical Advisory Board.
	Continue to improve our communications via our newsletters so subscribers are aware of all activities in a timely manner.	Ongoing - we still need to improve in this area. We are possibly trying to do too much with limited resources.
EDUCATION & TRAINING	Launch our new dedicated Health Professionals' website, a resource exemplifying best practice for facial palsy care.	Ongoing – the majority of content was completed in March 2020 but we need Medical Advisory Board input to finalise. Put on hold due to COVID-19 as NHS professionals have limited volunteer time.
	Create and maintain a database of facial palsy specialist multidisciplinary services on the Health Professionals' website.	Completed but site cannot go live yet due to other content not being ready.
	Create a book about facial palsy aimed at health professionals to inform best practice and care.	Ongoing – the majority of content is completed but Medical Advisory Board input is needed to progress further.
	Distribute our general facial palsy leaflets and patient guides to relevant GPs, hospitals and other emergency care centres.	We planned a big mailing in Spring 2020 but this had to be put on hold due to the pandemic. Some leaflets were distributed earlier in the year and our GP's guide to Bell's palsy has been updated ready to distribute.
	Continue to encourage and support written articles for medical publications to increase awareness and knowledge.	Co-authored two medical articles.

RESEARCH	Use new Health Professionals' website to improve communications and collaboration.	A forum has been created for this purpose but the website isn't live yet. Ongoing work.
	Promote the need and fundraise for research in line with 'Top 10' priorities decided by patients, carers and health professionals.	Ongoing - Top 10 priorities are listed on our website. We were approached by interested researchers this year wanting to study this priority 'What influence does access/no access to treatment have on patient's functional and psychological outcomes?'
	Improve coordination and project management of Medical Advisory Board activities.	Medical Advisory Board has been completely refreshed to ensure continued engagement. New patient representative with virtual meeting planning and management experience invited to join board.
FUNDRAISING	Further develop our Trust Fundraising function.	Created mind map, flow chart, rolling programme and workbook for structured trust fundraising.
	Update our website donation platform to make it easier for people to give and to encourage regular giving.	Completed October 2019. Raised an extra £718 over eight months from new direct debits set up.
	Work with volunteers to organise a fundraising event to kick off Facial Palsy Awareness Week 2020.	Comedy night fundraising event held 29 Feb 2020.
	Grow funding through engagement with existing and new donors and supporters in order to develop new services and continue provision of existing ones.	Ongoing.

Future Plans

It's crucial that we tie our plans into our strategy, monitor and evaluate our work, and report on our work openly and transparently. Working with limited resources and the on-going pandemic is challenging, but it's important that we always plan ahead and ensure 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 2020/21:

Operations

As we grow, we must stay focused on specific plans and not try to take on too much for one year to ensure continued success. Our Strategy Workshop provided an analysis of all our activities exploring the long-term vision and producing a hierarchy of shorter-term priorities that linked in to our aims. This provided the building blocks for our 2019-2022 strategic plan which was completed in September 2019. With the arrival of the global pandemic our focus was very much that any money we had must be spent on supporting our community and not trying to retain office space. We quickly made the decision to cancel the lease on our office and revert to homeworking. This has not been an easy task with many decisions having to be made quickly about data storage and connectivity, alternative storage for charity items and furniture, insurance changes, etc. With other household members home-schooled or working from home, the pandemic has posed some unique challenges.

The increased familiarity with video meeting technology has its benefits in that when more funds do become available, we could potentially grow our workforce from a wider pool of talent if we use homeworkers.

We are scaling back some plans for the next year due to the global pandemic as we expect to be working with just one member of staff for the majority of the year. All plans are in line with our Strategic Plan 2019-2022.

Information

- Increase the information available via our patient website and as printed literature aimed at patients.
- Continue work on Health Professionals' website and book.

Awareness

- Plan a Facial Palsy Awareness Week that fits restrictions potentially in place due to the global pandemic, reduces isolation and does not put undue pressure on community members.

Support

- Explore how we can better advocate for patients who are struggling to access specialist healthcare.
- Continue to develop our support groups, this will involve moving support online during the global pandemic. Support post-lockdowns will be important and there may be increased demand.

Volunteers

- Improve volunteer recruitment programme and procedures, as well as management of our volunteer base to ensure that every volunteer feels valued.

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.

Communications

- Develop a communications plan and calendar to promote Facial Palsy UK and increase knowledge of facial palsy in the community year-round.
- Improve our communications via our newsletters so subscribers are aware of all activities in a timely manner. Identify opportunities to maximise Facial Palsy UK's profile in the community and across the UK.
- Improve coordination and project management of Medical Advisory Board activities (this may need to be deferred until after the pandemic).

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 global pandemic.
- Our communications strategy is important to ensure people know the work we are doing and that we are visible, options to give if they are able, etc. However, it is really important that we do not put undue pressure on people to donate or partake in fundraising activities.
- We must continue to adhere strictly to our Trust Fundraising procedures and seek additional grant income.

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:



Rebecca Black (Chair)
23 February 2021

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 2020.

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: 26 February 2021

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

Current financial year

	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
Income and endowments from:					
Donations and legacies	3	75,037	11,811	86,848	96,509
Other trading activities	4	412	-	412	868
Investments	5	145	-	145	140
Other income	6	12,734	-	12,734	-
Total income		<u>88,328</u>	<u>11,811</u>	<u>100,139</u>	<u>97,517</u>
Expenditure on:					
Raising funds	7	<u>7,073</u>	<u>4,835</u>	<u>11,908</u>	<u>6,364</u>
Charitable activities	8	<u>62,496</u>	<u>12,234</u>	<u>74,730</u>	<u>75,326</u>
Total resources expended		<u>69,569</u>	<u>17,069</u>	<u>86,638</u>	<u>81,690</u>
Net income/(expenditure) for the year/ Net movement in funds		18,759	(5,258)	13,501	15,827
Fund balances at 1 July 2019		<u>35,244</u>	<u>53,288</u>	<u>88,532</u>	<u>72,705</u>
Fund balances at 30 June 2020		<u>54,003</u>	<u>48,030</u>	<u>102,033</u>	<u>88,532</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 2019

Prior financial year

		Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
	Notes			
Income and endowments from:				
Donations and legacies	3	51,715	44,794	96,509
Other trading activities	4	868	-	868
Investments	5	140	-	140
Total income		<u>52,723</u>	<u>44,794</u>	<u>97,517</u>
Expenditure on:				
Raising funds	7	<u>2,681</u>	<u>3,683</u>	<u>6,364</u>
Charitable activities	8	<u>52,298</u>	<u>23,028</u>	<u>75,326</u>
Total resources expended		<u>54,979</u>	<u>26,711</u>	<u>81,690</u>
Gross transfers between funds		(1,553)	1,553	-
Net income/(expenditure) for the year/ Net movement in funds		<u>(3,809)</u>	<u>19,636</u>	<u>15,827</u>
Fund balances at 1 July 2018		<u>39,053</u>	<u>33,652</u>	<u>72,705</u>
Fund balances at 30 June 2019		<u>35,244</u>	<u>53,288</u>	<u>88,532</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 2020

	Notes	2020 £	£	2019 £	£
Fixed assets					
Tangible assets	12		-		276
Current assets					
Debtors	14	5,113		1,698	
Cash at bank and in hand		103,986		94,387	
		<u>109,099</u>		<u>96,085</u>	
Creditors: amounts falling due within one year	15	<u>(7,066)</u>		<u>(7,829)</u>	
Net current assets			102,033		88,256
Total assets less current liabilities			<u>102,033</u>		<u>88,532</u>
Income funds					
Restricted funds	16		48,030		53,288
Unrestricted funds			54,003		35,244
			<u>102,033</u>		<u>88,532</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 2020.

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.

The financial statements were approved by the Trustees on 23 February 2021.



.....
Rebecca Black (Chair)
Trustee

Company Registration No. 08107184

Notes to the financial statements for the year ended 30 June 2020

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 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 2020

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 2020

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 2020

3 Donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
Donations and gifts	68,037	8,311	76,348	54,498
Grants	7,000	3,500	10,500	42,011
	<u>75,037</u>	<u>11,811</u>	<u>86,848</u>	<u>96,509</u>
For the year ended 30 June 2020	<u>75,037</u>	<u>11,811</u>	<u>86,848</u>	<u>96,509</u>
For the year ended 30 June 2019	<u>51,715</u>	<u>44,794</u>		<u>96,509</u>

4 Other trading activities

	2020 £	2019 £
Trading income	412	868
	<u>412</u>	<u>868</u>
For the year ended 30 June 2020	<u>412</u>	<u>868</u>

5 Investments

	Unrestricted funds 2020 £	Total 2019 £
Interest receivable	145	140
	<u>145</u>	<u>140</u>

6 Other income

	Unrestricted funds 2020 £	Total 2019 £
Job retention scheme income	2,734	-
South Kesteven District Council COVID-19 grant	10,000	-
	<u>12,734</u>	<u>-</u>

Notes to the financial statements (continued) for the year ended 30 June 2020

7 Raising funds

	Unrestricted funds	Restricted funds	Total 2020	Total 2019
	£	£	£	£
Fundraising and publicity				
Other fundraising costs	7,073	4,835	11,908	3,683
Staff costs	-	-	-	2,681
	<u>7,073</u>	<u>4,835</u>	<u>11,908</u>	<u>6,364</u>
Fundraising and publicity	7,073	4,835	11,908	6,364
	<u>7,073</u>	<u>4,835</u>	<u>11,908</u>	<u>6,364</u>

8 Charitable activities

	2020 £	2019 £
Staff costs	42,857	38,641
Depreciation and impairment	276	277
Advertising and marketing	2,420	9,319
Professional expenses	600	65
Online donation charges	1,351	1,065
Postage, freight and courier	3	153
Printing and stationery	1,940	2,780
Travel - national	990	1,684
Website improvements	8,667	10,137
Sundry	1,532	661
	<u>60,636</u>	<u>64,782</u>
Share of support costs (see note 9)	12,654	9,104
Share of governance costs (see note 9)	1,440	1,440
	<u>74,730</u>	<u>75,326</u>
Analysis by fund		
Unrestricted funds	62,496	52,298
Restricted funds	12,234	23,028
	<u>74,730</u>	<u>75,326</u>

Notes to the financial statements (continued) for the year ended 30 June 2020

9 Support costs

	Support costs £	Governance costs £	2020 £	2019 £
Staff costs	3,056	-	3,056	2,681
Office rent	7,374	-	7,374	4,862
Insurance	663	-	663	532
IT support	1,363	-	1,363	878
Telephone & internet	198	-	198	151
Accountancy	-	1,440	1,440	1,440
	<u>12,654</u>	<u>1,440</u>	<u>14,094</u>	<u>10,544</u>
Analysed between Charitable activities	<u>12,654</u>	<u>1,440</u>	<u>14,094</u>	<u>10,544</u>

Governance costs includes payments to the independent examiner of £1,440 (2019 - £1,440) for fees.

10 Trustees

The Trustees received no remuneration from the charity in the year (2019 - £nil).

During the year one Trustee was reimbursed £29 (2019 - two Trustees were reimbursed £244). The amounts relate to travelling for the purposes of meetings, research and running support groups. No Trustee received payment for professional or other services supplied to the charity (2019 - £nil).

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2020 Number	2019 Number
	<u>2</u>	<u>2</u>
Employment costs	2020 £	2019 £
Wages and salaries	43,977	42,819
Social security costs	999	517
Other pension costs	937	667
	<u>45,913</u>	<u>44,003</u>

No employees earned more than £60,000 in the year (2019 - none).

Notes to the financial statements (continued) for the year ended 30 June 2020

12 Tangible fixed assets

	Computers £
Cost	
At 1 July 2019	1,540
At 30 June 2020	1,540
Depreciation and impairment	
At 1 July 2019	1,264
Depreciation charged in the year	276
At 30 June 2020	1,540
Carrying amount	
At 30 June 2020	-
At 30 June 2019	276

13 Financial instruments

	2020 £	2019 £
Carrying amount of financial assets		
Other debtors	3,633	1,345
Bank and cash	103,986	94,387
Measured at cost	107,619	95,732
Carrying amount of financial liabilities		
Trade creditors	56	799
Accruals and deferred income	1,440	1,440
Other creditors	5,000	5,000
Other taxation and social security	570	590
Measured at cost	7,066	7,829

14 Debtors

	2020 £	2019 £
Amounts falling due within one year:		
Other debtors	3,633	1,345
Prepayments and accrued income	1,480	353
	5,113	1,698

Notes to the financial statements (continued)
for the year ended 30 June 2020

15 Creditors: amounts falling due within one year

	2020 £	2019 £
Other taxation and social security	570	590
Trade creditors	56	799
Other creditors	5,000	5,000
Accruals and deferred income	1,440	1,440
	<u>7,066</u>	<u>7,829</u>

Notes to the financial statements (continued) for the year ended 30 June 2020

16 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 2018	Incoming resources	Resources expended	Transfers	Balance at 1 July 2019	Incoming resources	Resources expended	Balance at 30 June 2020
	£	£	£	£	£	£	£	£
Tamworth Family Day	-	-	-	-	-	500	-	500
Family Day	1,733	-	(1,271)	-	462	-	(152)	310
Children's Book Appeal	2,396	-	-	-	2,396	-	(399)	1,997
Support Services Project	2,520	8,500	(12,534)	1,553	39	9,250	(8,039)	1,250
Research Appeal	34	-	-	-	34	-	-	34
HP Website	17,840	-	(180)	-	17,660	-	(2,884)	14,776
Patient Guides	835	-	(276)	-	559	-	-	559
GP Awareness Fund	7,655	-	(5,260)	-	2,395	-	-	2,395
Frame	-	2,818	(2,818)	-	-	-	-	-
Northern Ireland Funds	179	1,159	(689)	-	649	697	-	1,346
Cheshire & Mersey Group Funds	460	-	-	-	460	-	(460)	-
Wales Funds	-	185	-	-	185	892	-	1,077
Trust Fundraising - VTCT Foundation	-	25,000	(3,683)	-	21,317	-	(4,835)	16,482
Children's Book into Libraries	-	5,693	-	-	5,693	-	-	5,693
John Lewis Norwich GP Awareness	-	1,439	-	-	1,439	-	(300)	1,139
Stockport GP awareness	-	-	-	-	-	472	-	472
	<u>33,652</u>	<u>44,794</u>	<u>(26,711)</u>	<u>1,553</u>	<u>53,288</u>	<u>11,811</u>	<u>(17,069)</u>	<u>48,030</u>

Notes to the financial statements (continued) for the year ended 30 June 2020

16 Restricted funds

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.

Frame – Collaborative project to develop a device in the form of a pair of glasses as a facial therapy aid.

Northern Ireland Funds - To be spent on health professional education in Northern Ireland.

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 Fundraising - VTCT Foundation - Funds given specifically to improve Trust Fundraising.

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

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

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

Notes to the financial statements (continued) for the year ended 30 June 2020

17 Analysis of net assets between funds

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Fund balances at 30 June 2020 are represented by:						
Tangible assets	-	-	-	276	-	276
Current assets/(liabilities)	54,003	48,030	102,033	34,968	53,288	88,256
	<u>54,003</u>	<u>48,030</u>	<u>102,033</u>	<u>35,244</u>	<u>53,288</u>	<u>88,532</u>

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2020 £	2019 £
Within one year	-	4,644
Between two and five years	-	4,644
	<u>-</u>	<u>9,288</u>

19 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2020 £	2019 £
Aggregate compensation	<u>31,609</u>	<u>31,364</u>

Transactions with related parties

Included in other creditors is a loan of £5,000 (2019 - £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.