

For the year ended  
31 March 2025



The Cleft Lip and Palate Association (CLAPA)

# Annual Report and Financial Statements

Company number: 05206298  
Charity number: 1108160  
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**CLAPA**   
Cleft Lip & Palate Association



A photograph of a man with a beard looking down at a baby with a cleft lip and palate. The baby is wearing a white shirt. The man is wearing a striped shirt. The image is on the left side of the page, separated from the text by a blue vertical line.

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# CLAPA in brief

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

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

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



## Vision

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

## Purpose

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

## Values



### INCLUSIVE

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



### TRUSTED

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



### ADAPTABLE

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



### COLLABORATIVE

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



# Letter from the chair

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

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

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

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

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

**Oliver Rendell**  
Chair of Trustees

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

# Our impact

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



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

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



738 people attended  
68 online events

After attending a CLAPA event:  
97% felt more knowledgeable about cleft.

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



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



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

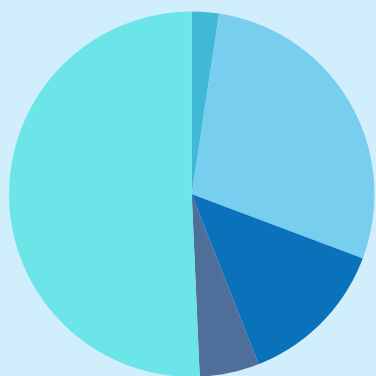
Fundraisers took on a sponsored challenge or organised a community fundraising event to support CLAPA in 2024/25.



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



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



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

## We need your support in 2025/26

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

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

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

## For every £1 raised, CLAPA spends



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

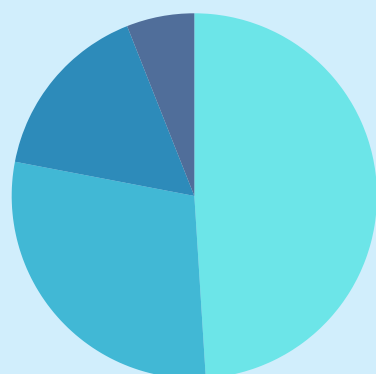


**9p**  
on our office, IT and governance to keep our small team connected and all our services compliant.



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

# In 2024/25 we spent **£842,512**



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

## Our reserves:

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

# Trustees' annual report

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

Reference and administrative information set out on page 29 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and the Statement of Recommended Practice (SORP) - Accounting and Reporting by Charities. SORP is applicable to charities preparing their accounts in accordance with FRS 102.

## Aims and objectives

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

The charity's objectives are set out in its governing documents, the Memorandum and Articles of Association (July 2004): "The relief of, and support, for all those with a cleft lip, cleft palate or both, or associated craniofacial birth anomalies; and the promotion of research into the causes of, and the relief, treatment, or care of those with a cleft lip, cleft palate or associated craniofacial birth anomalies, and conditions or any of them, and to publish the useful results of such research".

The trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement when reviewing the charity's aims and objectives, and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.



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# Strategy and objectives

## for 2024/25

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

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

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



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

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

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

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



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

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

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



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

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

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

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



# Kate and Harry's story

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

“I’d never really heard of cleft lip or palate. I knew Joaquin Phoenix had a cleft lip, but that was about it.” After being signposted to CLAPA by their NHS cleft nurse, Kate and her husband Adrian accessed information from our website and joined CLAPA’s Facebook groups.

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



They also attended a CLAPA online antenatal support group.

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

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

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

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

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



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



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

Kate said that, without the support of the CLAPA community, she “probably wouldn’t have got through the last two and a half years since Harry was born”. She added: “CLAPA has helped all of us. My mum’s joined the online grandparents’ group, and, when trying to break the news to my teenage daughter, we downloaded CLAPA’s ‘Callie and her Cleft’ book to help explain it to her.”

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

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

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

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

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

# Activities, achievements and performance

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

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

## Feeding babies born with a cleft

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

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

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



# 754

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



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

We are very grateful.

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

# Connecting the UK's cleft community

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

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

## Online events

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

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

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

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

### After attending a CLAPA event:

- 76%** felt more connected to their cleft community
- 80%** felt more confident about tackling cleft-related challenges
- 83%** felt more positive about their own, or their child's, cleft
- 97%** felt more knowledgeable about cleft

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



## Online forums

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

## Social media

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



 **119**

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



## Adults' conference

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



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

Adults' conference attendee



## North Pole Bash

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



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

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

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

## One-to-one support

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



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

Expectant parent



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



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

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



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

Adult born with a cleft



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

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

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

## Improving access to cleft treatment and support

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

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

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



### Webinars and Q&A events

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

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

# 490

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



## Adults' Guide to Returning to Cleft Care

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

## Educating health professionals

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

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

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

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



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

Adult born with a cleft



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

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

# Building confidence in children and young people

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

## CLAPA Companions

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



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

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



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

Parent of a child who used CLAPA Companions



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

Young person who received mentoring through Cleft++



## Cleft++ Mentoring

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

## Camp CLAPA

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

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



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

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



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

Camp CLAPA attendee



[My daughter] absolutely loved the magazine and, in truth, read every word in every article and then came running downstairs full of inspiration of all the things the young people had achieved.

Parent of a child who read Cleft Youth magazine



## Cleft Youth magazine

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



# Empowering the cleft community to influence cleft care and support

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

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

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



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

**Volunteer rep in the Cleft Development Group**



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

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

# Cleft Lip and Palate Awareness Week

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

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



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

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



# Julia's story

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

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

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

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

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

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



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

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



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

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

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

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

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

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

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

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

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



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

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

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

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

# Fundraising review

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

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

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

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



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

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

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

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



## The 700 Challenge

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

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

## Wear it Blue

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

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

## Individual giving

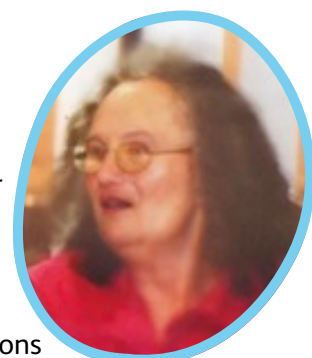
This developing income stream was boosted by the

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

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

## Legacies

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



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

## Charitable Trusts

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

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

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



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



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



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



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



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

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



NATIONAL FUNDRAISING AWARDS



NATIONAL FUNDRAISING AWARDS

NATIONAL FUNDRAISING AWARDS



NATIONAL FUNDRAISING AWARDS



NATIONAL FUNDRAISING AWARDS

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

# Volunteering

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

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

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

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

## Young volunteers: 1,075 hours

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



## Board of Trustees: 499 hours

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

## Providing one-to-one support: 380 hours

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

## Patient reps and focus groups: 343 hours

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

## Supporting Camp CLAPA weekends: 315 hours

Supporting young people to have a safe and fun experience.

## Supporting online events: 310 hours

Hosting and sharing skills and knowledge with the cleft community



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

Peer supporter



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

# Plans for the future

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

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

More information is available at [CLAPA.com/Strategy](https://CLAPA.com/Strategy)



## Strategic themes



### Invest

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

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

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



### Empower

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

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



### Inform

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

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



### Connect

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

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



### Reassure

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

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

## In the next five years, we will:

Refresh our brand to reflect who we are now

Launch a new website driven by the needs of the cleft community

Further develop our advocacy work to influence policy changes within the NHS and the Government

Focus on financial sustainability by expanding our supporter base

Strengthen our partnerships with corporates and Trusts



# Approach to fundraising

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

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

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

## Compliance with fundraising regulations

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

As part of its membership of the Fundraising Regulator, CLAPA is signed up to the Fundraising Promise which ensures that it is clear, honest, open, respectful, fair, responsible, and accountable in its fundraising.

The charity complies with the relevant areas of Fundraising Regulator Codes of Practice. As part of CLAPA's commitment to ensuring its fundraising practices are fair and respectful, the fundraising team regularly reviews the Fundraising Regulator's guidance to ensure the charity's practices protect all groups of donors and, in particular, those who are vulnerable.

## Complaints

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

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



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

## Fundraising agencies and third parties

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

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

## Data protection

CLAPA takes data protection extremely seriously. Personal information is never shared, unless it is with the explicit permission of the data subject and where it is necessary to fulfil their instructions, such as providing information necessary to register a participant on to a third-party event.

In addition to its own processes for updating communications preferences, CLAPA is registered with the Fundraising Preference Service (FPS) for those making blanket non-contact requests for charities.

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

# Financial review and reserves policy

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

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

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

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

## Reserves

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

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

The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue to deliver the charity's current activities whilst revising the 2025-30 strategy and budget.

### Review of reserves position 2024/25

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

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

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

## Designated funds

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

The two designated funds created are:

### 1) Future growth - Designated fund

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

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

### 2) Impact 2030 - Designated fund

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

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

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

## Investments policy

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

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

A Flagstone investment account was opened during the year to enable the F&IC to achieve strong, low risk returns, and to spread funds maximising FSCS protection limits.

The investment policy is reviewed throughout the year so that it can be regularly updated to best serve the needs of the charity and the funds position.

## Key risks and uncertainties

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

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

### Fundraising risks

The most significant risk currently facing CLAPA is the ongoing ability to secure funding from other sources as a result of holding a temporarily high level of reserves at the end of 2024/25. The legacy bequests received at the end of 2024/25 are transformative for CLAPA, doubling total income for that year, however the charity

is not aware of any similar levels of incoming funds in the near future.

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

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

### Operational risks

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

### Economic environment

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

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

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

# Structure, governance and management

## Constitution

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

## Board of trustees

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

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

## Appointment and training

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

## Safeguarding, health and safety

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

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

## Related parties and relationships with other organisations

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

### Partners include:

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

## Remuneration policy for key management personnel

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

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

# Statement of responsibilities of the trustees

The Trustees (who are also directors of The Cleft Lip and Palate Association for the purposes of company law) are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2025 was 10 (2024: 12) The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

## Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

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

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

Thomas Millward  
Trustee

# Reference and administrative information

## Company number

05206298

## Charity number

1108160

## OSCR number

SC041034

## Registered office and operational address

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

Registered with



## Trustees

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

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

## Company secretary & CEO

C Cunniffe

## Bankers

Barclays Bank plc

Hatton Garden Business Centre, 99 Hatton Garden, LONDON, EC1N 8DN

## Auditor

Sayer Vincent LLP, Chartered Accountants and Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

# Independent auditor's report

## to the members of The Cleft Lip and Palate Association

### Opinion

We have audited the financial statements of Cleft Lip and Palate Association (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

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

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

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

### Other information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report has been prepared in accordance with applicable legal requirements

## **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

## **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

## **Capability of the audit in detecting irregularities**

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

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

# Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 March 2025

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

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17a to the financial statements.

# Balance sheet

As at 31 March 2025

Company no. 05206298

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

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

Thomas Millward  
Trustee

# Statement of cash flows

For the year ended 31 March 2025

## Reconciliation of net income to net cash flow from operating activities

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

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

## Analysis of cash and cash equivalents

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

## Analysis of changes in net debt

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

# Notes to the financial statements

## For the year ended 31 March 2025

### 1 Accounting policies

#### a) Statutory information

The Cleft Lip and Palate Association is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address and principal place of business is The Green House, 244–254 Cambridge Heath Road, London, E2 9DA.

#### b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

#### c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

#### d) Going concern

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

#### e) Income

All incoming resources are included in the statement of financial activities when the charity becomes entitled to the income and the amounts can be measured reliably.

Donations are recognised upon receipt and income tax recoverable in relation to donations received under Gift Aid is recognised at the time of the donation.

Grant income is recognised upon receipt or, if earlier, at the time the charity becomes entitled to it.

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

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected.

#### f) Interest receivable

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

#### g) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

#### h) Expenditure and irrecoverable VAT

Resources expended are recognised in the period to which they relate.

Direct charitable expenditure comprises all the expenditure relating to the activities carried out to achieve the charitable objectives.

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

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

# Notes to the financial statements

## For the year ended 31 March 2025

### 1 Accounting policies (continued)

#### i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

#### j) Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost less depreciation. Items costing less than £2,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost less estimated value of each asset over its expected useful life, as follows:

- Website development costs 10 years straight line (previously 33.33% straight line)
- Fixtures and fittings 4 years straight line (previously 25% reducing balance)

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

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

#### k) Stocks

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis and includes transport and handling costs. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation. Provision is made where necessary for obsolete, slow moving and defective stocks.

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

#### l) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

#### n) Current asset investments

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

#### o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

#### p) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

#### q) Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

## Notes to the financial statements

### For the year ended 31 March 2025

#### 2 Income from donations and legacies

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

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

#### 3 Income from charitable activities

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

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

## Notes to the financial statements

### For the year ended 31 March 2025

#### 4a Analysis of expenditure (current year)

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

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

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

#### 4b Analysis of expenditure (prior year) restated

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

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

# Notes to the financial statements

## For the year ended 31 March 2025

### 5. Net income for the year

This is stated after charging / (crediting):

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

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

Staff costs were as follows:

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

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

The charity's key management personnel comprises of the Board of Trustees and the Senior Management Team.

Included within the Senior Management Team are the following: Chief Executive, Head of Impact (replaced by Head of Communications and Marketing), Head of Finance, Head of Service Delivery and Head of Income.

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

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

### 7. Staff numbers

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

### 8. Related party transactions

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

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

### 9. Taxation

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

# Notes to the financial statements

## For the year ended 31 March 2025

### 10. Tangible fixed assets

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

All of the above assets are used for charitable purposes.

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

### 11. Stock

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

### 12. Debtors

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

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

### 13. Creditors: amounts falling due within one year

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

# Notes to the financial statements

## For the year ended 31 March 2025

### 14. Deferred income

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

	2025 £	2024 £
Balance at the beginning of the year	61,156	59,091
Amount released to income in the year	(61,156)	(59,091)
Amount deferred in the year	-	61,156
	<u>-</u>	<u>61,156</u>
Balance at the end of the year	<u>-</u>	<u>61,156</u>

### 15. Pension scheme

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £13,420 to CLAPA scheme (2024: £10,957) and £4,573 to a private scheme (2024: £2,040).

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

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

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

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

# Notes to the financial statements

## For the year ended 31 March 2025

### 17a. Movements in funds (current year)

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

### 17b. Movements in funds (prior year)

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

# Notes to the financial statements

## For the year ended 31 March 2025

### 18. Purpose of funds

#### 18a. Purpose of restricted funds:

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

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

**Highway One Trust** provided funding to improve fundraising infrastructure.

**Hospital Saturday Fund** provided funding for CLAPA Welcome Packs.

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

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

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

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

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

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

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

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

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

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

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

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

**Boshier–Hinton Foundation** provided funding for CLAPA Welcome packs.

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

#### 18c. Purpose of designated funds:

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

##### **Impact 2030 designated fund**

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

#### 18d. Fixed asset funds

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

# Notes to the financial statements

## For the year ended 31 March 2025

### 19. Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property £	£
Less than one year	12,143	11,240
One to five years	-	-
	<u>12,143</u>	<u>11,240</u>

### 20. Capital commitments

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

### 21. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

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

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

Visit [CLAPA.com/Donate](https://clapa.com/Donate) or scan the QR code.



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