

# FacialPalsy<sup>UK</sup>

INFORM • SUPPORT • RESEARCH

## Facial Palsy UK Annual Report and Unaudited Financial Statements For the Period Ended 30 June 2022

Charity numbers 1148115 and SC045086  
Company number 08107184



*Thank you!*

We would like to  
express our  
grateful thanks to  
everyone who has  
supported us  
during our first 10  
years.

# Contents

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

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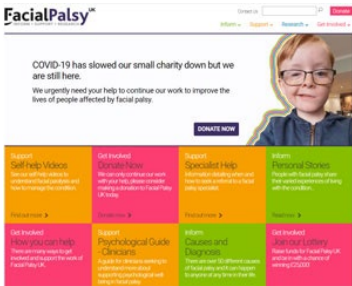
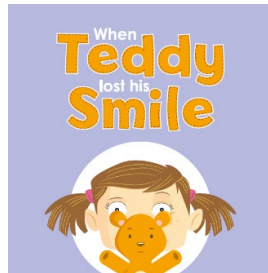
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## What we do

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

Direct Support	Information	Family Support
<p><b>446</b> direct support enquiries during the year. Direct support is via email, telephone or face-to-face.</p> <p><b>66%</b> had more knowledge of their health care options after contacting Facial Palsy UK.</p> <p><b>235</b> attendees of a combination of Virtual and Face-to-Face Support Groups with repeated attendance by many.</p> <p><b>98%</b> of those who completed post-meeting surveys after our virtual support groups said they would recommend them as a form of support for others.</p> <p><b>96%</b> of those who attended face-to-face groups said coming to the group makes them feel less isolated and more confident in daily life.</p>	<p><b>426,223</b> users of our website during the year.</p>  <p><b>Bell's palsy patient guide</b> translated into Welsh and distributed to the Morriston Hospital in Swansea.</p> <p><b>Selective Neurolysis and Myectomy surgery webpage</b> added to our website.</p> <p>New <b>meditation video</b> and <b>eye makeup tutorial video</b> added to our website.</p> <p><b>37,337</b> users of our website in the ten days following Justin Bieber's diagnosis of Ramsay Hunt syndrome, a 200% increase on the previous period last year.</p>	<p><b>411</b> members of Parents &amp; Carers Facebook group at 30 Jun 2022.</p> <p><b>61</b> families received direct support via telephone and/or email.</p> <p><b>58</b> copies of our children's book 'When Teddy lost his Smile' sold in the year.</p> <p>This is now available to order globally via websites such as Amazon, Waterstones, Barnes &amp; Noble, and more.</p> <p><b>300</b> copies donated to five hospitals treating children with facial palsy.</p> 
Volunteers	Awareness	
<p><b>90</b> active volunteers helping with support, information, research, feedback, content creation, story writing, video making and more!</p>	<p>Successful community-focused Facial Palsy Awareness Week highlighting the 'Little Things' that affect you when you live with facial palsy.</p> <p><b>45</b> media mentions on television and radio, in magazines, national and local press. Television interviews across all major news channels.</p>	

100%

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

## Introduction from our Chair

In April 2012 I joined Facial Palsy UK's Community Advisory Board, a group of patient volunteers brought together by founders Charles Nduka and Vanessa Venables. The board's role was to decide on the aims and objectives of the new charity to be established June 2012, the first of its kind. To current and past volunteers, supporters, trustees and employees, we should all be proud of what we have achieved in our first ten years. We are also thankful to the service users who trusted us to reach out for help and provided feedback helping us improve. To those who shared their stories via media or our website, thank you for raising awareness. With your help we are now a respected leading resource for information about facial palsy, and many health professionals now refer patients to our website. Thank you.

What is going on in the wider world continues to impact charities and Facial Palsy UK is no exception. While the NHS, businesses, charities and individuals begin to pick up the pieces after the pressures of the pandemic, we now face a 'cost of living crisis'. During such uncertain times, our staff, trustees, and all our volunteers have once again been fantastic. This year 100% of our voluntary income came from the people, companies and trusts that supported us. These vital funds ensure our support activities can continue. We were pleased to see fundraising events able to resume as they not only raise funds but much needed awareness too. We also saw a large increase in regular and payroll giving which was amazing. We can't thank our supporters enough, we know these are extremely challenging times.

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

My highlights from this year:

- Seeing face-to-face support groups resume, these meetings are highly valued by many that attend with 96% reporting the groups make them feel less isolated.
- Our children's book now being available globally via stores such as Amazon.
- Charity representatives being interviewed across all major news channels about Ramsay Hunt syndrome and highlighting the issues with misdiagnosis.
- Our 'Little Things' themed Facial Palsy Awareness Week which saw more volunteer involvement, and traffic from social media increase by 707% during the week.

As a person born with facial palsy, until this charity existed I had never met another person that looked like me. Knowing I was 'not the only one' changed my life immeasurably. It is hugely important for me to know that activities like the charity family days will continue so that children born with facial palsy today grow up with more confidence, feel less isolated and have opportunities to make friends who look just like them. At the time of writing this introduction we had already held our first post-pandemic family day at Alton Towers (August 2022). I felt privileged to see the children interacting, knowing personally that those friendships formed will make a huge difference to them.

This will be my last report as chair of trustees as I will shortly be stepping down due to ill health. I was diagnosed with breast cancer in 2019 which has now metastasised throughout my body. On behalf of all our trustees I would like to give our sincere thanks and appreciation to our supporters, volunteers, staff and partners for all their contributions over the past year and more.

Thank you.

**Mandy Brailsford, Chair**

*(Mandy sadly passed away 17 January 2023)*



## Our aims

In 2023, we will be consulting with our stakeholders and refreshing our strategic plan, as part of this we will also review our vision and mission statements. As a small and still fairly young organisation with very limited resources, it can be difficult to focus on anything other than constantly reacting to client need. This is why our strategic plan is so important. It ensures we focus on our overall vision and keep our activities in line with our key aims and strategic objectives.

### Improve health

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

### Greater awareness

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

### Better diagnosis, management & rehabilitation

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

## Our vision

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

## Our mission

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

## Frontline Support

We operated for the first five months of the financial year with just one member of staff engaging ad hoc help as required. In December 2021 we recruited a Charity Coordinator to assist with the general operations of the charity and help with support enquiries when cover was required. We were also supported by our Medical Advisory Board and other volunteers in ensuring people received correct information and the best support.

## Support groups and networks

### Our target

As we recovered from the impact of the pandemic, we wanted to restart face-to-face support groups in a safe and practical way. At the same time, we aimed to continue support via virtual meetings. It is important that our groups provide the best support and information for attendees, help to reduce isolation and are accessible to as many people as possible. This was to be managed using staff, volunteers and external support providers as required. It was important to ensure volunteers were properly supported and not pressured into restarting groups before they were ready.

### Achievements

- There were 11 face-to-face groups held during the year, these were Norwich, Cheshire & Mersey, East Grinstead, London, and southwest (Devon, Dorset and Somerset). There were 70 attendances in total. Covid changed many of our lives and some volunteer group leaders decided to step down, therefore our Manchester and Glasgow groups are no longer running.
- Feedback from our face-to-face support groups found that 96% felt the support group made them feel less isolated and more confident in their daily life. Everyone agreed it was helpful to hear other people's experiences. 96% felt more knowledgeable about their health care options after attending a group.
- A total of 21 virtual support groups were held (165 attendances), mostly UK-wide but some were specifically for dedicated areas such as Wales, Northern Ireland and the southwest. Most importantly, anyone from any part of the UK can access a virtual support group.
- Feedback from our virtual support groups found that 94% felt more supported in managing the impact of living with facial palsy and 88% gained a better understanding of how to cope with their symptoms. 92% said they felt less isolated as a result of attending the group and 98% would recommend this kind of support to others with 2% unsure.
- Cheshire & Mersey Group Members (43) and East Grinstead Group members (35) continued to support each other via WhatsApp, these are volunteer led. A new WhatsApp group was launched for the Southwest group which now has 14 members and is also volunteer led.

Feedback from face-to-face support group meetings:

"Wonderful meeting. Good to meet in person and exchange experiences and views after the lockdowns."

"Group meetings are really helpful to give more self-confidence." Face-to-face support group attendee.

"Thank you, the support group has made me feel much more positive about my situation."

Our Cheshire & Mersey Support Group (pictured) celebrated their 5-year anniversary in November 2021.



Feedback from virtual support group meetings:

"A lot of us opened up about ourselves at this zoom meeting. That meant so much to me because it's not only your looks that change but it's what is going on in your head and how sad it makes you feel. It was a comfort knowing I am not the only one."

"Without this support I would have struggled to make sense of this condition as there seem to be very few, if any, places to seek help."

"I feel less alone after tonight's meeting. I felt heard and supported by the rest of the group. A very positive experience for me. Thankyou."

"This is the first time I have had facial palsy explained to me. I only met a doctor in Emergency when I first had Bell's palsy and though he was very pleasant he spoke to me to confirm I did not have a stroke and gave me 10 steroids. That was 7 months ago. I feel so much better having attended this meeting and can understand what's happening now."

"These meetings are brilliant I always feel better when I come off them."

"I find the support very beneficial and helps me cope with day to day living with it."

"Very impressed with knowledge of services and treatments and the assistance provided to access appropriate services."

## Other support networks

Where face-to-face groups were not available originally, we set up Facebook Groups for specific geographical areas to fill gaps in service provision, bringing people together in need of support and information. This helped establish where people were trying to access local NHS services for help with facial palsy and struggling. Often this is because GPs don't know where to refer patients to and they are frequently funnelled into local ENT or Neurology departments. However, unless consultants are facial palsy specialists, they don't always know what therapies and treatments are available. This is not only a waste of NHS resources but frustrating for patients who wait a long time for appointments only to find they've been referred to someone who cannot help them.

Our Wales Network Facebook Group, launched in 2019, now has 102 members. In 2019, a national facial palsy service launched in Swansea which we publicise. At present they do not offer specialist facial therapy but the more people who access the service, the more it will demonstrate the need.

In March 2022, we launched our Scotland Network Facebook group which had 44 members by the end of June. As is the case for other areas, people in Scotland struggle to access specialist facial therapy due to a lack of funding and expertise.

Our Northern Ireland Facebook group which now has 167 members is a hub for a community that does not have access anywhere in the country to a specialist multidisciplinary team. Janet Robb, a volunteer with facial palsy leads the group. Janet has garnered political support and after seven years of pushing for a service, Janet is now working with the Department of Health in Northern Ireland to develop a pathway of care for facial palsy. The development of a multidisciplinary team and full service will still depend on making a case for the funding, but work has started on how to educate GPs and Emergency Departments about facial palsy and how the NHS can use resources more effectively. For example, some patients with facial palsy are already in the health care system in Northern Ireland but being seen by the wrong specialists which is therefore a waste of money.

"This year we have seen progress with active and visible participation from the Health and Social Care Board of Northern Ireland as well as continued support from Nick Mathison MLA and Gavin Robinson MP who I am extremely grateful for. We have held many stakeholder meetings and patients' voices are being heard in a forum early January. I am still cautious as I am unsure of how funding will be granted for this service and have yet to be involved with medical stakeholders, but this year has seen gains and progress made. I promise I will continue to fight for people on this island for support both physically and mentally with facial palsy."

**Janet Robb, volunteer.**

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

Our Parents & Carers of Children with Facial Palsy Facebook group continues to grow with 411 members. Our Facial palsy in Pregnancy Facebook group now has 263 members. Facial or Bell's palsy in pregnancy often comes in those last few days before giving birth and our group gives people immediate access to a community who understand how they feel.

A volunteer specialist facial therapist from our Medical Advisory Board helps with therapy related questions within the Facebook groups. Thank you to all our volunteers who help with running support groups and networks, we couldn't do what we do without you.



# Telephone and email support

## Our target

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

## Our achievements

We directly supported 446 people this year by telephone or email – a 23.2% decrease compared to 2020/21. During the height of the pandemic many people struggled to see a GP and needed extra reassurance especially when newly diagnosed. We also now have more information about how and when to seek a referral to a specialist which may negate the need for a direct enquiry.

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

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

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

The average support call was 22 minutes long this year. Clients are often distressed and anxious about their altered appearance and the many functional problems that accompany it. It is also extremely difficult when help via the NHS is not routinely available to them due to the poor pathways of care in many areas. This can leave people feeling like they do not matter and that facial palsy is not recognised as a genuine health condition.

Two thirds of those who contacted us (66.1%) now have more information about healthcare options available to them that they weren't aware of before. Almost a fifth (22.9%) were seeking general support due to feelings of isolation. Similarly, 30% sought guidance how to ask for the help they needed from their GP. We always analyse the support enquiries we receive and assess whether new content would benefit those we support. Last year we created a new page on our website about [how to seek a referral for specialist help for facial palsy](#) so we could easily share this information to more people. During the past 12 months this page has had 7,112 unique page views.

*"Before I do anything with the wonderful information you have sent me I just want to say how happy I am that I've found you guys. At last someone to talk to about my Bells who actually knew something about it and could help me, instead of the endless platitudes. It's been a lonely 8 weeks since my diagnosis. I feel more hopeful now, ready to do what it takes to get better."*  
**Anon, February 2022.**

The key areas of concern raised by enquirers were:

- GPs being unaware that further specialist help is available for patients.
- A lack of information and support when initially diagnosed.
- Lack of follow-up care and feeling they have to research specialists themselves.

- Being unable to access certain aspects of specialist health care in Wales, Scotland, Northern Ireland and some areas of England.
- The psychological impact of facial palsy being misunderstood by health professionals and the condition frequently considered a cosmetic problem. This leads to problems getting funding for surgeries, treatments and therapies that can help.
- Employers misunderstanding the impact of facial palsy, for example, some don't understand why screen work or driving can be difficult when the eye(s) won't blink or close.

We also received enquiries along legal themes such as:

- Are people with facial palsy entitled to disability benefits?
- Are there legal protections afforded to employees with facial palsy?
- Do restaurants by law have to provide straws for people with disabilities?

Last year 7% of our enquiries related to covid concerns around vaccines and mask wearing. This year enquiries of this nature were halved with 2.2% of our enquiries from people who had developed a facial palsy after having either the vaccine or covid infection and 1.1% of our enquiries from people concerned about having the vaccine. We are unable to offer medical advice regarding whether to take the vaccine but we have continually reviewed and updated our Medical Advisory Board's statement on this subject. We signpost to government website information about the vaccine.

As there are over 50 different causes of facial palsy, our support team must have a broad knowledge of associated conditions. We supported people with 23 different confirmed diagnoses/causes in 2021/22. If we suspect someone has an atypical form of facial palsy (not following the normal pattern of development and recovery) then we check if they have had particular tests or scans.

We advocated for several individuals struggling to access the right specialists and medical investigations. Members of our Medical Advisory Board helped with putting statements together for GPs and other non-specialist health professionals to ensure patients were receiving correct follow-up care and investigations.

### **Misdiagnosis – a case study (shared with permission from the patient)**

A patient contacted us in February 2021 having been diagnosed with Bell's palsy seven years previously. Our support team although not medically trained knew that the symptoms described and the progressive nature of the facial paralysis were unusual. The patient had been under the local health care system receiving physiotherapy and ophthalmic care including surgeries to help with eyelid closure. Without alarming the patient we encouraged them to request further tests. With permission from the patient and guidance from our Medical Advisory Board we provided a comprehensive document for the patient's GP detailing tests that were needed. We directed their GP to a plastic surgeon to arrange and oversee the tests. The patient reported back to us this year that the tests revealed they had a rare tumour (a paraganglioma) which was removed within six months of our letter to the GP.

Some of the information passed to the patient's GP:

"The patient absolutely needs a contrast enhanced, thin section MRI of the whole course of the facial nerve. She should be assumed to have a tumour until proven otherwise, that said the disease has progressed only slowly and is likely to continue to do so. I think she meets the criteria for 'red flagging' although I don't know exactly what they would be in this context."

**Rupert Obholzer, ENT/Skull Base Consultant, Guy's and St Thomas's.**

## The conditions we've supported this year<sup>1</sup>

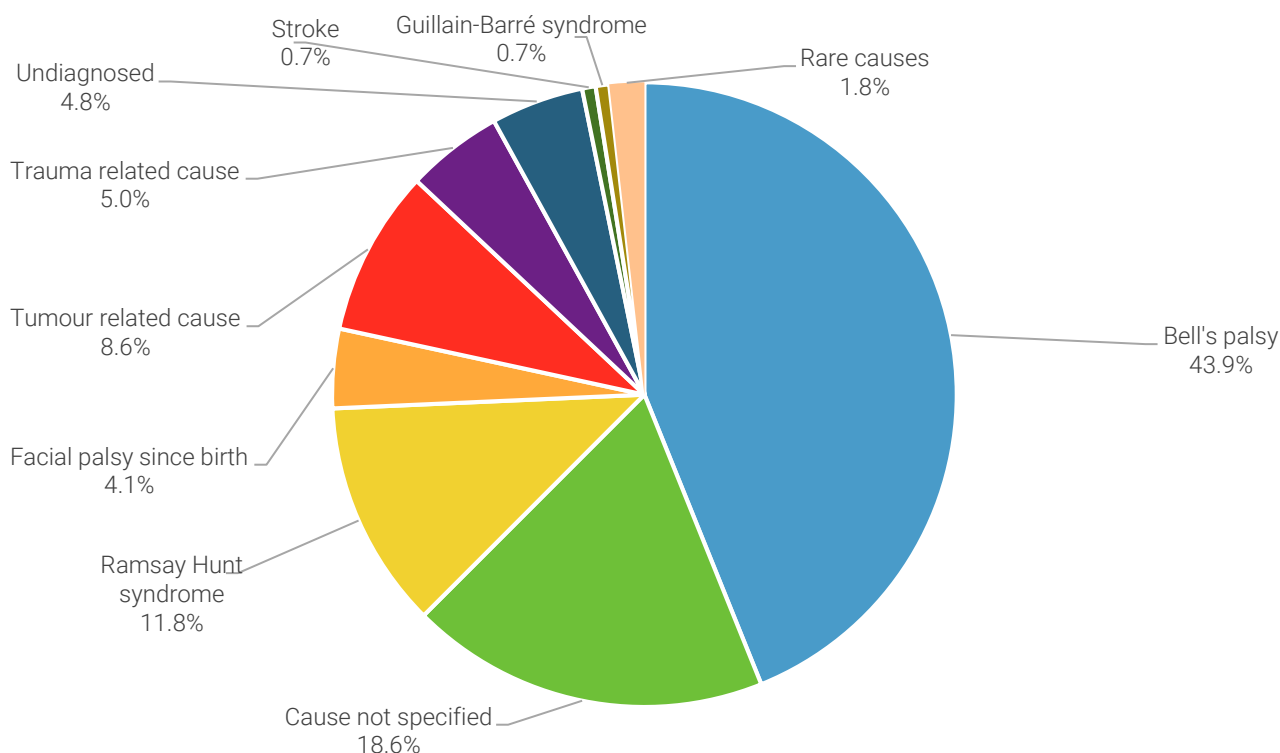


Figure 1. Causes of facial palsy supported this year.

Figure 1 above demonstrates the variety of different causes of facial palsy we received enquiries about. Of these: 79.6% of enquiries were from adults with facial palsy, 8.3% were from parents/carers of children with facial palsy, 9.5% from other family members and 4.3% of enquiries came from health professionals seeking advice about the management of facial palsy. As well as people living with facial palsy and their friends and families, we also received enquiries from employers seeking to understand facial palsy more.

"I wanted to write to say a HUGE thank you! I had my latest appointment with that team at Stoke on Trent earlier this week, after my first Botox treatment, and the difference has been amazing. Since your email I've openly talked about Bell's Palsy to my friends, colleagues and strangers. This week I found myself looking in the mirror and not being upset with the image looking back at me. My confidence has gone through the roof and I'm so much more content!"

Gary Parsons, March 2022



<sup>1</sup> Based on support enquiries between 1 July 2021 – 30 June 2022

# Supporting families

## Our target

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

## Our achievements

- There were 411 members of our Parents & Carers Facebook Group at 30 June 2022.
- We sold 58 copies of our children's book during the year (an increase of 115%).
- 300 copies of our children's book donated to hospitals.
- We began planning for our Alton Towers Family Day (to take place in August 2022).

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

Our children's book 'When Teddy Lost His Smile' was relaunched using a print on demand distribution model which means it can now be purchased internationally. This has resulted in more international sales and less work for our in-house staff. We will continue to market the book in the UK and abroad and are planning to publish a hardback version in 2023, which will allow the book to be placed in libraries across the UK.

We shipped fifty copies of 'When Teddy Lost His Smile' to six different hospitals to give out to young patients with facial palsy. These included Alder Hey Children's Hospital, The Evelina Hospital, Queen Victoria Hospital, Morriston Hospital, John Radcliffe Hospital and Great Ormond Street.



Our face-to-face family days have been on hold due to the pandemic but we started to make plans to hold a family day at Alton Towers in August 2022. Since February 2021 we have been generously supported by Sayvol Environmental & Building Services Ltd with a monthly direct debit to fund future family days. We have also been supported by other donors who want to help fund this specific type of activity. We are grateful that this has put us in a good financial position to resume face-to-face family days.



## Website

### Our target

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

### Our achievements

- Our membership of our Facial Palsy UK Community in 2020/21 was 2,074 members. In the previous year we removed members who had not opened emails for a long period of time. Our membership numbers recovered to 2,080 members by the end of this 12-month period.
- Our website continued to perform strongly with 426,223 unique visitors during the year.
- We are in the final stages of completing our dedicated Health Professionals' website and expect to launch in 2023.

We receive new sign-ups to 'Join our Community' every day. Our community is free to join, people sign up via the website or by paper form. They can opt-in or out to receive general news, information about fundraising, support groups, volunteering or research. We ask people what caused their facial palsy when they sign up which enables us to make communications more relevant. Enquiries about local support groups continue to increase suggesting people are finding information more easily. Out of 2,080 community members, 77% opted-in to receive information about Support Groups.

There were 426,223 users of our website during this financial year.

Our top three website topics (excluding homepage)	Page views
Ramsay Hunt syndrome	42,504
What is facial palsy?	42,384
Bell's palsy	42,063

Canadian pop singer Justin Bieber was diagnosed with Ramsay Hunt syndrome in June 2022. As a result our Ramsay Hunt syndrome page received 11,720 extra page views compared to the previous year. Ramsay Hunt syndrome is often misdiagnosed as Bell's palsy meaning some patients aren't prescribed antiviral medications which may improve long term outcomes. Reaching more people is a positive step forward in raising awareness.

We added a new page to our website about [Selective Neurolysis \(Neurectomy\) and Myectomy surgery](#). This is a relatively new surgery in the UK which may be suitable for people with synkinesis in the lower part of their face to relieve discomfort.

With the difficulties accessing help via the NHS, some people turn to beauty therapies to try and improve their situation. Our [Electrical Stimulation](#) page was updated to include CACI devices. Any form of electrical stimulation is not generally advised in facial palsy management. As well as trying to help people get help via the NHS we are also trying to educate against potential alternative treatments which may cause more harm than good.

We updated our [Eating and Drinking](#) webpage to include more information for those with bilateral facial palsy. Volunteer Selma Abbey created a new [video](#) for our makeup page with tips about how to apply makeup when you have facial palsy and specialist facial therapist Mara Robinson created a new meditation [video](#).

# Information

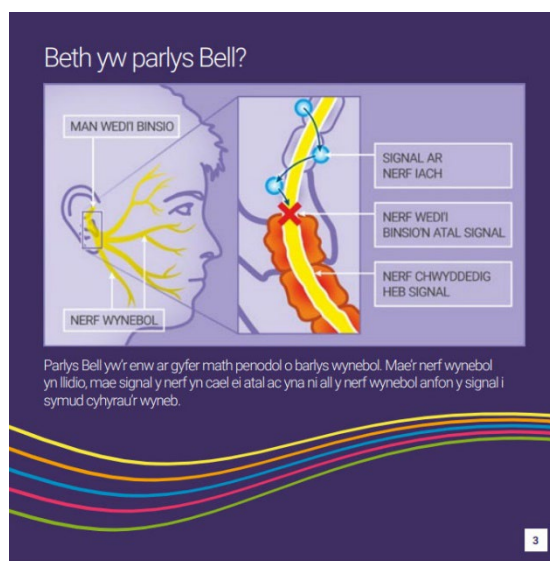
## Our target

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

## Our achievements

This year we have:

- Taken part in a podcast hosted by the Centre for Appearance Research in Bristol – Appearance Matters: Facial Palsy. This was to discuss facial palsy and its physical and psychosocial impact as well as the help that is available.
- Addressed erroneous advice given by the programme's resident GP on the Jeremy Vine Radio 2 show. It was incorrectly stated that Botulinum Toxin (Botox) could not help people affected by facial palsy. We engaged the support of the British Association of Plastic, Reconstructive and Aesthetic Surgeons (BAPRAS) and a correction was read out by Jeremy Vine two weeks later stating that Botox is routinely used to help this patient group.
- Liaised with Scope Eyecare to share information such as how to manage Mask Associated Dry Eye (MADE) and access to a Free Eye Well-Being webinar.
- Translated our Bell's Palsy Patient Guide into Welsh and distributed printed copies to the Morriston Hospital in Swansea. Completed with grateful thanks to the Oakdale Trust.



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

## Awareness

### Facial palsy – not a cosmetic problem

Over 100,000 people are thought to have facial palsy in the UK. Facial palsy is an umbrella term which covers more than 50 different causes. Members of the general public mostly associate facial droop with stroke due to high profile awareness campaigns by stroke charities, yet just 0.7% of our support enquiries this year came from people who had facial palsy due to stroke. Once stroke is ruled out as a cause, there is little after-care or empathy for those with other causes of facial palsy.

Previous Freedom of Information requests to local health authorities demonstrate that a vast majority consider facial palsy a cosmetic problem, not one that affects basic human function such as the ability to smile or close the eye for sleep<sup>2</sup>. It's demeaning for people with facial palsy to have to go through lengthy applications for treatment that could greatly improve their quality of life. There are few medical conditions where people are simply left to 'get on with it', but this is often the reality for this patient group. More awareness is urgently needed.

### Our targets

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

### Our achievements

This year we have:

- Achieved 45 media mentions on television and radio, in magazines, national and local press.
- Delivered a successful Facial Palsy Awareness Week 1-7 March 2022.
- Been mentioned in new book 'Smile' by Sarah Ruhl, an American playwright with Bell's palsy.
- Supported the exhibition 'A Face in Time' by Helena g Anderson at the Museum of Classical Archaeology in Cambridge. The exhibit featured a series of thought-provoking images that captured Helena's experience with Ramsay Hunt syndrome and facial palsy.

Television interviews featuring our medical experts about Justin Bieber's diagnosis of Ramsay Hunt syndrome were broadcast across all major news channels including Sky News, ITV News and BBC News. Our representatives also spoke on Channel 4's Steph's Packed Lunch and GB News.

We were also quoted across worldwide news outlets. [The Guardian](#) did a feature piece on Ramsay Hunt syndrome.

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

## Social media

We have been posting more regularly on social media and this has resulted in increased page reach, profile visits and followers across our platforms, particularly on Instagram, helping us to reach more people who need our support.

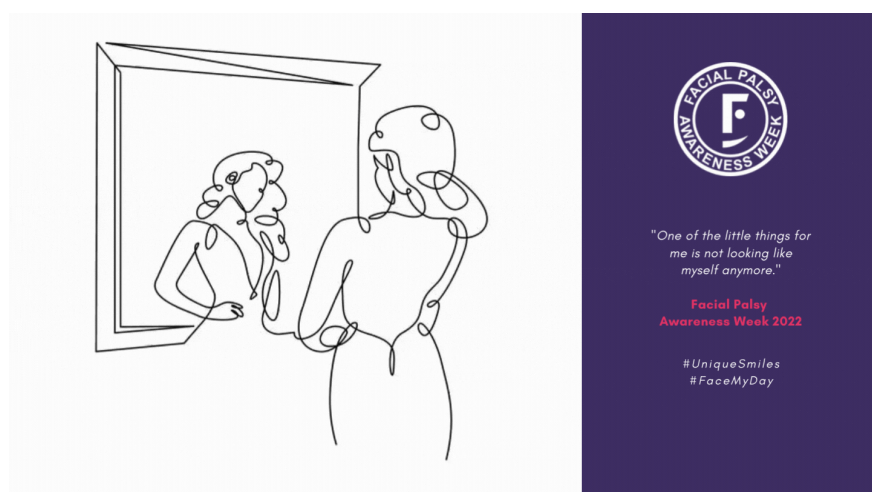
Page Reach (1 July 2021 – 30 June 2022)	New Likes and Follows (1 July 2021 – 30 June 2022)
Facebook – 78,067 (Up 3.3%)	Facebook – 441
Instagram – 15,466 (Up 201.5%)	Instagram – 161

## Facial Palsy Awareness Week 1–7 March 2022

Facial Palsy Awareness Week (FPAW) took place between 1-7 March 2022 and focused on 'The Little Things' that affect you when you have facial palsy and how they can add up to so much more. Due to covid, we chose to do the majority of our Awareness Week activity online this year.

Highlights of the social media campaign:

- Our logo being displayed on Tower 42, the fifth tallest building in London.
- Little Things Videos – a series of candid videos from the FP community (16 videos in total).
- Little Things Videos from Health Professionals (9 videos in total).
- Seven new case studies added to the website and two on social media.
- A series of line drawings depicting the little things some might take for granted like eating, speaking, kissing etc (7 posts).
- A series of posts under the heading 'If only it were that easy' depicting little things some take for granted (14 posts).
- We shared the Oxford Patient Guides with our community.
- We created a video highlighting the lack of services for Northern Ireland.
- We publicised training opportunities for health professionals.
- We created a meditation video for synkinesis with Mara Robinson.
- Volunteers Elaine, Freya and Heather were interviewed on Radio Somerset about the new Somerset support group and FPAW.
- We were also tagged in various posts by others including personal stories, fundraisers and general awareness posts.



Traffic from social media for the week increased by 707.3% and we had 30% more users (2363 more people) visit the website compared to the previous week. 82% of those were new users, proving that the campaign helped us to reach people who may not have found us otherwise.



## Research & Education

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

## Our target

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

## Our achievements

- Sponsored the development of an online modular course 'Management of acute facial palsy' for facial therapists using funds raised by patients in Wales and Northern Ireland.
- Awarded one free place on the above course to a consultant plastic surgeon in Wales and five free places to physiotherapists/speech and language therapists in Northern Ireland. Ten free places were agreed in total as part of the sponsorship arrangement with four still to be awarded to health professionals in Wales.

Due to the pandemic, meetings of our Medical Advisory Board have been paused. We expect to resume in December 2022.

We shared many different relevant third-party research opportunities throughout the year.

The screenshot displays the user interface for the 'Management of Acute Facial Palsy' online course. At the top, a navigation bar includes links for 'iConnect', 'Reflections', 'Forms', 'Groups', and 'Rooms'. The main header area features the course title 'MANAGEMENT OF ACUTE FACIAL PALSY' and the provider 'brought to you by FTS International'. A sidebar on the left provides a structured overview of the course content, categorized into 'Anatomy and Physiology', 'Assessment', 'Therapy Management', and 'Summary'. The main content area begins with a 'Welcome' section, followed by a 'Welcome to the course!' message and an 'About the course' section. Below this, the 'Meet the course creators:' section introduces Catriona Neville and Sally Glover, each with a circular portrait and a detailed biographical text describing their professional backgrounds and roles in the field of facial palsy treatment.

# Volunteering

We would like to send our heartfelt thanks once again to all the amazing volunteers who have given up their time, skills and energy to help us this year. Your support makes such a huge difference to those affected by facial palsy across the UK.

We have 90 active volunteers in total. This year we have set up a new online system to help manage volunteers. The Better Impact portal allows us to manage volunteer applications and communications online. All existing volunteers will be added to this system in the New Year (2023) allowing us to start communicating more regularly and effectively with all of the wonderful people who do so much for our charity.

## Our target

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

## Our achievements

**Volunteers have helped** in the following ways this year:

### Support

All our support groups are run by volunteers, and thanks to a number of new volunteers coming on board, we have been able to launch two new groups – our Cambridge Group and our Devon, Dorset & Somerset Group. We've also had new volunteers join some of our existing groups to help restart them following the pandemic.

Our volunteers continue to oversee some of our Facebook Groups.

Befriending – our volunteers offer to reach out to those newly diagnosed or those who are finding it difficult to cope. Our new volunteer portal will allow us to formalise this process, so that we can put people in contact more easily.

### Research

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

### Medical Advisory Board

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

### Events, Admin, Marketing & Awareness

Our volunteers did a fantastic job getting involved during Awareness Week by providing content such as the 'Little Things' videos and by sharing and supporting the campaign.

We called on some of our volunteers to provide commentary in the national media when Justin Bieber was diagnosed with Ramsay Hunt Syndrome in June 2022.

Our volunteers have also helped to write up and edit stories for our website and one of our volunteers also provided some fantastic make-up tutorials in April.

### Governance

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

# How we are funded

## Our target

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

## Our achievements

This year:

- 100% of our voluntary income came from the people, companies and trusts who supported us.
- Our community kindly increased support for the charity's work with regular and payroll giving, resulting in an increase of 87% to £10,628 per year.
- One-off donations made directly via our website increased by 5% to £9,136.
- We improved the fundraising pages on our website to make it easier to see how to fundraise for Facial Palsy UK.
- We created a new Fundraising Pack and improved our system of communicating with fundraisers, sharing links to posters, sponsorship forms and other information that could help them with their fundraising.
- We started to promote legacy giving, promoting subtly on social media channels and via our newsletters to keep this in people's minds as an option.

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

We are grateful for the following grants:

- The VTCT Foundation - £12,500 (Charity Coordinator Position)
- Chapman Charitable Foundation - £1,000 (Core costs)

With special thanks to Sayvol Environmental & Building Services Ltd who are making a regular donation to support future family days.

We were also kindly supported by:

- JGR Business Bureau who donated payroll processing hours to us.
- Leadtec who provide us with sponsored IT support.
- Argentum Proofreading who provided pro bono hours to us.

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

## Thank you to our amazing fundraisers!

We couldn't do what we do without the dedication of our wonderful fundraisers. We received an amazing £33,677 in community fundraising income this year. Thank you to everyone who has supported us. Also, a big thank you to those who kept training and fundraising for events that had been repeatedly postponed due to the pandemic.

In addition, funds were raised via our lottery, eBay donations, Amazon Smile, Give as you Live, DontSendMeACard.com, and in memory of loved ones, to name but a few. Thank you to everyone who supports us in so many different ways. The pennies soon add up, with income from Amazon Smile, for example, being £467 over the year (14% increase on the previous year).

As covid restrictions were lifted and events restarted, people supported us by taking part in the Great North Run, the London Marathon, the Exeter Live Better Marathon, the Edinburgh Marathon, the Oxford Lock2Lock 10K Swim, the Birmingham Great Run, the Brighton Marathon, the Vitality 10k, the Cardiff Half Marathon and the Great East Run. Specialist Facial Therapist Catriona Neville is not keen on heights but decided to do a Skydive for Facial Palsy UK. Verity completed the Easter 50 Challenge taking in scenic Windsor.

Rob Green tested himself with his first Ultra Marathon, the Frontier South Downs 50k. Heather Turner swam twice a week in the sea all year for Facial Palsy UK.

Leanne Curry raised funds by putting on a fantastic Christmas Light display outside her house and Jessica fundraised during Facial Palsy Awareness Week with a bake sale and "Guess how many sweets in a jar" challenge.

We also had our first gaming/streaming event fundraiser.



We thank you all for your energy and passion for raising funds and awareness. You are amazing!



## Where our income comes from

This year you helped us to raise £88,755. Figure 2 below shows where our income was generated:

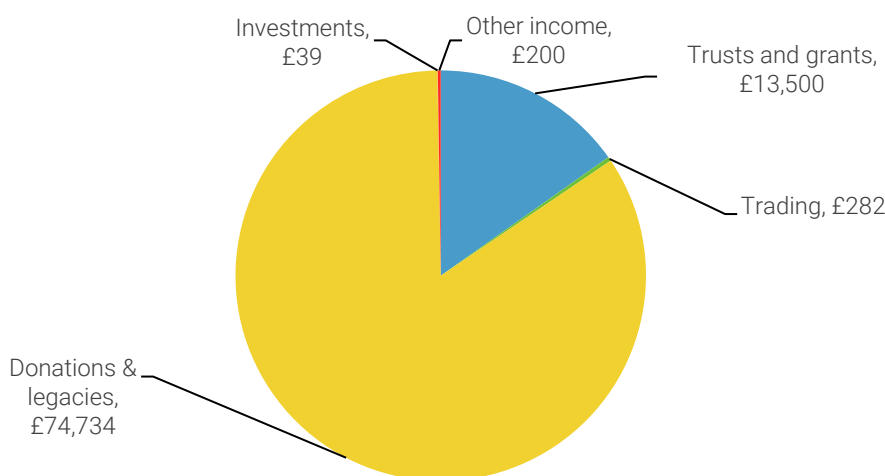


Figure 2. Income breakdown for year ending 30 June 2022.

## Where we spend our income

Total resources expended this year were £76,889. Figure 3 below shows how we spent our income:

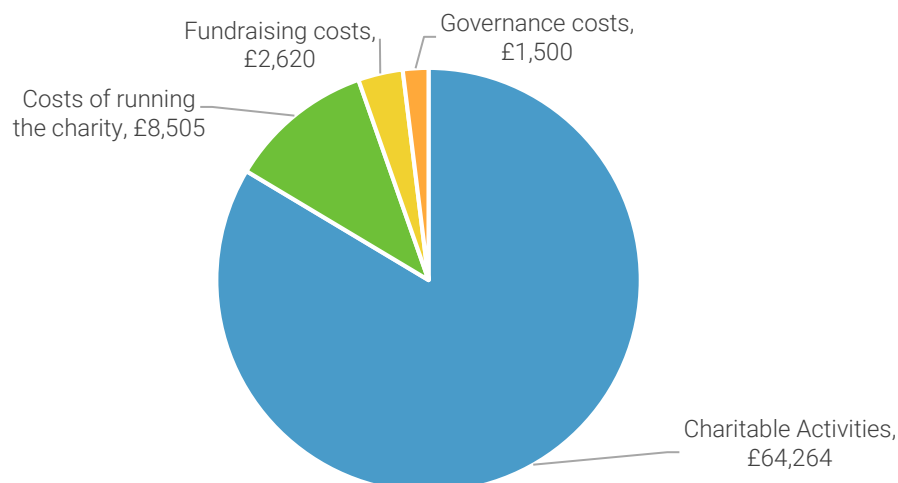


Figure 3. Expenditure breakdown for year ending 30 June 2022.

Charitable activities include: providing support and information, raising awareness and research projects. Costs of running the charity include: insurance, IT, telephone and internet costs and a proportion of salaries spent on operational requirements. Spend on fundraising costs was £2,620.

## How do we raise our funds?

Since Facial Palsy UK launched in 2012, we have never employed high pressure fundraising tactics. We do not use fundraising agencies and we do not sell or exchange lists of data with any other charities or companies for marketing or fundraising purposes.

We are members of the Fundraising Regulator and our Fundraising Promise is clearly detailed on our website. We also have a Complaints procedure should anyone be unhappy with us or any person acting on our behalf. We have not received any complaints about our fundraising practices in our 10-year history.

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

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

**For every £1 we spent this year:**

- 84p went on delivering and improving care for people with facial palsy
- 13p went on the running costs of the charity including governance
- 3p went on generating future income

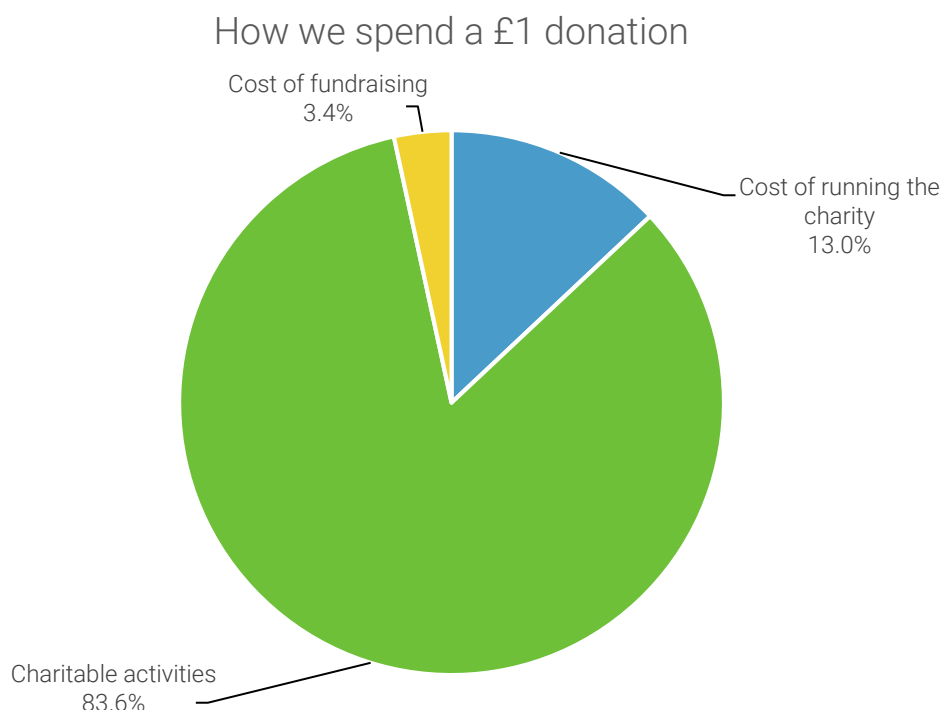


Figure 4. How we spent a £1 donation for year ending 30 June 2022.

## Financial review

In the first year of the charity's life (2012/13) there were start-up costs for advertising and marketing. Our first-year deficit was facilitated by a loan of £17,000 from the charity's founder, Charles Nduka. An additional £3,000 was loaned to the charity by Mr Nduka in September 2013. In 2014/15, £15,000 was donated to the charity to clear part of this loan with a balance of £5,000 owing. This loan was repaid on 30 June 2022.

This year our total annual income decreased by 45.6% to £88,755 (previously £163,170). In the previous year we received a grant of £68,687 which accounts for a large proportion of the difference. Unrestricted income decreased by 6.1% to £71,993 (previously £76,692 which included £3,621 from the government job retention scheme, i.e. furlough). Excluding the government funding the reduction in unrestricted income is 1.5%.

Unrestricted expenditure decreased by 3.5% to £52,824 (previously £54,748). We employed two members of staff during this period, the second member of staff joining us in December 2021.

Total expenditure increased by 10.4% to £76,889 (previously £69,629).

### Charitable activities

Expenditure on charitable activities increased by 10.7% to £74,269 (previously £67,100).

### Reacting to the pandemic and the cost of living crisis

With lockdowns lifted and restrictions being eased it meant more fundraising events could go ahead, however, the fall in 'real' disposable incomes began in late 2021, the start of the 'cost of living crisis'. It was therefore extremely important to 'future proof' the charity by planning effectively. We continued with one employee from July – November 2021 and requested to repurpose grant funds (£16,482) for a new Charity Coordinator role from December 2021. We secured an additional grant of £12,500 and had also set aside £23,022 as designated funds for this role in the previous year. This meant we could fund this role over two years. Although we still need an additional employee for a support role, we wanted to mitigate the risk of relying on one employee for operational activities and took a broader view on what was most important to the long-term survival of the charity. Support enquiries have been managed using volunteers, external providers and the inhouse team.

### Reserves

As we do not usually receive any regular government funding, our level of income depends on the generosity of donors, the enthusiasm of fundraisers and how the wider economy is performing. We must consider what would happen to our services should this income significantly reduce. Our unrestricted funds balance at the end of June 2022 was £97,511 of which we consider £56,188 to be free reserves (covering six months of budgeted expenditure plus contingency for redundancy payments). This has been increased from four to six months due to the cost of living crisis. £24,736 has been designated to part-fund a new staff member on a two-year contract 2021/23. The balance of funds is therefore £16,587 which will be used carefully to ensure we continue to provide the best support and information to the community we serve.

## Risks and uncertainties

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

RISK	MANAGEMENT
<b>Financial:</b> The charity is reliant on fluctuating voluntary income to provide our services and has a lack of regular income streams. We have limited resources to dedicate to fundraising so careful planning is needed. We also need to plan considering the 'cost of living crisis' following the pandemic.	<ul style="list-style-type: none"> <li>• Diversify income streams.</li> <li>• Regular financial planning &amp; review.</li> <li>• Sustain unrestricted reserves ensuring we can continue to operate and meet statutory obligations.</li> <li>• Fundraising strategy review due 2023.</li> </ul>
<b>Operational:</b> With such a small team, if one were to leave it would have a major impact, it's important our team feel valued and have opportunities for advancement. We also must ensure all volunteers feel valued and supported and are fully informed about policies and procedures. Data security should be continually reviewed in our ever-changing world to ensure it covers technological advancements that could make old policies and procedures obsolete.	<ul style="list-style-type: none"> <li>• Charity Coordinator to receive support and training in order to provide cover for important operational requirements.</li> <li>• Succession planning.</li> <li>• Keep under review volunteer requirements and necessary policies and training, etc. Ensure volunteers feel valued and supported with communications.</li> <li>• All policies and procedures relating to data protection to be reviewed annually.</li> <li>• All communications are centralised into a charity database.</li> <li>• Document systems, plans and projects.</li> </ul>
<b>External:</b> Incidents or events may negatively affect the charity's reputation or operations, e.g. non-compliance, fraud, security. Public perception of our work could be incorrect or misleading.	<ul style="list-style-type: none"> <li>• Preventative mechanisms, policies &amp; procedures are in place.</li> <li>• Ensure good quality reporting of charity activities.</li> <li>• Ensure we are still providing services that are in line with service user needs by seeking feedback at every opportunity and improving impact reporting.</li> </ul>
<b>Governance:</b> Poor knowledge of regulatory requirements and legal responsibilities. Some trustees have felt there has been a lack of communication which needs addressing. We have been working with an interim Chair of Trustees for the majority of the year who kindly stepped in temporarily on the agreement a more experienced person would eventually replace them.	<ul style="list-style-type: none"> <li>• Trustee training (has been refreshed in 2021/22).</li> <li>• Policies and procedures regularly reviewed and communicated throughout whole organisation.</li> <li>• Become more structured and improve communications.</li> <li>• Recruit a Chair of Trustees with more experience and time.</li> </ul>



## Employees

Our two employees are permanently home-based, the second employee starting with the charity in December 2021. They communicate with the Trustee Board via email, telephone or virtual meetings. Face-to-face meetings have not taken place due to the pandemic and people being geographically distant. Information is mainly disseminated to volunteers by email or telephone as nearly all our volunteers are not based locally.

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

### **Remuneration policy**

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

No individual performance bonuses are paid.

## Structure and Governance

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

The charity purpose is set out in its Articles of Association (updated 25 April 2022 to remove the stipulation for a minimum number of face-to-face meetings per year).

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

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

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

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

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

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

Karen Johnson (Deputy CEO) was appointed as Company Secretary on 19 January 2022.

### Board of Trustees

The Board of Trustees is legally responsible for directing the affairs of the charity. Trustees are the directors of the company and serve for renewable terms of three years. Under the requirements of the Memorandum and Articles of Association, one third (or the nearest one third) of the trustees must retire at each AGM each year, those longest in office retiring first. Eligible retiring trustees may be reappointed. The Board comprised seven trustees as at 30 June 2022. Trustees have a wide range of skills and experience including clinical and professional expertise.

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

Rebecca Black (Chair)	(Retired 17 September 2021)
Charles Nduka (CEO)	
Fiona Hawthorne	
Jan Jutsum	(Retired, Re-elected 19 January 2022)
Susan Parsons	(Retired 10 September 2021)
Sheila Crowley	(Retired, Re-elected 19 January 2022)
Debbie Byles	(Retired 26 July 2021)
Mandy Brailsford (Chair)	(Elected as Chair 17 November 2021)
Monica Letts (Treasurer)	(Elected as Treasurer 17 November 2021)
Ben Haynes	

We thank Becky Black for her support as both Chair and trustee of Facial Palsy UK, and appreciate the hard work and dedication Becky gave to improving our data collection and helping with events and networking. We thank Debbie Byles and Sue Parsons for their support as trustees, bringing invaluable community fundraising and event organisation experience to the charity and helping us to grow.

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

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

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

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

## **Appointments and training**

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

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

## Personnel

Deputy CEO  
Charity Coordinator

Karen Johnson  
Helen Naylor – joined December 2021

## Policies and Procedures

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

## Public benefit

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

## Medical Advisory Board

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

## Patrons

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

Nick and Susie Cave

John Sudworth

Sir Paul McCartney, MBE

## Co-operation with other organisations

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

## Independent Examiners

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

## Reference and administrative details

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



## How did we do?

KEY	
Completed	
In progress	
Not started	

In our annual report for the previous year (ending 30 June 2021) we highlighted a reduced number of plans to focus on for the next year, due to limited resources. This is in line with our 3-year Strategic plan for 2019-2022:

	TARGET	PROGRESS
SUPPORT & INFORMATION	Continue with our online support groups and resume face-to-face groups as soon as safe to do.	Face-to-face support groups restarted with 11 taking place during the year. Continued to offer virtual support groups with 21 taking place.
	Increase the information available via our patient website and as printed literature aimed at patients	Additional content created for website, including additional self-help resources. Bell's palsy patient guide translated into Welsh with printed and e-versions available.
AWARENESS, COMMUNICATIONS & VOLUNTEERS	Plan a Facial Palsy Awareness Week that fits around likely restrictions due to the pandemic, reduces isolation and does not put undue pressure on community members.	Completed. As part of this we also achieved additional goals from our strategic plan which were to create more patient stories in video format and increase the number of personal stories on our website. 16 short videos were created about the 'little things' that affect people living with facial palsy. Seven new case studies were added to the website.
	Develop a communications plan to promote Facial Palsy UK and increase knowledge of facial palsy in the community year-round.	Our new Charity Coordinator effectively plans our communications and from 2022 we have been regularly communicating via various channels.
	Improve coordination and project management of Medical Advisory Board activities.	Our Medical Advisory Board are receiving more regular communications using new software. The first meeting since the pandemic still needs to be arranged.
	Improve volunteer recruitment programme and procedures, as well as management of our volunteer base to ensure that every volunteer feels valued.	We are in the process of moving our existing volunteers to our new software, this work will be completed in 2023. All new volunteers are added via the new system. Processes have been improved and we are communicating more effectively.
FUNDRAISING	Formalise our fundraising strategy after strategic review early 2022.	This is a hugely important piece of work which must be undertaken as priority. Unfortunately, due to limited resources for half of the year, and a new member of staff starting just before our busiest time of year (Facial Palsy Awareness Week), we have been unable to progress on this piece of work. It will be a priority in 2023.
HEALTH & RESEARCH	Promote the need for more research in line with our 'Top 10' priorities decided by patients, carers and health professionals.	Ongoing work.
	Create our own template business case for a facial palsy service for new Health Professionals' website.	We have collated several examples of business cases and this work is ongoing.
	Continue work on Health Professionals' website and book.	Most of the content is now complete for the book and the illustrations have been commissioned. This project is expected to complete in 2023.
	Support training of more facial therapists with online training.	Completed.

In addition to the above, we achieved another goal on our strategic plan, i.e. Work with artists/photographers to raise awareness of facial palsy and its impact. We supported the exhibition 'A Face in Time' by Helena g Anderson at the Museum of Classical Archaeology in Cambridge. The exhibit featured a series of thought-provoking images that captured Helena's experience with Ramsay Hunt syndrome and facial palsy.

## Future Plans

Crucially we must tie all plans into our strategy, monitor and evaluate our work, and report on work openly and transparently. Working with limited resources and the on-going pandemic has been challenging, but it's important to plan, ensuring we continue to deliver what our community 'says' they need and not what we 'assume' they need. We must also stay focused on specific plans and not try to take on too much for one year to ensure continued success.

### Operations

In 2023 we will be updating our three-year strategy. There is a lot of behind-the-scenes work to be completed, for example, updating how we manage our media store of images and videos to improve efficiency. We also need to review the functionality of our website ensuring it is mobile-friendly. Content needs to be reviewed periodically and there is a backlog due to lack of availability from health professional volunteers who are under enormous pressure due to the issues facing the NHS.

Here are the activities (as per our strategic plan) that we intend to focus on in 2022/23:

### Information

- Complete our Children's Book into libraries project.

### Awareness

- Deliver a successful Facial Palsy Awareness Week.

### Support

- Plan our first Facial Palsy conference aimed at patients for delivery 2024.
- Deliver our first family day post- pandemic.

### Volunteers

- Support and recruit more volunteers, and ensure they feel valued.

### Health & Research

- Complete facial palsy book and website aimed at health professionals.
- Explore the potential to develop a national register of people with facial palsy to better assess outcomes.
- Create our own template business case for a facial palsy service for new Health Professionals' website.
- Promote the need for more research in line with our 'Top 10' priorities decided by patients, carers and health professionals.
- Host first Medical Advisory Board meeting post-pandemic to re-engage and start to shape future activities.

### Fundraising

- Complete our Fundraising Strategy.

# Statement of responsibilities of the Trustees

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

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, for the financial year. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

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

Statement as to disclosure to our independent examiners

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

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

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



Charles Nduka (Trustee)  
24 January 2023

# Independent Examiner's Report

I report to the Trustees on my examination of the financial statements of Facial Palsy UK (the charity) for the year ended 30 June 2022.

## Responsibilities and basis of report

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

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

## Independent examiner's statement

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

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

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

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



Tracey Richardson BSc (Hons) FCA

Ruthlyn House  
90 Lincoln Road  
Peterborough  
Cambridgeshire  
PE1 2SP

Dated: 8 February 2023



## Statement of financial activities including income and expenditure account for the year ended 30 June 2022

### Current financial year

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
<b>Income and endowments from:</b>					
Donations and legacies	3	71,472	16,762	88,234	154,319
Other trading activities	4	282	-	282	608
Investments	5	39	-	39	10
Other income	6	200	-	200	200
<b>Total income</b>		<u>71,993</u>	<u>16,762</u>	<u>88,755</u>	<u>163,170</u>
<b>Expenditure on:</b>					
Raising funds	7	<u>2,620</u>	<u>-</u>	<u>2,620</u>	<u>2,529</u>
Charitable activities	8	<u>50,204</u>	<u>24,065</u>	<u>74,269</u>	<u>67,100</u>
<b>Total resources expended</b>		<u>52,824</u>	<u>24,065</u>	<u>76,889</u>	<u>69,629</u>
<b>Net incoming resources before transfers</b>		<u>19,169</u>	<u>(7,303)</u>	<u>11,866</u>	<u>93,541</u>
<b>Net income for the year/ Net movement in funds</b>		19,169	(7,303)	11,866	93,541
Fund balances at 1 July 2021		<u>78,342</u>	<u>117,232</u>	<u>195,574</u>	<u>102,033</u>
<b>Fund balances at 30 June 2022</b>		<u><u>97,511</u></u>	<u><u>109,929</u></u>	<u><u>207,440</u></u>	<u><u>195,574</u></u>

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

All income and expenditure derive from continuing activities.

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

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

Prior financial year

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
<b>Income and endowments from:</b>				
Donations and legacies	3	72,453	81,866	154,319
Other trading activities	4	608	-	608
Investments	5	10	-	10
Other income	6	3,621	4,612	8,233
<b>Total income</b>		<u>76,692</u>	<u>86,478</u>	<u>163,170</u>
<b>Expenditure on:</b>				
Raising funds	7	<u>2,529</u>	<u>-</u>	<u>2,529</u>
Charitable activities	8	<u>52,219</u>	<u>14,881</u>	<u>67,100</u>
<b>Total resources expended</b>		<u>69,569</u>	<u>17,069</u>	<u>86,638</u>
<b>Net incoming resources before transfers</b>		21,944	71,597	93,541
Gross transfers between funds		<u>2,395</u>	<u>(2,395)</u>	<u>-</u>
<b>Net income for the year/ Net movement in funds</b>		24,339	69,202	93,541
Fund balances at 1 July 2020		<u>54,003</u>	<u>48,030</u>	<u>102,033</u>
<b>Fund balances at 30 June 2021</b>		<u>78,342</u>	<u>117,232</u>	<u>195,574</u>

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

All income and expenditure derive from continuing activities.

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

Balance sheet  
as at 30 June 2022

	Notes	2022 £	£	2021 £	£
<b>Current assets</b>					
Debtors	13	8,941		4,466	
Cash at bank and in hand		203,354		200,103	
		<u>212,295</u>		<u>204,569</u>	
<b>Creditors: amounts falling due within one year</b>	14	(4,855)		(8,995)	
Net current assets			<u>207,440</u>		<u>195,574</u>
<b>Income funds</b>					
Restricted funds	15		109,929		117,232
<u>Unrestricted funds</u>					
Designated funds	16	24,736		23,022	
General unrestricted funds		<u>72,775</u>		<u>55,320</u>	
			<u>97,511</u>		<u>78,342</u>
			<u>207,440</u>		<u>195,574</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2022.

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

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

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



Charles Nduka 24 January 2023  
Trustee

Company Registration No. 08107184

## Notes to the financial statements for the year ended 30 June 2022

### 1 Accounting policies

#### Charity information

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

#### 1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

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

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

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

#### 1.2 Going concern

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

#### 1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial

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

#### 1.4 Income

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

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

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



## Notes to the financial statements (continued)

### for the year ended 30 June 2022

#### 1 Accounting policies

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

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

#### 1.5 Expenditure

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

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

#### 1.6 Cash and cash equivalents

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

#### 1.7 Financial instruments

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

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

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

## Notes to the financial statements (continued) for the year ended 30 June 2022

### 1 Accounting policies

#### *Basic financial assets*

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

#### *Basic financial liabilities*

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

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

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

#### *Derecognition of financial liabilities*

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

### 1.8 Employee benefits

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

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

### 1.9 Retirement benefits

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

## 2 Critical accounting estimates and judgements

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

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

Notes to the financial statements (continued)  
for the year ended 30 June 2022

3 Donations and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Donations and gifts	70,472	4,262	74,734	61,251	2,371	63,622
Grants	1,000	12,500	13,500	11,202	79,495	90,697
	<u>71,472</u>	<u>16,762</u>	<u>88,234</u>	<u>72,453</u>	<u>81,866</u>	<u>154,319</u>

4 Other trading activities

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Trading income	<u>282</u>	<u>608</u>

5 Investments

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Interest receivable	<u>39</u>	<u>10</u>

6 Other income

	Unrestricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Other income	200	200	-	-	-
Job retention scheme income	-	-	3,621	-	3,621
The National Lottery Coronavirus Community Support Fund	<u>-</u>	<u>-</u>	<u>-</u>	<u>4,612</u>	<u>4,612</u>
	<u>200</u>	<u>200</u>	<u>3,621</u>	<u>4,612</u>	<u>8,233</u>

## Notes to the financial statements (continued) for the year ended 30 June 2022

### 7 Raising funds

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
<u>Fundraising and publicity</u>		
Other fundraising costs	1,623	851
Staff costs	997	1,678
	<hr/>	<hr/>
Fundraising and publicity	2,620	2,529
	<hr/>	<hr/>
	2,620	2,529
	<hr/>	<hr/>

### 8 Charitable activities

	2022	2021
	£	£
Staff costs	47,792	39,111
Advertising and marketing	2,393	1,511
Professional expenses	6,720	7,585
Online donation charges	2,158	1,949
Postage, freight and courier	302	757
Printing and stationery	273	683
Website improvements	4,104	6,619
Sundry	522	585
	<hr/>	<hr/>
	64,264	58,800
	<hr/>	<hr/>
Share of support costs (see note 9)	8,505	6,860
Share of governance costs (see note 9)	1,500	1,440
	<hr/>	<hr/>
	74,269	67,100
	<hr/>	<hr/>
<b>Analysis by fund</b>		
Unrestricted funds	50,204	52,219
Restricted funds	24,065	14,881
	<hr/>	<hr/>
	74,269	67,100
	<hr/>	<hr/>

Notes to the financial statements (continued)  
for the year ended 30 June 2022

9 Support costs

	Support costs £	Governance costs £	2022 £	2021 £
Staff costs	4,544	-	4,544	3,194
Office rent	1,518	-	1,518	1,152
Insurance	658	-	658	626
IT support	1,435	-	1,435	1,828
Telephone & internet	166	-	166	60
Bank charges	32	-	32	60
Travel	152	-	152	60
Accountancy	-	1,500	1,500	1,440
	<u>8,505</u>	<u>1,500</u>	<u>10,005</u>	<u>8,300</u>
Analysed between Charitable activities	<u>8,505</u>	<u>1,500</u>	<u>10,005</u>	<u>8,300</u>

Governance costs includes payments to the independent examiner of £1,500 (2021 - £1,440) for fees.

10 Trustees

The Trustees received no remuneration from the charity in the year (2021 - £nil).

During the year there were no expenses paid to Trustees (2021 - £nil). No Trustee received payment for professional or other services supplied to the charity (2021 - £nil).

11 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	<u>2</u>	<u>2</u>
<b>Employment costs</b>	<b>2022 £</b>	<b>2021 £</b>
Wages and salaries	51,492	43,045
Social security costs	700	-
Other pension costs	1,141	938
	<u>53,333</u>	<u>43,983</u>

No employees earned more than £60,000 in the year (2021 - none).



## Notes to the financial statements (continued) for the year ended 30 June 2022

### 12 Financial instruments

	2022 £	2021 £
<b>Carrying amount of financial assets</b>		
Other debtors	5,462	3,317
Bank and cash	203,354	200,103
	<u>208,816</u>	<u>203,420</u>
<b>Measured at cost</b>		
<b>Carrying amount of financial liabilities</b>		
Trade creditors	2,085	1,660
Accruals and deferred income	1,635	1,440
Other creditors	182	5,000
Other taxation and social security	953	895
	<u>4,855</u>	<u>8,995</u>
<b>Measured at cost</b>		

### 13 Debtors

	2022 £	2021 £
<b>Amounts falling due within one year:</b>		
Other debtors	5,462	3,317
Prepayments and accrued income	3,479	1,149
	<u>8,941</u>	<u>4,466</u>

### 14 Creditors: amounts falling due within one year

	2022 £	2021 £
Other taxation and social security	953	895
Trade creditors	2,085	1,660
Other creditors	182	5,000
Accruals and deferred income	1,635	1,440
	<u>4,855</u>	<u>8,995</u>

## Notes to the financial statements (continued) for the year ended 30 June 2022

### 15 Restricted funds

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

	Movement in funds				Movement in funds				
	Balance at 1 July 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 July 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2022 £
Tamworth Family Day	500	-	-	-	500	-	-	-	500
Family Day	310	2,121	(67)	-	2,364	4,200	(385)	-	6,179
Children's Book Appeal	1,997	-	(128)	-	1,869	-	(453)	-	1,416
Support Services Project	1,250	2,000	(3,250)	-	-	-	-	-	-
Research Appeal	34	50	-	-	84	62	-	-	146
HP Website	14,776	-	(2,080)	-	12,696	-	(915)	-	11,781
Patient Guides	559	-	-	-	559	-	-	-	559
GP Awareness Fund	2,395	-	-	(2,395)	-	-	-	-	-
Northern Ireland Funds	1,346	-	-	-	1,346	-	(1,346)	-	-
Wales Funds	1,077	-	-	-	1,077	-	(1,077)	-	-
Trust Fundraiser	16,482	-	-	-	16,482	-	-	(16,482)	-
Children's Book into Libraries	5,693	-	-	-	5,693	-	-	-	5,693
John Lewis Norwich GP Awareness	1,139	-	(1,139)	-	-	-	-	-	-
Stockport GP awareness	472	-	(472)	-	-	-	-	-	-
Deepings Lions- Online Support UK wide	-	200	(200)	-	-	-	-	-	-
Northern Irish Virtual Support Groups - Lottery	-	2,220	(1,190)	-	1,030	-	(1,000)	-	30
Oakdale Trust- Welsh Support Materials	-	500	(141)	-	359	-	(359)	-	-
Welsh Virtual Support Group - Lottery	-	2,688	(402)	-	2,286	-	(1,401)	-	885
Carried forward to next page	48,030	9,779	9,069	(2,395)	46,345	4,262	6,936	(16,482)	27,189

## Notes to the financial statements (continued) for the year ended 30 June 2022

### 15 Restricted funds

	Movement in funds				Movement in funds				
	Balance at 1 July 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 July 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2022 £
Brought forward from previous page	48,030	9,779	9,069	(2,395)	46,345	4,262	6,936	(16,482)	27,189
Welsh Virtual Support Groups - Moondance Foundation	-	900	(900)	-	-	-	-	-	-
English Virtual Support Groups - Lottery	-	4,612	(4,612)	-	-	-	-	-	-
UK-wide Virtual Support Groups	-	2,500	(300)	-	2,200	-	(2,200)	-	-
Psychological Assessment & Support Project	-	68,687	-	-	68,687	-	-	-	68,687
Charity Coordinator Post- VTCT Foundation	-	-	-	-	-	12,500	(14,929)	16,482	14,053
	<u>48,030</u>	<u>9,779</u>	<u>(9,069)</u>	<u>(2,395)</u>	<u>117,232</u>	<u>16,762</u>	<u>(24,065)</u>	<u>-</u>	<u>109,929</u>

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

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

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

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

Research Appeal - To fund future research.

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

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

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

## Notes to the financial statements (continued) for the year ended 30 June 2022

### 15 Restricted funds

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

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

Trust Fundraiser - In agreement with the funder, the VTCT Foundation, the balance of funds has been transferred to use for the Charity Coordinator post.

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

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

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

Deepings Lions - Online Support UK wide

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

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

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

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

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

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

Psychological Assessment and Support project – funds given by the VTCT Foundation to evaluate the degree of psychological distress in patients with facial palsy.

Charity Coordinator Post- Funds given by the VTCT Foundation for a part-time Charity Coordinator post over two years including ad hoc expenses needed for the role, e.g. laptop, computer software.

Notes to the financial statements (continued)  
for the year ended 30 June 2022

**16 Designated funds**

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

	Balance at 1 July 2020 £	Transfers £	Balance at 1 July 2021 £	Resources expended £	Balance at 30 June 2022 £
Part funding of staff role 'Charity Coordinator' to be recruited in 2021/22	-	23,022	23,022	1,714	24,736
	-	23,022	23,022	1,714	24,736

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

**17 Analysis of net assets between funds**

	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 30 June 2022 are represented by:							
Current assets/(liabilities)	72,775	24,736	109,929	207,440	55,320	117,232	195,574
	72,775	24,736	109,929	207,440	55,320	117,232	195,574



## Notes to the financial statements (continued) for the year ended 30 June 2022

### 18 Related party transactions

#### Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2022 £	2021 £
Aggregate compensation	39,102	32,826

#### Transactions with related parties

Included in other creditors is a loan of £nil (2021 - £5,000) due to Charles Nduka, Chair of Trustees and Acting CEO. No interest is charged on this loan.

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