



Changing Faces
Annual Review 2005

Disfigurement can affect anyone at any time, at any age, from any ethnic group. There are no official statistics.

There are estimated to be at least 400,000 people with disfigurements in the UK. Each year, it is known that:

- 2,000 children are born with birthmarks and 750 children are born with cleft lips/palates
- 40,000 people are treated for burns and scalds of which 13,000 are admitted to hospital for immediate treatment; 50% are under 16 years of age
- At least 40,000 operations are performed in the NHS for cancers of the skin, head, neck and mouth.

Others acquire a disfigurement as a result of skin conditions, facial paralysis, eye conditions, violence, dog bites, car accidents and acts of terrorism.

Living with a disfigurement is a challenging experience.

'I try to avoid public transport; I avoid going to parties; I avoid going anywhere where I don't know people. I find situations like standing in the queue at the cash-point, where I notice people staring, particularly difficult... I can't cope – I turn my face away.'

It needn't be like this.

'Contacting *Changing Faces* was a turning-point. I had the opportunity to share experiences and take control of difficult situations. I found the support I had needed for so long.'

Changing Faces is a unique charity enabling everyone – children and adults with disfigurements, families, health and social care professionals, teachers, employers and the public at large – to face disfigurement with confidence.

Please support us in our work.

Chairman's introduction.

It has been a year of major change and major challenge for *Changing Faces*. Last autumn, we moved from a quiet Mews in Paddington to a modern new Centre in Bloomsbury within easy reach of mainline and tube stations, near to University College London and close to some of the world's leading hospitals. Symbolically, this move represents our determination to bring disfigurement out of the shadows so that it becomes a mainstream social issue.

The new Centre is brilliantly equipped, ideally situated and promises to be the springboard we have sought in order to build on our services and programmes. It also provides a solid financial asset for the charity. The Centre was officially opened by the Duke of Westminster in December 2004 and named 'The Squire Centre' in gratitude to the Geoff and Fiona Squire Foundation, whose great support made the purchase possible.

The upheavals of this move did not prevent us from carrying on with our work. As you will see in this Review – which reports on the year's activities from July 2004 – we have continued to support the increasing number of people contacting the charity, have extended our influence in health care policy and maintained a high public profile.

In the last six months, however, we have faced one of our most serious funding challenges yet, with a sharp downturn in grants and donations. Turning this situation around has required some difficult decisions but throughout it all, everyone at *Changing Faces* – the Trustees, the Chief Executive and the staff – have worked incredibly hard and have shown tremendous dedication. I commend them all.

As our reputation continues to grow in strength, so does the demand on our services and the need for funds. We would like to thank all our generous donors who have supported us this year and we hope, reading this Review, that you will see that we are using your gifts to good purpose.

In the year ahead we will be developing our services, especially with young people, creating a presence in Wales, Scotland and Northern Ireland and increasing our public awareness efforts.

As I enter my third year as Chairman of *Changing Faces*, I continue to be excited and moved by the tremendous work of this vibrant charity that is touching and transforming the lives of so many people.

Stephen Woodford

Group Chief Executive, WCRS Ltd. Formerly President, Institute of Practitioners in Advertising.



The Trustees of *Changing Faces*.

Stephen Woodford, Chairman

Group Chief Executive, WCRS Ltd; formerly President, Institute of Practitioners in Advertising.

Anthony Brown, Hon Secretary

Bristol businessman, accountant and lawyer.

Juliet Campbell CMG

Previously Mistress of Girton College, Cambridge; British Ambassador in Luxembourg.

Mr Per Hall FRCS

Consultant Plastic Surgeon, Addenbrooke's Hospital, Cambridge.

Andrew Jarvis, Hon Treasurer

Chief Operating Officer, John Brown Citrus Publishing Ltd.

Dr Sally Kelway MRCA

Consultant Anaesthetist at Portsmouth General Hospital.

Dr Richard Lansdown

Formerly Consultant Psychologist, Hospital for Sick Children, Great Ormond Street.

Alison Partridge

Manager of the Children's Fund Programme in Oxfordshire.

Philip Rogerson

Chairman of Carillion plc, Aggreko plc and previously Finance Director, British Gas.

Maxine Whitton

Librarian, now retired. Formerly Chair of the Vitiligo Society.

Chrissie Wilson

Nurse Manager, Nottingham General Hospital; Chair, British Association of Plastic Surgery Nurses.

Hon Solicitor: Ms Fiona Hewitt, Dunham Solicitors

Accountants: haysmacintyre

Our mission is to work for a better and fairer future for people who have disfigurements to their face or body from birth, accident or disease.

We aim to support and represent them so that they are able to

- build their self-esteem and self-confidence
- receive comprehensive and effective support, treatment and rehabilitation services
- obtain legal rights, equal opportunities, informed media portrayals and fair treatment

Changing Faces has developed three inter-related programmes designed to achieve these goals, supported by the essential administrative back-up and fundraising.

Who we are, what we do and who does what.		
<p>Providing direct help for individuals and families</p> <p>disfigurement life-skills, counselling, information, workshops, regional days, school work, support groups</p> <p>Head of Client Services Suzanne Millstone</p> <p>Adult Specialists Bernadette Castle Isabelle Hans* Matina Leeven*</p> <p>Child Specialist Samantha Farag*</p> <p>Child and Young People's Specialist Michelle Bativala*</p> <p>Young People's Specialist Helen Smith*</p> <p>School Specialist Kathleen Hasler*</p> <p>Family Information and Advice Worker Frances Sealy</p>	<p>Advocating comprehensive health and social care</p> <p>outreach, training courses, resources for professionals, policy influence, support for research</p> <p>Head of Health Care Development to be appointed (tba)</p> <p>UK Network Head of UK Network Henrietta Spalding</p> <p>Welsh Officer* (tba) Scottish Officer* (tba) Northern Ireland Officer* (tba)</p>	<p>Promoting public awareness, rights and equal opportunities</p> <p>public awareness, equal opportunities work (Gov't, employers, schools etc), PR (media, events, literature etc), promotional literature, website</p> <p>Head of Communications Winnie Coutinho</p> <p>Communications Officer Alison Rich</p> <p>Equal Opportunities Adviser Cathy Wheatley</p> <p>School Consultant Jane Frances*</p>
<p>Management, fund-raising and administration</p> <p>Chief Executive James Partridge OBE</p>		
<p>Fundraising</p> <p>Funds Development Manager Henrietta Spalding</p>	<p>Administration</p> <p>Office Administrator Diane Tye</p> <p>Finance Manager Gilian Alexander*</p> <p>PA to the Chief Executive Claire Marley*</p> <p>Team Support Caitlin Jackson</p>	

* part-time/freelance



A message from the Chief Executive.

life 'looking different'. This is what motivated me to set up *Changing Faces* in the first place and this is what keeps everyone in the charity fired up.

The mission and need for *Changing Faces* is now more important than ever. In our increasingly appearance-obsessed culture where 'good looks' are promoted as a means to success and happiness, there is a real risk that the definition of what is an acceptable appearance will be narrowed. The aggressive marketing of the cosmetic surgery industry is perhaps a sign of worse to come. In such a climate, *Changing Faces* is striving to make sure that everyone, whatever they look like, can have and aspire to a high quality of life, free from prejudice and discrimination.

This is not a 'niche' subject affecting a minority population; disfigurement can touch anyone at any time, across age, ethnicity and class. Disfigurement holds up a mirror to how we judge and act towards people who are 'different'.

In this Review, we have described the challenges we face at *Changing Faces*, how we set about meeting them, our hopes for the future – and how much it costs to do all this. We need your help to bring change not only to individual lives but also to help change the way we as a society face disfigurement. Please do everything you can to support us.

Thank you.

James Partridge OBE, DSc

If you would like to make a donation towards our work, please fill in this coupon.

Gift Aid: you can increase the amount of money made available to us without spending an extra penny yourself if you are a UK income tax payer, by signing the declaration below. You must pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity claims on your donation in the tax year (currently 28p for every pound you give).

Title (Mr, Mrs, Miss, Ms, Dr, other) _____ First name _____

Surname _____ Address _____

Postcode _____

I confirm that I want *Changing Faces* to treat this donation as a Gift Aid donation:

Signature _____ Date _____ Amount of donation £ _____

Providing direct support.

What is the challenge?

Many men, women, children, young people and their families who have disfigurements from various causes contact the charity every week. Their reasons for doing so are numerous but include:

- parents wanting help to deal with other people's reactions to their child's appearance
- people seeking help with decisions on surgery and other treatment options
- parents asking for support for their children who are being teased or bullied at school
- people having difficulties facing public situations
- in extreme cases, individuals contemplating suicide.

This year, first time enquires have risen by 15% to over 900 people contacting the charity. The enquiries are becoming increasingly complex, some requiring advice and counselling over long periods of time.

What do we do?

Our Client Service is a highly professional team of psychologists, counsellors and child and school specialists which offers a unique programme of support amounting to a 'life-skills programme'. This aims to enable people to tackle the challenges that disfigurement brings. Our services include:

- counselling (by phone and face-to-face)
- social skills training via individual sessions, workshops, self-help booklets and videos
- support in school including school visits
- advice on getting information about surgery or legal rights.

In 2004-2005, as well as dealing with the rising number of individual enquiries, the team has also

- organised a regional day in Manchester for 60 children, families and professionals to share experiences and learn new ways of dealing with difficult situations
- facilitated six workshops in Birmingham, Manchester and London for adults, three on the theme of work, one on intimacy and two on building self-confidence and self-esteem
- revised and updated all our Teachers' Guides in light of the new Children's Act legislation to enable teachers to have the knowledge and strategies to foster inclusion in schools – these are due to be launched in autumn 2005
- held a Schools Transition workshop for parents to help their child move to a new school with a parallel session for children aimed at developing friendship skills
- made visits to 24 schools to help children, worked with another 50 teachers and offered INSET training especially in Tower Hamlets

■ piloted a very popular and enjoyable 'Beauty Inside and Out' workshop for 13-16 year old girls with a professional make-up session provided by Clinique.

Looking ahead

- We are delighted to be able to expand our young people's programme as a result of funding from the Camelot Foundation. A grant from Comic Relief to develop a Young People's Council will support this programme. The Council will enable young people to 'have their say' on our services and what they would like to see happening in a wider social context
- The Trustees have also given the go-ahead for our plans to pilot a UK Network of *Changing Faces* Officers in Wales, Scotland and Northern Ireland with the appointment of our Head of UK Network in April 2005. The Network will eventually allow the charity to reach many more people than it is presently able to do
- A pledge towards the development of an Information Base on Disfigurement will enable us to become the national source of information about all aspects of disfigurement.

What does it cost?

The Client Service helping adults and children with disfigurements, is the biggest programme at *Changing Faces* as the Summary Financial Statement on page 11 shows.

In order to continue to sustain this vital service that is changing the lives of so many people we need:

	Adult Service	Children and Young People's Service
To employ a specialist team	£85,000	£130,000
Running costs	£15,000	£30,000
Total	£100,000	£160,000
Pledges and gifts at 1.7.05	£45,000	£60,000

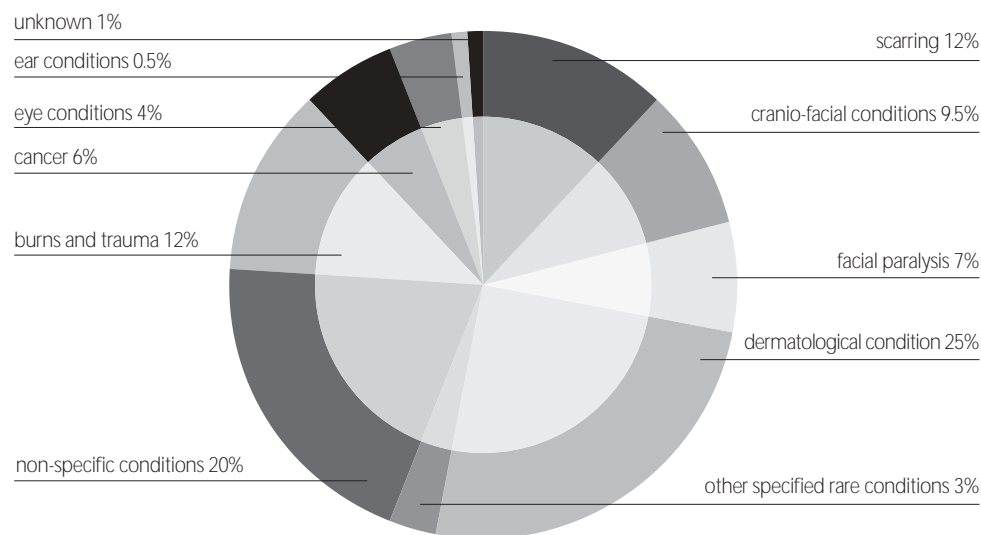
To develop the range and scope of these services we require:

- For the Information Base: c £60,000 pa – we have pledges for half this sum
 - For the UK Network three-year pilot: c £80,000 pa towards which we have pledges of c £60,000 pa
- For further details of for these and other projects, please contact the Chief Executive's Office.

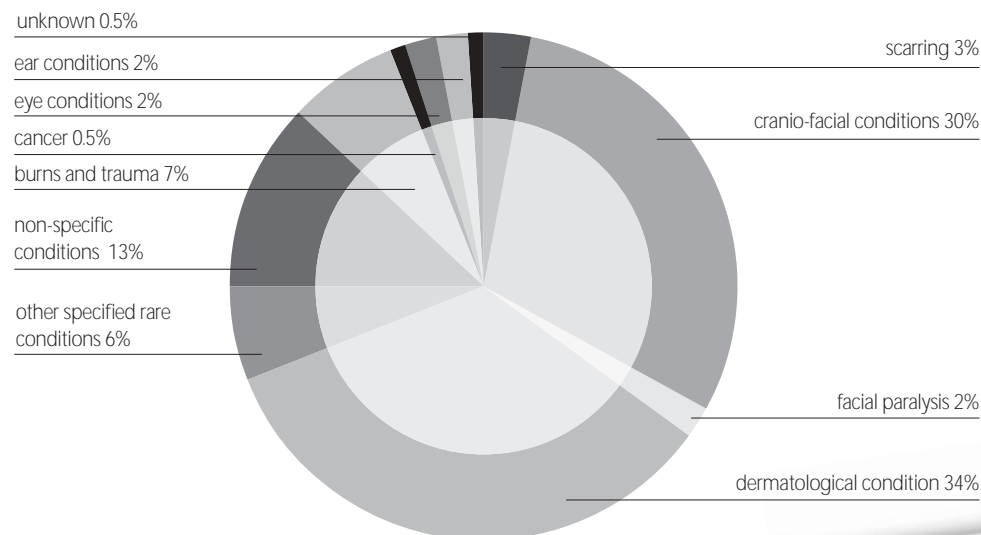
Condition statistics

New clients by condition; total numbers who have been in contact with *Changing Faces*: adults - 3660; children - 2113.

ADULTS



CHILDREN



Fun in the sun – children and families enjoyed a day out in Hyde Park organised by *Changing Faces*.



Beauty Inside & Out – two of the eleven girls who learnt new communication and make-up skills



Advocating comprehensive health and social care.

What is the challenge?

Research studies and our own observations confirm that disfigurements from birth, accidents, cancer treatments, skin or eye conditions or facial paralysis can cause serious and sometimes long-standing emotional and social difficulties for the children, young people and adults affected. There is now growing acceptance that these needs are not being sufficiently recognised nor properly addressed by the NHS and social services.

However, until *Changing Faces* was established, there was very little understanding of the psycho-social interventions that could be developed for people with disfigurements. *Changing Faces* has created a comprehensive disfigurement life-skills' programme to address this. Our Client Service and the Outlook Unit at Frenchay Hospital in Bristol, which we helped to create, are exemplars of what can be done.

An increasing number of health and social care professionals are now starting to recognise psycho-social concerns, to understand how to treat them and to realise that if they are tackled, a patient's quality of life can be significantly strengthened – and that this will reduce the likelihood of further NHS treatment.

What do we do?

Changing Faces aims to be the leading voice advocating the value of psycho-social interventions as an integral part of the long-term rehabilitation of people with disfigurements. Our Health and Social Care Programme has three strands which aim to address the psycho-social gap in services:

- providing outreach support to health and social care professionals (including students)
- running training courses on psycho-social needs and interventions
- being active and influential at policy level in the NHS and social services
- supporting research into the psycho-social and cultural aspects of disfigurement.

In 2004-2005, although we have run fewer courses, our increasing authority in influencing policy and practice has been particularly evident:

Burn Care Services | We have been heavily involved in influencing the thinking of the National Burn Care Group set up by the Department of Health to recommend new arrangements.

Cosmetic Surgery Regulation | Our Chief Executive sat on the Chief Medical Officer's Expert Panel that, in February 2005, brought out tough recommendations for tighter regulation of surgeons and clinics and better information for the public. He will also be involved in ensuring that they are successfully rolled out. In June, we worked in partnership with the British Association of Plastic Surgeons and the British Association of Aesthetic Plastic Surgeons at a conference entitled 'Under the Knife' organised by Neil Stewart Associates to

discuss the implications of the new regulations – a testament to our growing influence in this area.

Conferences | *Changing Faces* has had a presence at many professional and scientific conferences during the year such as those for plastic surgeons and dermatologists. At the end of June 2005, we helped the Royal College of Surgeons of Edinburgh to organise a Symposium about the prospects for 'changing faces' through surgery and other methods during the 21st century. This was part of the College's Quincentenary celebrations during which James Partridge received an Honorary Fellowship from the Royal College in recognition of the charity's important contributions to healthcare. When awarding the Fellowship at the diploma ceremony in July, Professor JP McDonald, Dean of the Dental Faculty said: 'The concept of holistic treatment is not new, but through his personal example and through the organisation he founded, the multi-disciplinary approach to patient care has been greatly encouraged.'

The charity continues to receive a steady stream of interest from health professionals from all over the world. This year we have responded to enquiries from countries such as Israel – where one doctor is looking to develop a *Changing Faces*-type organisation – the Netherlands, New Zealand, South Africa and Bangladesh. The Chief Executive was also invited to speak at a major plenary at the American Burns Association in Chicago in May.

Research

The *Changing Faces* Research Fund was set up to raise funds to promote action-oriented research on the psychological, social and cultural aspects of disfigurement and appearance. Thanks to major gifts totalling £60,000 from the Rayne Foundation, the Trusthouse Charitable Fund, the Childwick Trust and a number of anonymous donations, we initiated our first grant-making round in September 2004 as follows:

'Grant applications are invited for research focusing on how positive adjustment to disfiguring conditions can be promoted. *Changing Faces* wishes to fund projects to develop and test a range of interventions to promote positive adjustment at different levels of health care. The total funds available are £60,000.'

The Trustees are delighted to report that our Research Council, chaired by Dr Richard Lansdown received six significant applications and after peer review, decided to make a grant to Dr Tim Moss and his colleagues at the Centre of Appearance Research, University of the West of England, Bristol for a project entitled 'Increasing access to intervention for disfigurement through the development and evaluation of computer-based interventions.'

Looking ahead

■ We intend to strengthen our health professional training efforts in the coming year as well as building on the firm foundations in policy influence and support for research.

What does it cost?

To continue our innovative work in health and social care we need:

	Health Care Development	Research Fund
To employ a specialist team	£50,000	
Running costs	£5,000	
Total	£55,000	£50,000
Pledges and gifts at 1.7.05	£30,000	

For further information on this programme and other projects, please contact the Chief Executive's Office.

'My students have asked me to tell you that they think your session on disfigurement and body perception is the most important part of the clinical teaching sessions. I have been asked to flag this up with the University teaching establishment. As far as we know we are the only medical school to address this very important issue. Thanks again for your invaluable help.'

Anthony Bewley, Consultant Dermatologist,
commenting on a two-year course that *Changing Faces* ran with him at Queen Mary Campus, University of London.

Changing Faces gave one of the key presentations at the recent 'Under the Knife' conference.

James Partridge with Mr John Smith PhD, President of the Royal College of Surgeons of Edinburgh, having received his fellowship.



Promoting public awareness, rights and equal opportunities.

What is the challenge?

In a culture which is increasingly obsessed with physical appearance, equating it with success and happiness, disfigurement is often seen as a tragic experience. Furthermore, there is an expectation that anyone who looks less than perfect should – and can – ‘get it fixed’. This is reflected in the aggressive promotion of cosmetic surgery as a means to an ‘improved’ appearance and, as a consequence, a better life.

Against this background people with disfigurements can find it very difficult not only to survive but to thrive. They also continue to face negative public reactions and discrimination.

What do we do?

Our Communications Team aims to raise public awareness and encourage changes in public behaviour. They work on projects and initiatives that challenge stereotypical thinking about disfigurement and appearance. Our Equal Opportunities Adviser works with employers to foster rights and equal opportunities in the workplace and a School Consultant works with our School Specialist to foster inclusion in schools.

The charity's work in public awareness has achieved outstanding success in this year including:

- An average of four media articles/programmes per month with coverage in a wide range of newspapers, magazines and specialist publications. One of the highlights was a moving and inspirational ‘BBC Children in Need’ film shown in November that demonstrated the effectiveness of the charity's work with children

- Advising and contributing to two major BBC documentaries transmitted in February 2005 – ‘New Face, New life?’ and ‘When Your Face Doesn't Fit’. Both documentaries featured families who had been in touch with the charity and were ground-breaking in managing to show the seriousness of the difficulties families face whilst injecting an element of humour when appropriate. The Communications Team were commended by the BBC for securing further media coverage, in particular for a double-page feature in ‘The Guardian’ on the Pearson family who appeared in the second documentary

- A revamped and modernised website offering essential information about the charity and its services including real-life stories, advice and positive images of people with disfigurements

- An opportunity to show positive images of people with disfigurements at The Science Museum/Wellcome Trust's ‘Future Face’ exhibition (October 2004-February 2005) which carried photographs from our award-winning booklet, ‘Facing Changes’. Our Chief Executive, James Partridge was also involved in a number of lectures, seminars and discussions associated with the exhibition

- Introducing a new advert designed to promote our updated Guides for Employers and a marketing effort involving a mailshot to all 350 FTSE companies.

Work with employers branches out

Our work with employers has also branched out with a major new contract with the Metropolitan Police. Our Equal Opportunities Adviser has been involved in providing a two-day training course for all 150 members of their HR Recruitment Directorate. With a focus on all six strands of diversity (age, disability, gender, race, sexual orientation and religious beliefs), this was a new departure for *Changing Faces* work with employers which had previously focused on disability equality training.

We are also receiving more requests for our Training the Trainer courses which enable organisations to provide their own disability equality training in-house. To this end, the charity has worked with trainers from organisations including the National Criminal Intelligence Service, Queen Victoria Hospital, East Grinstead and C & H Fabrics.

External relations

In December 2004, the Duke of Westminster officially opened the charity's new Centre. This was an opportunity for *Changing Faces* to bring together all our supporters and donors who had been instrumental in enabling the charity to reach this crucial stage in its development. His Grace particularly thanked the Geoff and Fiona Squire Foundation and announced the building would now be known as the Squire Centre in recognition of their support.

The presentation of the Annual *Changing Faces* Prize at the Royal Society of Portrait Painters' Exhibition and *Changing Faces* reception at the Mall Galleries in London provided further opportunities to raise the charity's profile and develop our relationships with supporters.

Looking ahead

- Plans are afoot to build on the achievements of our awareness campaign launched in 2002 by developing a new set of adverts focusing on children and young people with disfigurements

- We are looking to develop a ‘regional representative scheme’ of volunteers who will help the charity with projects such as distributing posters and leaflets and organising local awareness and fundraising events.

What does it cost?

Most of the funding for this work comes from unrestricted gifts but we hope that in the future, some will be project-funded. To continue its important work, we need

	Public awareness	External relations
To employ a specialist team	£65,000	£25,000
Running costs	£35,000	£10,000
Total	£100,000	£35,000

For further information on this programme and other projects, please contact the office.

On paper I'm the best man for the job.

Now you've seen me, I should still be.

OE. I may not look like a regular job candidate, but that doesn't mean I can't be treated like one. Granted, I have a facial disfigurement but I am like everyone else I have a family I like to socialise, I go to work and occasionally I go for a job interview. But that's where I and thousands of other people with disfigurements may encounter difficulties.

You see my disfigurement does not impede my ability to do a good job, but an interviewer may have difficulty seeing that. When they meet me face to face they'll get embarrassed, they'll feel awkward, and they won't make eye contact. (You'd think they were being nice.)

So even though I may be the perfect applicant, I won't get the chance.

I deserve to meet changes in the law however, mean that all employers must not discriminate against people with a disfigurement. So something needs to be done. To help employers meet their obligations, Changing Faces (which is a registered charity) offers specialist programmes to help deal with disability and disfigurement in the workplace.

The programme includes practical help on integrating disfigurement at work, managing differences, disability awareness and, of course, interviewing skills.

You may know, one day you may get the chance to work with someone like me and you'll see that it's even better in person than on paper. For details about dealing with disability and disfigurement in the workplace plus a contract: Changing Faces' Equal Opportunities Adviser.

Changing faces
 CHANGING FACES CENTRE, 10-11 UNIVERSITY STREET, LONDON WC1E 6JH. TELEPHONE: 0445 4599 275.
 www.changingfaces.org.uk

Would you employ this person? Our new advert challenges employers.



'I came across your website tonight. I read for a while and especially enjoyed the comments from other people like myself. I was born with a haemangioma and I never thought I would have anything but sadness in my life but here I am, nearly thirty with a gorgeous husband, a brilliant six-year old daughter and two fantastic step children. Now what's different about that? I'm just a normal girl see? Although I don't have a problem at all with the way that I look, I laughed and cried at this site and it has made me feel that I am part of a really close group of friends who have not yet met. What a website! I came away feeling taller and better than ever.' Lee

Fundraising.

What is the challenge?

Changing Faces has a big agenda and we have grown in response to the needs presented to us. We also have a huge funding challenge. We have developed from a charity raising £350,000 per year in the mid-1990s to now requiring donations, grants and gifts up to a £1 million a year.

A relatively small charity with a complex cause, *Changing Faces* is operating in an increasingly 'competitive' charity market consisting of many very large charities with sizeable fundraising departments all asking for donations to worthy causes.

Moreover, although it might bring in more funds, we resolved from the outset, never to resort to using tragic images or stories to elicit public sympathy. This would compromise our very positive approach to the whole issue, which is founded on the knowledge that, with the right support and social climate, people with disfigurements can lead very successful lives.

What do we do?

Changing Faces is funded by a mix of donations, grants, fee income and sales of our resources. Our main methods are:

- asking for gifts and legacies from individuals and encouraging local fundraising, marathon running and school events
- applying for grants from charitable trusts and statutory sources for project and core work which requires detailed proposals and solid relationships
- seeking corporate gifts and sponsorships including 'charity of the year' initiatives.

In addition, over the last three years, we have run an Appeal to acquire our new Centre and create the Research and Leadership Funds. Funds for this have come mainly from a grant from the Lottery and gifts from major charitable trusts.

In 2004-2005, fundraising has been extremely challenging. The total income raised was £516,460, excluding the Appeal. This was well down on the record year of 2003-2004 (£676,470) and resulted in a net deficit on our ongoing programmes of £134,458. Because some Restricted Funds projects were completed during the year, £77,663 of the deficit is due to this – however, our Unrestricted Funds showed a deficit of £56,765.

The charity has always relied heavily on charitable trusts as our main source of income – which this year stands at 50% of the total raised for our programmes. Recognising the need to broaden our donor base, the Trustees decided in September 2005 to employ an experienced Head of Fundraising, Pauline Hunt. Unfortunately, notwithstanding her very hard work and, without a hoped-for fundraising assistant, we experienced a fall-off in our incoming funds from January 2005. This may well have had external causes outside our control but may also have been due to the attention given to the move and other events during the year.

By May, some very tough financial decisions had to be made, and, in order to avoid cutting our key services and campaigns, this post was made redundant for the time being. This far-from-ideal situation has

also meant that the Chief Executive has again been spending much of his time fundraising. Our long-term strategy remains to broaden and strengthen our fundraising efforts.

Our Appeal, however, has proved very successful. We raised a total of £767,492 and this combined with funds raised in the previous years, has allowed us to spend £500,000 towards the purchase of our new Centre with a further £288,802 being spent on equipment and refurbishment. Over the years the Appeal has also raised £103,057 of Unrestricted Funds which now form part of the charity's reserves.

The Squire Centre

In 2004, *Changing Faces'* Trustees made the commitment to acquire as a headquarters a property in University Street, in central London on a 105-year leasehold. This was especially made possible by the Geoff & Fiona Squire Foundation which not only made a major donation but also underwrote the £1m loan required and agreed to pay the interest on the declining loan over a five-year period.

We thank the Squires and all the other major donors that made this purchase possible including:

- Big Lottery Fund
- Märit and Hans Rausing Charitable Foundation
- Charles Hayward Foundation
- Garfield Weston Foundation.

Operational support

Changing Faces is a growing organisation and the Trustees want to ensure that all our programmes are efficiently and effectively managed and supported by excellent administration and modern IT.

The Chief Executive has weekly and monthly meetings with senior staff to facilitate the smooth development of the charity's work. Our administrative team aims to provide the essential back-up at all times including managing our IT systems and the database, finances and insurance, health and safety, data protection, recruitment etc.

During 2004-2005, the admin team received immense plaudits for managing all the complex logistics for the move, whilst at the same time maintaining the main operations of the charity. It was a great achievement duly celebrated at the opening!

What does it cost?

Changing Faces wishes to keep the costs of fundraising and administration as low as possible whilst not compromising on the quality of the back-up for our programmes.

Most of the funding for this work comes from unrestricted gifts. To ensure the that charity is run efficiently and is well-resourced we need:

	Fundraising	Administration
Costs of specialist staff	£65,000	£50,000
Running costs	£15,000	£15,000
Total	£80,000	£65,000

Summary Financial Statements for the year to 31st March 2005

Changing Faces is a Registered Charity No 1011222 constituted as a company limited by guarantee, not for profit and not having a share capital.

	Total 2005 £	Total 2004 £
INCOME AND EXPENDITURE		
Income		
Donations and Gifts		
Trust Income	983,414	531,382
Corporate Donations	48,605	72,677
Private Donations	106,213	122,412
Statutory Grants	69,000	77,000
Training and Consultancy	45,816	45,437
Other Income	7,422	13,572
Interest Receivable	23,482	13,381
Total Income	£1,283,952	£875,861
Expenditure		
Adult Service	93,559	92,233
Children and Young People's Service	185,973	180,980
Information Service	16,076	34,790
Health Care Development	61,355	70,827
Public Awareness-raising	147,226	138,662
Management and Administration	82,680	50,641
Fundraising and Publicity		
General	100,647	90,032
Appeal	48,316	40,232
Finance Charges	43,628	-
Total Expenditure	£779,460	£698,397
Surplus for the year	£504,492	£177,464
of which:		
Unrestricted Funds	885,715	3,016
Restricted Funds: Changing Faces Appeal	(303,560)	153,923
Other Restricted Funds	(77,663)	20,525
Fund Balances		
	at 31.3.2005	at 31.3.2004
Unrestricted Funds	986,107	100,392
Restricted Funds: Changing Faces Appeal	107,868	411,428
Other Restricted Funds	61,365	139,028
Total Net Assets	£1,155,340	£650,848
BALANCE SHEET		
Fixed Assets		
Tangible Assets	1,639,453	16,329
Current Assets		
Stock	8,972	12,387
Debtors	82,637	70,877
Cash at bank and in hand	263,959	581,577
Creditors due within one year	(39,681)	(30,322)
Net Current Assets	£315,887	£634,519
Total assets less current liabilities	1,955,340	650,848
Creditors due after more than one year	(800,000)	-
Net Assets	£1,155,340	£650,848

Trustees' Statement

We confirm that the Summary Financial Statements presented above represent a summary of information extracted from the Report and Financial Statements of *Changing Faces* approved by the Board on 11th August 2005. The Summary Financial Statements may not contain sufficient information to allow for a complete understanding of the financial affairs of Changing Faces. For further information, the full Report and Financial Statements should be consulted. Copies can be obtained from *Changing Faces*, The Squire Centre, 33-37 University Street, London WC1E 6JN. The 2004/2005 Accounts have been audited by haysmacintyre (registered auditors) and received an unqualified opinion. The Accounts have been submitted to both the Charity Commission and the Registrar of Companies.

Stephen Woodford
Chairman of the Trustees

Independent Auditors' statement to the Trustees of *Changing Faces*

We have examined the summarised financial statements of *Changing Faces*.

Respective responsibilities of Trustees and Auditors

The Trustees are responsible for preparing the summarised financial statement in accordance with the recommendations of the charities SORP and section 251 of the Companies Act 1985.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and Trustees' Annual Report. We also read the other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

Basis of opinion

We conducted our work in accordance with Bulletin 1999/6 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the Trustees' Annual Report of *Changing Faces* for the year ended 31 March 2005.

haysmacintyre
Registered Auditors
Fairfax House
15 Fulwood Place
London WC1V 6AY

11th August 2005

Donations.

Changing Faces would like to thank all our donors, too many to list and some who wish to remain anonymous, for all their support throughout the year. Below we acknowledge the gifts of our major and institutional donors from the period from 1st April 2004 – 31st March 2005.

£5000 plus

Charitable Trusts
29 May 1961 Charitable Trust
Ajahma Charitable Trust
BBC Children in Need Appeal
Camelot Foundation
David & Frederick Barclay Foundation
E W Slaughter Charitable Trust
Earl & Countess of Wessex Charitable Trust
Grand Charity
Haramead Trust
Health Foundation
Lotus Foundation
Märit & Hans Rausing Charitable Foundation
Oak Foundation
Orr Mackintosh Foundation
Persula Foundation
PF Charitable Trust
Rufford Maurice Laing Foundation
Trusthouse Charitable Foundation

Statutory Grants

Two 3-year grants from the Dept of Health (Section 64) have been completed on 31st March 2005, for the Children's Outreach project and the Working with Disfigurement project.

£1000-£4999

Charitable Trusts
Andrew Mitchell Charitable Trust
A & S Burton 1960 Charitable Trust
Biss Davies Charity Trust
Carpenters' Company Charitable Trust
Chapman Charitable Trust
Charles Wolfson Charitable Trust
CHK Charities Ltd
Cooper Charitable Trust
Constance Green Foundation
Dame Violet Wills Will Trust
Doris Field Charitable Trust
Drapers' Consolidated Charity
Dorothy Gertrude Allen Memorial Fund
Erik Marcus Charitable Foundation
GC Gibson Charitable Settlement
George John Livanos Charitable Trust
Hazel M Wood Charity Trust
Herrod Foundation
James Weir Foundation
Lady Hind Trust
M & C Trust
Mrs Maud Van Norden's Charitable Foundation
Northwick Trust
Pilkington Charities Fund
Roger Vere Foundation
Simon Gibson Charitable Trust
Sir Jules Thorn Charitable Trust
Sovereign Healthcare Charitable Trust
Stonewall Park Charitable Trust

Waring Family Discretionary Settlement
Wing Commander & Mrs Sinclair 1964 Charitable Trust

Corporate sector
Ebury Group Holdings Ltd
Garenne Group Ltd
John Lewis Partnership
Keymed Ltd
Wilkinson Hardware Stores Ltd

Schools, community groups and other institutions

American Intercontinental University
Carnbroe Primary School
Heathland School
Pate's Grammar School
Rosslyn Hill Unitarian Chapel
Soroptimist International Cardigan and District
St Ninian's 3rd World Group
Westminster Under School

The Changing Faces Appeal

£5000 plus

Charitable Trusts
Andrew Mitchell Christian Charitable Trust
Big Lottery Fund (ex-The Community Fund)
Charles Hayward Foundation
Headley Trust
Geoff & Fiona Squire Foundation
Märit & Hans Rausing Charitable Foundation
P F Charitable Trust
Welton Foundation

Corporate sector
Bravissimo Limited

£1000-£4999

Charitable Trusts
Basil Brown Charitable Trust
Hands Trust
Hazel M Wood Charitable Trust
John Swire 1989 Charitable Trust
Wickes Aid

Corporate sector
Centrica
Radical Group Ltd

In-kind gifts

Changing Faces has benefited from some very generous in-kind gifts of time and resources from individuals and institutions. We would like to thank especially:

ADB Decorating
Piers Allardyce
Arriva plc
Stephen Banks
BHD Ltd
Bisley Office Furniture
Camelot plc
Chadwick International
Nigel Clarke
Clinique
Viki Cooke
Current Science Group
Frankie Downing
Dr Paul Flather
Harrods Ltd

HT Squibb and Company
Interface Europe Ltd
Interior Exterior
JC Decaux
J & R Designs
Nasir Karim
Tim Lefroy
The Mall Galleries
Marks and Spencer
Aeneas MacKay
Angus Maitland
M & G Ltd
Peter Mimpriss
Mountfields Building Group
Purves and Purves
Regency Building Services Ltd
Hannah Rogerson
The Royal Society of Portrait Painters
Sq m²
Skylark
WCRS Ltd
WeberShandwick plc
Tony Weldon
Tim Whitney

All our marathon runners and media and fundraising volunteers for their many efforts in raising funds and awareness of our work.

Patrons of the Charity

Sir Christopher Benson



Ms Gloria Hunniford



Mr Greville Mitchell
OBE



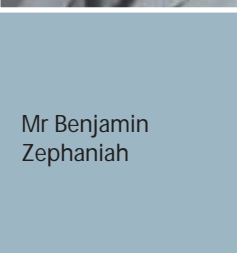
Mr William Simons



The Duke of
Westminster KG, OBE,
TD, DL



Mr Simon Weston
OBE



Mr Benjamin
Zephaniah

Advisory Council

Dr Michael Ashley-Miller, formerly Secretary, The Nuffield Trust
Ms Trish Bannister, Clefth Nurse Specialist
Ms Radhe Bentley, Family Therapist
Dr Anthony Bewley, Consultant Dermatologist
Major-General Leslie Busk, formerly Chief Executive, British Heart Foundation
Group Captain Richard Castle, Directorate of Medical Services (RAF)
Professor Tony Cline, Professor of Psychology
Professor Jonathan Cole, Consultant in Clinical Neuro-physiology
Mr Marc Crank, Charity Director
Ms Susan Duncan, Administrator
Mr Geoff Eggleston, IT Specialist
Mr Tim Flood, Consultant Oral and Maxillo-facial Surgeon
Mr Philip Friend OBE, Disability Consultant
Ms Deborah Glover, Editor, Journal of Wound Care
Mr John Gowar FRCS, Burns and Plastic Surgeon (retired)
Ms Harriet Griffey, Journalist
Ms Susan Harrison, Health and Social Care Consultant
Dr Daniella Hearst, Clinical Psychologist
Ms Kathy Lacy, former Adult Specialist, *Changing Faces*
Mr Mark Landon, Lawyer
Ms Vicky Lucas, Arts Administrator
Professor Gus McGrouther, Professor of Plastic and Reconstructive Surgery
Mrs Alison Maxwell-Jones, parent
Ms Sarah Montague, Broadcaster, BBC Radio 4
Ms Linda Redford, Educational Consultant
Mrs Penny Roberts, parent
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Ms Phillippa Russell, Disability Rights Commission
Ms Susan Scott-Parker OBE, Chief Executive, Employers' Forum on Disability
Dr Julia Verne, Director, South West Public Health Observatory

Research Council

Professor Philip Graham, Child and Adolescent Psychiatrist
Ms Susan Harrison, Management Consultant in Health and Social Services
Professor Walter Holland, Epidemiologist
Dr Richard Lansdown, Child Psychologist
Dr Aidan MacFarlane, Paediatrician

Changing
*the way you face
disfigurement* **faces**

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