

REFLECT

England & Wales · Charity number 1118904

Details

Other names	YORK PREGNANCY CRISIS SERVICE, REFLECT
Status	Registered
Legal form	Trust
Registered	2007-04-23
Register	View on the Charity Commission register

Contact

Address	The Gateway Centre Front Street Acomb York YO24 3BZ
Phone	01904676710
Email	info@reflectsupport.co.uk
Website	www.reflectsupport.co.uk

Activities

Objects: A) THE ADVANCEMENT OF EDUCATION IN THE SUBJECT OF PREGNANCY AND THE TERMINATION OF PREGNANCY AND INTO THE EFFECTS THEREOF UPON WOMEN WHETHER PHYSICAL, MEDICAL OR PSYCHOLOGICAL.B) THE PRESERVATION AND PROTECTION OF WOMEN'S HEALTH.C) THE PROVISION OF ADVICE, COUNSELLING AND ASSISTANCE TO WOMEN AND THEIR PARTNERS AND FAMILIES WHO ARE SUFFERING FROM ANY PHYSICAL OR MENTAL ILLNESS, DISTRESS OR POVERTY DURING OR AS A RESULT OF PREGNANCY OR FOLLOWING AN ABORTION, MISCARRIAGE, COT DEATH, STILL BIRTH, LOSS OF A CHILD OR SEXUAL ABUSE.D) THE PROMOTION OF SUCH OTHER CHARITABLE PURPOSES WHICH MAY BE CONVENIENTLY CARRIED ON IN CONNECTION WITH THE ABOVE OBJECTS.

Activities: Reflect is a free support service in North Yorkshire for anyone facing a Pregnancy Choice and for those in need of support after experiencing Pregnancy or Neonatal Loss.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** NOT DEFINED IN PRACTICE NORTH YORKSHIRE
- City Of York
- North Yorkshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£36,909	£34,618	-	-
2024-03-31	£33,993	£32,321	-	-
2023-03-31	£27,960	£30,496	-	-
2022-03-31	£29,040	£31,984	-	-
2021-03-31	£38,377	£28,204	-	-

Trustees

Name	Role	Appointed
Chris Seel	Chair	2018-07-18
CHRIS BLANSHARD		
GAVIN STUART PARKER		2021-06-15
Kevin Malcolm Webb		2019-01-14
LESLEY JANE WILLIAMS		2014-12-31
Rachael Bulley		2014-08-31

REFLECT

England & Wales - Charity number 1118904

Accounts

Annual Report

April 2024 – March 2025



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Vision and Aims

Reflect is a Charitable Trust and was previously known as York Pregnancy Crisis Service. Reflect is a registered Charity (number 1118904) with a governing Trust Deed document dated 6th November 2006. This was amended on 09 May 2016 and a Supplemental Trust Deed was added on 2nd October 2017.

Reflect opened in York 2007, responding to the need of women and men faced with an unplanned or crisis pregnancy. Reflect quickly developed to provide pregnancy loss support as well as pregnancy choice work and in 2012 began plans to launch services in Harrogate. Reflect Harrogate launched in 2014, followed by Reflect Selby in January 2018 and Reflect Thirsk in March 2020, to meet a growing local need for our services across North Yorkshire.

The purpose of the Trust, as stated in the Trust Deed, shall be:

- (a) The advancement of education in the subject of pregnancy and the termination of pregnancy and into the effects thereof upon women whether physical, medical or psychological.
- (b) The preservation and protection of women's health.
- (c) The provision of advice, counselling and assistance to women and their partners and families who are suffering from any physical or mental illness, distress or poverty during or as a result of pregnancy or following an abortion, miscarriage, cot death, still birth, loss of a child or sexual abuse.
- (d) The promotion of such other charitable purposes which may be conveniently carried on in connection with the above objects.

The Trustees have fully taken into account the guidance issued by the Charity Commission on public benefit.



Reflect Mission Statement

Purpose

Reflect is a free support service in North Yorkshire for anyone facing a Pregnancy Choice and for those in need of support after experiencing Pregnancy or Neonatal Loss.

Vision

Our vision is to see anyone in North Yorkshire enabled to make an informed decision about a pregnancy choice, without fear, pressure or judgment, and to support those who have experienced pregnancy or baby loss from any cause and at any stage of pregnancy, or soon after birth.

Motivated by our Christian compassion for those in a crisis, we desire to see all people supported throughout the decision-making process and beyond, whatever the outcome.

We seek to raise awareness of issues surrounding pregnancy, including parenting, termination, adoption and pregnancy loss, and to provide support for those in need.

Mission:

We are committed...

...to provide a confidential service to all clients

...to provide a trained listening ear, factual information and unconditional acceptance to those who are experiencing a pregnancy choice

...to provide care and support to those who have experienced a pregnancy or neonatal loss

...to do this in a caring, safe and supportive environment; always being truthful and respecting every individual

...and at all times offer hope

We provide individual or couples support and signposting for those facing an unintended pregnancy or a choice during pregnancy. We provide one-to-one and couples support to those who have experienced pregnancy loss (miscarriage, ectopic pregnancy or stillbirth), neonatal loss, or who are struggling following a termination of pregnancy, through our structured support programme 'Reflections: Walking through loss'.

...to the advancement of education in the subject of pregnancy, termination of pregnancy, adoption, sexual health and relationships

This currently includes: multi-agency work, training volunteers and practitioners in pregnancy choices and pregnancy loss support, working with other organisations championing our cause and increasing the network of Reflect supporters and referrers. Reflect hope to develop this aim into schools and youth work, research projects and greater partnerships with the local authority and NHS services.



Structure and how Reflect is managed

Trustees

Names of the trustees who manage the charity:

1. Christopher Blanshard
2. Lesley Williams
3. Rachael Bulley (Safeguarding Lead)
4. Christopher Seel (Chairperson and Treasurer)
5. Kevin Webb
6. Gavin Parker

Reflect is governed by a group of trustees, chaired by Christopher Seel who meet on a quarterly basis. A trustee report is prepared in advance by the General Manager, with input from the Office Manager and Development Coordinator. The trustees are responsible for making sure that the charity complies with its governing document and complies with charity law requirements.

Our trustees hold a wealth of valuable experience, ranging from business and finance to foster care and support to teaching and counselling. Trustees are appointed by existing trustees.



Photo of trustees, October 2024

Employed staff

Reflect employ 3 part-time staff to manage, administrate, increase awareness of and fundraise for Reflect.

The employed staff includes a part-time General Manager (16 hours/week) who is responsible for the operational oversight, management, training, overseeing client support and governance of Reflect. She is supported by a Development Co-ordinator (12 hours/week) whose role is to increase the awareness of Reflect and fundraise for Reflect and an Office Manager (7.5 hours/week) who oversees Reflect's administration and book-keeping, as well as supporting our volunteers.



Volunteers

Reflect simply would not exist and operate without our incredible team of volunteers who give hours of their time freely to help enable Reflect to continue to provide our support service for free.

We are very grateful for all our volunteers: our supervisors; team leaders; trained practitioners and session supporters.

Reflect now has 6 wonderful, wise and knowledgeable **Supervisors**. We are very grateful for the time that each of our volunteer Supervisors give to Reflect. All our supervisors are experienced trained counsellors or psychotherapists who have the necessary supervisory skills, and this helps to enable Reflect to offer a professional service. Our supervisors offer 1-1 phone support to our trained practitioners and also help to coordinate the group supervision which takes place every 6-8 weeks.

We have compassionate and gifted volunteer **Team Leaders** who oversee each centre. The team leader is often the first person to respond to, and speak to, a new client enquiry. They oversee volunteer and client availability and appointments, coordinate their team of volunteers and also work with the Manager to manage any waiting lists for clients wishing to start 'Reflections: Walking through loss'

Our trained volunteers, known as our **Trained Practitioners**, are our frontline volunteers who see Pregnancy Choice and/or Pregnancy Loss clients. Our trained practitioners are usually affiliated to one centre and can choose to support clients on the telephone, through video calls and/or in-person. In 2024-25, 22 trained practitioners volunteered over the course of year providing support.

Helping clients is the reason why Reflect exists and we are so grateful for the time that our trained practitioners give to this, as well as the time they spend preparing for the session, debriefing and having supervision afterwards.

Our trained practitioners are supported by our **Session Supporters**, who are a valuable part of our service, providing prayer and support for client sessions and debriefing our trained practitioners after the session.

All our volunteers are caring, compassionate and willing to help. They bring hope and light to people's lives.

*Our volunteers offer invaluable **time and space** for individuals in a crisis...*

...two things that are so needed, but often very difficult to find

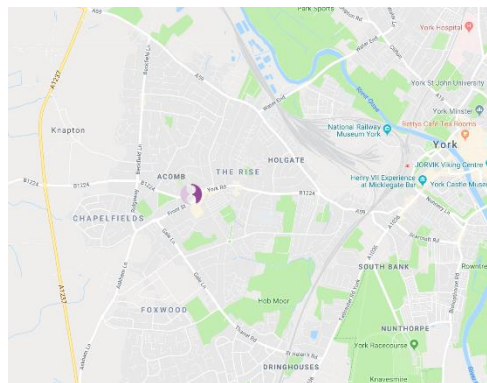


Reflect Centres

Reflect offers appointments to anyone living in North Yorkshire through in-person, telephone and video call support. We have 4 centres: York; Harrogate; Selby and Thirsk where we regularly saw clients in-person.

York

Our head office is based at The Gateway Centre, Front Street, Acomb, YO24 3BZ and is the main location for appointments in York. York continues to receive the majority of our enquiries, including our out of area enquiries.



Contact details: Email. enquiry@reflectyork.co.uk | Tel. 01904 676710 | Mobile. 07517 624 750

Harrogate

We were able to see clients in person in Harrogate by booking rooms at Krysallis, Wellspring or Cocoon Harrogate as well as Holy Trinity Church in Ripon.

Contact details: Email. enquiry@reflectharrogate.co.uk | Tel. 01423 206710 | Text. 07517 638007

Selby

In person appointments in Selby took place at The Saffron Room, Kings Church Selby or in Ergon House, Eggborough.

Contact details: Email. enquiry@reflectselby.co.uk | Tel. 01757 547710 | Text. 07731 921197



Thirsk

In person appointments were held at 'The Old Library' in Thirsk, The Living Rooms in Northallerton, or most recently at Hollybush Farm, Thirsk.

Contact details: Email. enquiry@reflectthirsk.co.uk | Tel. 01845 607710 | Text. 07523 2780



Year Review

Summary of the main achievements of Reflect during the year

Goal	Outcome
1. Client support	This year we have received 142 new client enquiries and saw 107 new clients, including 11 Pregnancy Choice clients. In total we have seen 138 clients throughout the year across our 4 centres. We delivered 598 client support sessions which is the highest number of sessions we have delivered in a year.
2. Prayer & church support	Throughout the year we have sent out prayer points to supporters and Reflect is included in York Churches Prayer Diary. We attended One Voice York prayer meeting in March and have a new prayer coordinator. We contacted many churches about the Nidderdale Walk, which took place in May. We organised a Light a Candle event at St Peter's Church, Harrogate, as part of Baby Loss Awareness week in October.
3. Finance	This year we raised £36,909.34. We are continually grateful for our regular givers, our Reflectors, who choose to donate either monthly or annually to Reflect. We are also grateful for 2 donations from churches in York. We organised 3 fundraisers and 7 others kindly organised fundraisers for Reflect. We received 5 grants and 3 donations from charitable trusts.
4. Further establish Reflect in North Yorkshire	Reflect Thirsk, Harrogate and York all used a new venue to see clients in. We have maintained our 4 current centres and continue to provide remote support. We celebrated 10 years of Reflect in Harrogate and 5 years of Reflect in Thirsk. We have expanded our support to reach a new specific people group in York.



Central:

We reviewed our policies following new guidance from the Charity Commission. We also updated our Safeguarding policy and designed new Safeguarding flowcharts.

The trustees spent time reviewing Reflect's current legal structure as a Charitable Trust, researching a potential new legal structure as a Charitable Incorporated Organisation (CIO) and decided to start the process and change Reflect's legal structure by becoming a new CIO for the next financial year.

Training:

Supervisors meeting and group supervision continued to take place. Volunteers undertook their annual Safeguarding update.

Staff attended external training on an "Introduction to Small Charity Finances webinar," as part of Small Charity Week and watched several NVCO webinars including Choosing your legal structure and Changing your charity's structure.

Tanya completed the Foundation of Infant Loss training. There were 3 webinars:

Pregnancy and Infant Loss Practitioner Training, Rainbow

Baby, and Infertility Specialist



Marketing & Awareness:

Tanya and Liz spoke on Tempo 107.4FM Local Radio, Wetherby on Tuesday 30th April.

We met with local community group representatives including York SANDS, HADCA (Harrogate and District Community Action), PEPSY (Providers of Emotional and Psychological Support in York) and The Belfrey's Post Pandemic Fund Celebration.

Events:

A group of Reflect staff, volunteers, family and friends took part in the **Nidderdale Walk** on Sunday 19th May. 24 people (14 adults and 10 children) walked the family route to raise fund for Reflect.





Baby Loss Awareness Week: 9 – 15 October:

We held our annual **Light a Candle event** at St. Peter's Church, Harrogate on Tuesday 15th October from 12.30-2pm. This was beautifully decorated and was significant for those who attended.



York:



Reflect is now part of York's Bereavement Alliance and a partner of The Well in York.

With funding we received last year we planned a new project, designed and printed new leaflets and saw clients in a new location.

We met with the neonatal lead for York and Scarborough Maternity & Neonatal Voices Partnership (MNVP).

Harrogate:

We met with Kim from Positivity, who wrote a speech to share at our 10 year celebration. We celebrated **10 years of Reflect in Harrogate** with a fundraising celebration on Saturday 19th October. Reflect in Harrogate has now seen 250 clients and delivered over 1350 free support sessions.



We again decorated a Reflect Christmas Tree as part of St. Peter's Church Christmas Tree Festival.



Thirsk:

We marked 5 years of Reflect in Thirsk. Reflect in Thirsk has now seen over 50 clients and delivered 425 free support sessions.



Looking to the future:

On 10th January 2025 the Charity Commission registered Reflect as a Charitable Incorporated Organisation with the Registered Charity Number 1211658.

At the Reflect Trustee meeting on 20th January 2025 “All Trustees agreed to ‘close’ Reflect as a previous charity and move Reflect over to a Charitable Incorporated Organisation (CIO) unanimously.” The agreed transfer date is 1st April 2025.

Therefore, from 1st April 2025 Reflect will be operating as a CIO with the Charity Number 1211658.



THIS CERTIFIES THAT

REFLECT

REGISTERED CHARITY NUMBER

1211658

HAS BEEN REGISTERED BY THE

Charity Commission for England and Wales

ON THE DATE OF

10 January 2025

CERTIFIED BY

Orlando Fraser KC
Chair

David Holdsworth
Chief Executive Officer



Client Statistics and Stories

Statistics, tables, charts

In 2024-25 we have delivered more client sessions than in 2023-24 (595 compared to 537) with fewer volunteers. Selby and Thirsk both received more new enquiries and we delivered more miscarriage and neonatal death sessions. We have seen 107 new clients in 2024-25.

Number of clients

	2024-2025					2023-2024				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
New enquiries	93	17	14	18	142	106	27	11	15	159
Clients in contact	83	22	12	21	138	94	34	12	22	162
Pregnancy Choice	11	0	0	0	11	20	5	2	0	27
Post abortion	22	5	4	4	35	25	10	3	7	45
Miscarriage	44	14	6	15	79	47	17	7	13	84
Stillbirth	4	0	2	2	8	2	1	0	2	5
Infant Death	2	3	0	0	5	0	1	0	0	1

Table 1: Number of new enquiries and clients in contact by type and location for the last 2 financial years

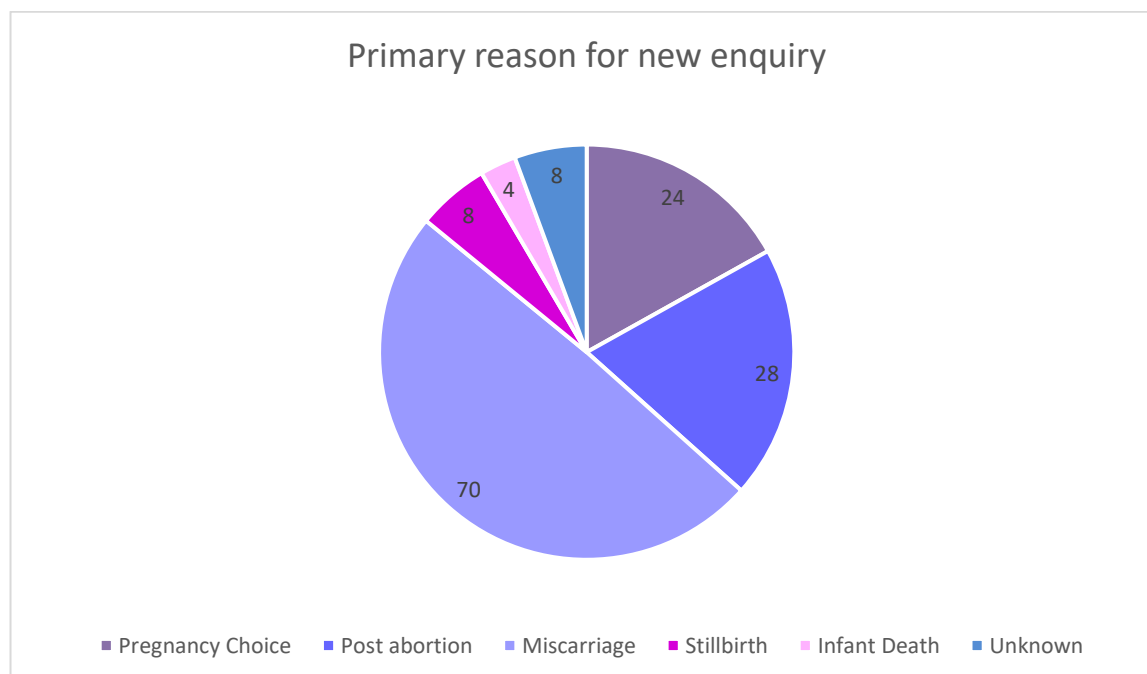


Chart 1: Pie chart showing number of new enquiries by type in 2024-25

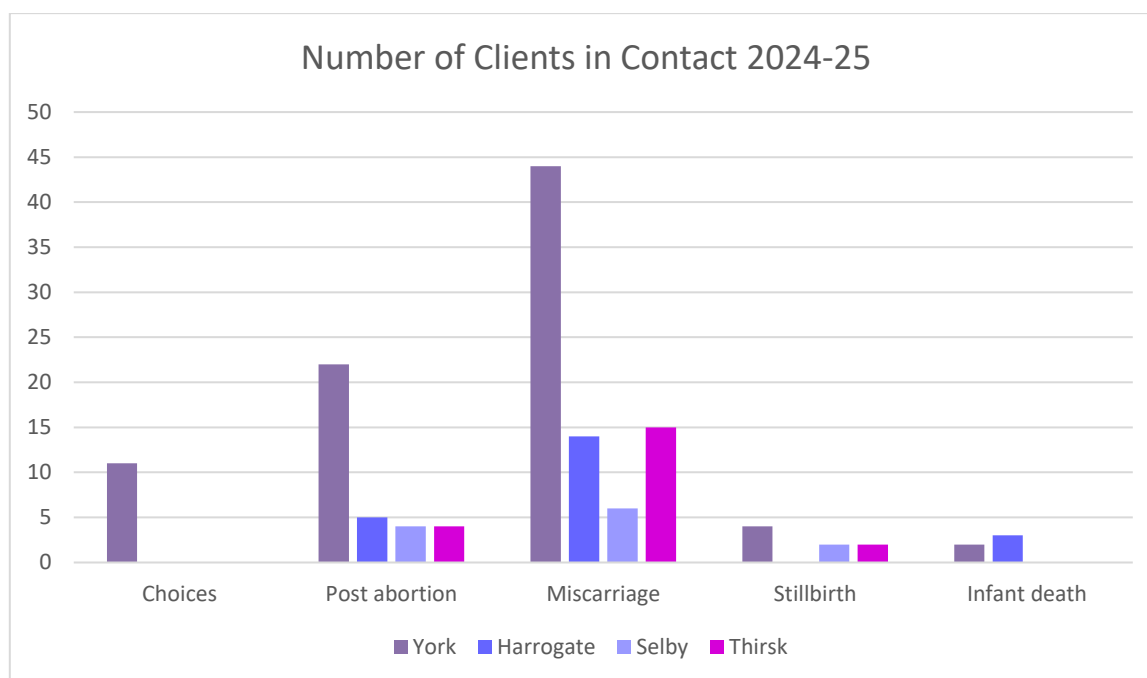


Chart 2: Clustered column chart showing number of clients in contact by type of support and location in 2024-25

Number of sessions

	2024-2025					2023-2024				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
Sessions delivered	328	109	70	89	596	274	138	41	84	537
Pregnancy Choice	13	0	0	0	13	20	8	2	0	30
Post abortion	105	25	33	10	173	84	58	17	37	196
Miscarriage	184	63	35	74	356	148	63	22	38	271
Stillbirth	15	0	2	5	22	22	6	0	9	37
Infant Death	10	21	0	0	31	0	3	0	0	3

Table 2: Number of sessions (approximately 1 hour of support) given to clients by type of support and location in 2024-2025 and 2023 -2024

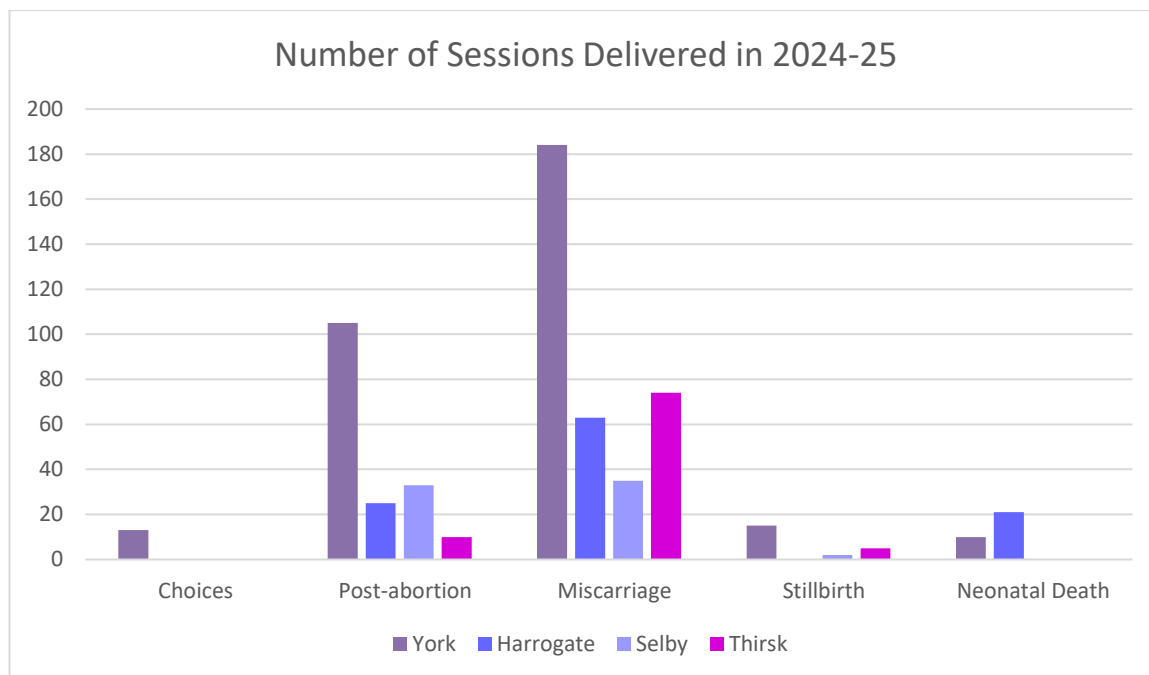


Chart 3: Clustered column chart showing number of sessions delivered by type and location in 2024-2025



Client story

Kim bravely wrote her story to be shared at Harrogate's 10 year celebration

Hi, I'm Kim. I have a condition called Endometriosis that has caused fertility complications for me and led to IVF treatment. After a successful first round of IVF I experienced a missed miscarriage that was detected early on by my IVF clinic. After seeing a heartbeat at 7 weeks sadly at 9 weeks it was no longer beating.

I struggled on many levels; obviously losing my baby, the shock that the treatment had worked but the pregnancy didn't last, feeling let down by the clinic, feeling unsupported by my family and work, being in limbo on how to manage a missed miscarriage (something I'd never heard of) and thereby feeling let down by my education.

I spoke to several different counsellors but none of them really helped me process my feelings or work through my grief. By chance when I was choosing my annual charity for my Coop supermarket card, I saw Reflect. I'd never heard of them before but knew I wanted to support them and then got in touch to learn more.

The first person I spoke to was amazing- so understanding and so supportive and the structured-support program sounded like it was made for me! Something tangible to work through and focus on, not just talking and being told I'm so strong. I couldn't believe Reflect offers this for free and relies on charitable funding to operate when so many people could benefit from their incredible service.

I completed the program with the fabulous Claire, working through so many emotions and was able to let go of so much I'd been holding onto, some of which I hadn't even realised, and was able to reprogram some of my thoughts more positively too.

I completed the program during another round of IVF treatment and am so blessed to say the embryo transfer a few months later was successful. Whilst it was an anxious pregnancy, I'm confident it was considerably less anxious than if I hadn't done my counselling with Reflect.

My rainbow baby (that's a baby born following a miscarriage) is now 8 months old and I'm forever grateful to Reflect for the incredible opportunity they gave me and I now tell others about them (both in person and via a website and business I created) in the hopes more people can find the help they need when they need it. Thank you so much to everyone at Reflect and for allowing me to share my story!



Client feedback

We are very grateful to clients who complete our feedback forms, or email us with feedback, and who give us permission to share their story and feedback.

All our clients who have completed our feedback would unanimously recommend our services. Below is just a small variety of the feedback from clients that we have received:

It has helped me having the space to talk about my baby and loss and discover the aspects that were causing me particular pain.

[Reflections] Taught me a lot about emotions in general, not just grief and sadness. I've learnt how to mourn, how to forgive, how to deal with shame and anxiety.

I felt so heard and listened. I vented out all my emotions which made me feel so much lighter. [My practitioner] is the kindest human being ever. She helped me so much.

It has helped me realise that it is ok to move forwards with life without feeling guilt and learning how to live with the grief.

It has helped to address the unresolved issues that I had from my termination. It allowed me time to discuss my feelings in a safe / non judgemental space. It allowed me time to grieve when before I didn't feel like I deserved to.

Reflect "has helped me come to terms with what has happened and how I might deal with it going forward." Reflect's support has "Been amazing - so grateful for the support."

I felt that I had a story to tell and that my feelings were valid and that in itself was very helpful.

It gave me a structure of working through my feelings, which I felt wouldn't have been met by an open type of counselling. It's enabled my wife and I to have a safe space to be able to be honest (well, more honest) with each other.

I found myself again and can enjoy other things in life I couldn't enjoy before.

[My practitioner] was absolutely amazing ... She made me feel so comfortable and has really helped me."

Reflect "has allowed me an outlet for my feelings and helped me process what has happened to me. I would not have been able to get through this experience without the help of Reflect."

I felt listened to.

Reflect has helped me in so many ways. It has helped me feel like I can cope again, reassured me that the feelings I have felt over the past few months are all completely normal. It has also allowed me to have a safe and confidential space to talk through my feelings and strategies, exercises have also helped me to work through so of the difficult feelings I have felt during my multiple losses.



Walking through loss is an insightful and carefully mapped out way of navigating baby loss, for me it helped me see how far I've come and also what I needed to do to carry on moving forwards. The sessions helped me gain some clarity around my thoughts and emotions as well as providing structure to how to tackle those in future.

It has changed my life as well as the lives of my immediate family for the better. I feel free to have grieved and whilst it will always be with me, it no longer overwhelms me but lies there to be observed when I wish to do so. It has also set me up with a new skill set to manage future grief that will occur in my life in a healthier way.

Reflect has helped me find some peace with our loss, and acceptance that it happened... It has given me tools and techniques to carry forward in managing my emotions and communication with those around me.

The initial telephone sessions I had were so so valuable. My grief was so much stronger than I had anticipated... After baby loss, no one can understand it unless they have experienced it, so after a couple of weeks, I found family and friends moved on and I was left grieving on my own, with people no longer showing any interest. Having a regular session with Reflect meant I got that dedicated time to talk about everything I needed to talk about.

It has helped me to acknowledge the grief and loss I experienced - something which I have avoided for quite sometime. I never felt rushed and [my practitioner] thoughtfully considered how relevant the material was to me throughout. A huge thank you to M - he was a wonderfully supportive throughout, and I feel lucky to have had his support.

Huge thank you for all your help.

It has taken me from a place of being overwhelmed by feelings, to a place where I can cope. I cannot express in words how much it has helped.



Acknowledgments

A very special thank you to **all** our regular givers. To those who give monthly and annually. This financial support is absolutely vital. We wouldn't be able to undertake any of this work, or plan for the future, without this support. We continue to be overwhelmed by people's generosity, many of whom have been giving over a long period of time. Thank you so much!

Become a *Reflector* today!

Thank you for supporting our work. Your regular gift will help bring light and hope to people's lives.

Our further deepest thanks go to...

Gateway Church York - for their continued generous support in also allowing us to use their facilities and counselling rooms, and enabling us to have our Head Office at the Gateway Centre in Acomb



Dan Kingsley, Dynamic Design UK for designing, maintaining and updating our website. Thank you, Dan!

Lynne Bowser for undertaking our Independent Examination.

Fundraisers/donators/grants:

Thank you to each and every individual who has donated financially to Reflect in the past year. We really appreciate your generosity.

Thank you to **everyone** who held fundraisers for us in 2024-25. We really appreciate you taking the time and effort to fundraise for Reflect.

- ★ **J** for running York 10K and raising £ for Reflect
- ★ **Ruth** for donating proceeds from your Christmas craft sale
- ★ **Hannah** for organising a Bake Sale and Sophie from Acomb Funeralcare for baking cakes
- ★ **Sarah** for organising a Christmas Wreath making morning
- ★ **K** for organising a Christmas Yoga fundraiser
- ★ **Mr and Mrs Barkley** for their giving page on Much Loved in memory of their adult son who passed away unexpectedly in January



Thank you to all the businesses, charities and churches who choose to fundraise and donate to Reflect including:

- ★ **Huntington C of E churches** (All Saints and St Andrew's) for your generous donation from your church tithe
- ★ **Ten Ten Resources**
- ★ **Gateway Church York**
- ★ **Cold Bath Deli, The Pudding Lab, HG2 Pet** and **Hoxton North Cafe** in Harrogate who all donated raffles prizes for Reflect's 10 year celebration
- ★ **Yorkshire Building Society** for generously donating £2000 to provide support sessions
- ★ **HOPS** (musical theatre company) for choosing Reflect as your charity of the year. They advertised our support in their show programme and took part in the Great Knaresborough Bed Race on Saturday 8th June and fundraised a wonderful £775 for Reflect. Thank you for all of your support

Thank you to all of the trusts and organisations who generously gave grants to Reflect. This has been very gratefully received by Reflect.

- ★ **The Big Give** who generously gave £2,500 of match-funding through the Kind²Mind campaign
- ★ **Rotary Club of Harrogate** who donated 50% of our entry fees from the Nidderdale
- ★ **The Local Fund Harrogate District** through **Two Ridings Community Foundation** who very generously gave us a grant of £2265 to fund support in Harrogate
- ★ **Co-op Local Community Fund** gave Reflect a first payment of £500 in March 2025
- ★ **Gay & Peter Hartley's Hillards Trust** who gave a generous unrestricted grant of £1000
- ★ **York Community Fund** through **Two Ridings Community Foundation** who very generously gave us a grant of £3,585 to fund support in York



We have wonderfully been chosen as a **Co-op Local Community Fund** in York (Cause ID: 88972) The funding round started on Sunday 20 October 2024 and will run for 12 months until 19 October 2025.

Our heartfelt thanks go to our amazing team of trained volunteers and our wider team of volunteers – the trustees, supervisors, session supporters and prayer supporters.

Reflect would not be able to exist without you.

And to all those who are reading this and supporting us, we thank you!



Financial Report

Receipts and Payments Accounts for the year ending 31 March 2025

	Unrestricted	Restricted	2024- 2025 Total Funds	2023- 2024 Total Funds
	Funds	Funds	Funds	Funds
	£	£	£	£
RECEIPTS				
Donations	6,695	0	6,695	3,786
Donations (by standing order)	9,976	0	9,976	10,295
Gift Aid	3,065	0	3,065	3,611
Grants/Charities	3,025	6,350	9,375	6,909
Interest	341	0	341	58
Training	0	0	0	180
Fundraising	7,266	0	7,266	9,154
Other	191	0	191	0
Total Receipts	30,559	6,350	36,909	33,993
PAYMENTS				
Salaries	25,812	2,752	28,563	26,926
Rent/Room Hire	471	725	1,196	1,249
Telephone & Internet	369	115	484	425
Publicity/Advertising	145	24	169	103
Insurance	917	407	1,324	1,262
Office Supplies	87	25	111	196
Resources	10	0	10	10
Training & Training Manuals	92	283	374	955
Accountancy & Payroll fees	480	0	480	480
Furniture & Equipment	0	0	0	0
DBS Checks	316	26	342	219
Giving	721	0	721	360
Fundraising Expenses	262	0	262	0
Bank monthly fee	60	0	60	60
Other	521	0	521	75
Total Payments	30,261	4,357	34,618	32,321
Net of Receipts/(Payments)	298	1,993	2,291	1,672
Transfers between funds	0	0	0	0
Balance Brought Forward	22,819	3,724	26,544	24,871
Balance Carried Forward	23,118	5,717	28,835	26,544



Statement of assets and liabilities at the end of the period

Financial reserves policy

We will aim to keep a minimum of 3 months running costs in unrestricted funding reserves at all times, with a preferred 6 months minimum of running costs in unrestricted funding reserves.

Other Financial information

2025

	Unrestricted Fund	Restricted Fund	Total Funds
ASSETS	£	£	£
Cash at bank and in hand			
Current Bank Account	5,805.72	5,717.41	11,523.13
Savings Bank Account	17,311.89	0	17,311.89
Petty Cash	0	0	0
Total	23,117.61	5,717.41	28,835.02

Accounting

Reflect opened a CAF Gold Account and transferred £17,000 from the current account on 14th June 2024. The CAF account received £311.89 in interest.

10 fraudulent purchases were made from a staff member's CAF bank card on 23.11.2024 totalling £185.40. This was detected by CAF bank and the card was blocked. CAF bank refunded the purchases on 28.11.24 and sent out a new bank card.

Declaration

The Trustees have taken advantage of section 43(2) of the Charities Act 1993 and prepared the accounts on a receipts and payments basis.

The trustees report and accounts above were approved at a meeting of the Trustees held on 20.10.25.

Signed 
Name KEVIN M. WEBB
Position TRUSTEE

Date 20.10.25

Signed 
Name CHRIS SEE
Position CHAIR OF TRUSTEES

Date 20.10.25

For and on behalf of the Trustees



Independent Examiner's Report to the Trustees of Reflect

I report to the charity trustees on my examination of the receipts and payments accounts and the statement of assets and liabilities of the charity for the year ended 31 March 2025, which are set out on pages 20 and 21.

Responsibilities and basis of report

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

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

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination 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 130 of the Act; or
2. the accounts do not accord with those records.

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

Signed: *L Bowser*

Name: Lynne Bowser

Relevant professional qualification(s) or body: AAT

Date: *14/8/25*

REFLECT

England & Wales - Charity number 1118904

Accounts

Annual Report

April 2023 – March 2024



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Vision and Aims

Reflect is a Charitable Trust and was previously known as York Pregnancy Crisis Service. Reflect is a registered Charity (number 1118904) with a governing Trust Deed document dated 6th November 2006. This was amended on 09 May 2016 and a Supplemental Trust Deed was added on 2nd October 2017.

Reflect opened in York 2007, responding to the need of men and women faced with an unplanned or crisis pregnancy. Reflect quickly developed to provide pregnancy loss support as well as the pregnancy choice work and in 2012 began plans to launch services in Harrogate. Reflect Harrogate launched in 2014 followed by Reflect Selby in January 2018. Most recently we launched Reflect Thirsk in March 2020 to meet a growing local need for our services across North Yorkshire.

The purpose of the Trust, as stated in the Trust Deed, shall be:

- (a) The advancement of education in the subject of pregnancy and the termination of pregnancy and into the effects thereof upon women whether physical, medical or psychological.
- (b) The preservation and protection of women's health.
- (c) The provision of advice, counselling and assistance to women and their partners and families who are suffering from any physical or mental illness, distress or poverty during or as a result of pregnancy or following an abortion, miscarriage, cot death, still birth, loss of a child or sexual abuse.
- (d) The promotion of such other charitable purposes which may be conveniently carried on in connection with the above objects.

The Trustees have fully taken into account the guidance issued by the Charity Commission on public benefit.



Reflect Mission Statement

Purpose

Reflect is a free support service in North Yorkshire for anyone facing a Pregnancy Choice and for those in need of support after experiencing Pregnancy or Neonatal Loss.

Vision

Our vision is to see anyone in North Yorkshire enabled to make an informed decision about a pregnancy choice, without fear, pressure or judgement, and to support those who have experienced pregnancy or baby loss from any cause and at any stage of pregnancy, or soon after birth.

Motivated by our Christian compassion for those in a crisis, we desire to see all people supported throughout the decision-making process and beyond, whatever the outcome.

We seek to raise awareness of issues surrounding pregnancy, including parenting, termination, adoption and pregnancy loss, and to provide support for those in need.

Mission:

We are committed...

...to provide a confidential service to all clients

...to provide a trained listening ear, factual information and unconditional acceptance to those who are experiencing a pregnancy choice

...to provide care and support to those who have experienced a pregnancy or neonatal loss

...to do this in a caring, safe and supportive environment; always being truthful and respecting every individual

...and at all times offer hope

We provide individual or couples support and signposting for those facing an unintended pregnancy or a choice during pregnancy. We provide one-to-one and couples support to those who have experienced pregnancy loss, neonatal loss, or who are struggling following a termination of pregnancy, through our structured support programme 'Reflections: Walking through loss'.

...to the advancement of education in the subject of pregnancy, termination of pregnancy, adoption, sexual health and relationships

This currently includes: multi-agency work, training volunteers and practitioners in pregnancy choices and pregnancy loss support, working with other organisations championing our cause and increasing the network of Reflect supporters and referrers. Reflect hope to develop this aim into schools and youth work, research projects and greater partnerships with the local authority and NHS services.



Structure- who's who and how we work

Trustees

Names of the trustees who manage the charity:

1. Christopher Blanshard
2. Lesley Williams
3. Rachael Bulley (Chairperson for 2023 and Safeguarding Lead)
4. Christopher Seel (Treasurer)
5. Kevin Webb
6. Gavin Parker

Reflect is governed by a group of trustees, chaired by Rachael Bulley who meet on a quarterly basis. A trustee report is prepared in advance by the General Manager, with input from the Office Manager and Development Coordinator. The trustees are responsible for making sure that the charity complies with its governing document and complies with charity law requirements.

Our trustees hold a wealth of valuable experience, ranging from business and finance to foster care and support to teaching and counselling. Trustees are appointed by existing trustees.



Photo of trustees, July 2023



Employed staff

Tanya Allen is Reflect's General Manager and works part-time throughout the week. As a former GP, Tanya is aware of the need for this kind of support, and after volunteering for Reflect, took over as General Manager in 2017. As well as being responsible for operational oversight, management, training, overseeing client support and governance of Reflect, Tanya also volunteers her time to see clients as a trained practitioner and takes clients through Reflect's structured-support programme- 'Reflections: Walking through loss'.



Liz Zambonini is our Development Coordinator and works part-time. Her role is to increase the awareness of Reflect, establishing it in the community and helping to make sure the service provided is of a high quality and meeting Reflect's vision and mission. She also plays a key role in helping to raise funds through grants and fundraising events. She has successfully raised greater awareness of Reflect both in helping to recruit more volunteers and in enabling our volunteers to support many more people in 2023-24.

Hannah Racher joined the Reflect staff team as Office Manager in 2021. Hannah works in the office 2 mornings a week and oversees Reflect's administration and book-keeping, as well as supporting our volunteers.





Volunteers

Reflect simply would not exist and operate without our incredible team of volunteers who give hours of their time freely to help enable Reflect to continue to provide our support service for free.

We are very grateful for all our volunteers: our supervisors; team leaders; trained practitioners and session supporters.

Reflect now has 6 wonderful, wise and knowledgeable **Supervisors**. As Reflect is seeing more clients, the amount of individual supervision required also increases. We are therefore very grateful for the time that each of our volunteer Supervisors give to Reflect, and we welcomed a new supervisor to the team. All our supervisors are experienced trained counsellors or psychotherapists who have the necessary supervisory skills, and this helps to enable Reflect to offer a professional service. Our supervisors offer 1-1 phone support to our trained practitioners and also help to coordinate the group supervision which takes place every 6-8 weeks.

We have compassionate and gifted volunteer **Team Leaders** who oversee each centre. The team leader is often the first person to respond to, and speak to, a new client enquiry. They oversee volunteer and client availability and appointments, coordinate their team of volunteers and also work with Tanya to manage any waiting lists for clients wishing to start 'Reflections: Walking through loss'

Our trained volunteers, known as our **Trained Practitioners**, are our frontline volunteers who see Pregnancy Choice and/or Pregnancy Loss clients. Our trained practitioners are usually affiliated to one centre and can choose to support clients on the telephone, via video calls and/or in-person. In 2023-24, 24 trained practitioners volunteered over the course of year providing support, including 6 newly trained volunteers. Helping clients is the reason why Reflect exists and we are so grateful for the time that our trained practitioners give to this, as well as the time they spend preparing for the session, debriefing and having supervision afterwards.

Our trained practitioners are supported by our **Session Supporters**, who are a valuable part of our service, providing prayer and support for client sessions and debriefing our trained practitioners after the session.



All our volunteers are caring, compassionate and willing to help. They bring hope and light to people's lives.

We hosted a thank you for volunteering party in July and these are just a few of our amazing volunteers who give their time to Reflect, including a team leader, trustee, session supporter, supervisor and trained practitioners.

Our volunteers offer invaluable time and space for individuals in a crisis...

...two things that are so needed, but often very difficult to find



Reflect Centres

Reflect offers appointments to anyone living in North Yorkshire through in-person, telephone, and video call support. We have 4 main centres: York; Harrogate; Selby; and Thirsk, where we regularly saw clients. We also saw clients in-person in Northallerton, Filey and Scarborough.

York

Our head office is based at The Gateway Centre, Front Street, Acomb, YO24 3BZ and is the location for appointments in York. York continues to receive the majority of our enquiries, including our out of area enquiries.

Contact details: Email. enquiry@reflectyork.co.uk | Tel. 01904 676710 | Mobile. 07517 624 750



Harrogate

We were able to see clients in person in Harrogate by booking rooms at Krysallis, 5 Victoria Avenue, Harrogate, HG1 1EQ or at Wellspring House, 78 High Street, Starbeck, Harrogate, HG2 7LW.

Contact details: Email. enquiry@reflectharrogate.co.uk | Tel. 01423 206710 | Text. 07517 638007

Selby

In person appointments in Selby took place at The Saffron Room, Kings Church Selby, New Lane, Selby, YO8 4QB.

Contact details: Email. enquiry@reflectselby.co.uk | Tel. 01757 547710 | Text. 07731 921197



Thirsk

In person appointments took place at 'The Old Library', Finkle Street, Thirsk, YO7 1DA or The Living Rooms, 5 and 5a Garthway Arcade, Northallerton, DL7 8NS.

Contact details: Email. enquiry@reflectthirsk.co.uk | Tel. 01845 607710 | Text. 07523 27809



Year Review

Summary of the main achievements of Reflect during the year

Goal	Outcome
1. Clients	This year we have received 159 new client enquiries and saw 27 Pregnancy Choice clients. In total we have seen 162 clients throughout the year across our 4 centres. We delivered 537 client support sessions.
2. Prayer & church support	Throughout the year we have sent out quarterly prayer points to supporters and Reflect is included in York Churches Prayer Diary. We enjoyed an in-person prayer afternoon at Gateway in February and had new people join us. We have a faithful prayer coordinator. Prayer time is continuing in staff meetings and with volunteers. We contacted many churches about the Nidderdale Walk, which took place in May. We organised a Light a Candle event at St Peter's Church, Harrogate, as part of Baby Loss Awareness week in October. Tanya spoke at a women's breakfast in York in December.
3. Finance	This year we raised £33,993. We are continually grateful for our regular givers, who choose to donate either monthly or annually to Reflect. We are also grateful for a tithe donation from churches in York. We organised 1 fundraiser in May and a former client very kindly organised a large fundraiser for us in August. We received 3 grants, including being one of the Co-op's Local Fund Causes in Harrogate. Through The Kind²Mind campaign by the Big Give in May 2023, we raised an astonishing £8,333 (including £2500 of match funding and additional gift aid), which was outstanding.
4. Further establish Reflect in North Yorkshire	Reflect Thirsk used a new venue to see clients in and we maintained our 4 current centres. We began exploring the possibility of providing additional support in York to a specific people group We trained 10 new volunteers (8 local). 5 of these have seen clients and 1 is a session supporter. One externally trained volunteer began to volunteer for Reflect. Through this we increased the number of volunteers overall.



Central:

We continued to build links with local charities, healthcare providers and professionals. This includes local midwives, nurses in the local Early Pregnancy Assessment Units, Cruse bereavement, Maternity Voices Partnerships (MVPs) and GPs.

We were gifted 4 laptops, one for each centre, for volunteers to use to input their client notes directly. This helped with the transition to client records being online.

Reflections handouts were written/rewritten for most of the steps- these are available for practitioners to give to clients after their session if they wish to. We also redesigned some of the pictures used in our manuals and handouts.

New Supporting Clients in Pregnancy After Loss, Anxiety resources and Journalling for clients documents were written to help both clients and practitioners.

Training:

We have continued to run in-house training and group supervision throughout the year. This has been a variety of meeting online and in-person.

We were delighted to complete our Pregnancy Loss Training Course on 17th June 2023. We had 10 people on the course, including 2 external candidates. The Training course involved ten training sessions (four in-person at The Gateway Centre, Acomb, York and six on zoom), starting in March and finishing in June 2023. We are thankful to all the trainers who gave their time & expertise, so that we could run the training course.



Throughout the year we attended external training including: a fundraising webinar; writing funding applications training workshop; Equality, Diversity and Inclusion Zoom workshop; and online DBS training.

3 people attended Pregnancy Centres Network (PCN) weekend Conference in October in Swanwick. This was a great weekend for connecting, teaching and inspiring.

Marketing & Awareness:

We received funding through the Harrogate local fund to focus on increasing awareness of our services in Harrogate in particular. To do this, we developed a strategic plan covering five key areas: Focused Social Media; Targeted Networking (such as attending Maternity Voices together meetings, BLAW, Harrogate Mental Health & well-being network); attending and hosting Local Events (such as Light a candle and attending the Local Fund celebration); Advertising (free) through online forums such as Harrogate mumblur, or local churches; and then a large postal mail campaign where we wrote to every GP, every practice, every practice manager and every nurse practitioner in the broader Harrogate area letting them know about Reflect and what we offer.





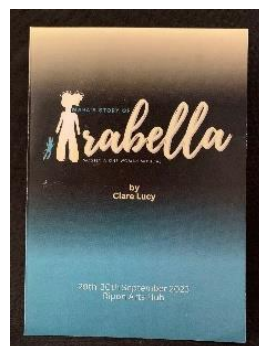
Events:

A group of us enjoyed our first experience of the **Nidderdale Walk** on 14th May. This was organised by the Rotary Club Harrogate and helped raise awareness of Reflect, as well as being a fun and active fundraiser. In total 14 people walked and a group of 11 of us enjoyed walking the family route (4.5 miles) in the afternoon, including a 2-year-old who was the youngest walker of the day!



Katie Melia organised a wonderful Life is a Cabaret fundraising concert on Friday 4th August at John Cooper Studio @41 Monkgate. This was a fabulous evening with amazing entertainment by many talented singers and actors.

We were invited to attend **Arabella**, a musical written by Clare Lucy, one of our previous clients in Ripon Arts Hub on 30th September. In the musical the actor, who is struggling after suffering a miscarriage, rings Reflect for support, and Reflect is also mentioned in the programme. Through the musical Clare Lucy raised awareness of the need for support following a miscarriage.



Baby Loss Awareness Week: 9 – 15 October:

- Reflect volunteers were generously given a free meal and goody bag at Wagamama's in Harrogate on Monday 9th October.
- We held a Light a Candle event at St Peter's Church, Harrogate on Tuesday 10th October from 12.30 to 2pm. This was beautifully set-up and several volunteers helped. We were able to speak to many who attended including previous/recent clients and staff from Harrogate Hospital.
- We took part in the global wave of light at 7pm on 15th October.



York:

We updated the signposting directory for volunteers to use in York when clients need additional/other support.

We are part of the network of Providers of Emotional and Psychological Support in York (PEPSY).

In December Tanya spoke at a women's breakfast about Reflect in York. This created good discussion amongst the women.

Harrogate:

Reflect continues to be part of the Mental Health and Wellbeing Network, Harrogate and District Community Action and now Harrogate Maternity Voices Partnership.

Liz and Tanya attended the Harrogate Local Fund Let's Celebrate event on Tuesday 7th November and met with other charity workers, staff from the Two Ridings Community Foundation and Harrogate Local Fund to celebrate the grant we received from them in February 2023.



Tanya joined in the Co-op Local Payout Celebrations and met the manager and Co-op Member Pioneer to say thank you for their grant.



For the second year we decorated a Christmas Tree at St Peter's Church, Harrogate, as part of their Christmas Tree festival in December. We had leaflets and information about Reflect and we hope it helped to raise awareness of Reflect.

We were delighted to have been chosen as HOPs Musical Theatre Company's (formally known as Harrogate Operatic Players) Charity of the Year. Their next production 'Made in Dagenham' is in Harrogate in June 2024. They are sharing social media coverage on their page about Reflect, will fundraise for Reflect and use our logos in their marketing resources and programme- all of which we hope will raise awareness of Reflect. We were nominated for this by a previous client.



Client Statistics, Stories and Feedback

Statistics, tables, charts

Over the past year we have increased our client numbers, compared with 2022-23 and seen 27 pregnancy choice clients. We have received more new enquiries, seen more new clients and had more clients in contact. However, overall, we have delivered less sessions. We have delivered more pregnancy choice and post-termination sessions and less sessions for pregnancy and baby loss. Alongside seeing new clients, this year we have continued to work hard at reducing our waiting list.

	2023-2024					2022-2023				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
New enquiries	106	27	11	15	159	85	32	9	14	140
Clients in contact	94	34	12	22	162	81	36	11	21	149
Pregnancy Choice	20	5	2	0	27	18	3	0	0	21
Post termination	25	10	3	7	45	24	10	3	6	43
Miscarriage	47	17	7	13	84	38	21	7	13	79
Stillbirth	2	1	0	2	5	1	1	1	1	4
Infant Death	0	1	0	0	1	0	1	0	1	2

Table 1: Number of new enquiries and clients in contact by type and location for the last 2 financial years

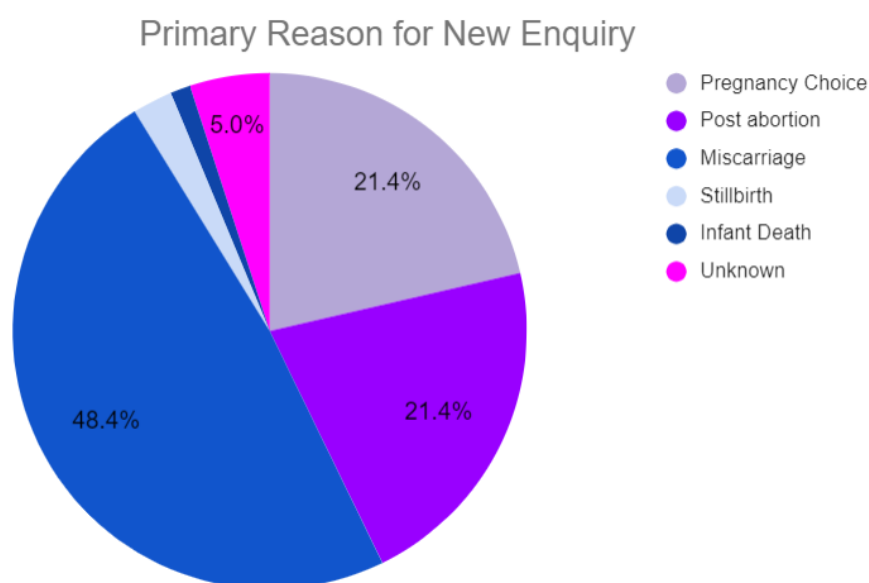


Chart 1: Pie chart showing number of new enquiries by type in 2023/24

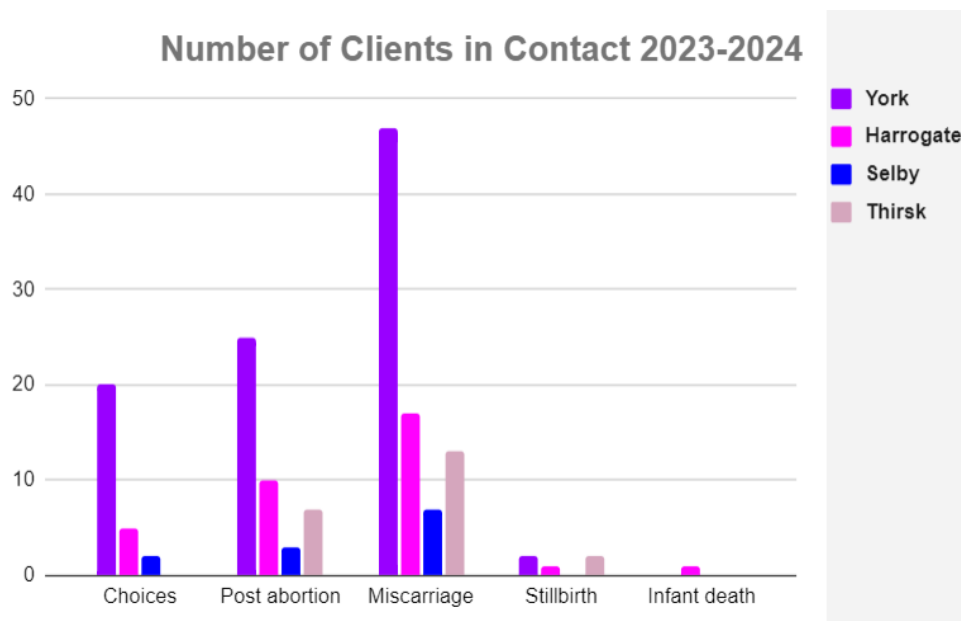


Chart 2: Clustered column chart showing number of clients in contact by type of support and location in 2023-24

	2023-2024					2022-2023				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
Sessions delivered	274	138	41	84	537	312	151	27	99	589
Pregnancy Choice	20	8	2	0	30	20	4	0	0	24
Post termination	84	58	17	37	196	131	31	5	20	187
Miscarriage	148	63	22	38	271	160	95	20	57	333
Stillbirth	22	6	0	9	37	1	1	2	10	13
Infant Death	0	3	0	0	3	0	20	0	12	32

Table 2: Number of sessions (approximately 1 hour of support) given to clients by type of support and location in 2023-2024 and 2022 -2023

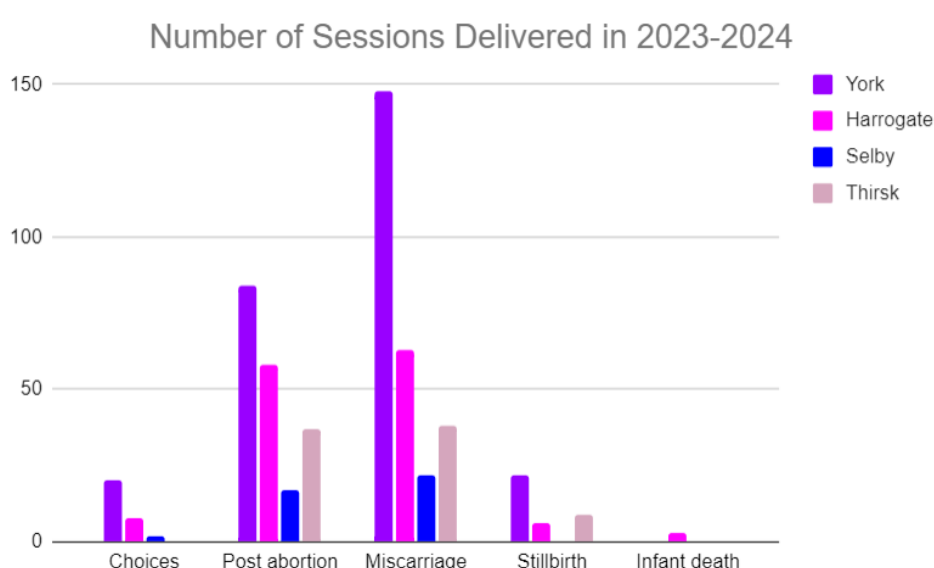


Chart 3: Clustered column chart showing number of sessions delivered by type and location in 2023-2024



Client stories and feedback

We are very grateful to clients who complete our feedback forms, or email us with feedback, and who give us permission to share their story and feedback anonymously. All our clients who have completed our feedback would unanimously recommend our services. Below are 2 of our brave client's stories:

*names changed to protect their identity.

"Carly and her partner had tried to conceive for several months, but without success. Struggling, they sought specialist medical advice and, after lots of tests spanning several more months, they were advised to try IVF. A fertilised egg was implanted and a heartbeat seen during an early scan. Very sadly however, a short time later, a second scan showed that Carly had suffered a miscarriage. A further unsuccessful cycle of IVF left Carly feeling that she had lost hope and lost herself. She experienced feelings of guilt, worry, anger and low self-esteem. Carly felt her life was 'on hold', wanting so much to conceive and have a baby.*

Carly realised that she needed some support to come to terms with her losses and contacted Reflect to find out more about what we offer. She liked the sound of Reflect's structured support programme, and so began 'Reflections: Walking through loss' in early 2023. Working through the programme materials over several sessions, with one of Reflect's trained practitioners, helped Carly to gain a better understanding of her feelings and emotions. She hadn't realised how much she was 'holding onto' and was able to let go of some difficult feelings: 'I've let go of anger; I've learned to understand that you can forgive, but still acknowledge an injustice occurred.

Carly found the format of our Reflections programme very beneficial: 'I found it really helpful; it was a clear and structured program to follow. I needed to know there was a clear path and purpose and that was a huge help to me engaging...'

It was a joy to hear that journeying through the Reflections materials with her volunteer practitioner, changed Carly's sense of having lost herself. She described: 'I feel lighter and brighter; I feel like my old self.' She expressed that her confidence was restored and she felt capable of dealing with grief and difficult situations."

This story of transformation is one we hear often; from the clients we feel so privileged to be able to support. We are so thankful.

"Amala and her partner had experienced several miscarriages before having a baby boy. Hoping for another child, subsequent pregnancies resulted in further losses. Amala felt cheated, angry and was grieving when she reached out to Reflect for support. Her experience had felt lonely and traumatic and she was left with the loss of her hopes and dreams of a completed family. Amala felt that her body had let her down many times, leading to feelings of shame and guilt, as well as resentment that so much of her life had been consumed by failed pregnancies. Working through the 'Reflections; Walking through Loss' programme with a Reflect practitioner, helped Amala to explore her reactions and feelings, understanding herself better. She was given support to come to terms with all she had gone through. After the sessions Amala reflected that she had found acceptance of her situation. Her practitioner 'was lovely, non-judgemental, sympathetic and very helpful....[and] offered what I needed. Thank you."*



Client feedback

Below is a variety of the feedback from clients that we have received this year:

I just can't thank you enough - it really has been life changing and that's huge. Your volunteers and charity is so valuable!

The volunteers are fantastic people to give up their time for people who are struggling It's such a good service [my practitioner] was lovely, non-judgemental, sympathetic and very helpful.

Thank you for making me feel validated about my grief and feelings of loss and for supporting me through the most difficult period of my life.

[Reflect] has helped provide a compassionate and validating platform to help aid my recovery journey.

[My practitioner] has been a wonderful listener and amazingly supportive. I appreciate her help and feel she will be a great support to future mothers.

[My practitioner] has been really supportive and understanding. She made me feel safe and unjudged.

I am more positive and confident in the future.

I found it really helpful it was a clear and structured program to follow. I needed to know there was a clear path and purpose and that was a huge help to me engaging which I hadn't done with other counsellors, as without the structured program it was easy to avoid.

This service has been invaluable to me. It has helped me to work through my past trauma at a slow and steady rate. I have never felt rushed and always felt protected throughout the programme.

I am lighter and brighter, I feel like my old self. I'm more confident and feel more capable of dealing with grief and difficult situations. I've let go of anger, I've learned to understand that you can forgive but still acknowledge an injustice occurred.

[Reflections] helped me to feel less alone and more willing to open up about how I felt.

[Reflect] me a safe space express my feelings of grief, to be seen and heard and have my feelings validated.

[My practitioner] was wonderful to work with and really tailored things to make it individualised. I am really grateful for the input I received.

Thank you so much for the support.

I started the sessions feeling overwhelmed with loss and afraid of pregnancy. I have finished feeling accepting of the loss and able to consider trying for a baby again.

[Reflect] helped me to work through my feelings and emotions around my miscarriage and accept that I am not to blame.



[Reflections] helped me to process my grief due to baby loss healthily and to start to move forward in my life. Helped me to understand the grief cycle and how grief is different for everyone.

[Reflections] has helped me come to terms with my loss.

[Reflections] has given me the opportunity to really think about my feelings and talk through them - I've never really felt that i could do that before. I feel stronger and more like myself than I have for years!

[Reflect] helped me to become a better person overall finding myself again, creating new goals and being a more mature, wiser person.

Reflect has enabled me to face my past trauma and slowly understand my part in it. I now feel like this weight has lifted and I have the tools to work through any pain / emotion or triggers in the future.

Just to say what a wonderful team you have. [My practitioner] has made me feel like I have this amazing safe space to discuss difficult and painful memories / events. I cannot put into words how grateful I am for this.

[Reflect has] given me space and time and someone to listen to me talk through my thoughts and feelings about pregnancy loss and helped me to grieve healthily for the loss of my baby and the loss of being able to have any future children (end of my childbearing).

I now have a better understanding of my feelings and emotions. I've learned to release a lot (some I didn't know I was holding onto). I feel lighter, more confident and capable I can deal with difficult situations.

[The programme] has been well thought out and is in a logical order. It is nice that it can be worked through at your own pace and not always 1 topic per session.



Acknowledgments

A very special thank you to **all** our regular givers. To those who give monthly and annually. This year we have had in total **44 generous individuals or families** regularly giving an average total of **£832 per month!** This financial support is absolutely vital. We wouldn't be able to undertake any of this work, or plan for the future, without this support. We continue to be overwhelmed by people's generosity, many of whom have been giving over a long period of time. Thank you so much!

Become a *Reflector* today!

Thank you for supporting our work. Your regular gift will help bring light and hope to people's lives.

Gateway Church - for their continued generous support in also allowing us to use their facilities and counselling rooms, and enabling us to have our Head Office at the Gateway Centre in Acomb



Dan Kingsley, Dynamic Design UK for designing, maintaining and updating our website. Thank you, Dan!

Maureen Chaffe who undertook a GDPR review for Reflect in May and provided our GDPR training in June.

Lynne Bowser for undertaking our Independent Examination for 2023-24.

Ric Allen who very kindly acquired 4 laptops from work, one for each centre, which we can store in the centres and volunteers can use to input their client notes directly.

We were generously donated 2 old iPhones which we were able to set up and use in 2 of centres, to help the team leaders in their communication with clients.

Fundraisers/donors/grants:

Thank you to each and every individual who has donated financially to Reflect in the past year. We **really** appreciate your generosity. We are very thankful to the 70 generous donors who donated an amazing £4946 through The Big Give.

Thank you to **everyone** who held fundraisers for us in 2023/24. We really appreciate you taking the time and effort to fundraise for Reflect.

- ★ Everyone who took part in the Nidderdale Walk and helped Reflect to raise an astonishing £8,333!
- ★ 2 people who organised Facebook Birthday Fundraisers for Reflect
- ★ Katie, who hosted her second Life is a Cabaret fundraising concert on Friday 4th August at John Cooper Studio @41 Monkgate and raised an incredible £2915! Thank you to everyone who gave their time and skills to perform at the cabaret.



Thank you to all the organisations and churches who choose to fundraise and donate to Reflect including:

- ★ A donation from a funeral in Thirsk
- ★ The congregations at the Huntington C of E churches (All Saints and St Andrew's) who nominated Reflect to receive part of their tithe by their Parochial Church Council (PCC) of Huntington, Earswick & New Earswick in September 2023.
- ★ Gateway Ladies Evening who took a collection for Reflect.
- ★ Beckwithshaw Saints Football Club who donated over £300 from their Raffle in July 2023

Thank you to all of the trusts and organisations who generously gave grants to Reflect. This has been very gratefully received by Reflect.

- ★ **The Big Give** who generously gave £2,500 of match-funding through the Kind²Mind campaign.
- ★ **Rotary Club of Harrogate**, who donated 50% of our entry fees from the Nidderdale Walk.
- ★ **Co-op Local Fund**- Harlow Hill store, Harrogate who kindly gave us a grant of £1,269.63 in November 2024.
- ★ Women In Business through **Two Ridings Community Foundation** who very generously gave us a grant of £3100 to fund a specific pilot project in York.



Our heartfelt thanks go to our amazing team of trained volunteers and our wider team of volunteers – the trustees, supervisors, session supporters and prayer supporters.

Reflect would not be able to exist without you.

And to all those who are reading this and supporting us, we thank you!



Financial Report

Receipts and Payments Accounts for the year ending 31 March 2024

			2023- 2024	2022- 2023
	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	£	£	£	£
RECEIPTS				
Donations	3,786	0	3,786	2,364
Donations (by standing order)	10,295	0	10,295	11,449
Gift Aid	3,611	0	3,611	2,233
Grants/Charities	2,540	4,370	6,909	7,663
Interest	58	0	58	36
Training	180	0	180	480
Fundraising	9,154	0	9,154	1,582
Other	0	0	0	2,153
Total Receipts	29,623	4,370	33,993	27,960
PAYMENTS				
Salaries	25,080	1,846	26,926	24,001
Rent/Room Hire	477	772	1,249	1,002
Telephone & Internet	299	126	425	505
Publicity/Advertising	0	103	103	199
Insurance	1,062	200	1,262	1,229
Office Supplies	17	179	196	71
Resources	10	0	10	6
Training & Training Manuals	469	486	955	201
Accountancy & Payroll fees	480	0	480	520
Furniture & Equipment	0	0	0	0
DBS Checks	195	25	219	360
Giving	360	0	360	42
Fundraising Expenses	0	0	0	179
Bank monthly fee	60	0	60	72
Other	75	0	75	2,103
Total Payments	28,584	3,736	32,321	30,496
Net of Receipts/(Payments)	1,039	633	1,672	-2,536
Transfers between funds	0	0	0	0
Balance Brought Forward	21,780	3,091	24,871	27,407
Balance Carried Forward	22,819	3,724	26,544	24,871



Statement of assets and liabilities at the end of the period

Financial reserves policy

We will aim to keep a minimum of 3 months running costs in unrestricted funding reserves at all times, with a preferred 6 months minimum of running costs in unrestricted funding reserves.

Accounting

Our total income for Financial Year 2023-24 was £33,993. Therefore, we are continuing to be in the £25-100,000 size charity with the Charity Commission. In addition to submitting our annual return online, we also need to submit a PDF copy of our accounts and trustees annual report. External scrutiny is required and we appointed Lynne Bowser to undertake this.

Our 2023-24 year end closing balance of £26,544 was greater than our opening balance of £24,871. This was in part due to receiving a restricted funding grant in March 2024, which will be spent during the following financial year.

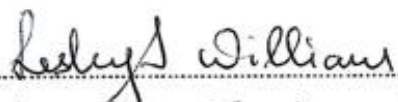
Declaration

The Trustees have taken advantage of section 43(2) of the Charities Act 1993 and prepared the accounts on a receipts and payments basis.

The trustees report and accounts above were approved at a meeting of the Trustees held on

Signed 
Name CHRIS SEEL
Position CHAIR OF TRUSTEES

Date 21st OCT 2024

Signed 
Name LESLEY J WILLIAMS
Position TRUSTEE

Date 21/10/2024

For and on behalf of the Trustees



Independent Examiner's Report to the Trustees of Reflect

I report to the charity trustees on my examination of the receipts and payments accounts and the statement of assets and liabilities of the charity for the year ended 31 March 2024, which are set out on pages 21 and 22.

Responsibilities and basis of report

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

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

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination 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 130 of the Act; or
2. the accounts do not accord with those records.

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

Signed: L BOWSER

Name: LYNN BOWSER

Relevant professional qualification or membership of professional bodies (if any):

AAT

Address: [REDACTED] York [REDACTED]

Date: 14/4/24

REFLECT

England & Wales - Charity number 1118904

Accounts

Annual Report

April 2022 – March 2023



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Vision and Aims

Reflect is a Charitable Trust and was previously known as York Pregnancy Crisis Service. Reflect is a registered Charity (number 1118904) with a governing Trust Deed document dated 6th November 2006. This was amended on 09 May 2016 and a Supplemental Trust Deed was added on 2nd October 2017.

Reflect opened in York 2007, responding to the need of men and women faced with an unplanned or crisis pregnancy. Reflect quickly developed to provide pregnancy loss support as well as the pregnancy choice work and in 2012 began plans to launch services in Harrogate. Reflect Harrogate launched in 2014 followed by Reflect Selby in January 2018. Most recently we launched Reflect Thirsk in March 2020 to meet a growing local need for our services across North Yorkshire and are now also seeing clients locally in Filey and Scarborough.

The purpose of the Trust, as stated in the Trust Deed, shall be:

- (a) The advancement of education in the subject of pregnancy and the termination of pregnancy and into the effects thereof upon women whether physical, medical or psychological.
- (b) The preservation and protection of women's health.
- (c) The provision of advice, counselling and assistance to women and their partners and families who are suffering from any physical or mental illness, distress or poverty during or as a result of pregnancy or following an abortion, miscarriage, cot death, still birth, loss of a child or sexual abuse.
- (d) The promotion of such other charitable purposes which may be conveniently carried on in connection with the above objects.

The Trustees have fully taken into account the guidance issued by the Charity Commission on public benefit.



Reflect Mission Statement

Purpose

Reflect is a free support service in North Yorkshire for anyone facing a Pregnancy Choice and for those in need of support after experiencing Pregnancy or Neonatal Loss.

Vision

Our vision is to see anyone in North Yorkshire enabled to make an informed decision about a pregnancy choice, without fear, pressure or judgement, and to support those who have been affected by pregnancy loss through miscarriage, stillbirth or termination of pregnancy, or who have experienced neonatal loss.

Motivated by our Christian compassion for those in a crisis, we desire to see all people supported throughout the decision-making process and beyond, whatever the outcome.

We seek to raise awareness of issues surrounding pregnancy, including parenting, termination, adoption and pregnancy loss, and to provide support for those in need.

Mission:

We are committed...

...to provide a confidential service to all clients

...to provide a trained listening ear, factual information and unconditional acceptance to those who are experiencing a pregnancy choice

...to provide care and support to those who have experienced a pregnancy or neonatal loss

...to do this in a caring, safe and supportive environment; always being truthful and respecting every individual

...and at all times offer hope

We provide individual or couples support and signposting for those facing an unintended pregnancy or a choice during pregnancy. We provide one-to-one and couples support to those who have experienced pregnancy loss (miscarriage, ectopic pregnancy or stillbirth), neonatal loss, or who are struggling following a termination of pregnancy, through our structured support programme 'Reflections: Walking through loss'.

...to the advancement of education in the subject of pregnancy, termination of pregnancy, adoption, sexual health and relationships

This currently includes: multi-agency work, training volunteers and practitioners in pregnancy choices and pregnancy loss support, working with other organisations championing our cause and increasing the network of Reflect supporters and referrers. Reflect hope to develop this aim into schools and youth work, research projects and greater partnerships with the local authority and NHS services.



Structure- who's who and how we work

Trustees

Names of the trustees who manage the charity:

1. Christopher Blanshard (Chairperson for 2022)
2. Lesley Williams
3. Rachael Bulley (Safeguarding Lead)
4. Christopher Seel (Treasurer)
5. Kevin Webb
6. Gavin Parker

Reflect is governed by a group of trustees, chaired by Chris Blanshard who meet on a quarterly basis. A trustee report is prepared in advance by the General Manager, with input from the Office Manager and Development Coordinator. The trustees are responsible for making sure that the charity complies with its governing document and complies with charity law requirements.

Our trustees hold a wealth of valuable experience, ranging from business and finance to foster care and support to teaching and counselling. Trustees are appointed by existing trustees.



Employed staff

Tanya Allen is Reflect's General Manager and works part-time throughout the week. As a former GP, Tanya was aware of the need for this sort of support, and after volunteering for Reflect, took over as General Manager in 2017. As well as being responsible for operational oversight, management, training and governance of Reflect, Tanya also volunteers her time to support clients as a trained practitioner.



Liz Zambonini is our Development Coordinator and works part-time. Her role is to increase the awareness of Reflect, establishing it in the community and helping to make sure the service provided is of a high quality and meeting Reflect's vision and mission. She also plays a key role in helping to raise funds through grants and fundraising events. She has successfully raised greater awareness of Reflect both in helping to recruit more volunteers and in enabling our volunteers to support many more people in 2022-23.

Hannah Racher joined the Reflect staff team as Office Manager in 2021. Hannah works in the office 2 mornings a week and oversees Reflect's administration and book-keeping, as well as supporting our volunteers.





Volunteers

Reflect simply would not exist and operate without our incredible team of volunteers who give hours of their time freely to help enable Reflect to continue to provide our free support service.

We are very grateful for all our volunteers: our supervisors; team leaders; trained practitioners and session supporters.

Reflect has 5 wonderful and wise **Supervisors**. As Reflect is seeing more clients, the amount of individual supervision required also increases. We are therefore very grateful for the time that each of our volunteer Supervisors give to Reflect. All our supervisors are experienced trained counsellors or psychotherapists who have the necessary supervisory skills, and this helps to enable Reflect to offer a professional service. Our supervisors offer 1-1 phone support to our trained practitioners and also help to coordinate the group supervision which takes place every 6-8 weeks.

We have compassionate and gifted volunteer **Team Leaders** who oversee each centre. The team leader is often the first person to respond to, and speak to, a new client enquiry. They oversee volunteer and client availability and appointments, coordinate their team of volunteers and also work with Tanya to manage any waiting lists for clients wishing to start 'Reflections: Walking through loss'

Our trained volunteers, known as our **Trained Practitioners**, are our frontline volunteers who see Pregnancy Choice and/or Pregnancy Loss clients. Our trained practitioners are usually affiliated to one centre and can choose to support clients on the telephone, via video calls and/or in-person. In 2022-23 we had 22 trained practitioners over the course of year providing support, including 7 newly trained volunteers, from our previous training course. Helping clients is the reason why Reflect exists and we are so grateful for the time that our trained practitioners give to this, as well as the time they spend preparing for the session, debriefing and having supervision afterwards.

Our trained practitioners were supported by our **Session Supporters** who are a valuable part of our service providing prayer and support for client sessions and debriefing our trained practitioners after the session.



All our volunteers are caring, compassionate and willing to help. They bring hope and light to people's lives.

We hosted a thank you for volunteering party in June and these are just a few of our amazing volunteers.

*They offer invaluable **time and space** for individuals in a crisis...*

...two things that are so needed, but often very difficult to find

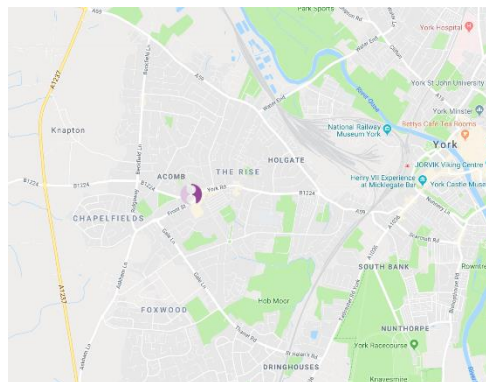


Reflect Centres

Reflect offers appointments to anyone living in North Yorkshire through in-person, telephone and video call support. We have 4 centres: York; Harrogate; Selby and Thirsk where we regularly saw clients. The Thirsk team expanded this year, in response to local need, and also saw clients in Northallerton. In addition to this, we also had a volunteer who lives near Filey. She was able to see clients in Filey and Scarborough.

York

Our head office is based at The Gateway Centre, Front Street, Acomb, YO24 3BZ and is the location for appointments in York. York continues to receive the majority of our enquiries, including our out of area enquiries.



Contact details: Email. enquiry@reflectyork.co.uk | Tel. 01904 676710 | Mobile. 07517 624 750

Harrogate

We were able to see clients in person in Harrogate by booking rooms at Harrogate Community House, 46-50 East Parade, Harrogate HG1 5RR, or at Krysallis, 5 Victoria Avenue, Harrogate, HG1 1EQ.

Contact details: Email. enquiry@reflectharrogate.co.uk | Tel. 01423 206710 | Text. 07517 638007

Selby

In person appointments in Selby took place at The Saffron Room, Kings Church Selby, New Lane, Selby, YO8 4QB.

Contact details: Email. enquiry@reflectselby.co.uk | Tel. 01757 547710 | Text. 07731 921197



Thirsk

In person appointments were usually held at 'The Old Library', Finkle Street, Thirsk, YO7 1DA. In addition to this, from July, clients were also offered appointments to be seen in The Living Rooms, 5 and 5a Garthway Arcade, Northallerton, DL7 8NS.



Contact details: Email. enquiry@reflectthirsk.co.uk | Tel. 01845 607710 | Text. 07523 278091



Year Review

Summary of the main achievements of Reflect during the year

Goal	Outcome
1. Clients	This year we have received 140 new client enquiries & seen 21 Pregnancy Choice clients. In total we have seen 148 clients throughout the year across our 4 centres. We continue to offer remote support as well as in-person support.
2. Increase prayer & church support	We have held prayer meetings on zoom and have sent out quarterly prayer points to supporters. In November, Jill Ross and Tanya spoke and were prayed for at One Voice York. Reflect is now included in York Churches Prayer Diary. We have a faithful prayer coordinator. We have reached out to many churches and spoke in Sunday Services. We also updated our introductory training video to share in meetings and on social media. Our Pregnancy Loss training course was advertised in different churches in York, Harrogate, Selby, Thirsk and Scarborough.
3. Finance	In total we raised £28,000 this year. We are continually grateful for our regular givers, who choose to donate either monthly or annually to Reflect. We held 1 central fundraiser in York in October, and a volunteer generously organised her own fundraiser. Previous clients have also fundraised for Reflect throughout the year including a lady who walked 200,000 steps in March and another client who donated to Reflect in lieu of sending Christmas cards. We were successful in being awarded 4 grants and were pleased to be chosen as one of the Co-op's Local Fund Causes in Harrogate.
4. Further establish Reflect in North Yorkshire	Reflect Thirsk has grown over this year and we have continued to see clients in Filey/Scarborough. 7 trainees from our previous Pregnancy Loss Training Course in 2021-22 have seen clients. We have a designated trustee for each of our 4 centres.



Central:

We spent time this year reviewing our processes and updating systems so that all volunteers have individual email addresses and have transferred to using online client records for all new clients.

We continued to build links with local charities, healthcare providers and professionals.

Training:

We have continued to run in-house training and group supervision throughout the year. Louise ran a highly informative and interesting PTSD workshop on zoom in November. This training will help volunteers who are seeing clients who may have experienced trauma.

Rachael Bulley attended thirtyone:eight's Safeguarding training for Safeguarding Leads on 15th & 16th February which she found helpful. Using this training Rachael then led our safeguarding training on zoom in February 2023. It was a really helpful training session and the scenarios were useful to discuss- thank you Rachael.

We were delighted to start our Pregnancy Loss Training Course on 4th March. We had 10 people on the course, including 2 external candidates. The Training course involved ten training sessions (four in-person at The Gateway Centre, Acomb, York and six on zoom), starting in March and finishing in June 2023. We are thankful to all the trainers who gave their time & expertise, so that we could run the training course.



Marketing & Awareness:

We have three key target markets that we focus on. The first is to raise awareness for potential clients, so that more people know about and are able to make use of our services. The second is to retain and grow our supporter base, which includes past clients, Reflectors, those involved with pregnancy loss and choice, and the local community. The third is targeted campaigns such as when we recruited new volunteers. In the past year we have focused our marketing and communications channels towards these markets. This includes keeping our website updated with news and events; regular social media posts covering awareness, good news stories, events and highlights; media articles such as a blog in the York Mumbler Pregnancy Special; articles and radio interviews in The Harrogate Advertiser, The Stray Ferret and Bauer Media Radio about Pregnancy Loss and Baby Loss Awareness Week; attending key events such as Kyra International Women's Day to create awareness in York and the Harrogate Food market to create awareness in Harrogate; and targeted campaigns such as connecting with church leaders to recruit volunteers.



We have also developed marketing materials to support some of these campaigns, which we are able to do in-house and cost effectively.

Baby Loss Awareness Week: 9 – 15 October:

This year we hosted 'Light a Candle' and remembrance events in Harrogate and Filey. On Tuesday 11th October at St. Peter's Church, Harrogate, we hosted a space for anyone- clients and the public, to come and light a candle in remembrance of their baby loss. Over 30 people came and we were able to listen to many people. It was a very beautiful and moving time.

We also lit a candle at 7pm at our Fundraising Quiz on 15th October as part of the global Wave of Light.



York:

We were thrilled to be chosen as a Co-op Local Cause for the Foxwood Lane store in Acomb until October 2022. Flyers and posters were available in store.



We have developed links with YorMind and continued links with PEPSY in York to help enable Reflect to increase awareness of our services and to provide professional support.

We held a fun fundraising Quiz at Gateway on 15th October. Over 50 people came and enjoyed the quiz. We had an excellent quiz master, Hannah organised an amazing raffle, pizza was ordered from a local takeaway and we raised much-needed funds too!





We attended Kyra's 10 Year anniversary event on International Women's Day on 8th March. We had a stall for Reflect and had good conversations with some local charities, met potential clients and spoke with the Lord Mayor.



Harrogate:

We continue to be involved with the Mental Health and Wellbeing Network in Harrogate and have engaged with and met the chair of Harrogate Maternity Voices Partnership.

Reflect had a stall at Real Food Harrogate market on Sunday 15th May. The aim was to raise awareness of Reflect.

We were generously gifted Giff Gaff vouchers by Verity Freason, Harrogate, as part of their 100 days of giving. They shared this on their social media and helped to raise awareness of Reflect.

We were delighted to be chosen as a Co-op Local Cause for Harlow Hill store in Harrogate from October 2022 and were able to engage in local events and raise awareness and funds through this partnership. We attended the Co-op's Local Fund 'Time to talk' wellbeing morning on Thursday 2nd February and it was a good opportunity to connect with local wellbeing charities.



In December, 3 staff and volunteers decorated a Christmas Tree at St Peter's Church, Harrogate, as part of their Christmas Tree festival. We had leaflets and information about Reflect and it helped to raise awareness of Reflect. We were given the Christmas Tree for free and Pauline made the beautiful decorations.



Selby:

The centre continued to operate locally throughout the year and we have recently trained a new volunteer to expand the existing team. We were pleased to celebrate 5 years of Reflect Selby in January.

Thirsk:

Ann now has a team of 3 volunteers and has expanded the centre to see clients in Northallerton, as well as Thirsk.

Ann bravely undertook a fundraising walk from Sutton Bank to Osmotherley in January to raise funds for Reflect. Thank you Ann!



Scarborough:

Jane continued to see clients face-to-face, as well as researching and setting up meetings with people who may be interested in getting involved with Reflect to help build a wide team.



Client Statistics and Stories

Statistics, tables, charts

Over the past year we have consistently seen new clients, helped ongoing clients and supported new and returning volunteers. Overall, we have been quieter than we were in 2021-22, however we are busier than we were in 2020-21. Most encouraging is that we have seen more pregnancy choice clients and Thirsk has grown with more new clients seen and more sessions delivered. We have also worked hard at reducing our waiting list this year.

	2022-2023					2021-2022				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
New enquiries	85	32	9	14	140	100	39	16	14	169
Clients in contact	81	36	11	21	149	76	52	22	18	168
Pregnancy Choice	18	3	0	0	21	12	2	1	2	17
Post abortion	24	10	3	6	43	22	19	4	5	50
Miscarriage	38	21	7	13	79	39	27	15	9	90
Stillbirth	1	1	1	1	4	3	2	2	0	7
Infant Death	0	1	0	1	2	0	2	0	2	4

Table 1: Number of new enquiries and clients in contact by type and location for the last 2 financial years

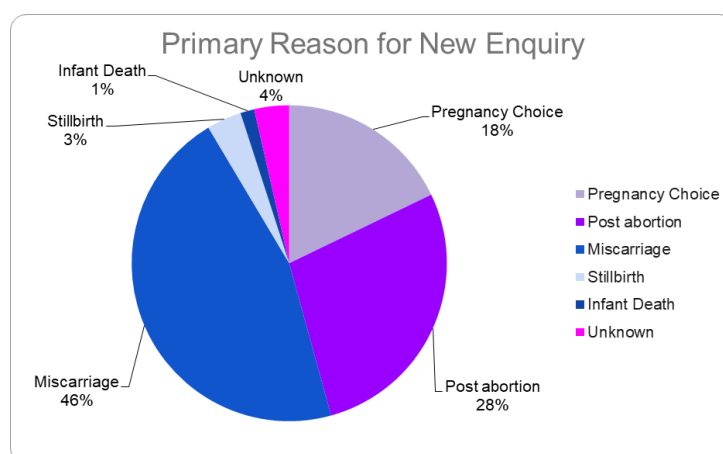


Chart 1: Pie chart showing number of new enquiries by type in 2022/23

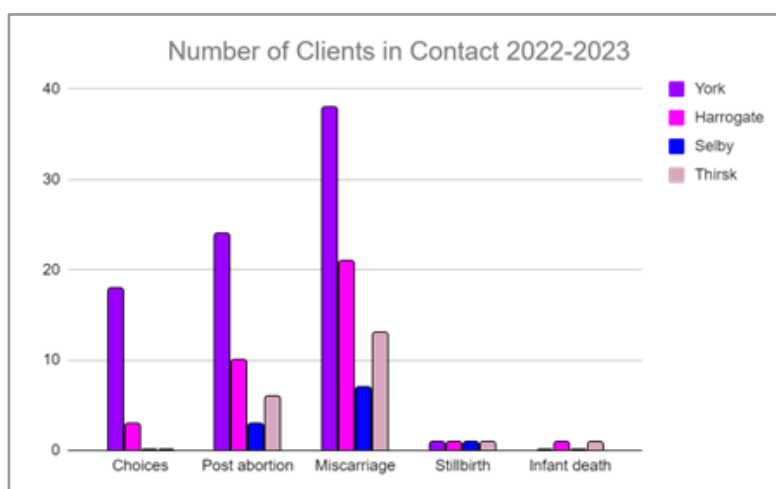


Chart 2: Clustered column chart showing number of clients in contact by type of support and location in 2022-23

	2022-2023					2021-2022				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
Sessions delivered	312	151	27	99	589	192	237	93	71	593
Pregnancy Choice	20	4	0	0	24	12	3	1	5	21
Post abortion	131	31	5	20	187	74	89	4	35	202
Miscarriage	160	95	20	57	333	97	132	63	25	317
Stillbirth	1	1	2	10	13	9	2	25	0	36
Infant Death	0	20	0	12	32	0	11	0	6	17

Table 2: Number of sessions (approximately 1 hour of support) given to clients by type of support and location in 2022-2023 and 2021 -2022

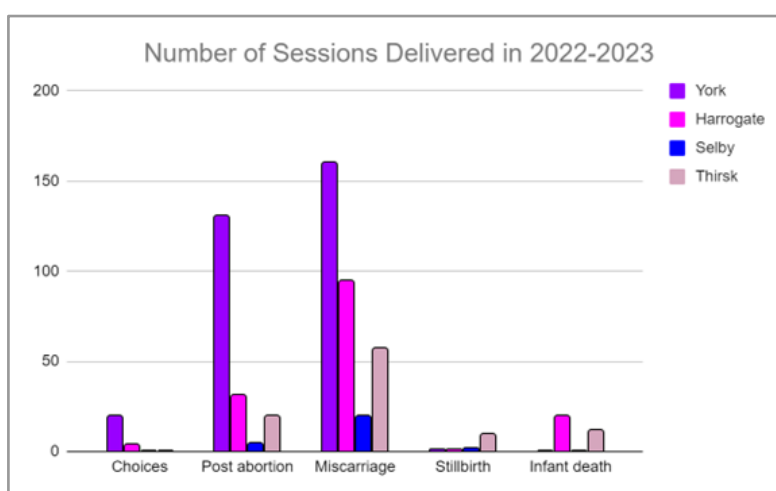


Chart 3: Clustered column chart showing number of sessions delivered by type and location in 2022-2023



Client stories and feedback

We are very grateful to clients who complete our feedback forms, or email us with feedback, and who give us permission to share their story and feedback. All our clients who have completed our feedback would unanimously recommend our services. Below is just a small variety of the feedback from clients that we have received:

This has been such a useful and necessary experience I have needed to help begin healing and processing my grief.

[The Reflect Practitioner] has helped me beyond words through these sessions and the compassion shown at all times.

It's helped me view the experience I had in a different light and made me feel normal for feeling the way I did.

Reflect has been amazing from the very first call I made. It has helped me grieve for the losses and accept what has happened to enable me to move forward.

It has boosted my confidence and helped me think more clearly about the way forward for me and my family.

Thank you for everything.

Reflect gave] permission to explore my emotions in relation to my experiences, as well as help[ing] me to feel validated in my feelings.

[Reflect has] helped me to realise I am not a failure for feeling stuck and unable to 'let go' of difficult trauma and emotions, but I need to keep working at it and giving myself more care and compassion.

I can't put into words how much I appreciate this service and the fact it is free which made it accessible to me. It has also left me with some very useful resources too for understanding and expressing my emotions more broadly.

I was reassured me that it was OK to feel the way I did.

They were a great help to me and are a fantastic charity for anyone who has gone through pregnancy loss/abortion.

[The programme] gave me time to think about my loss at home in a structured way. It helped me focus my thinking so I could process it.

Thank you for supporting women and being there when others cannot be or where support isn't available Thank you for your non judgemental attitudes and validating people's experiences and losses. Thank you so much you have all impacted my life in such a kind and positive way that I will never forget.



Acknowledgments

A very special thank you to **all** our regular givers. To those who give monthly and annually. This year we have had in total **49 generous individuals or families** giving an average total of over **£850/month!** This financial support is absolutely vital. We wouldn't be able to undertake any of this work, or plan for the future, without this support. We continue to be overwhelmed by people's generosity, many of whom have been giving over a long period of time. Thank you so much!

Become a *Reflector* today!

Thank you for supporting our work. Your regular gift will help bring light and hope to people's lives.

Gateway Church - for their continued generous support in also allowing us to use their facilities and counselling room, and enabling us to have our Head Office at the Gateway Centre in Acomb

Voipfone for continuing to enable Reflect to have charity rates.



Dan Kingsley, Dynamic Design UK for designing, maintaining and updating our website. Thank you, Dan!

Fundraisers/donators/grants:

Thank you to each and every individual who has donated financially to Reflect in the past year. We really appreciate your generosity.

Thank you to **everyone** who held fundraisers for us in 2022/23. We really appreciate you taking the time and effort to fundraise for Reflect.

- ★ A previous client decided to donate to Reflect instead of doing Christmas cards and posted on their social media saying alongside a photo of them and their new baby.
- ★ Ann Parker for undertaking a fundraising walk from Sutton Bank to Osmotherley.
- ★ A previous client for walking 200,000 steps in March to raise funds for Reflect!

Thank you to all the businesses and churches who choose to fundraise and donate to Reflect including:

- ★ A bakery in York who held a cake sale for Reflect
- ★ Huntington C of E churches (All Saints and St Andrew's) who generously nominated Reflect to receive part of their annual tithe. They kindly recognised the support their late dear friend Chris Bell, who was a trustee for Reflect, offered to our charity.
- ★ Gateway Church for hosting our fundraising quiz in October, and the many businesses and individuals who donated raffle prizes.
- ★ Stowe Family Law, Harrogate for their Christmas donation
- ★ Verity Frearson, Harrogate for gifting Giff Gaff vouchers as part of their 100 days of giving.



Thank you to all of the trusts and organisations who generously gave grants to Reflect. This has been very gratefully received by Reflect.

- ★ **The YAPP Charitable Trust** for core costs (Year 3 of 3).
- ★ **The Belfrey Small Grants Fund**, through Two Ridings Community Foundation. This was restricted funding for York.
- ★ **Co-op Local Fund**
- ★ **Harrogate Local Fund**, through Two Ridings Community Foundation. This was restricted funding for Mental Health and Wellbeing in Harrogate District.



We have again been chosen as a **Co-op Local Fund** charity of the year, this time at Harlow Hill store, Harrogate and will receive payments in April & October 2023.

Our heartfelt thanks go to our amazing team of trained volunteers and our wider team of volunteers – the trustees, supervisors, session supporters and prayer supporters.

Reflect would not be able to exist without you.

And to all those who are reading this and supporting us, we thank you!



Financial Report

Receipts and Payments Accounts for the year ending 31 March 2023

	Unrestricted Funds £	Restricted Funds £	2022- 2023 Total Funds £	2021- 2022 Total Funds £
RECEIPTS				
Donations	2,364	0	2,364	6,454
Donations (by standing order)	11,449	0	11,449	10,721
Gift Aid	2,233	0	2,233	2,778
Grants/Charities	0	7,663	7,663	5,344
Interest	36	0	36	0
Training	480	0	480	560
Fundraising	1,582	0	1,582	3,181
Other	2,153	0	2,153	2
Total Receipts	20,296	7,663	27,960	29,040
PAYMENTS				
Salaries	20,288	3,714	24,001	26,957
Rent/Room Hire	241	762	1,002	595
Telephone & Internet	230	275	505	500
Publicity/Advertising	66	133	199	846
Insurance	662	567	1,229	1,161
Office Supplies	71	0	71	185
Resources	6	0	6	53
Training & Training Manuals	17	184	201	670
Accountancy & Payroll fees	520	0	520	480
Furniture & Equipment	0	0	0	252
DBS Checks	68	292	360	154
Giving	42	0	42	0
Fundraising Expenses	179	0	179	37
Bank monthly fee	72	0	72	96
Other	2,108	0	2,103	
Total Payments	24,571	5,926	30,496	31,984
Net of Receipts/(Payments)	-4,274	1,738	-2,536	-2,944
Transfers between funds	0	0	0	0
Balance Brought Forward	26,054	1,353	27,407	30,352
Balance Carried Forward	21,780	3,091	24,871	27,407



Statement of assets and liabilities at the end of the period

The main asset of the charity was the bank balance of £24,871, as shown as the balance carried forward in the receipts and payments accounts above.

Reflect holds general office and computer equipment for its own use, however the value of this is not considered to be material.

Financial reserves policy

We will aim to keep a minimum of 3 months running costs in unrestricted funding reserves at all times, with a preferred 6 months minimum of running costs in unrestricted funding reserves.

Accounting

Our total income for Financial Year 2022-23 was £27,960. Therefore, we are continuing to be in the £25-100,000 size charity with the Charity Commission. In addition to submitting our annual return online, we also need to submit a PDF copy of our accounts and trustees annual report. External scrutiny is required and we have appointed Lynne Bowser to undertake this.

Our 2022-23 year end closing balance of £24,871 was less than our opening balance of £27,407. This was in part due to spending restricted funding granted in the previous financial year for projects ongoing in this financial year.

Declaration

The Trustees have taken advantage of section 43(2) of the Charities Act 1993 and prepared the accounts on a receipts and payments basis.

The trustees report and accounts above were approved at a meeting of the Trustees held on.

Signed by

Name RACHAEL BULLEY

Date 16.10.23

Position Chair of Trustees

Name CHRIS SEEL

Date 16.10.23

Position Trustee

For and on behalf of the Trustees



Independent Examiner's Report to the Trustees of Reflect

I report to the charity trustees on my examination of the receipts and payments accounts and the statement of assets and liabilities of the charity for the year ended 31 March 2023, which are set out on pages 19-20.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed: LYNNE BOWSER

Date: 12/4/23

Name: LYNNE BOWSER

Relevant professional qualification(s) or body AAT

REFLECT

England & Wales - Charity number 1118904

Accounts

Annual Report

April 2021 – March 2022



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Vision and Aims

Reflect is a Charitable Trust and was previously known as York Pregnancy Crisis Service. Reflect is a registered Charity (number 1118904) with a governing Trust Deed document dated 6th November 2006. This was amended on 09 May 2016 and a Supplemental Trust Deed was added on 2nd October 2017.

Reflect opened in York 2007, responding to the need of men and women faced with an unplanned or crisis pregnancy. Reflect quickly developed to provide pregnancy loss support as well as the pregnancy choice work and in 2012 began plans to launch services in Harrogate. Reflect Harrogate launched in 2014 followed by Reflect Selby in January 2018. Most recently we launched Reflect Thirsk in March 2020 to meet a growing local need for our services across North Yorkshire and are now also seeing clients locally in Filey and Scarborough.

The purpose of the Trust, as stated in the Trust Deed, shall be:

- (a) The advancement of education in the subject of pregnancy and the termination of pregnancy and into the effects thereof upon women whether physical, medical or psychological.
- (b) The preservation and protection of women's health.
- (c) The provision of advice, counselling and assistance to women and their partners and families who are suffering from any physical or mental illness, distress or poverty during or as a result of pregnancy or following an abortion, miscarriage, cot death, still birth, loss of a child or sexual abuse.
- (d) The promotion of such other charitable purposes which may be conveniently carried on in connection with the above objects.

The Trustees have fully taken into account the guidance issued by the Charity Commission on public benefit.



Reflect Mission Statement

Purpose

Reflect is a free support service in North Yorkshire for anyone facing a Pregnancy Choice and for those in need of support after experiencing Pregnancy or Neonatal Loss.

Vision

Our vision is to see anyone in North Yorkshire enabled to make an informed decision about a pregnancy choice, without fear, pressure or judgment, and to support those who have been affected by pregnancy loss through miscarriage, stillbirth or termination of pregnancy, or who have experienced neonatal loss.

Motivated by our Christian compassion for those in a crisis, we desire to see all people supported throughout the decision-making process and beyond, whatever the outcome.

We seek to raise awareness of issues surrounding pregnancy, including parenting, termination, adoption and pregnancy loss, and to provide support for those in need.

Mission:

We are committed...

...to provide a confidential service to all clients

...to provide a trained listening ear, factual information and unconditional acceptance to those who are experiencing a pregnancy choice

...to provide care and support to those who have experienced a pregnancy or neonatal loss

...to do this in a caring, safe and supportive environment; always being truthful and respecting every individual

...and at all times offer hope

We provide individual or couples support and signposting for those facing an unintended pregnancy or a choice during pregnancy. We provide one-to-one and couples support to those who have experienced pregnancy loss (miscarriage, ectopic pregnancy or stillbirth), neonatal loss, or who are struggling following a termination of pregnancy, through our structured support programme 'Reflections: Walking through loss'.

...to the advancement of education in the subject of pregnancy, termination of pregnancy, adoption, sexual health and relationships

This currently includes: multi-agency work, training volunteers and practitioners in pregnancy choices and pregnancy loss support, working with other organisations championing our cause and increasing the network of Reflect supporters and referrers. Reflect hope to develop this aim into schools and youth work, research projects and greater partnerships with the local authority and NHS services.



Structure- who's who and how we work

Trustees

Names of the trustees who manage the charity:

1. Dr Christopher Bell (RIP 23rd January 2022)
2. Christopher Blanshard (Chairperson for 2022)
3. Richard Allen (Chair of Trustees, Resigned 13th November 2021)
4. Lesley Williams
5. Rachael Bulley (Safeguarding Lead)
6. Christopher Seel (Treasurer)
7. Kevin Webb
8. Gavin Parker (Appointed 15th June 2021)

Reflect is governed by a group of trustees, who meet on a quarterly basis. A trustee report is prepared in advance by the General Manager, with input from the Office Manager and Development Coordinator. The trustees are responsible for making sure that the charity complies with its governing document and complies with charity law requirements.

Our trustees hold a wealth of valuable experience, ranging from business and finance to proof reading and human resources to teaching and counselling. Trustees are appointed by existing trustees.

Due to the Coronavirus Pandemic all Trustee meetings throughout 2021-22 were conducted online via Microsoft Teams or Zoom. 4 Trustee Meetings were held online, with an additional Special Trustees Meeting on 24th January 2022 following the sudden death of one of our existing Trustees, Dr Christopher Bell. We are very thankful for Chris, and the support, wisdom and compassion that he brought to Reflect. He was a faithful and generous trustee, and his family very kindly requested that the collection from his funeral be donated to Reflect. He will be dearly missed by everyone who knew him, and we continue to think of, and pray for, his wife and family at this time.

We are also thankful to Ric Allen, who was a trustee for 8 years, including being Chair of Trustees.



Employed staff

Tanya Allen is Reflect's General Manager (part time). As a former GP for the NHS, Tanya was aware of the need for this sort of support, and after volunteering for Reflect, took over as General Manager in 2017. As well as being responsible for operational oversight, management and governance of Reflect, Tanya also volunteers her time to support clients as a trained practitioner.



Tanya Allen



Liz Zambonini is our Development Coordinator and works part-time. Her role is to increase the awareness of Reflect, establishing it in the community and helping to make sure the service provided is of a high quality and meeting Reflect's vision and mission. She has successfully raised greater awareness of Reflect enabling our volunteers to support many more people in 2021-22.

In June 2021 we said thank you and happy retirement to Jo Muller, who retired as our Office Manager. We are very thankful for Jo, and the calmness, love and organisation that she has brought to the Reflect office over the past 4 years. We are grateful that she has said 'yes' to stepping into a new voluntary role as our Prayer Co-ordinator.



In June we therefore had the joy of welcoming Hannah to our Reflect staff team as our new Office Manager. Hannah works in the office 2 mornings a week and oversees Reflect's administration and book-keeping as well as supporting our volunteers.



Volunteers

Reflect simply would not exist without our incredible team of dedicated volunteers who give hours of their time freely to help enable Reflect to continue to provide our **free** support service.

Reflect has 5 wonderful and wise **Supervisors**: Jill Ross; Joan Sargent; Lesley Williams; Louise Burke and Diane Webb. As Reflect is seeing more clients, the amount of individual supervision required also increases, so we are very grateful for the time that each of our volunteer Supervisors give to Reflect. All our supervisors are experienced trained counsellors or psychotherapists who have the necessary supervisory skills, and this helps to enable Reflect to offer a professional service. Our supervisors offer 1-1 phone support to our trained practitioners and also help to coordinate the group supervision which takes place every 6-8 weeks.

We have 3 compassionate and gifted volunteer **Team Leaders** who oversee each centre. Jill Gates (York), Linda Seel (Selby) and Ann Parker (Thirsk). The team leader is often the first person to respond to, and speak to, a new client enquiry. They oversee volunteer and client availability and appointments, coordinate their team of volunteers and also work with Tanya to manage any waiting lists for clients wishing to start 'Reflections: Walking through loss'

Our trained volunteers, known as our **Practitioners**, are our frontline volunteers who see Pregnancy Choice and/or Pregnancy Loss clients. Our trained practitioners are usually affiliated to one centre. Jill Gates, Emily Nelson, Susanne Rose, Jenny Sharp, Pam Wilson, Kate Anderson, Kate Tattershall, Anna Wilson and Mick Roberts all saw clients for York. Marilyn Lerner, Tanya Allen, Pauline Harrison, Claire Foster, Becky Shepherd and Jenny Smith saw clients for Harrogate. Linda Seel and Jane Ellerington saw clients for Selby. Additionally, Jane, who now lives near Filey, was able to see clients in Filey and Scarborough. Ann Parker and Sally Wolstenholme saw clients for our newest centre in Thirsk.

Supporting clients is the reason why Reflect exists and we are so grateful for the time that our trained volunteers give to this, as well as the time they spend preparing for the session, debriefing and having supervision afterwards.

Our trained practitioners were supported by our **Session Supporters** who are a valuable part of our service providing prayer and support for client sessions and debriefing our trained practitioners after the session. Thank you to Rosemary Davis, Valerie Dean, Janet Clarke, Angela Ward, Jools Grey and Ann Robertson for providing this support.

All our volunteers are caring, compassionate and willing to help. They bring hope and light to people's lives.

They offer invaluable time and space for individuals in a crisis...

...two things that are so needed, but often very difficult to find



Reflect Centres

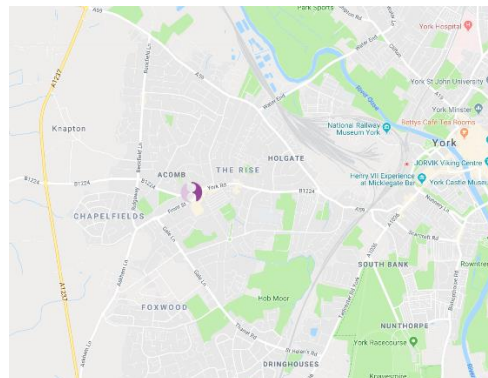
Due to the Coronavirus pandemic and government guidance, all of our centre's physical buildings had been closed during 2020-21. During this time all of our support had been given by remote support through telephone and video calls, as well as email support, for our existing and new clients.

One main benefit of offering remote support is that volunteers can now offer support from their own homes, and at a day and time that is most convenient to them and their client, rather than at times when a counselling room was available. Therefore, appointments are now offered throughout the week at all 4 of our centres.

From Monday 19th July 2021, we were able to restart seeing clients face to face. Our guidelines and policies were regularly updated, in line with the current Government advice. Remote support continued to be offered alongside in-person support, and this will continue in the future.

York

Our head office is based at The Gateway Centre, Front Street, Acomb, YO24 3BZ and is the location for appointments in York. York continues to receive the majority of our enquiries, including our out of area enquiries.



Contact details: Email. enquiry@reflectyork.co.uk | Tel. 01904 676710 | Mobile. 07517 624 750

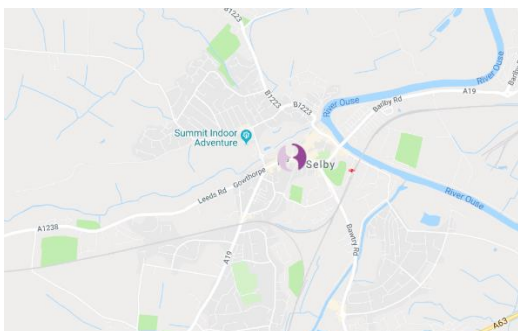
Harrogate

The counselling rooms that we used in Harrogate prior to the coronavirus pandemic were no longer available. Therefore, the majority of support that our volunteers gave was via remote support, with alternative rooms being booked for in-person support.

Contact details: Email. enquiry@reflectharrogate.co.uk | Tel. 01423 206710 | Text. 07517 638007

Selby

In person appointments in Selby usually took place at The Saffron Room, Kings Church Selby, New Lane, Selby, YO8 4QB or in a rented counselling room. Remote support continued to be offered throughout the year.



Contact details: Email. enquiry@reflectselby.co.uk | Tel. 01757 547710 | Text. 07731 921197

Thirsk

In person appointments were usually held at 'The Old Library', Finkle Street, Thirsk, YO7 1DA

Remote support continued to be offered throughout the year.



Contact details: Email. enquiry@reflectthirsk.co.uk | Tel. 01845 607710 | Text. 07523 278091



Year Review

Summary of the main achievements of Reflect during the year

Goal	Outcome
1. Clients	Our aim was to receive 100 new enquiries throughout the year and we received 169 new enquiries. We saw 17 Pregnancy Choice clients throughout the year including at least one in each centre. We saw 168 clients throughout the year across our 4 centres, an 85% increase.
2. Increase prayer & church support	We have maintained relationships with key partner churches and begun to make links with new churches as we received Pregnancy Loss Training applications from people who attend different churches across York. We started weekly staff prayer meetings on Monday mornings and have held online prayer meetings throughout the year which have always been an encouragement. We have sent out regular prayer newsletters to encourage our wider prayer supporters to pray. Jill Fergie, our first central Prayer Coordinator, moved and stepped down from her role. Therefore, we were able to appoint Jo Muller who is a prayer warrior for Reflect, into this important role.
3. Finance	Our total income was £29,040. Our Reflector income grew slightly throughout the year. We are very grateful for all of our regular givers. We did not hold a central fundraiser this year, instead individual volunteers and local supporters wonderfully fundraised for us. This included a Facebook birthday fundraiser; a virtual walk; another individual walked 600 (!!) miles to fundraise for Reflect and a bakery in York chose to donate all their profits from their sweet bakes sales on a Friday to Reflect! We were blessed through several grants received including receiving further grant payments from HMRC for flexible furlough of employees within the Coronavirus Job Retention Scheme. We were greatly blessed with a gift of £5000 from an unconnected company. We have been chosen as a Coop Local Fund charity of the year & will receive payments in April & October 2022.
4. Further establish Reflect in North Yorkshire	Due to offering remote support we have been able to see clients who live throughout North Yorkshire. We have restarted in-person support and one of our volunteers has seen clients face-to-face in Scarborough and Filey. We continue to explore the possibility of Reflect Filey/Scarborough. We completed a Pregnancy Loss Training Course and had 10 people (including 2 men) on the course. 1 of these trainees has already started seeing clients in York. We also had 2 ladies from Scarborough attend our Pregnancy Loss Training. Through this training we have increased the number of trained volunteers in York, Thirsk and Selby. We now have a designated trustee for each of our 4 centres.



Central:

A highlight of this year was filming a **professional video** for our Volunteer Recruitment in May using funding from Allchurches Trust. Authentic Productions filmed and produced this video. We are very grateful that a previous client bravely shared her story, 2 volunteers shared why they volunteer for Reflect and 2 friends did voiceovers.



Reflect

58 mins ·



Shoot day! Been busy making our Reflect video to recruit new volunteers - we were all so excited to be out the house!



This funding also enabled us to design 2 new **Pregnancy Choice leaflets for clients**- one for women and one for men. Liz did an amazing job at creatively and professionally designing them and we hope that they will be useful for our clients.

Talk to Someone

Think about someone you can talk to - a family member or friend. Ideally someone who listens well, can take a surprise calmly and won't rush you into action.

Talking with someone who isn't involved emotionally with your situation, in a confidential environment, can help you look at all the information and your deeper feelings and provide you with the support you need.

Help is available for you. You can contact your local centre in North Yorkshire to speak to a trained practitioner, book an appointment & to receive further support.

York (Head Office)

Call: 01904 676710 / Text: 07517 624750
enquiry@reflectyork.co.uk

Harrogate

Call: 01423 206710 / Text: 07517 638007
enquiry@reflectharrogate.co.uk

Selby

Call: 01757 547710 / Text: 07731 921197
enquiry@reflectselby.co.uk

Thirsk

Call: 01845 607710 / Text: 07523 278091
enquiry@reflectthirsk.co.uk

Please visit our website for further information:
Reflectsupport.co.uk

Reflect offers impartial advice, information and support regarding pregnancy choices. We are not a medical provider, do not offer medical services or directly refer anyone for adoption, termination or other medical care. However, we can direct you to all appropriate services.

Designed and Printed December 2021



Pregnancy Choice

A pregnancy choice can be a crisis for anyone, whatever your circumstances. Reflect can help.



Reflect
Pregnancy Choice & Loss Support

Support is available

Whatever your situation, whether a pregnancy choice decision lies ahead or has already been taken, Reflect is here for you. Talking with someone who isn't involved emotionally with your situation, in a confidential environment, can help you to work through your thoughts and feelings.

"Good to know there's a service which genuinely has no agenda other than to help & inform" - Former Reflect Client

You can contact your local centre in North Yorkshire to speak to a trained practitioner, book an appointment & to receive further support.

York (Head Office)

Call: 01904 676710 / Text: 07517 624750
enquiry@reflectyork.co.uk

Harrogate

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enquiry@reflectharrogate.co.uk

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enquiry@reflectselby.co.uk

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Call: 01845 607710 / Text: 07523 278091
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Please visit our website for further information
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Reflect
Pregnancy Choice & Loss Support

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Designed and Printed December 2021



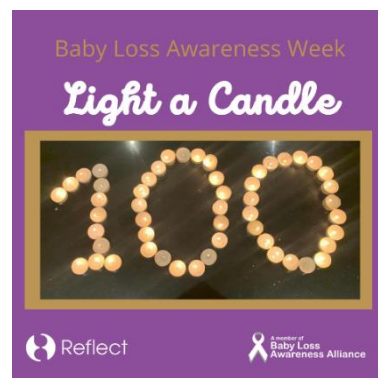
Pregnancy Choice Help for Men



Reflect
Pregnancy Choice & Loss Support



In October we took part in **Baby Loss Awareness week**. This year's theme was Wellbeing. The campaign is aimed at creating awareness around baby loss, and also using our voices to activate the Government for changes in legislation where needed. It culminated in the Global wave of Light. We focussed on lighting 100 candles to honour all those babies lost too soon, and were part of the national BLAW video.



Training:

In May, Rachael Bulley pre-recorded a Safeguarding update which all volunteers watched. Louise and Lesley also did some teaching on The Way Through book and self-esteem, which was well received.

Tanya and 3 volunteers attended the Pregnancy Centres Network National Conference in October. This was a wonderful weekend of teaching, worship and connecting with others with the same heart.

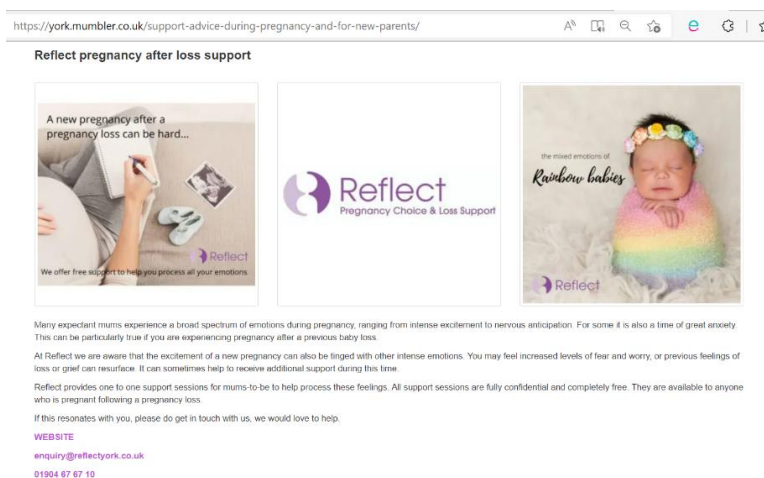


We completed our **Pregnancy Loss Training Course** which took place between October 2021 and January 2022. For the first time the 12 sessions were delivered as a combination of face-to-face sessions and zoom teaching. We were delighted to welcome 10 trainees on the course in total- 5 from York, 1 from Selby, 2 from Thirsk and 2 from Scarborough. Our trainers were Jill R, Jill G, Joan, Lesley and Louise, as well as Tanya. Videos were pre-recorded by some of the trainers, and we used these in the training sessions, alongside live teaching, discussion, role plays and breakout rooms.

Published articles and media engagement:

We are grateful to have had articles published throughout the year. In April Yorkshire Live Magazine published an article about Pregnancy Aprils Fools Jokes on 1.4.21 and asked Reflect to comment.

In June York Mumbler published our article on Pregnancy after loss.





Tanya also did 2 radio interviews. In June Global Radio interviewed her on work place and employment support following a miscarriage. In September she did an interview with Natalie Higgins from Greatest Hits Radio about the debate in parliament to extend paid leave for all parents who suffer a miscarriage, as it currently only stands at 24+ weeks. This was aired during news bulletins.

York:

We were thrilled to be chosen as a Co-op Local Cause for the Foxwood Lane store in Acomb. We met online with Michael- the Coop Local fund pioneer for York West and sent him posters and flyers which they can put in the store.



Hannah organised Cake Sales at Gateway Church in December which went well. Lots of delicious cake was baked and sold and this raised over £400.

With part of the grant that we were fortunate to receive from Benenden Health, we were able to buy 3 new chairs for the York Counselling room. This makes a big difference to the aesthetic of the room.



Harrogate:



Clare-Lucy, a previous Reflect client, contacted Reflect about her launch for her new album. Whilst seeing Reflect she started to write poems and short-stories about her miscarriage experience and with Arts Council funding she has recorded 11 songs. Liz attended the launch event on Monday 8th November. Clare-Lucy also did an interview with the Harrogate Advertiser which mentioned Reflect and the support that she received.



We were pleased to be chosen as Harrogate Advertiser's Charity of the week at the end of March.



Selby:

Linda is the Team Leader in Selby and is co-ordinating the initial assessments and clients. A new trained volunteer will be joining the team.

Thirsk:

Ann is establishing a team in Thirsk. Gavin formally became a trustee in June 2021. They are looking to expand the team and grow Reflect in Thirsk. There is now a team of 3 trained practitioners and a session supporter working together in Thirsk.



Client Statistics and Stories

Statistics, tables, charts

In 15 years of Reflect we have now seen over 600 clients and our volunteers have given over 2600 sessions of client support.

This has been our busiest year to date. Immense thanks go to our amazing volunteers for giving their time freely to see clients. In 2021-22 Reflect has received 169 new enquiries (40% increase) and seen 134 new clients (79% increase), with additional support given through phone calls and email to many others. Throughout the year every centre has seen a Pregnancy Choice client, and we've seen 17 in total in the year- small numbers but we know it makes a huge difference to people's lives. There has been an increase for all support for every centre since 2020-21. We have seen 50 clients for post-termination support, 90 clients following a miscarriage, 7 clients after a stillbirth and 4 clients after infant death. Our support has been given remotely or in-person.

	2021-2022					2020-2021				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
New enquiries	100	39	16	14	169	76	27	7	11	121
Clients in contact	76	52	22	18	168	44	26	11	10	91
Pregnancy Choice	12	2	1	2	17	11	2	1	1	15
Post abortion	22	19	4	5	50	15	9	1	5	30
Miscarriage	39	27	15	9	90	17	12	5	2	36
Stillbirth	3	2	2	0	7	1	0	3	0	4
Infant Death	0	2	0	2	4	0	3	1	2	6

Table 1: Number of new enquiries and clients in contact by type and location for the last 2 financial years

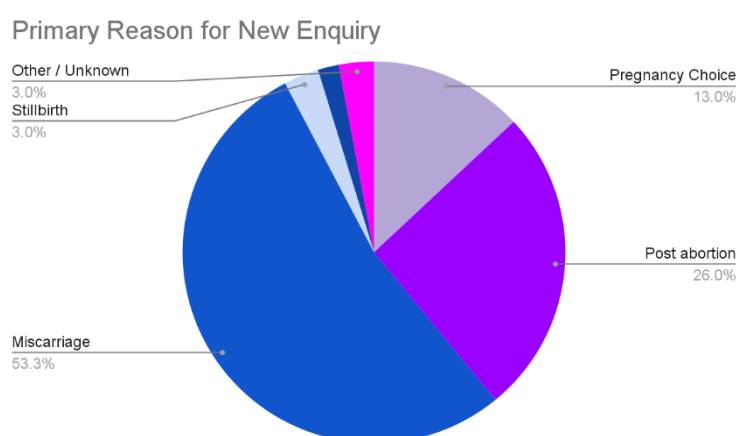


Chart 1: Pie chart showing number of new enquiries by type in 2021/22



Number of Clients in Contact 2021-2022

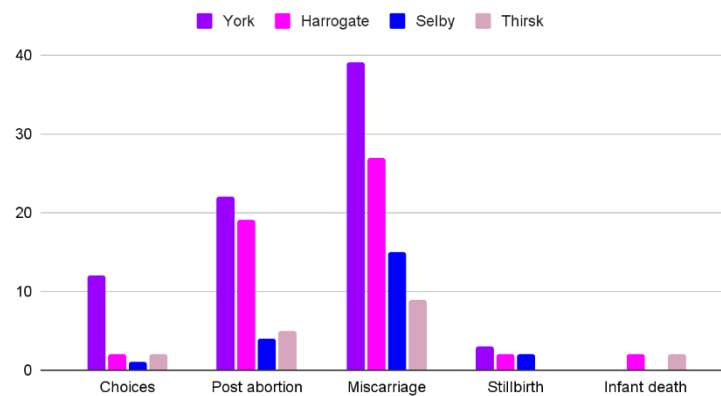


Chart 2: Clustered column chart showing number of clients in contact by type of support and location in 2021-22

	2021-2022					2020-2021				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
Sessions delivered	192	237	93	71	593	133	117	67	61	378
Pregnancy Choice	12	3	1	5	21	10	2	2	2	16
Post abortion	74	89	4	35	202	51	35	11	41	138
Miscarriage	97	132	63	25	317	64	62	31	4	161
Stillbirth	9	2	25	0	36	8	0	22	0	30
Infant Death	0	11	0	6	17	0	18	1	14	33

Table 2: Number of sessions (approximately 1 hour of support) given to clients by type of support and location in 2022-2021 and 2020 -2021

Number of Sessions Delivered in 2021-2022

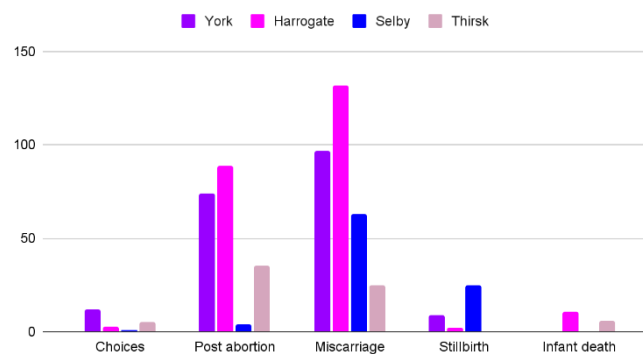


Chart 3: Clustered column chart showing number of sessions delivered by type and location in 2021-2022



Client and Professional feedback

We are very grateful to clients who complete our feedback forms, or email us with feedback, and who give us permission to share their story and feedback. All our clients who have completed our feedback would unanimously recommend our services. Below is just a small variety of the feedback from clients and professionals that we have received:

"I can think about my loss in a healthy and non-destructive way, which I could not do when I first approached Reflect. I have learnt how to communicate with myself regarding what I am feeling, and I can communicate with my baby in a way that feels right for me."

Post-abortion client

"When I started the programme I was feeling very low and I held a lot of blame and I thought I deserved to be sad... Reflect has helped me control the negative feelings I had towards myself which were preventing me from moving on with my life. I now feel much happier with myself and more so, I feel that I am much kinder to myself."

Post-abortion client

"Because the course was structured and each session focused on a different element, it felt like a genuine process and therefore I felt able to see a progression from beginning to end."

Post-abortion client

"I was a fantastic help to me over the last many months, she even supported me through a second miscarriage whilst with the service... We also did a session with my partner sitting in as well which he found invaluable"

Miscarriage client

"My sessions were all conducted over zoom which was really helpful... I think it would be beneficial to other people starting the programme if the online sessions continue to be offered even after COVID end as I felt that being at home during the whole process made me feel more relaxed."

Post-abortion client

"Every effort was made to fit the appointments around my work schedule which was invaluable. I was incredibly warm and understanding, and extremely easy to talk to."

Post-abortion client

"There are no words that feel sufficient to describe our gratitude. Although baby loss was not the reason we would have wanted to gain the communication tools/ resources we gained through 'Walking Through Loss', we are so grateful we have them now. We feel that we as a couple grew stronger and had conversations we needed to have before starting a family."

Post-abortion clients

"[Reflections] has helped me to talk through my experiences and feelings with a compassionate listener who didn't judge me and helped me work through the things I found difficult so that I reached a point where I feel I have been able to properly process the grief and look to the future."

Miscarriage client



[Reflect] “gave me a safe space to discuss my loss and feel no judgement. It helped me process and think about parts I might not have considered before.”

Miscarriage client

“[Reflect] helped us come to terms with a tough time, reducing anxiety through grief. It also helped us practice deeper and more meaningful communication as a couple through what felt like a very isolating period emotionally and literally (during lockdowns).”

Post-abortion couple

“[Reflections] helped me to acknowledge my loss and to have the space to talk it through. I found the structured approach really useful as it enabled me to explore things that I wouldn't have thought of without it.

Miscarriage client

“The service was brilliant. I felt completely listened to and am so grateful for this.

Miscarriage client

“Some years ago, I brought a client to ‘Reflect’ and saw your work at close quarters. I was really impacted by the amazing work you do.”

Anne, Professional feedback

“Reflect has changed the way I view myself and has changed the way I deal with sadness”

Post-abortion client



Acknowledgments

A very special thank you to **all** our regular givers. Currently we have over **50 generous individuals or families** giving a total of around **£850/month!** This financial support is absolutely vital. We wouldn't be able to do any of this work, or plan for the future, without this support. We continue to be overwhelmed by people's generosity, many of whom have been giving over a long period of time. Thank you so much!

Become a *Reflector* today!

Thank you for supporting our work. Your regular gift will help bring light and hope to people's lives.

Gateway Church - for their continued generous support in also allowing us to use their facilities and counselling room, and enabling us to have our Head Office at the Gateway Centre in Acomb. We are so thankful for your continued support. Thank you also for hosting Cake Sales in December and raising £414.40.

Voipfone continue to enable Reflect to have charity rates and do not charge us for outside calls.



Many thanks also to **Dan Kingsley**, Dynamic Design UK. He designed, maintains and updates our website. Thank you, Dan!

Fundraisers/donators/grants:

Thank you to each and every individual who has donated financially to Reflect in the past year. We really appreciate your generosity.

Thank you to **everyone** who held fundraisers for us in 2021/22. We really appreciate you taking the time and effort to fundraise for Reflect.

Thank you to Ric Allen for having a Facebook birthday fundraiser.

A huge thank you to Gemma Coventry for walking an incredible 600 (!!) miles to fundraise for Reflect.

Thank you to all the businesses who choose to fundraise and donate to Reflect. A big thank you to Ivy Rudd from The Rocking Horse Toy Shop for collecting donations for Reflect and to the bakery in York who have very generously donated all their profits from their sweet bakes on a Friday to Reflect. Thank you to the local business who gave £500 and another who gave an incredibly generous donation of £5000 to Reflect- we were amazed by your lavish gift!



We also received a further £303.62 from Hope Church from their Special Offering in February 2021.



Thank you to all of the trusts and organisations who generously gave grants to Reflect. This has been very gratefully received by Reflect.

£1000 from **The YAPP Charitable Trust** for core costs.

£1000 from **Gay and Peter Hartley's Hillards Charitable Trust** towards core funding.

£1800 from **Benenden Health Community Fund** towards new chairs for the York counselling room and helping Reflect to decrease the York waiting list.

In addition, we received £1544.10 in grants from HMRC for flexible furlough of employees within the Coronavirus Job Retention Scheme.



We have now been chosen as a Co-op Local Fund charity of the year & will receive payments in April & October 2022.

Our heartfelt thanks go to our amazing team of trained volunteers and our wider team of volunteers – the trustees, supervisors, session supporters and prayer supporters.

Reflect would not be able to exist without you.

And to all those who are reading this and supporting us, we thank you!



Financial Report

Receipts and Payments Accounts for the year ending 31 March 2022

			2021- 22	2020- 21
	Unrestricted Fund £	Restricted Funds £	Total Funds £	Total Funds £
RECEIPTS				
Donations	6,454	0	6,454	11,707
Donations (by standing order)	10,721	0	10,721	10,072
Gift Aid	2,778	0	2,778	2,188
Grants/Charities	1,000	4,344	5,344	9,524
Interest	0	0	0	0
Training	560	0	560	0
Fundraising	3,181	0	3,181	3,035
Other	2	0	2	1,851
Total Receipts	24,696	4,344	29,040	38,377
PAYMENTS				
Salaries	21,093	5,864	26,957	25,035
Rent/Room Hire	390	205	595	360
Telephone & Internet	347	153	500	486
Publicity/Advertising	16	830	846	390
Insurance	1,041	120	1,161	1,110
Office Supplies	172	13	185	98
Resources	53	0	53	0
Training & Training Manuals	276	394	670	0
Accountancy & Payroll fees	400	80	480	480
Furniture & Equipment	0	252	252	0
DBS Checks	154	0	154	141
Giving	0	0	0	0
Fundraising Expenses	37	0	37	0
Bank monthly fee	72	24	96	104
Total Payments	24,050	7,935	31,984	28,204
Net of Receipts/(Payments)	646	-3,590	-2,944	10,173
Transfers between funds	0	0	0	0
Balance Brought Forward	25,408	4,943	30,352	20,179
Balance Carried Forward	26,054	1,353	27,407	30,352



Statement of assets and liabilities at the end of the period

The main asset of the charity was the bank balance of £27,407, as shown as the balance carried forward in the receipts and payments accounts above.

Reflect holds general office and computer equipment for its own use, however the value of this is not considered to be material.

Financial reserves policy

We will aim to keep a minimum of 3 months running costs in unrestricted funding reserves at all times.

Accounting

Our total income for Financial Year 2020-21 was £29,040. Therefore, we are continuing to be in the £25-100,000 size charity with the Charity Commission. In addition to submitting our annual return online, we also need to submit a PDF copy of our accounts and trustees annual report. External scrutiny is required and we have appointed Lynne Bowser to undertake this.

Our 2021-22 year end closing balance of £27,407 was less than our opening balance of £30,352. This was in part due to spending restricted funding granted in the previous financial year for projects ongoing in this financial year.

Declaration

The Trustees have taken advantage of section 43(2) of the Charities Act 1993 and prepared the accounts on a receipts and payments basis.

The trustees report and accounts above were approved at a meeting of the Trustees held on Monday 10th October 2022.

Signed by

Name Chris Blanshard

Date 15/10/2022

Position Chair of Trustees

Name Rachael Bulley

Date 15/10/2022

Position Trustee

For and on behalf of the Trustees



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Reflect

**On accounts for the year
ended**

31 March 2022

**Charity no
(if any)**

1118904

Set out on pages

21 - 22

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended *31 / 03 / 2022*

**Responsibilities and
basis of report**

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

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

**Independent
examiner's statement**

~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.~~

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

- ~~the accounting records were not kept in accordance with section 130 of the Charities Act; or~~
- ~~the accounts did not accord with the accounting records; or~~
- ~~the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.~~

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

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

Signed:

L Bowser

Date:

19/1/22

Name:

LYNNE BOWSER

**Relevant professional
qualification(s) or body**

AAT

REFLECT

England & Wales - Charity number 1118904

Accounts

Annual Report

April 2020 – March 2021



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Vision and Aims

Reflect is a Charitable Trust and was previously known as York Pregnancy Crisis Service. Reflect is a registered Charity (number 1118904) with a governing Trust Deed document dated 6th November 2006. This was amended on 09 May 2016 and a Supplemental Trust Deed was added on 2nd October 2017.

Reflect opened in York in 2007, responding to the need of men and women faced with an unplanned or crisis pregnancy. Reflect quickly developed to provide pregnancy loss support as well as the pregnancy choice work and in 2012 began plans to launch services in Harrogate. Reflect Harrogate launched in 2014 followed by Reflect Selby in January 2018. Most recently we launched Reflect Thirsk in March 2020 to meet a growing local need for our services across North Yorkshire.

The purpose of the Trust, as stated in the Trust Deed, shall be:

- (a) The advancement of education in the subject of pregnancy and the termination of pregnancy and into the effects thereof upon women whether physical, medical or psychological.
- (b) The preservation and protection of women's health.
- (c) The provision of advice, counselling and assistance to women and their partners and families who are suffering from any physical or mental illness, distress or poverty during or as a result of pregnancy or following an abortion, miscarriage, cot death, stillbirth, loss of a child or sexual abuse.
- (d) The promotion of such other charitable purposes which may be conveniently carried on in connection with the above objects.

The Trustees have fully taken into account the guidance issued by the Charity Commission on public benefit.



Reflect Mission Statement

Purpose

Reflect is a free support service in North Yorkshire for anyone facing a Pregnancy Choice and for those in need of support after experiencing Pregnancy or Neonatal Loss.

Vision

Our vision is to see anyone in North Yorkshire enabled to make an informed decision about a pregnancy choice, without fear, pressure or judgment, and to support those who have been affected by pregnancy loss through miscarriage, stillbirth or termination of pregnancy, or who have experienced neonatal loss.

Motivated by our Christian compassion for those in a crisis, we desire to see all people supported throughout the decision-making process and beyond, whatever the outcome.

We seek to raise awareness of issues surrounding pregnancy, including parenting, termination, adoption and pregnancy loss, and to provide support for those in need.

Mission:

We are committed...

...to provide a confidential service to all clients

...to provide a trained listening ear, factual information and unconditional acceptance to those who are experiencing a pregnancy choice

...to provide care and support to those who have experienced a pregnancy or neonatal loss

...to do this in a caring, safe and supportive environment; always being truthful and respecting every individual

...and at all times offer hope

We provide individual or couples support and signposting for those facing an unintended pregnancy or a choice during pregnancy. We provide one-to-one and couples support to those who have experienced pregnancy loss (miscarriage, ectopic pregnancy or stillbirth), neonatal loss, or who are struggling following a termination of pregnancy, through our structured support programme 'Reflections: Walking through loss'.

...to the advancement of education in the subject of pregnancy, termination of pregnancy, adoption, sexual health and relationships

This currently includes: multi-agency work, training volunteers and practitioners in pregnancy choices and pregnancy loss support, working with other organisations championing our cause and increasing the network of Reflect supporters and referrers. Reflect hope to develop this aim into schools and youth work, research projects and greater partnerships with the local authority and NHS services.



Structure- who's who and how we work

Trustees

Names of the trustees who manage the charity:

1. Dr Christopher Bell
2. Christopher Blanshard (Secretary)
3. Richard Allen (Chair of Trustees)
4. Lesley Williams
5. Rachael Bulley (Safeguarding Officer)
6. Christopher Seel (Treasurer)
7. Kevin Webb

Reflect is governed by a group of seven trustees, chaired by Mr Richard Allen, who meet on a quarterly basis. A trustee report is prepared in advance by the General Manager, with input from the Office Manager and Development Coordinator. The trustees are responsible for making sure that the charity complies with its governing document and complies with charity law requirements.

Our Trustees hold a wealth of valuable experience, ranging from business and finance to proof reading and human resources to teaching and counselling. Trustees are appointed by existing trustees.

Due to the Coronavirus Pandemic all Trustee meetings throughout 2020-21 were conducted online via Microsoft Teams or Zoom. Gavin Parker also attended these meetings as a guest with a view to becoming a trustee.



Current trustees (L to R):

Dr Christopher Bell, Christopher Blanshard, Rachael Bulley, Lesley Williams, Christopher Seel, Kevin Webb, Richard Allen.



Employed staff

Tanya Allen continued working as General Manager part-time. She has overall management responsibility for the charity. Tanya has enjoyed the challenge of managing Reflect over the past 12 months, and initiating remote support, so that Reflect was able to continue to support people during the pandemic, when face-to-face support was not possible.



Tanya Allen



Jo Muller is our office manager and works on Monday and Wednesday mornings. She oversees Reflect's administration and book-keeping as well as supporting our volunteers.

Joanne Muller

Liz Zambonini is our Development Coordinator and works part-time. Her role is to increase the awareness of Reflect, establishing it in the community and helping to make sure the service provided is of a high quality and meeting Reflect's vision and mission. She has successfully raised greater awareness of Reflect enabling our volunteers to support more people in 2020-21.



Liz Zambonini

Due to the ongoing pandemic, and further lockdown in January, the decision was taken by the trustees to use the Government's Flexible furlough scheme for all its employees from 23.01.2021.



Volunteers

Reflect simply would not be able to exist without our incredible team of dedicated volunteers who give hours of their time freely to help enable Reflect to continue to provide our **free** support service.

Reflect now has 5 wonderful and wise **Supervisors**: Jill Ross; Joan Sargent; Lesley Williams; Louise Burke and most recently Diane Webb. As Reflect is seeing more clients, the amount of individual supervision required also increases, so we are very grateful for the time that each of our volunteer Supervisors give to Reflect. All our supervisors are experienced trained counsellors who have the necessary supervisory skills, and this helps to enable Reflect to offer a professional service. Our supervisors offer 1-1 phone support to our trained practitioners and also help to coordinate the group supervision which takes place every 6-8 weeks.

We have 4 gifted volunteer **Team Leaders** who oversee each centre. Jill Gates (York), Kate Green (Harrogate, until November 2020), Linda Seel (Selby) and Ann Parker (Thirsk) each coordinate their team of volunteers. The team leader is often the first person to respond to, and speak to, a new client enquiry and they oversee volunteer and client availability and appointments.

Our trained volunteers, known as our **Practitioners**, are our frontline volunteers who see Pregnancy Choice and/or Pregnancy Loss clients. Practitioners are usually affiliated to one centre, however, during the pandemic whilst we were offering remote support, some volunteers 'saw' clients from different centres to facilitate greater availability for clients. Jill Gates, Emily Nelson, Jenny Sharp, Pam Wilson, Anne Gledhill-Myhill, Kate Tattershall, Anna Wilson and Kate Anderson all saw clients for York. Kate Green, Emma Garrow, Marilyn Larnier, Pauline Harrison, Claire Foster and Becky Shepherd saw clients for Harrogate. Linda Seel and Jane Ellerington saw clients for Selby. Ann Parker saw clients for our newest centre in Thirsk. Tanya Allen also saw clients across the 4 centres.

Supporting clients is the reason why Reflect exists and we are so grateful for the time that our trained volunteers give to this, as well as the time they spend preparing for the session, debriefing and having supervision afterwards.

Our trained practitioners were supported by our **Session Supporters** who are a valuable part of our service providing prayer and support for client sessions and debriefing our trained practitioners after the session. Thank you to Rosemary Davis, Valerie Dean, Chris Butler, Janet Clarke, Angela Ward, and Ann Robertson for providing this support.

All our volunteers are caring, compassionate and willing to help. They bring hope and light to people's lives.

As one client said:

"I just want to say a massive thank you to [my practitioner] for being so kind, and understanding and letting me cry! This programme really has helped me so much, it provided me a safe place just for myself where the session was about me and nobody else where I could truly grieve for my loss and learn how to cope without being judged. I just wish I had come to you sooner! Thank you again the work you do is amazing."



Reflect centres

Due to the Coronavirus pandemic, during 2020-21 all of our centre's physical buildings have been closed due to government guidance, therefore we have been unable to see clients in person for support. Instead, all of our support has been given by remote support through telephone and video calls, as well as email support, for our existing and new clients.

One main benefit of offering remote support is that volunteers can now offer support from their own homes, and at a day and time that is most convenient to them and their client, rather than at times when a counselling room was available. Therefore, appointments are now offered throughout the week at all 4 of our centres.

York

Our head office is based at The Gateway Centre, Front Street, Acomb, YO24 3BZ. The Head Office has been closed during the national lockdowns, and open when government guidelines allowed.

York receives the majority of our enquiries, and our out of area enquiries.

Contact details: Email. enquiry@reflectyork.co.uk | Tel. 01904 676710 | Text. 07517 624 750

Harrogate

Contact details: Email. enquiry@reflectharrogate.co.uk | Tel. 01423 206710 | Text. 07517 638 007

Selby

Contact details: Email. enquiry@reflectselby.co.uk | Tel. 01757 547710 | Text. 07731 921 197

Thirsk

Contact details: Email. enquiry@reflectthirsk.co.uk | Tel. 01845 607710 | Text. 07523 278 091



Year Review

Summary of the main achievements of Reflect during the year

Goal	Outcome
1. Clients	Our aim was to receive 100 new enquiries throughout the year and we received 121 new enquiries. We saw 14 Pregnancy Choice clients throughout the year and at least one in each centre, including our first Pregnancy Choice client in Thirsk. We saw 89 clients throughout the year, which was down on last year, however, we delivered more sessions than the previous year, so the clients that we were in contact with received more support.
2. Increase prayer & church support	Throughout the pandemic we have maintained relationships with partner churches, especially Gateway Church in York and Hope Church in Harrogate. We have held online prayer meetings throughout the year which have always been an encouragement, and have sent out more regular prayer newsletters. We appointed a central Prayer Coordinator- Jill Fergie, who inspired us to pray expectantly & ask big prayers.
3. Finance	Our total income was an incredible £38,377- God really blessed Reflect financially in Q4 in extravagant and unexpected ways. Hope Church Harrogate very kindly did a Special Offering for Reflect and the generous church gave an amazing £8000! We also received several grants throughout the year and received several large donations from individuals. The Virtual Quiz fundraiser in February raised £2000.
4. Further establish Reflect in North Yorkshire	Due to offering remote support we were able to see clients from throughout North Yorkshire including Scarborough and Whitby. This helped us to establish a need as we researched further and explored the possibility of Reflect Filey. Thirsk received more enquiries this year and we had a guest attending our Trustee meetings from Thirsk.

Central:

Updated website/online presence

We reviewed our website over the summer, and Dan Kingsley then redesigned and updated the whole website. We have included a lot more stories and images, and have focused on making the website easier for potential clients to navigate.



Liz has been posting regularly on Facebook and has set up a Reflect Instagram account which has had increased number of followers. We hope to be able to use Instagram to reach younger people who are in need of support, as well as grow our number of supporters.

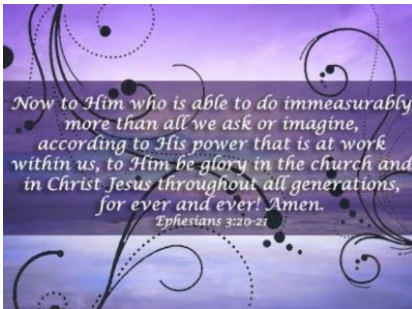
New church flyer

Liz has designed a flyer for churches, advertising our services and needs. Jane has a specific flyer for Filey to help her begin to gather a local team.



Prayer

Jill Fergie was appointed as our Prayer coordinator and helped Reflect to pray expectantly.



Throughout the year we had 3 prayer meetings on zoom where we were able to praise God and prayed for clients, funding and our Reflect team. There was a real sense of the Lord's peace, love and compassion as we were praying in each meeting.

Throughout the year we sent out prayer newsletters to our prayer supporters to encourage increased prayer for Reflect.

Training:

All of our volunteer group supervision took place on Zoom throughout the year. This is in addition to 1-1 telephone supervision.

Due to the pandemic and practitioners providing remote support we gave additional training in telephone and online counselling skills, to support the volunteers' seeing clients. Lesley and Louise ran a really helpful Training Supervision on mother-daughter relationships in November.

Published articles:

Baby Loss Awareness Week (BLAW) – 9 to 15 October.

- Tanya did a pre-recorded interview on 7th October with Ben Fearn from Greatest Hits Radio- this was shared in the news bulletin Greatest Hits Radio on 9th October.
- Liz wrote an article for Mumbler- York, Harrogate & Selby
- Newspaper article in The Stray Ferret, Harrogate
- Many social media posts shared and liked including by Challenging Minds & York & Harrogate Mumbler on Instagram
- Becky Shepherd kindly wrote and shared a blog about her loss & Reflect.
- Wave of light – 7pm on Thurs 15th October. Our video was part of the national BLAW video.



Sponsored Virtual walk- Ben Hearn wrote an article for Reflect about this fundraiser and it was published on Greatest Hits Radio website on 9.3.21.

York:

Reflect has continued to be part of Providers of Emotional and Psychological Support in York (PEPSY). These are helpful meetings to share with different counselling and emotional support providers and discuss best practice. These meetings have been online throughout the year and have been helpful to discuss how other providers have been providing client support and how we may return to providing in-person face-to-face support as safely as possible.

We are continuing to receive increasing numbers of enquiries from outside North Yorkshire and are currently offering one or two sessions to these clients, as well as signposting them to their nearest centre. Due to increased demand, we now have a waiting list for clients wishing to start 'Reflections: Walking through loss'.



Harrogate:

Reflect has continued to participate in the Harrogate Mental Health and Wellbeing forum and share with local Mental Health charities and organisations. Tanya has attended the Harrogate and Ripon Centres for Voluntary Service Chairs forum online.

For the first time Reflect took part in the Harrogate & District Community Action Volunteering Oscars. We were part of the thank you for volunteering video.

Due to increased demand, we had a Waiting List for Pregnancy Loss clients to start 'Reflections: Walking through Loss' at times throughout the year. We continue to see Pregnancy Choice clients and Pregnancy Loss clients promptly for an Initial Assessment.



Selby:

Reflect has offered remote support throughout the year. This enabled a previous volunteer who had moved to re-join the team. Due to this, Selby has also seen a client who lives in Scarborough online.

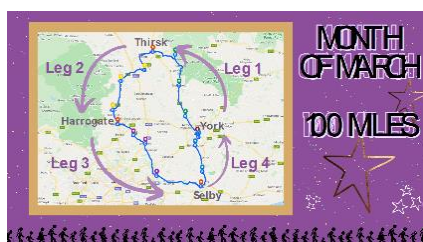
Thirsk:

Tanya gave a presentation to the staff team at Catterick Garrison Medical Centre via zoom in October. This was well attended and well received.

Ann Parker is continuing to answer all the Thirsk enquiries and is seeing all the clients remotely. Other volunteers also saw Thirsk clients remotely to work through 'Reflections: Walking through loss.'

Events:

The highlight of our year was our Virtual Quiz Night on Saturday 6th February- 160 people on 92 screens signed up for quiz. It was a fun night and well organised. We shared a client video during the evening and this helped raise £2000!



Reflect also organised a Sponsored Virtual Walk around North Yorkshire throughout March. 7 individuals or families signed up for this and walked (or ran!) either 50 or 100 miles throughout the month, receiving postcards of local destinations along the way. Thank you to everyone who took part in this event!



Client Statistics and Stories

Statistics, tables, charts

In 2020-21 Reflect has received 121 enquiries and seen 75 new clients, with additional support given through email to many others. Reflect saw 15 Pregnancy Choice clients, 26 clients for post-termination support, 27 clients following a miscarriage, 4 clients after a stillbirth and 3 clients after infant death. The last 2 quarters have been much busier than the first 2, when the first lockdown occurred. All of our support has been given remotely.

	2020-2021					2019-2020				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
New enquiries	76	27	7	11	121	52	35	7	6	100
Clients in contact	44	26	11	10	91	34	49	9	7	99
Pregnancy Choice	11	2	1	1	15	6	3	1	0	10
Post abortion	15	9	1	5	30	8	10	1	2	21
Miscarriage	17	12	5	2	36	20	31	6	4	61
Stillbirth	1	0	3	0	4	0	1	0	0	1
Infant Death	0	3	1	2	6	0	4	1	1	6

Table 1: Number of new enquiries and clients in contact by type and location for the last 2 financial years

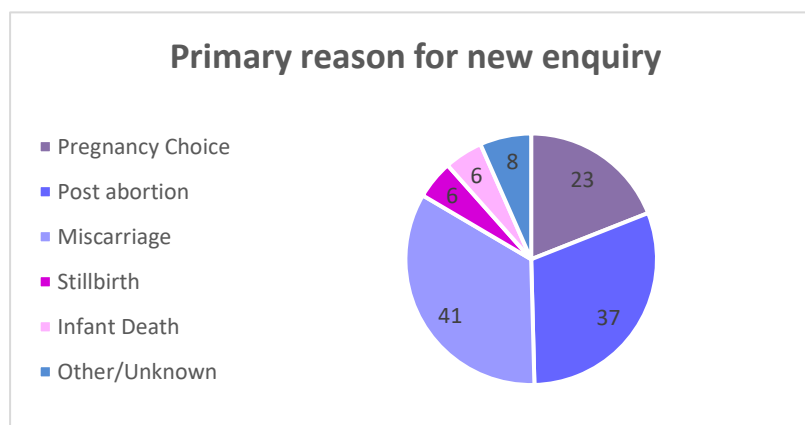


Chart 1: Pie chart showing number of new enquiries by type in 2020-2021

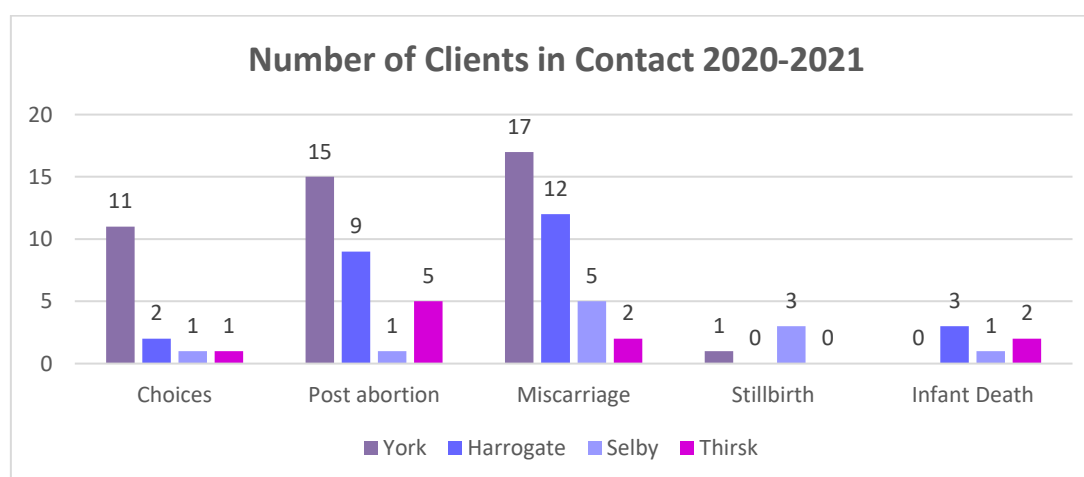


Chart 2: Clustered column chart showing number of clients in contact by type of support and location in 2020-21



	2020-2021					2019-2020				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
Sessions delivered	133	117	67	61	378	125	181	30	17	353
Pregnancy Choice	10	2	2	2	16	6	3	1	0	10
Post abortion	51	35	11	41	138	42	51	7	3	103
Miscarriage	64	62	31	4	161	77	100	21	11	209
Stillbirth	8	0	22	0	30	0	2	0	0	2
Infant Death	0	18	1	14	33	0	25	1	3	29

Table 2: Number of sessions (approximately 1 hour of support) given to clients by type of support and location in 2020 -2021

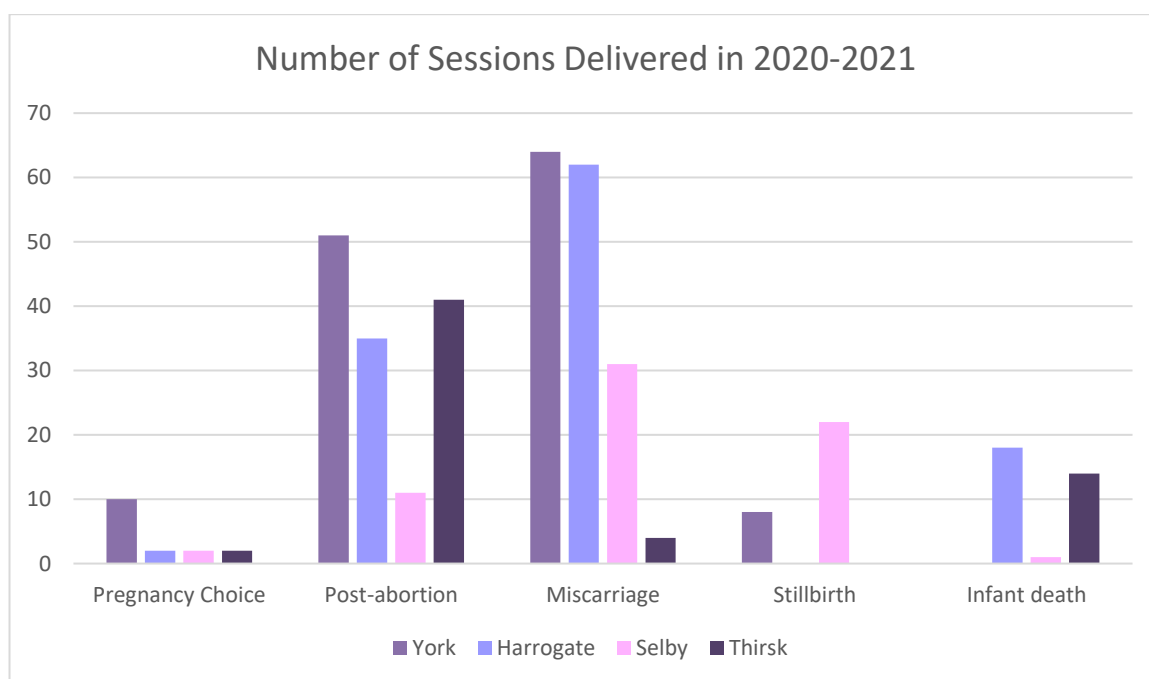


Chart 3: Clustered column chart showing number of sessions delivered by type and location in 2020-2021



Feedback

We are very grateful to clients who complete our feedback forms, or email us with feedback, and who give us permission to share their story and feedback. All our clients who have completed our feedback would unanimously recommend our services. Below is just a small variety of the feedback from clients and professionals that we have received:

"I honestly don't think I would be where I am today if it wasn't for [my practitioner]! She is one of a kind ♡"

"I know how amazing the work you do is. A little encouragement to you to keep doing what you are doing because it's brilliant and so helpful to so many."

"I hope you don't, but if anyone needs them they're brilliant. I hate that we know about Reflect, but I'm so glad we found them as well."

"I started with 121 sessions then Covid hit halfway through so I did Skype calls and can say both were good. Both options should be available in future for people I feel."

Thank you for getting in touch! I'm feeling happy in my choice to go ahead with the pregnancy. Thank you so much, you were a really big help."

"I just want to say a massive thank you to J for being so kind, and understanding and letting me cry! This programme really has helped me so much, it provided me a safe place just for myself where the session was about me and nobody else where I could truly grieve for my loss and learn how to cope without being judged. I just wish I had come to you sooner! Thank you again the work you do is amazing."

"It is fantastic that this type of support exists."

"I can think about my loss in a healthy and non-destructive way, which I could not do when I first approached Reflect."

The material has helped me to come to terms with my losses and move forward. When I started the course I was taking antidepressants and since making good progress I have managed to stop taking them and we are trying to get pregnant again, which is something I wasn't sure if I could do again, but I am feeling positive and hoping for a happier outcome."

"I have learnt how to communicate with myself regarding what I am feeling, and I can communicate with my baby in a way that feels right for me."

"Reflect has helped me to understand, explore my thoughts and feelings, process and find the way I wish to move forwards. It gave me time to work through what I just didn't understand, something that felt bigger than me."

"My experience of loss was during the pandemic and I felt that Reflect was able to adapt to online sessions really well. I felt safe within the space and this made it easier for me to discuss my feelings."



Acknowledgments

A very special thank you to **all** of our regular givers, our **Reflectors**. Overall, we have had **46 generous individuals or families** giving an average total of **£810/month!** This financial support is absolutely vital. We wouldn't be able to do any of this work, or plan for the future, without this support. We continue to be overwhelmed by people's generosity, many of whom have been giving over a long period of time. A special thanks to those who have given significant additional donations this year- we are blessed by your generosity. Thank you so much to each and every giver- we are so grateful for your support!

Become a *Reflector* today!

Thank you for supporting our work. Your regular gift will help bring light and hope to people's lives.

Gateway Church - for their continued generous support in also allowing us to use their facilities and enabling us to have our Head Office at the Gateway Centre in Acomb. We are so thankful for your continued support.



Thank you to Sean Codling, Managing Director at **Containment Technology Services** who kindly donated 30 visors.

Voipfone continue to enable Reflect to have charity rates and do not charge us for outside calls.



Tesco's in Clifton Moor generously donated many packs of tissues and some chocolates to Reflect.

Hannah Kunar who further updated our Reflect logos and colour scheme.



Many thanks also to **Dan Kingsley**, Dynamic Design UK. He designed, maintains and updates our website. Thank you, Dan!

Fundraisers/donators/grants:

Thank you to each and every individual who has donated financially to Reflect in the past year. We really appreciate your generosity.

Thank you to **everyone** who held fundraisers for us in 2020/21. We have enjoyed all of our fundraising events online:

Thank you to **Becky Shepherd** who completed a 2.6 challenge in April and ran 2.8 miles for Reflect and **Sophie** who sold tomato plants that she had grown to raise money for Reflect.

Thank you to a **client** who set herself a running challenge and ran a marathon over several days and raised £213 for Reflect. She wrote "Marilyn at Reflect has been a huge help to me and I hope this money will mean the charity can support more people who are struggling."



Thank you to everyone who attended and supported our **Virtual Quiz** on zoom on Saturday 6th February at 7.30pm The Virtual Quiz fundraiser raised £2000 & many thanks to Paolo for completing his challenge of running round his local field in his mankini after £500 was donated on the night!

Thank you to **Sharmanie Hewett, Becky Shepherd, Doug & Sandie Waddell, Kayli Carroll, Chris Seel, Jill Gates** and the **Allen Family** who all walked (or ran) 50 or 100 miles throughout March to raise money for Reflect- thank you!

Thank you to all of the trusts and organisations who generously gave grants to Reflect. This has been very gratefully received by Reflect.

£324 from **North Yorkshire County Council** towards Covid communication costs and advertising.

£1000 from **The Albert Hunt Trust** towards core funding.

£1000 from **The YAPP Charitable Trust** for core costs.

£3650 from **Allchurches Trust** for Covid marketing, training and room rent.

£1000 from **George A Moore Foundation** towards core costs & marketing.



Thank you to the **Co-op local fund** who granted an amazing £2,500.17 to Reflect to help us to launch Thirsk and to raise awareness of Reflect!

In addition, we received £1850.82 in grants from HMRC for flexible furlough of employees within the Coronavirus Job Retention Scheme.

A special thank you also to **Hope Church, Harrogate** for giving us the opportunity to speak about Reflect in your church service and for organising a Special Offering and donating an incredible £8000 to Reflect! We are so blessed by your support and generosity!



And of course, our heartfelt thanks to our amazing team of trained volunteers and our wider team of volunteers – the trustees, supervisors, session supporters and prayer supporters.

Reflect would not be able to exist without you.

And to all those who are reading this and supporting us, we thank you!



Financial Report

Receipts and Payments Accounts for the year ending 31 March 2021

	Unrestricted Fund £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
RECEIPTS				
Donations	11,707	0	11,707	7,712
Donations (by standing order)	10,072	0	10,072	8,615
Gift Aid	2,188	0	2,188	2,185
Grants/Charities	1,000	10,375	11,375	580
Interest	0	0	0	0
Training	0	0	0	255
Fundraising	3,035	0	3,035	5,704
Other	0	0	0	85
Total Receipts	28,002	10,375	38,377	25,136
PAYMENTS				
Salaries	22,099	2,937	25,035	23,254
Rent/Room Hire	0	360	360	561
Telephone & Internet	110	376	486	427
Publicity/Advertising	0	390	390	980
Insurance	460	650	1,110	1097
Office Supplies	0	98	98	125
Resources	0	0	0	211
Training & Training Manuals	0	0	0	1,316
Accountancy & Payroll fees	0	480	480	1,026
Furniture & Equipment	0	0	0	300
DBS Checks	0	141	141	132
Giving	0	0	0	88
Fundraising Expenses	0	0	0	646
Other Sundry Costs	104	0	104	270
Total Payments	22,773	5,432	28,204	30,435
Net of Receipts/(Payments)	5,230	4,943	10,173	-5,299
Transfers between funds	0	0	0	0
Balance Brought Forward	20,179	0	20,179	25,477
Balance Carried Forward	25,408	4,943	30,352	20,179



Statement of assets and liabilities at the end of the period

The main asset of the charity was the bank balance of £30,352, as shown as the balance carried forward in the receipts and payments accounts above.

Reflect holds general office and computer equipment for its own use, however the value of this is not considered to be material.

Financial reserves policy

We will aim to keep a minimum of 3 months running costs in unrestricted funding reserves at all times.

Accounting

Our total income for Financial Year 2020-21 was £38,377. Therefore, we are continuing to be in the £25-100,000 size charity with the Charity Commission. In addition to submitting our annual return online, we also need to submit a PDF copy of our accounts and trustees annual report. External scrutiny is required and we have appointed Lynne Bowser to undertake this.

Our 2020-21 year end closing balance of £30,352 was greater than our opening balance of £20,179. This was in part due to unspent restricted funding, which will be used for projects in 2021-22.

Declaration

The Trustees have taken advantage of section 43(2) of the Charities Act 1993 and prepared the accounts on a receipts and payments basis.

The trustees report and accounts above were approved at a meeting of the Trustees held on 24th January 2022

Signed C.J. Blanshard

Date 25.1.22

Name Christopher Blanshard

Position Secretary

Signed R Bulley

Date 26.1.22

Name Rachael Bulley

Position Trustee

For and on behalf of the Trustees



Independent Examiner's Report to the Trustees of Reflect

I report to the charity trustees on my examination of the receipts and payments accounts and the statement of assets and liabilities of the charity for the year ended 31 March 2021, which are set out on pages 17 to 18.

Responsibilities and basis of report

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

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

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination 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 130 of the Act; or~~
- ~~2. the accounts do not accord with those records.~~

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

Signed by

Date 5/1/22

Name Lynne Bowser (AAT)

Position Accounts Manager