

# Annual Report

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*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 6<sup>th</sup> November 2006. This was amended on 09 May 2016 and a Supplemental Trust Deed was added on 2<sup>nd</sup> 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](mailto: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](mailto: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](mailto: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](mailto: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	<p>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.</p>
2. Prayer & church support	<p>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.</p> <p>We contacted many churches about the Nidderdale Walk, which took place in May.</p> <p>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.</p>
3. Finance	<p>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.</p> <p>We organised 1 fundraiser in May and a former client very kindly organised a large fundraiser for us in August.</p> <p>We received 3 grants, including being one of the Co-op's Local Fund Causes in Harrogate. Through The Kind<sup>2</sup>Mind 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.</p>
4. Further establish Reflect in North Yorkshire	<p>Reflect Thirsk used a new venue to see clients in and we maintained our 4 current centres.</p> <p>We began exploring the possibility of providing additional support in York to a specific people group</p> <p>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.</p>



### 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 17<sup>th</sup> 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 mumbler, 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.





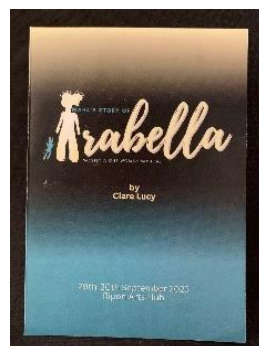
## Events:

A group of us enjoyed our first experience of the **Nidderdale Walk** on 14<sup>th</sup> 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 4<sup>th</sup> 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 30<sup>th</sup> 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 9<sup>th</sup> October.
- We held a Light a Candle event at St Peter's Church, Harrogate on Tuesday 10<sup>th</sup> 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 15<sup>th</sup> 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 7<sup>th</sup> 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
<b>New enquiries</b>	<b>106</b>	<b>27</b>	<b>11</b>	<b>15</b>	<b>159</b>	<b>85</b>	<b>32</b>	<b>9</b>	<b>14</b>	<b>140</b>
<b>Clients in contact</b>	<b>94</b>	<b>34</b>	<b>12</b>	<b>22</b>	<b>162</b>	<b>81</b>	<b>36</b>	<b>11</b>	<b>21</b>	<b>149</b>
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

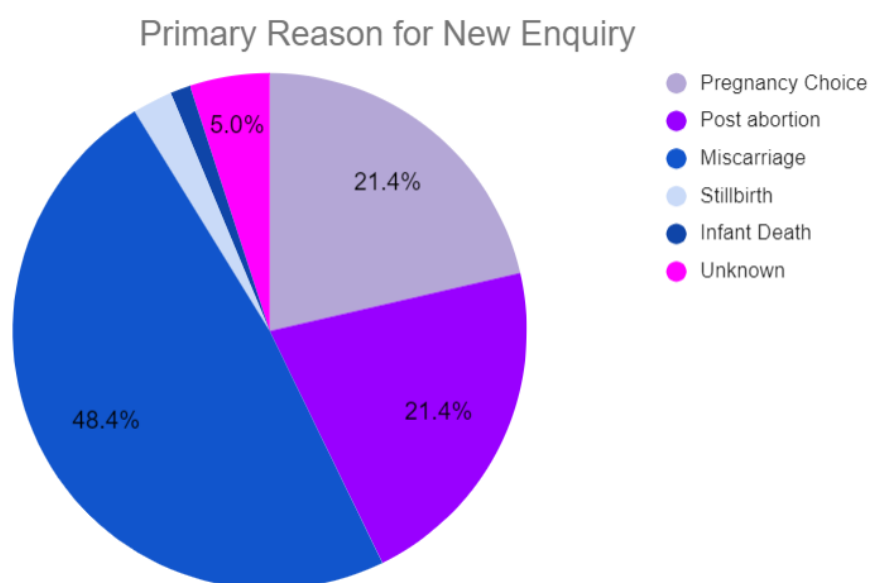


Chart 1: Pie chart showing number of new enquiries by type in 2023/24

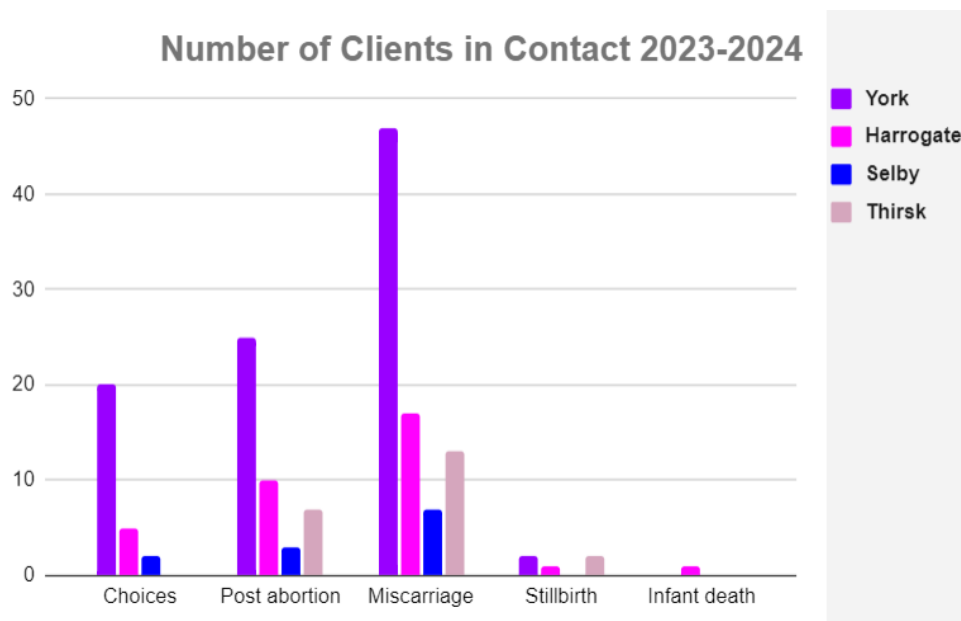


Chart 2: Clustered column chart showing number of clients in contact by type of support and location in 2023-24

	2023-2024					2022-2023				
	York	Harrogate	Selby	Thirsk	Total	York	Harrogate	Selby	Thirsk	Total
<b>Sessions delivered</b>	<b>274</b>	<b>138</b>	<b>41</b>	<b>84</b>	<b>537</b>	<b>312</b>	<b>151</b>	<b>27</b>	<b>99</b>	<b>589</b>
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

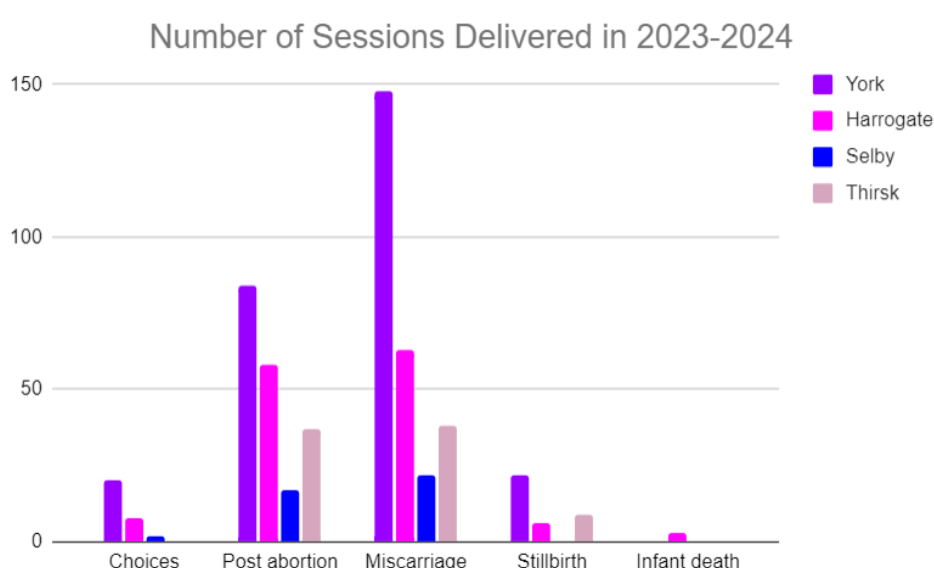


Chart 3: Clustered column chart showing number of sessions delivered by type and location in 2023-2024





## 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 4<sup>th</sup> 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 Kind<sup>2</sup>Mind 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
	£	£	£	£
<b>RECEIPTS</b>				
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
<b>Total Receipts</b>	<b>29,623</b>	<b>4,370</b>	<b>33,993</b>	<b>27,960</b>
<b>PAYMENTS</b>				
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
<b>Total Payments</b>	<b>28,584</b>	<b>3,736</b>	<b>32,321</b>	<b>30,496</b>
<b>Net of Receipts/(Payments)</b>	<b>1,039</b>	<b>633</b>	<b>1,672</b>	<b>-2,536</b>
<b>Transfers between funds</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Balance Brought Forward</b>	<b>21,780</b>	<b>3,091</b>	<b>24,871</b>	<b>27,407</b>
<b>Balance Carried Forward</b>	<b>22,819</b>	<b>3,724</b>	<b>26,544</b>	<b>24,871</b>



## 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.

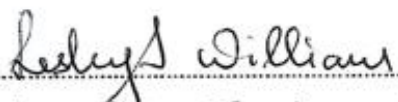
### Declaration

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 21<sup>st</sup> 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