

PREGNANCY CRISIS CARE (PLYMOUTH & SE CORNWALL)

England & Wales · Charity number 1153438

Details

Other names PCC

Status Registered

Legal form CIO

Registered 2013-08-16

Register [View on the Charity Commission register](#)

Contact

Address 2nd Floor (right)
Kinterbury House
Kinterbury Street
Plymouth
Devon
PL1 2DG

Phone 01752246788

Email contact@pregnancycrisiscare.org.uk

Website www.pregnancycrisiscare.org.uk

Activities

Objects: RELIEF IN NEED OF THOSE IN DISTRESS BY THE PROVISION OF PREGNANCY CHOICES COUNSELLING, POST-ABORTION COUNSELLING AND SUPPORT FOR PREGNANCY LOSS AND PREGNANCY RELATED CONCERNS. THE ADVANCEMENT OF EDUCATION FOR THE PUBLIC BENEFIT IN THE SUBJECT OF SEX AND RELATIONSHIPS.

Activities: Pregnancy Crisis Care exists to offer free, confidential counselling and support to those facing any pregnancy-related crises, at any age/stage. This includes impartial pregnancy-choices counselling, counselling for difficulties after abortion, counselling for baby loss, and support within pregnancy . These services are offered 1:1 to women (and their partners), or in a group, when available.

Classification

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

Geography

- Cornwall
- Devon
- Plymouth City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-07-31	£99,696	£83,244	-	-
2024-07-31	£90,667	£85,728	-	-
2023-07-31	£102,004	£85,146	-	-
2022-07-31	£70,821	£49,170	-	-
2021-07-31	£36,672	£46,261	-	-

Trustees

Name	Role	Appointed
Bridget Stovold		2022-02-28
Christopher Robert Lavers		2023-11-13
Julie Stevens		2023-07-31
MARK FRAJBIS		2013-07-16
Mary-Jo Cookson		2025-06-23

PREGNANCY CRISIS CARE (PLYMOUTH & SE CORNWALL)

England & Wales - Charity number 1153438

Accounts



Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charitable Incorporated Organisation (CIO)

Report and Financial Statements

For the year 1st August 2024 - 31st July 2025

Registered Charity No: 1153438

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Contents	Page No
Legal and Administrative Information	3-5
Report of the Operational Team	6-28
Financial Review	24-26
Receipts and Payments Accounts and Statement of Assets and Liabilities	27-32
Independent Examiner's Report	33-34
Statement of the Chair of the Trustees	35

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Reports of the Operational Team for the year ended 31st July 2025

The Operational Team presents its Centre Manager's report and audited financial statements for the year ended 31st July 2025.

Legal and Administrative Information

Charity Name: Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charity Registration Number: 1153438

Registered Office and operational address: 2nd Floor (Right)
Kinterbury House
Kinterbury Street
Plymouth PL1 2DG

Operational Team:

Jane Frajbis	Centre Manager
Sarah Hill	Counsellor/Administrator Support
Debbie Allan	Counsellor

Trustees:

Mark Frajbis
Chris Lavers (Chair – part of year)
Vikki Finnegan
Tim Stephens (Safeguarding and Policies)
Bridget Stovold
Julie Stevens

Book-keeper:

Teresa Blackler – Self-employed Book-keeper, Xero certified

Independent Examiner:

Merlin Mbahin, Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB

Bank: NatWest Bank, Plymouth City Centre Branch, 14 Old Town Street, Plymouth, PL1 1DG

Our Aims and Objectives

Purposes and Aims

Our charity's purposes remain the same, as set out in the objects contained in the charity's CIO Constitution, and are:

- Relief for those in need of distress by the provision of pregnancy choices counselling, post-abortion counselling and support for pregnancy loss and pregnancy-related concerns.
- The advancement of education for the public benefit in the subject of sex and relationships.

Our charity aims to offer a safe, impartial, and caring environment for individuals and couples who need confidential counselling related to pregnancy crises or loss. Our services are inclusive, and available to anyone in our city and its environs regardless of background or beliefs. We also provide accurate information about support services and refer beneficiaries to other appropriate services as needed.

Activities

Provision of confidential and impartial counselling and support to individuals and couples in the areas of: pregnancy choices for unexpected pregnancy, psychological distress after-abortion, and grief/bereavement counselling for pregnancy loss (baby loss, miscarriage, stillbirth, new-born death, ectopic pregnancy and failed IVF), as well as counselling and support for those facing anxiety, fear and depression within a current pregnancy. Due to limited capacity, we have been unable to engage in educative work (re relationships and sex education).

Public Benefit

To improve mental and psychological health and wellbeing for individuals and couples facing any pregnancy-related crises, loss or perinatal mental health distress.

Ensuring our work delivers our aims

We review our aims, objectives and activities annually. This review looks at our achievements, who we reached and the outcomes of our work over the year, including an overview of the success of our work, and the benefits brought to our service users. In addition, as clients recover through counselling, we recognise that our services indirectly benefit the wider community – partners, families, employers/businesses and the local neighbourhood. Our clients regularly report improved relationships with partners and families, feel able to return to work/education, and an ability to re-engage in local community life. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

The focus of our work

Our main objectives over this year continued to be the provision of free counselling and support for those facing mental and psychological health difficulties connected to any pregnancy-related crises. The strategies we used to meet these objectives included:

- Providing high quality, confidential and impartial counselling to all service users
- Ensuring staff and volunteers are provided with regular high-quality clinical supervision
- Ensuring staff and volunteers attend regular, relevant training, including Continual Professional Development training days and workshops (individually and as a team)
- Networking with and working in partnership with other agencies to ensure beneficiaries receive appropriate services and relevant support
- Continued provision of counselling sessions face to face and via telephone and Zoom video.

How our activities deliver public benefit

All our charitable activities focus on the provision of professional, confidential and impartial counselling to all facing any pregnancy-related crises. This includes the provision of impartial pregnancy choices counselling, pre- and post-abortion counselling, and counselling/support for pregnancy loss and pregnancy-related concerns/anxiety. This year we have been unable to actively promote the advancement of education for the public benefit in the subject of sex and relationships due to limited capacity. Provision of counselling for those facing anxiety and depression within pregnancy has been a vital support to isolated women, men and couples this year. These activities are undertaken to further our charitable purposes for the public benefit.

Who used and benefitted from our services?

Our objects and funding limit the services we provide to those in the Plymouth area and its environs. We saw women, men and couples from Plymouth and Cornwall. Clients who contacted us from further afield were signposted to services in their local area.

OPERATIONAL UPDATE REPORT – 1st August 2024 – 31st July 2025

Pregnancy Crisis Care (Plymouth & SE Cornwall), has again had another busy year. In my role as Centre Manager, it remains a privilege to support our incredible team, which includes our staff, volunteers and our vulnerable clients. I am immensely proud of our team who have provided amazing support to so many people over this past year, working so diligently with such care and professionalism. We have received extremely positive feedback from clients and other professionals. This has been such an encouragement and acknowledges and affirms the need for this important work to continue.

The larger grant funding awarded to us in 2022 from National Lottery helped us to continue developing and building our project over this year. This funding runs out at the end of November 2025.

With local services being at capacity, we have received many referrals from different Health and Social Care departments. Clients have found their counselling sessions to be a lifeline, helping them through difficult and painful life experiences. The Centre has remained a stable, supportive, caring, safe space to support those who faced the shock and fear of an unexpected pregnancy, emotional distress following termination, and complex grief surrounding the devastating loss of a baby within or following a pregnancy.

One highlight of our year - we were thrilled to raise some funding from local businesses to purchase a Baby Loss Memorial bench. In liaison with Plymouth City Council, this was ordered and placed in the Baby Loss memorial area at the new Crematorium, The Park, in Plymouth. It was opened by Alexis Bowater on 17th March 2025, with Plymouth Herald and Spotlight reporting on this event. The bench is a beautiful legacy for people to reflect and remember their little ones lost too soon in Plymouth in a secluded area at The Park.



Alongside counselling clients and running the centre, other highlights included presenting a talk for Hope in the City podcast, and a talk on Community Matters at Cross Rhythms, running our annual quiz event, planning for our charity ball throughout the year, and attending the international Wave of Light event in October at The Hoe. One of our team ran the London Marathon to raise funds for us, and various other people, including previous clients raising money and awareness for us through sponsored events. Students were interviewed and reports completed, supervision for team members happened weekly and monthly, along with managing the administrative tasks of the centre and charity.

STAFF & VOLUNTEER TEAM

This year, the Centre Manager and Senior Counsellor/Administrator facilitated the management of the centre and co-ordination of the volunteer and trainee counsellors. The team was made up of 8 volunteers (4 of whom were trainee Counsellors on placement with us), and 4 part-time paid staff. Our 4 trainee Counsellors saw clients to complete their counselling practice hours – either online via Zoom, by telephone, or face to face at the centre. They and all the other volunteer and paid Counsellors each held a client caseload, and were line-managed and supervised by Centre staff. We extend our sincere thanks to all our volunteers, who all have shown such dedicated care and commitment to our vulnerable clients again and again.

TRUSTEES

We again extend our immense thanks to our Trustees for their fantastic support of the work of the centre. Meeting every 12 weeks, either face to face at the centre, or via Zoom, these meetings provided space to discuss and overview the running of the centre.

Chris Lavers continued as Chair, and Julie Stevens returned to the team as a Trustee, as well as volunteering as a volunteer Counsellor at the centre. Paul Read from DRIFT Advice came to talk with the Trustees about future options post-National Lottery funding ending, and he also helped us create an Aims and Vision statement for the centre.

We are so thankful to all Trustees for their care, commitment and support of the centre and it's work over this year.

PREMISES

Our premises were again utilised well this year, with many clients attending counselling at the centre. Staff and volunteers used all three office spaces for client work, administration, Zoom video and telephone calls, as well as other meetings. The Trustee meetings were held at the centre every other quarter.

Stratton Creber (building agents), continued to manage the building for the landlord. With changes to our responsibilities for the maintenance of our tenancy, this meant there were additional and increased costs this year to ensure water quality checks, asbestos encapsulation and monitoring, and lighting and electrical testing and inspection certificates for our area of the building. The costs involved in this were incorporated into our budgets, to ensure that we complied with tenancy requirements.

GDPR Compliance

Our Administrator and Centre Manager continued to implement and monitor our processes to ensure that we comply with the GDPR Data Protection Regulations. Confidential shredding of paperwork was undertaken by an external GDPR compliant company in Plymouth.

CLIENTS

These client quotes, kindly shared with permission, are just a few of many that reflect the help that our centre gives to clients.

"After my termination, I felt really low and on edge. I had lots of anxiety about the future. The help I have received is almost like someone offered me shelter through a storm. The impact of the counselling has allowed me to open up to friends and my husband. Thank you."

"I found courage to leave the house and look for a job. Gained confidence. Made me happier. The counselling helped me a lot."

“Just wanted to pop over an email as I’ve been thinking about our sessions a lot today. Baby boy finally got a name and he’s called L... - or lovely L... to pretty much all of his family. I wish I could go back and give the girl who used to come in to your office a big hug, and tell her not to be so scared. I feel like I took on all the sadness and pain during pregnancy for him to be born an absolute ray of sunshine. He is such a lovely, happy, funny baby. He is absolutely the gift I didn’t know I needed. He is such an easy baby which I’m sure has contributed but I absolutely adore him. I remember you saying about a lady who got back in touch to let you know how well it was going and it stuck with me and I was always wondering if that would be me...well it is! We went to the aquarium today and he was obsessed with the fish! He sleeps through the night, smiles when you wake up in the morning and has learnt to laugh - although he does sound a bit like a donkey. He had meningitis at 8 weeks which was absolutely horrific but made me realise just how much I love him and how well I’ve bonded with him. Although even that didn’t stop him smiling at everyone he met in hospital! He’s absolutely incredible and I can’t wait to have another one (perhaps not just yet...). You’re also welcome to tell other clients my story anonymously as I found hearing how others got on really helpful. I think I was just very scared and very guilty and very, very unwell. But I really didn’t have anything to worry about, even labour was pretty much fine! And absolutely worth it for him..... I am so grateful you guys exist.”

These quotes confirm the positive benefits of attending counselling with us. Pregnancy can bring many unexpected feelings. What should be a positive and exciting life event for many people, can at times turn into a very negative experience for some. These difficulties can adversely affect the mental health and psychological wellbeing for those involved, their partners and their extended family. Clients often face confusion, shock, fear, anxiety, severe depression, complex grief, PTSD and suicidal thoughts. Hence our counselling service was a lifeline to those who needed us.

We received an increase in crisis calls related to unexpected pregnancies this year. These clients were seen or spoken to within 24-48 hours due to the urgency of their situation. Long-term counselling continued for other clients. To manage rising waiting lists, we reviewed the number of counselling sessions offered, providing approximately 20-24 sessions, with some flexibility based on need.

Clients seen for counselling included:

Unexpected pregnancy – those struggling with making difficult decisions following an unexpected pregnancy

Baby loss – miscarriage, stillbirth, neonatal death, ectopic pregnancy

Fertility issues – difficulty getting pregnant, failed IVF

Post-termination – those struggling following a termination, either for elective or for medical reasons

Pregnancy Support – those struggling with anxiety and depression in a current pregnancy, particularly difficult after a previous loss

Traumatic birth – those struggling with difficult trauma and memories after a traumatic birth

Military personnel and their partners from Plymouth and surrounding areas continued to access our services, often feeling isolated and disconnected from family support. Our counselling services remained crucial during difficult times. While unexpected pregnancy clients typically attended 1-2 sessions, other clients, including an increasing number of men, attended multiple counselling sessions over several months, either alone or with a partner.

Waiting List

We maintained a waiting list for baby loss and post-abortion clients, which increased over the year to 32 clients at one point. This was due to increased referrals. The wait time for an initial assessment was around 12-14 weeks, after which clients were assigned a regular counsellor. Crisis pregnancy and some pregnancy support clients were prioritised based on their pregnancy gestation.

Referrals

Referrals were received from different professionals, including the Bereavement Midwife at Derriford Hospital, Midwifery team, Foetal Medicine team, GP's, Termination clinic (SHIP), the Perinatal Mental Health and Maternal Mental Health teams, The Zone, social care, Plymouth University, military personnel, social prescribers and other voluntary agencies. These referrals came from within the Devon and Cornwall area. Self-referrals were also received, via recommendation from others, or from visiting our website. Social media also raised awareness.

Our team supported clients as they processed difficult and complex feelings. These included anxiety, anger, fear, depression, trauma, PTSD and low self-esteem. Unexpected pregnancy/crisis pregnancy clients (individuals and couples) were sensitively supported to talk through their options and explore their feelings and thoughts around their situation. These confidential, impartial and unbiased sessions remained an important focus of our centre's work, to help ensure clients had a safe, unpressured space to consider their options at an often very difficult and complex time.

Clients were referred to other local services if needs arose and further specialised support was needed.

CLIENT FEEDBACK

Client feedback has again consistently remained positive this year, and stories have been shared on Facebook and our website, with client permission. Three clients bravely shared their stories, and their videos were recorded and uploaded to our Vimeo channel and website. These will be used at events to raise awareness of issues raised within a pregnancy crisis/loss, as well as to promote further knowledge of our services.

Female client - Baby Loss: I arrived at the centre feeling upset, traumatised, anxious, low mood and felt lost and tired. The counselling has helped me to feel more settled, to manage my grief, and to help identify my feelings. It has minimised all the heavy feelings. I feel happier in myself and my husband and I feel closer and more open to having deep conversations. The counselling has been fantastic to help us come to terms with our loss. Thank you for helping us. The service has been so valuable to us.

Male client – Baby Loss: I felt sad, angry, down upset and weary initially. The counselling has helped me process our loss and be able to open up and talk about my feelings and what we have been through. The counselling has also improved our connection with being able to talk about our loss and how we can get through it as a family. I found the creative counselling cards and resources very helpful in being able to talk about feelings I wouldn't of been able to in the past.

Couple – Pregnancy Support: We wanted to give you an update after all the wonderful care you gave us earlier in the year. Not only did we get to 37 weeks, but actually went overdue and had to be induced at 41 weeks! We are now the overjoyed parents of our healthy, happy little boy (A), and simply can't believe how lucky we are to be in this situation, and how lucky we were to have your support during the dark times earlier in the year. Thank you so so much for everything you did for us and for all the amazing work PCC does for families in the region. I have already recommended you with zero hesitation to a couple of friends who have also been having difficult times with their pregnancies recently.

FINANCES UPDATE

Regular income from local individuals and organisations helped us to maintain a small, consistent income which we remain extremely grateful for. Alongside this, grant applications were applied for, though due to our success of the National Lottery (Reaching Communities) funding in 2022, we were limited to what we could apply for. Some of our core costs involved in running the project were covered by this larger grant. This grant is due to end on 30.11.2025. Smaller grants were applied to and a few were successful over the year. Fundraising was increased in different ways via events, clients running sponsored events and gifts received.

WEBSITE

Our website continued to serve as a straightforward access point for information about our services. Several clients kindly shared their stories, which are featured on our Vimeo channel and accessible through our website (www.pregnancycrisiscare.org.uk). These videos help illustrate the impact of our work, and we have received referrals through the site as a result. This year, new video stories were produced by Dominick Finlan of View Hear Media, funded in part by our National Lottery grant.

Social Media

Thanks to the funding received from the National Lottery, we were able to employ someone until November 2025 to manage our social media posts, highlighting key dates and events for the charity. This support has significantly improved engagement with clients, partner agencies, and individuals.

CRM system

Our CRM system continued to help us collate client statistics in an accessible way. Weekly inputting of statistic data by our staff team helped us to pull off reports easily at the end of the year.

LITERATURE

Leaflets and business cards were sent on request to various agencies throughout the city and wider into Devon and Cornwall. These included Derriford Hospital (Maternity/Midwifery, Bereavement Midwife, Pregnancy Advisory Centre (PAC), Early Pregnancy Unit), GP surgeries, Plymouth University, Plymouth College of Art, Devon and Cornwall Social Care agencies, churches, The Zone, Plymouth Domestic Abuse Service, Perinatal and Maternal Mental Health Team, and Plymouth Options.

SUPPORT & FUTURE PLANNING

We had fantastic support from Paul Read at DRIFT Ideas over this year. He attended a couple of Trustee meetings to encourage the team to think about future planning and also helped to develop our core values as a charity. These were discussed and agreed and then put up onto our website.

OTHER SUPPORT

We were proud to support one of our former trainee Counsellors (who has since qualified), Lisa Lillicrap, who ran the London Marathon earlier this year for us to raise awareness and funds for our centre.

Many former clients very kindly offered to raise funds for us through running this year too.

A lot of planning this year happened to ensure our next charity Ball held in October 2025 was a great success. We developed a fundraising team to help facilitate this which was greatly supported. Many thanks to all who were involved.

TRAINING

Training for the team helped further develop staff and volunteers professionally through accessing CPD sessions, as well as reflect on their practice and levels of awareness within supervision.

Further professional development workshops attended / completed included:

14.09.2024 – Deep Release team training

Attachment and Shame
Playing Games in Relationships

September 2024

Shame Competence training for Trauma Informed practice – Life Centre

12.10.24 – Deep Release team training

Working with Grief and Loss
Mental Health issues in Counselling

16.11.24 – Deep Release team training

Attachment Behaviour in the Counselling Room

8 & 10 February 20205

BICA – Infertility training – online

12.05.25

SALT Trauma training day – face to face at Plymouth Christian Centre

SUPERVISION

The team participated in regular monthly clinical supervision, in line with essential BACP requirements to ensure best and safest practices for both clients and counsellors. Our Centre Manager provided ongoing in-house supervision for staff members, including several student counsellors. Some newer student counsellors also accessed external supervision to support their practice. The Senior Counsellor met with students regularly to oversee and manage their placements. Additionally, the Centre Manager attended external supervisory support for her own counselling work, as well as external consultative supervision for her supervisory responsibilities. At times, group supervision sessions were conducted via Zoom, enabling the team to connect, discuss caseloads, and address any emerging issues.

GROUP WORK

Although we offered baby loss support groups in Plymouth and Liskeard this year, unfortunately due to limited attendees and finances, we sadly closed these groups in December 2024. This decision will be reviewed if needs and funds arise.

Counselling, guidance, support and information

CLIENTS

Age ranges of clients have been between 14 and 73. Clients came from various backgrounds; young people at college/University, vulnerable refugees, women in difficult/abusive relationships, military families/personnel, isolated from family and support. Others were clients who are working or on limited incomes. With the cost-of-living crisis, private counselling may be out of reach for even those who are employed. Hence, the provision of free counselling for those who are in deep distress was a lifeline to many. Many clients seen were isolated, with limited support networks. Clients were deeply distressed and struggled significantly with their mental, emotional and psychological health. Some struggled with severe depression or anxiety and PTSD symptoms, including suicidal feelings. Through their counselling with us in a safe and confidential space, clients were supported to process complex grief, guilt, shame, shock, fear, depression, anxiety, panic and trauma. Many times, this was a long and slow road of recovery to find some kind of healing, a sense of hope again and their 'new normal.'

From 01.08.2024 – 31.07.2025:

229 clients - Attending for: 1941 hours of 1:1 hourly counselling sessions over this year

This included:

- **1206 hours of face-to-face counselling sessions**
- **500 hours of Zoom video counselling sessions**
- **235 hours of telephone counselling sessions**

Clients:

- 22 Military personnel/partners
- 31 males
- 195 females
- 50 couples
- 201 individuals

Client contacts:

- 1239 emails
- 439 texts

Enquiries and non-client contact:

- 95 telephone calls
- 160 emails
- 15 texts
- 10 letters

Waiting List contact: - 165 waiting list enquiries

- 35 crisis pregnancy client calls
- 89 telephone calls
- 613 emails
- 7 letters
- 25 texts
- 100 general enquiries

SUPERVISION SESSIONS:

Face to face, Zoom video and telephone calls:

- 8900 minutes = 148 hours of internal clinical supervision
- 1890 minutes = 31.5 hours of external clinical supervision
- 660 minutes – 11 hours of group supervision

Line management meetings with students:

- 15 meetings of 1 hour each

Team Management meetings

- 3 meetings of 1 hour each

Trustee meetings

- 4 over the year

2024-2025 Client Numbers and Reason Breakdown

Support for:	01.08.2024 – 31.07.2025
Crisis Pregnancy	31
Post Abortion	23
Baby loss	23
Stillbirth	11
Termination for Medical Reason (TFMR)	18
Ectopic pregnancy	8
Fertility issues	13
Miscarriage	49
Missed miscarriage	10
Pregnancy test	5
Pregnancy Support	27
Birth trauma	3
Post pregnancy support	2
Molar pregnancy	1
Neonatal Death	3
Post Natal Depression	2
TOTAL CLIENTS	229

Total clients seen throughout the year: 229 clients

Total counselling hours provided over this year: 1941 hours

In 2024 / 2025...

229

People were supported

12

8 volunteer counsellors &
4 P/T paid counsellors,
both delivering qualified
supported

IT TAKES TIME:

1941

Number of counselling
sessions over the year

ON AVERAGE:

8.5hrs

of support is given to each
person

1206

Hours of face-to-face
counselling sessions

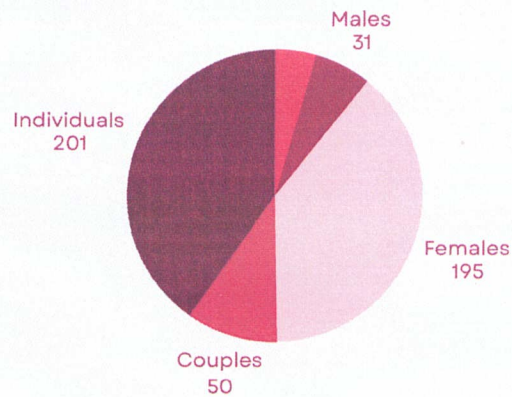
500

Hours of Zoom video
counselling sessions

235

Hours of telephone
counselling support

Clients



In 2024 / 2025...

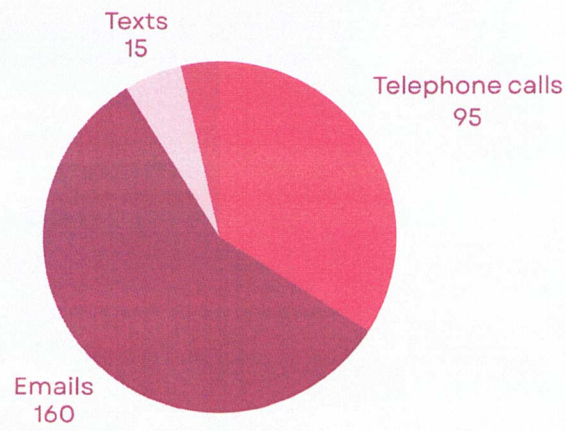
1239

Client emails received by
the team

439

Client texts messages
received by the team

Enquiries and non- client contact



Waiting List contact

35

Crisis pregnancy client calls

89

Telephone Calls

613

Emails

7

Letters

25

Text Messages

100

General Enquiries

Supervision Session

148 hrs

Of internal clinical supervision

31.5 hrs

Of external clinical supervision

11 hrs

Hours of group supervision

15 hrs

Line management meetings with students

3

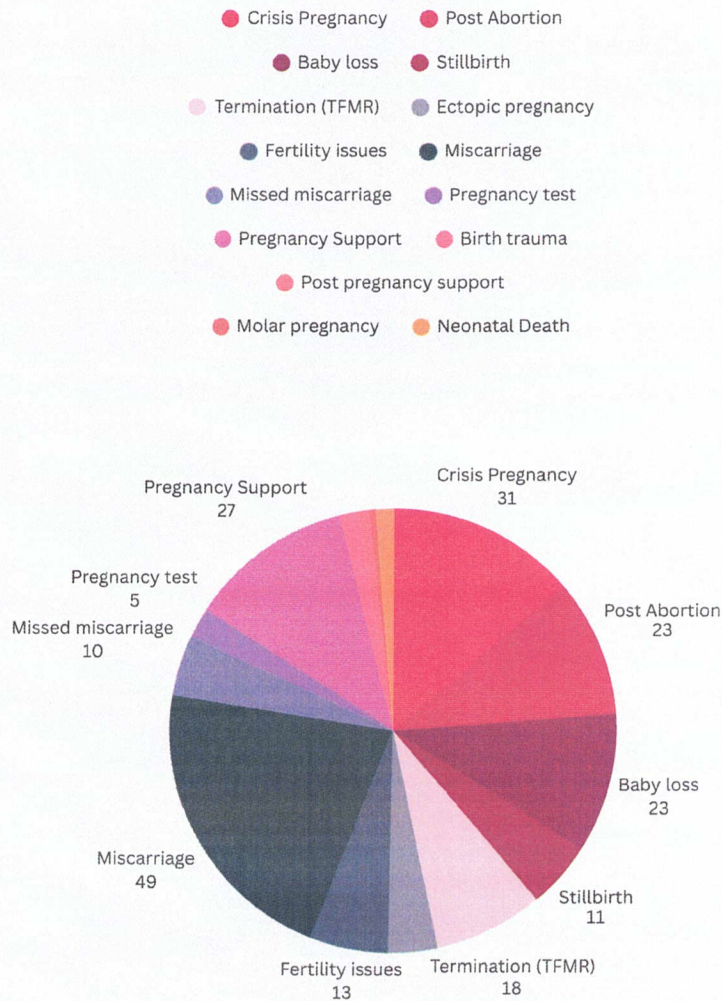
Team Management meetings

4

Trustee meetings

The service we provide

We support a wide range of issues around a crisis in pregnancy. The following chart illustrates the range of issues Pregnancy Crisis Care supported people with last year.



All clients participating in longer-term counselling had their levels of depression and anxiety assessed at both the beginning and end of their sessions. This process provided evidence of their recovery and mental health progress, as well as the overall impact of counselling on their psychological wellbeing. Progress was carefully tracked to meet the requirements for National Lottery funding reports.

Clients' PTSD levels were also monitored using the SPRINT (PTSD) assessment tool, with scores recorded regularly throughout their counselling. The SPRINT tool, used with permission from Dr. Jonathan R. Davidson of Duke University Medical Centre, is a recognised indicator for PTSD symptoms. Many women demonstrated significant improvement in their symptoms after just six counselling sessions, highlighting the effectiveness and positive outcomes of our support.

Where appropriate, service users were referred to additional services and agencies. These included GPs, housing services, Children's Storehouse, midwifery teams, perinatal and maternal mental health teams, Luna's Fund, adult social care, Plymouth Domestic Abuse Service, children's social care and safeguarding teams, RN/RM military support services, The Zone, Derriford Hospital, the Refugee & Asylum Seekers Mental Health team, and the Pregnancy Advisory Clinic (SHIP).

COUNSELLING PLACEMENTS

During the year, we welcomed five trainee counsellors who joined us to complete their required 100 or 150 placement hours. Three of these trainees have now qualified, while the remaining two are still working towards their hours. The students came from Astranti Connect, Heartwood Institute of Counselling, Iron Mill, and Marjons. Their placements provided them with valuable hands-on counselling experience and enabled us to offer timely support to our clients. Throughout their time with us, the trainees received guidance through both internal line management and group supervision, as well as external supervision. We are very grateful for their dedication and commitment in supporting our clients this year.

Feedback from Trainee Counsellors (now qualified):

Trainee 1: Holly – "I have had a truly wonderful experience at Pregnancy Crisis Care. Volunteering with the charity for over a year has been such a valuable and rewarding part of my life, providing me with the best placement a student could hope for. Jane and Sarah have been consistently supportive, and their guidance has been a hugely positive influence on my journey toward becoming a counsellor. The feedback I have received from clients has been deeply humbling, with many sharing that the charity has been a real lifeline for them."

Trainee 2: Kirsty – "I have been volunteering at Preg CC for a little over a year as a student counsellor. I have been able to support clients in exploring and making sense of their thoughts, feelings and emotions whilst developing my counselling skills. To date I have completed 80 counselling hours at Preg CC. As a student counsellor I have felt very supported by both the wider team and my managers. Supervision is provided at Preg CC, this supports the development of my skills and knowledge, whilst also ensuring that I am looking after myself. Having a space to talk about cases which are challenging is vital for both my wellbeing and ensuring I am fit for clients. The regular management meetings sit alongside this, and I also feel I can ask for guidance or advice from colleagues at any time. Preg CC have also provided additional training, which has added to my personal and professional growth, developed my confidence and most importantly been really useful in meeting the needs of the clients."

Trainee 3: Alyson - "As a trainee counsellor with Pregnancy Crisis Care I have discovered what a truly dedicated and compassionate team they are, supporting individuals through some of their most vulnerable and challenging moments. Pregnancy Crisis Care provides space with such warmth and dedication and it is an inspiring environment to learn in. It has deepened my appreciation of what an impact the service has on individuals, families and the community at large and I feel privileged and grateful to have the opportunity to be part of this work."

NETWORKING/OUTREACH

Some networking events were attended as follows:

Meetings/events attended this year included:

6 trainee Counsellor in-house training sessions
PCN – Zoom meeting with Alice, Director of PCN
Crowne Plaza, Plymouth - 3 x visits re charity ball planning
Luna's Fund visit – 10.09.24
Wave of Light on The Hoe – 15 October 2024
Christmas Quiz night Marsh Mills – 30.11.24
Visit to Cllr Mary Aspinall at The Council House
Plymouth Astor Trust awards at the Lady Astor building
Trustees meetings x 4
Visit to Crematorium re new bench – December 2024
Opening of baby loss memorial bench at The Park - 17.3.25 – Plymouth Herald attended and reported on this
The Park - Spotlight interview – 4.4.25 – re new memorial bench – with team and clients
Womble Bond & Dickinson – West Country Women networking breakfast
Presentation to Health Visiting Teams over Teams on 14.05.25
Took Lisa Lillicrap out for a meal – after completing the London Marathon – 26.5.25
Lush wellbeing day in store – 26.9.25
Plympton Therapy rooms visited
Coffee and cake morning – Green Space 5.10.24
Interview with Emma and Rob at Hope in the City podcast at Cornerstone on 05.11.2024
City Transformation conference – 18.11.24
Confidential shredding taken to Shred-It
Film Night with Plymouth Arts Centre – 27.01.25 – Chris Kallis solicitors
Quiz – 6.3.25 – Boringdon Hall Golf Club
International Women's Day – 7.3.25 – Crowne Plaza
Plumbase – 8.3.25 – to receive a cheque from their fundraising for us

Fundraising meetings

13.11.24, 12.3.25, 26.6.25

Visits to the centre included:

Student counsellors for interviews and training
Paul Read, DRIFT (8 times)
Teresa Blackler, Bookkeeper
Dominick Finlan – to talk about creating a promotional video, as well as filming the videos – January and March 2025
Councillor Alison Raynsford from Plymouth City Council
Vanessa from Strategic Solutions (£300) -November
Student Midwives
Laura Fraser-Crewes from Transforming Plymouth
Meghan Potts from Plymouth Astor Trust
Asbestos meetings – November 2024 and January 2025

FUNDRAISING

Fundraising is an important part of our work and helped support provision of these services free of charge to our clients at their time of need. It also raised awareness of pregnancy-related crisis issues as well as highlighting our service.

We were delighted to be able to return to our face-to-face annual quiz in March 2025 at Boringdon Park Golf club. This was very well supported and great fun was had by all again.

Several clients or volunteers undertook fundraising events for us – these ranged from sponsored runs to hiring a room for us to run a coffee morning around baby loss awareness week – to raise awareness and funding for the centre. MJ from Soul Singers attended this with her choir who sang some amazing songs for the people who attended. One of our previous student Counsellors, Lisa Lillicrap, ran the London Marathon for us. We were so encouraged by these kind and amazingly generous efforts.

These events, and helped to raise awareness, as well as raise much needed funding to help us continue to run the service.

Many local businesses supported us through donation of raffle prizes, as well as attending the events. We were all so appreciative of the support given and shown.

Other amazing support was received from former clients and other supporters. Also a variety of donations were received online over the year via:

Localgiving.org

JustGiving.org

PayPal Giving Fund (via Facebook)

Easyfundraising.org

Funding bids and applications were written to various organisations and Trusts throughout the year. Paul Read from Drift Advice assisted us with exploring and applying for further sources of funding to sustain our work longer-term.

Successful funding received - 01.08.2024 – 31.07.2025:

Grant / Donations	For:
19.08.24 Plymouth City Council	£200 Training of volunteers
30.10.24 Strategic Solutions	£300 Self-esteem bags for clients
04.11.24 Elmgrant Trust	£1000 Running costs
13.12.2024 National Lottery – Reaching Community Grant	£25,130.50 Part of project costs for centre – half a year
30.01.25 Strategic Solutions	£1000 Bags of Hope for post-abortion clients
13.03.25 Plymouth City Council	£500 Counselling costs at centre
22.05.25 Plymouth City Council	£200 Training for volunteers
24.05.25 Plymouth Astor Trust (VHS)	£2340 Counselling hours
13.06.25 National Lottery – Reaching Community Grant	£31,247.50 Part of project costs for centre – half a year

Gifts gratefully received from local businesses, individuals and previous clients this year:

Gifts	For:
09.08.24 - Anonymous gift	£5000 - General costs
05.08.24 - Maureen Zimmer	£300 - General costs
10.09.24 - DCO Holdings Ltd	£500 - Towards Baby Loss Memorial Bench
24.09.25 - Chris Kallis Solicitors	£500 - Towards Baby Loss Memorial Bench
25.09.24 - C Reader	£160 - General costs
30.09.24 - Heather Fripp	£265 - General costs
07.10.24 - Kirsty Sellers / Oliver's Heavenly Creations	£27.50 - General costs
08.10.24 - Coffee morning	£157.29 - General costs
22.10.24 - Plymouth University Feminist Society	£45 - General costs
09.12.24 - Plumbase	£732 - General costs
18.03.25 - Plumbase	£3362 - General costs
02.04.25 - Chris Kallis Solicitors	£150 - General costs
08.04.25 - Chris Kallis Solicitors	£136 - General costs raised by fundraising for us
14.04.25 - C & T Allison	£1000 - General costs
08.05.25 - HMRC	£3487.83 - Gift Aid claimed back
08.05.25 – Andy Botterill – DCO Holdings	£1500 – towards lease costs
04.06.25 - L Spencer-Harper	£500 - General costs
June 2025 – Andy Botterill	£1500 – towards lease costs

These grants and gift donations were incredibly significant in enabling us to run the centre effectively and continue to provide a high-quality service to the public again this year.

We also remain eternally grateful for our individual donations and monthly donors who gave to us financially again this year, either directly via BACS payment or via our link on www.localgiving.org. Clients sometimes raised money for us through a variety of fundraising events, which was never expected and yet always such a lovely surprise if/when they did so.

Immense gratitude is extended again to the many dedicated supporters and organisations who regularly donate to this work. It makes a huge difference to the centre having regular income and assists us in meeting ongoing running costs.

TEAM MEETINGS and AGM

Our AGM was held in November 2024, attended by team members and Trustees on Zoom. All Trustees were happy to continue with their roles.

Team socials were organised at times throughout the year to get together as a team.

EMPLOYMENT

The Centre Manager was employed for 16 hours per week, and Counsellors were employed for 14 hours, 8 hours and 10 hours. Our Administrator was employed for 12 hours a week. We employed a Housekeeper/Cleaner for 5 hours per week. Our cleaner retired in August and we celebrated her time with us and her retirement by taking her out for a coffee and cake at a local restaurant.

With the funding received from the Reaching Communities Fund (National Lottery), (a 3-year grant, with payments transferred periodically every 6 months up to 3 years), these staffing ours were adjusted to meet the criteria specified in our grant application. With the unexpected extra funds received from Little Things & Co, some staff hours and roles were also slightly adjusted, thus towards working to an aspirational budget to support the running of the centre effectively.

All other team members remained trainee or volunteer Counsellors and Practitioners.

THE FUTURE

Our aim for the future is to continue to provide this free service to those in need of care and support at times of great need and difficulty. To enable this, we wish to retain our employed roles to help support the running of this service. We would also like to raise funding to support employment of more paid counselling hours, to support the team and growing demands for our services from clients and professionals alike. The Centre Manager will continue to provide supervision and training to the volunteers, hold a caseload, and also oversee general management of the Centre.

That said, as our 3-year National Lottery funding closes at the end of November 2025, we will need to lower our costs and outgoings as we will no longer have the budget to maintain ourselves as we are currently.

Our lease runs out again in August 2026. Hence staffing and premises will be reviewed over the next months ahead.

In the meantime, we wish to continue working together and strengthening links with other agencies and services in the city to aid collaborative partnerships. This will help to ensure vulnerable clients receive holistic care and support. We continue to ensure that genuine care is provided for vulnerable individuals and couples who face difficulties around their pregnancy crisis or loss.

In order to maintain the provision of a high quality, professional counselling service, there is always the ongoing need to secure regular funding and this also remains a priority to enable us to continue to provide this highly valued and much needed service.

"We extend our heartfelt gratitude to all supporters, organisations, businesses, volunteers, and team members for their dedicated support. Your efforts provide invaluable help to vulnerable clients during difficult times, making a significant positive impact on their lives. We couldn't do this without you, so thank you immensely once again."

Professional Endorsements:

“Pregnancy Crisis care has provided vital support to women at such personal times in the women’s lives who are in crisis or experienced losses. As a Perinatal Mental Health Team we have referred and signposted to the team as well as received referrals from the service for women in need. Our ongoing relationship with the service ensures women get appropriate support at times where is really needed. The service are experts in validating and understanding women’s worries and anxieties about where they are in their journey of pregnancy/pregnancy loss and I have seen firsthand how it can support women emotionally to enable a more positive pregnancy/transition to parenthood which can only help to build outcomes for children and parents in the long term. We have only ever received positive feedback from women who have accessed the service and can only speak highly about the staff we interact with from the service to access the right support for women. As a team we have attended fundraising events as we understand the crucial work the service does for women in the community. Hopefully, it is a relationship we can continue to sustain for years to come.” **Erin Russell Perinatal Mental Health Team Practice Lead/Health Visitor**

“Working with women who have complex issues in pregnancy and who are often given difficult news and choices, we have found there is a long wait for counselling services within the NHS whether self-referring or referral via the GP. Consistently women we see are given contact details for Pregnancy Crisis Care with feedback always being positive. The counselling they offer to individuals and to couples cannot be underestimated as they are a fantastic sounding board for families who may otherwise feel they have nowhere locally they can access services. We are aware as a service Pregnancy Crisis Care are providing a non-judgemental, vital, and extremely worthwhile service within our locality. The number of patients and their families using the service has increased year on year and we are very grateful for the service they provide enabling them to access the service whatever their financial position.” **Ruth Rice, Screening and Foetal Medicine Midwife**

Further Client quotes, shared with permission:

Client feedback continues to be collated via feedback forms as well as anonymously via Survey Monkey. It remains heart-warming and a real honour to have received such encouraging feedback from so many of our clients. Here are a few samples of feedback people have left for us:

Pregnancy Support client: I was very anxious in my pregnancy and felt overwhelmed, scared and lonely. The counselling gave me space to talk through worries without feeling like a burden or feeling like a broken record. The space for me to let out my emotions and not be judged or simply be told to ‘not worry’ has been so helpful. It allows me to work through my worries out loud. My husband has felt less pressure to be my only support, which has helped us. He was feeling out of his depth with helping me manage, so me seeking help has been beneficial to us. The service has been so helpful to me, thank you.

Termination for medical reasons (TFMR) client couple: When we arrived at the centre, we felt hopeless, devastated, helpless, lost and alone. We felt extreme anxiety and were desperate – these feelings heightened when we became pregnant after our previous loss. Not only were we supported through the devastation and guilt of TFMR, but also the immense anxiety that came with pregnancy after too. I don’t think it’s an exaggeration to say that our Counsellor has saved us through an excruciatingly painful time in our lives. She helped us navigate such deep and intense feelings with no judgement. Although we remain devastated by the loss of our son, we have channelled our grief and learned to live alongside it, which has provided a much happier and healthier family environment. We have gained coping strategies we will take with us throughout life. I would also like to thank you for including my husband throughout the last 18 months which has undoubtedly strengthened our family unit. Our family are a happier team because of you, and we look forward to supporting Pregnancy Crisis Care in future. From the bottom of our hearts, thank you. Loved the warm and comfortable environment, and the non-judgemental, kind staff. Always gave prompt responses to queries. A fantastic service. Thank you.

Infertility client: After navigating infertility for several years, I felt overwhelmed and a bit lost. I had had a bad experience with healthcare providers. The counselling helped me feel very supported. It was a great outlet beyond close relationships. We chose not to tell many people the journey we were on, and having an independent person to speak to really helped me. It helped me to rationalise when I was feeling overwhelmed. PCC is a great service and I am so grateful to have accessed this.

Baby loss client – male: I am not sure that I would have made it through without the support that I have received. Life was so tough and I felt so lost. My counselling sessions often acted as the only anchor point I felt that I had to reality. My counsellor was always professional, compassionate and most importantly to me, she showed great patience with me. All of my relationships suffered after our loss. I am still not able to maintain many even with close friends. I feel that the support that I was offered enabled me to stay in relationship with my partner and I am very grateful.

Human Resources employed

The weekly hours of employees during the year were as follows:

Centre Manager / Counsellor	16 hours
Counsellor/Project Outreach Worker	14 hours
Administrator	12 hours
Counsellor	10 hours
Counsellor	8 hours
Total hours per week	60 hours

The charity continues to operate a NEST Pension Scheme for eligible employees.

Accounting

The Centre continued to subscribe to Xero accounting system throughout this year, which helped assist with collating annual accounts. Teresa Blackler continued to monitor and manage Xero, accounting and payroll for us over the year, and we extend grateful thanks to her.

Trustee Remuneration & Related Party Transactions

No members of the Trustees received any remuneration during the year. There were no related party transactions.

Reserves policy

Pregnancy Crisis Care holds a Reserves policy which is monitored at every Trustees meeting. Within this financial year, Pregnancy Crisis Care was compliant with our Reserves Policy.

Taxation

As a charity, Pregnancy Crisis Care (Plymouth & SE Cornwall) is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

Purposes of Restricted Funds:
01.08.2024 – 31.07.2025:

Grant / Donations	For:
19.08.2024 Plymouth City Council	£200 Training of volunteers
30.10.2024 Strategic Solutions	£300 Self-esteem bags for clients
04.11.2024 Elmgrant Trust	£1000 Running costs
13.12.2024 National Lottery – Reaching Community Grant	£25,130.50 Part of project costs for centre – half a year
30.01.2025 Strategic Solutions	£1000 Bags of Hope for post-abortion clients
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08.05.25 – Andy Botterill – DCO Holdings	£1500 – towards lease costs
22.05.2025 Plymouth City Council	£200 Training for volunteers
24.05.2025 Plymouth Astor Trust (VHS)	£2340 Counselling hours
13.06.2025 National Lottery – Reaching Community Grant	£31,247.50 Part of project costs for centre – half a year

Financial Review

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the Charities Commission's website.

The Trustees are responsible for the preparation of the annual report and accounts. It is best practice for both documents to be approved by the Trustees as a body, in accordance with their usual procedure (for example, at a quorate trustees' meeting).

The Trustees confirmed that they were compliant with the charity's Reserve's policy, which was reviewed at Trustee's meetings regularly.

The charity finances were overseen this year by Jane Frajbis, Centre Manager, Teresa Blackler, (Xero). The Accounts were externally examined by Independent Examiner: Merlin Mbahin, Clear Blue Sky Accountancy Ltd.



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Teresa Blackler – Xero Book-keeper

Balance Sheet

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2025

31 JUL 2025

Fixed Assets

Tangible Assets

Computer Equipment	577.80
Total Tangible Assets	577.80

Total Fixed Assets	577.80
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Current Assets

Cash at bank and in hand

Petty cash	221.74
PREGNANCY CRISIS CAR	51,539.02
PREGNANCY CRISIS CAR#001	47,093.09
Total Cash at bank and in hand	98,853.85

Total Current Assets	98,853.85
-----------------------------	------------------

Creditors: amounts falling due within one year

PAYE Payable	(403.01)
Pensions Payable	59.14
Rounding	0.02
Suspense	20.00
Wages Payable - Payroll	1,276.97
Total Creditors: amounts falling due within one year	953.12

Net Current Assets (Liabilities)	97,900.73
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Total Assets less Current Liabilities	98,478.53
--	------------------

Net Assets	98,478.53
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Capital and Reserves

Current Year Earnings	15,263.63
Reserves	48,863.81
Retained Earnings	34,351.09
Total Capital and Reserves	98,478.53

Profit and Loss

Pregnancy Crisis Care (Plymouth & SE Cornwall)

For the year ended 31 July 2025

2025

Turnover

Donations- Gift Aid	8,087.00
Event Income	9,747.66
Fund Raising	6,154.12
General Donations	9,704.58
Gift Aid Tax Reclaimed	3,487.83
Grant Income	61,918.00
Interest Income	597.35
Total Turnover	99,696.54

Cost of Sales

Counselling Resources	1,188.70
Total Cost of Sales	1,188.70

Gross Profit

98,507.84

Administrative Costs

Accountancy Fees	500.00
Advertising & Marketing	5,105.05
Bookkeeping and PAYE Bureau Fees	1,150.00
Charitable and Political Donations	2,040.00
Cleaning	100.18
DBS and ICO Fees	441.48
Development	1,156.25
Employers National Insurance	(67.88)
Event Expenses	3,243.26
Fees re Fund Raising	18.00
IT Software and Consumables	347.76
Insurance	851.95
Light, Power, Heating	505.99
Office tea/coffee/milk	70.30
Pensions Costs	589.71
PPE, Maintenance and General Expenses	275.90
Printing & Stationery	258.47
Rates	492.64
Rent	7,574.00
Repairs & Maintenance	2,393.64
Salaries	49,611.37
Staff Training and Development	4,454.40
Stationery, Postage, Freight & Courier	226.72
Subscriptions	230.00
Supervision	335.00
Telephone & Internet	1,034.57

	2025
Travel - National	79.55
Xero Software Costs	225.90
Total Administrative Costs	83,244.21
Operating Profit	15,263.63
Profit on Ordinary Activities Before Taxation	15,263.63
Profit after Taxation	15,263.63

Executive Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall)

For the year ended 31 July 2025

2025

Cash	
Cash received	100,805.32
Cash spent	86,200.50
Cash surplus (deficit)	14,604.82
Closing bank balance	98,853.85
Profitability	
Income	99,696.54
Direct costs	1,188.70
Gross profit (loss)	98,507.84
Other income	-
Expenses	83,244.21
Profit (loss)	15,263.63
Balance Sheet	
Debtors	-
Creditors	-
Net assets	98,478.53
Sales	
Number of invoices issued	-
Average value of invoices	-
Performance	
Gross profit margin (%)	98.81
Net profit margin (%)	15.31
Return on investment (p.a.) (%)	15.50
Position	
Average debtor days	-
Average creditor days	-
Short term cash forecast	-
Current assets to liabilities	103.72
Term assets to liabilities	-

Cash Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall)

For the year ended 31 July 2025

	2025	YEARLY AVERAGE (YTD)	VARIANCE
Income			
Donations- Gift Aid	8,087.00	820.00	886.22% ↑
Event Income	9,747.66	5,351.38	82.15% ↑
Fund Raising	6,154.12	11,343.01	-45.75% ↓
General Donations	9,704.58	17,172.25	-43.49% ↓
Gift Aid Tax Reclaimed	3,487.83	2,750.03	26.83% ↑
Grant Income	61,918.00	52,562.00	17.80% ↑
Interest Income	597.35	668.84	-10.69% ↓
Total Income	99,696.54	90,667.51	9.96%
Less Expenses			
Accountancy Fees	500.00	400.00	25.00% ↑
Advertising & Marketing	5,105.05	4,508.66	13.23% ↑
Bookkeeping and PAYE Bureau Fees	1,150.00	1,170.00	-1.71% ↓
Charitable and Political Donations	2,040.00	(250.00)	916.00% ↑
Cleaning	100.18	167.58	-40.22% ↓
Counselling Resources	1,188.70	278.91	326.19% ↑
DBS and ICO Fees	441.48	238.58	85.04% ↑
Development	1,156.25	1,382.50	-16.37% ↓
Event Expenses	3,393.26	1,536.56	120.83% ↑
Fees re Fund Raising	18.00	-	- —
IT Software and Consumables	347.76	-	- —
Insurance	851.95	711.75	19.70% ↑
Legal Expenses - Lease renewal	-	1,854.00	-100.00% ↓
Light, Power, Heating	603.99	2,002.35	-69.84% ↓
NIC Payable	2,533.07	(705.65)	458.97% ↑
Office tea/coffee/milk	70.30	45.43	54.74% ↑
PAYE Payable	(2,630.46)	706.65	-472.24% ↓
Pensions Costs	589.80	588.48	0.22% ↑
Pensions Payable	(0.77)	(0.02)	-3,750.00% ↓
PPE, Maintenance and General Expenses	275.90	87.48	215.39% ↑

Cash Summary

	2025	YEARLY AVERAGE (YTD)	VARIANCE
Printing & Stationery	258.47	237.68	8.75% ↑
Rates	678.64	666.64	1.80% ↑
Rent	7,574.00	9,045.45	-16.27% ↓
Repairs & Maintenance	2,393.64	1,026.46	133.19% ↑
Salaries	49,611.37	53,192.16	-6.73% ↓
Staff Training and Development	4,709.40	1,649.60	185.49% ↑
Stationery, Postage, Freight & Courier	226.72	242.05	-6.33% ↓
Subscriptions	230.00	1,220.44	-81.15% ↓
Supervision	335.00	1,443.70	-76.80% ↓
Suspense	-	(20.00)	100.00% ↑
Telephone & Internet	1,034.57	1,066.14	-2.96% ↓
Travel - National	79.55	992.68	-91.99% ↓
Wages Payable - Payroll	-	(1,276.97)	100.00% ↑
Xero Software Costs	225.90	501.84	-54.99% ↓
Total Expenses	85,091.72	84,711.13	0.45%
Surplus (Deficit)	14,604.82	5,956.38	145.20%
Net Cash Movement	14,604.82	5,956.38	145.20%
Summary			
Opening Balance	84,249.03	78,292.65	7.61%
Plus Net Cash Movement	14,604.82	5,956.38	145.20% ↑
Cash Balance	98,853.85	84,249.03	17.34%

**INDEPENDENT EXAMINER'S REPORT TO
THE TRUSTEES OF PREGNANCY CRISIS CARE**

I report on the financial statements of Pregnancy Crisis for the year ended 31 July 2025 which have been prepared in accordance with the Charities Act 2011 (the Act) and with the Financial Reporting Standard 102, (effective 1st January 2016) adapted to meet the needs of unincorporated organisations, as modified by FRS 102 SORP (Statement of Recommended Practice for Accounting and Reporting by Charities) 2015 (as amended by the Bulletin issued in February 2016) published by the Charity Commission in England & Wales (CCEW), effective January 2015 (The SORP), under the historical cost convention and the accounting policies set out on page 10.

Respective responsibilities of the Trustees and the Independent Examiner

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

The Trustees consider that the audit requirement of Section 144(1) of the Charities Act 2011 (the Act) does not apply, and that there is no requirement in the Governing Document for the conducting of an audit. As a consequence, the Trustees have elected that the financial statements be subject to independent examination.

Having satisfied myself that the charity is not subject to audit under any legal provision, or otherwise, and is eligible for independent examination, it is my responsibility to: -

- examine the accounts under Section 145 of the Act;
- follow the procedures in the General Directions given by the Charity Commission under section 145(5)(b) of the Act and;
- state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement and scope of work undertaken

I conducted my examination in accordance with the General Directions given by the Charity Commission under section 145(5)(b) of the Act, setting out the duties of an Independent Examiner in relation to the conducting of an Independent Examination. An Independent Examination includes a review of the accounting records kept by the charity and of the accounting systems employed by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you, as Trustees, concerning such matters. The purpose of the examination is to establish as far as possible that there have been no breaches of charity legislation and that the financial statements comply with the SORP, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements.

The procedures undertaken do not provide all the evidence that would be required in an audit, and information supplied by the Trustees in the course of the examination is not subjected to audit tests or enquiries, and consequently I do not express an audit opinion on the view given by the financial statements, and in particular, I express no opinion as to whether the financial statements give a true and fair view of the affairs of the charity, and my report is limited to the matters set out in the statement below.

I planned and performed my examination so as to satisfy myself that the objectives of the Independent Examination are achieved and before finalising the report, I obtained written assurances from the Trustees of all material matters.

Independent Examiner's Statement, Report and Opinion


Subject to the limitations upon the scope of my work as detailed above, in connection with my examination, I can confirm that: -

This is a report in respect of an examination carried out under 145 of the Act and in accordance with General Directions given by the Charity Commission under section 145(5)(b) of the Act which may be applicable;

and that no matter has come to my attention in connection with my examination which gives mereasonable cause to believe that in any material respect the requirements: -

- to keep accounting records in accordance with Section 130 of The Charities Act 2011;
- when preparing accounts on an accrual's basis, to prepare financial statements which accordwith the accounting records and comply with the accounting requirements of the Act and the Regulations setting out the form and content of charity accounts;
- have been prepared in accordance with The Charities Act 2011. and with the methods andprinciples set out in the FRS102 Statement of Recommended Practice Accounting and Reporting by Charities (effective January 2016).
- have not been met or to which, in my opinion, attention should be drawn in my report in order to enable a proper understanding of the accounts to be reached.

Signed: -


.....
Merlin Mbahin, FAAT, MIP,

11/03/2026
.....
Date

Independent Examiner

(Fellow of the Association of Accounting Technicians)

Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB.

Statement of Chair of Trustees

Members of the Operational Team

Members of the Operational Team/Trustees manage the affairs of the CIO, served during the year and up to the date of this report, as set out on pages 6-28.

In accordance with statutory obligations, we certify that as Trustees of the CIO, we have taken all the steps necessary in order to comply with the financial regulations affecting the charity.

Approved by the Operational Team and Trustees on 02.02.2026 and signed on its behalf by:



CHRIS LAVERS – Trustee and Chair

02.02.2026

PREGNANCY CRISIS CARE (PLYMOUTH & SE CORNWALL)

England & Wales - Charity number 1153438

Accounts



Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charitable Incorporated Organisation (CIO)

Report and Financial Statements

For the year 1st August 2023 - 31st July 2024

Registered Charity No: 1153438

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Contents	Page No
Legal and Administrative Information	3-5
Report of the Operational Team	6-24
Financial Review – Trustee	25
Receipts and Payments Accounts and Statement of Assets and Liabilities	26-29
Independent Examiner’s Report	30-31
Statement of the Chair of the Trustees	32

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Reports of the Operational Team for the year ended 31st July 2024

The Operational Team presents its Centre Manager's report and audited financial statements for the year ended 31st July 2024.

Legal and Administrative Information

Charity Name: Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charity Registration Number: 1153438

Registered Office and operational address: 2nd Floor (Right)
Kinterbury House
Kinterbury Street
Plymouth PL1 2DG

Operational Team:

Jane Frajbis	Centre Manager
Sarah Hill	Counsellor/Administrator Support
Debbie Allan	Counsellor

Trustees:

Mark Frajbis
Jean Roper (Chair – part of year)
Chris Lavers (Chair – part of year)
Vikki Finnegan
Tim Stephens (Safeguarding and Policies)
Bridget Stovold

Book-keeper:

Teresa Blackler – Self-employed Book-keeper, Xero certified

Independent Examiner:

Merlin Mbahin, Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB

Bank: NatWest Bank, Plymouth City Centre Branch, 14 Old Town Street, Plymouth, PL1 1DG

Our Aims and Objectives

Purposes and Aims

Our charity's purposes remain the same, as set out in the objects contained in the charity's CIO Constitution are:

- Relief for those in need of distress by the provision of pregnancy choices counselling, post-abortion counselling and support for pregnancy loss and pregnancy-related concerns.
- The advancement of education for the public benefit in the subject of sex and relationships.

The aims of our charity are to provide a safe, impartial and caring environment for individuals and couples in need of support, information and confidential counselling for issues around pregnancy-related crises or loss, without fear of being hurried, pressurised or judged. This includes providing counselling and support for those facing anxiety and depression within pregnancy. Our services are available to persons living or working in the target area, without distinction of gender, sexual orientation and race or of political, religious or other opinions. We also aim to make available relevant and accurate information regarding support services that will enable beneficiaries to feel informed, empowered and respected, and will signpost/refer beneficiaries on to other services as appropriate.

Activities

Providing confidential and impartial counselling and support to individuals and couples in the areas of: pregnancy choices for unexpected pregnancy, psychological distress after-abortion, and grief/bereavement counselling for pregnancy loss (baby loss, miscarriage, stillbirth, new-born death, ectopic pregnancy and failed IVF), as well as counselling and support for those facing anxiety, fear and depression within a current pregnancy. Due to limited capacity, we have been unable to engage in educative work (re relationships and sex education).

Public Benefit

To improve mental and psychological health and wellbeing for individuals and couples facing any pregnancy-related crises, loss or perinatal mental health distress.

Ensuring our work delivers our aims

We review our aims, objectives and activities annually. This review looks at what we achieved, who we reached and the outcomes of our work in the previous 12 months, including an overview of the success of our work, and the benefits brought to the people who have attended our service. In addition, as clients recover through counselling, our services indirectly benefit the wider community – partners, families, employers/businesses and the local neighbourhood. Our clients regularly report improved relationships with partners and families, feel able to return to work/education, and re-engage in local community life. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

The focus of our work

Our main objectives for this year continued to be the provision of free counselling and support for those facing mental and psychological health difficulties connected to any pregnancy-related crises. The strategies we used to meet these objectives included:

- Providing high quality, confidential and impartial counselling to all service users
- Ensuring staff and volunteers are provided with regular high-quality clinical supervision
- Ensuring staff and volunteers attend regular, relevant training, including Continual Professional Development training days and workshops (individually and as a team)
- Networking with and working in partnership with other agencies to ensure beneficiaries receive appropriate services and relevant support
- Continued provision of counselling sessions face to face and via telephone and Zoom video.

How our activities deliver public benefit

All our charitable activities focus on the provision of professional, confidential and impartial counselling to all facing any pregnancy-related crises. This includes the provision of impartial pregnancy choices counselling, pre- and post-abortion counselling, and counselling/support for pregnancy loss and pregnancy-related concerns/anxiety. This year we have been unable to actively promote the advancement of education for the public benefit in the subject of sex and relationships due to limited capacity. Provision of counselling for those facing anxiety and depression within pregnancy has been a vital support to isolated women, men and couples this year. These activities are undertaken to further our charitable purposes for the public benefit.

Who used and benefitted from our services?

Our objects and funding limit the services we provide to those in the Plymouth area and its environs. We saw women, men and couples from Plymouth and Cornwall. Clients who contacted us from further afield were signposted to services in their local area.

OPERATIONAL UPDATE REPORT – 1st August 2023 – 31st July 2024

“Keep doing what you are doing! You are an incredible service which is so needed.”

: : : : :

Pregnancy Crisis Care (Plymouth & SE Cornwall), has again had another busy year. My role as Centre Manager remains a privilege to support the team, staff, volunteers and our vulnerable clients. I am immensely proud of my team who have provided such amazing support to so many people over this past year, and worked so diligently and with such care and professionalism. We have received amazing feedback from clients and other professionals, which has been encouraging to us all, and acknowledging and affirming the need for this work to continue.

The larger grant funding awarded to us last year helped us to focus on developing and building our project.

Many clients attended the centre for counselling, and some had Zoom video or telephone sessions.

With many local services being at capacity, we have received many referrals from a variety of Health and Social Care departments. Many clients have found their counselling sessions to be a lifeline, helping them through difficult and painful life experiences. The Centre has remained a stable, supportive, caring, safe space to support those who faced the shock of unexpected pregnancy, the difficulties following termination, and the complex grief surrounding the devastating loss of a baby within or following a pregnancy.

STAFF & VOLUNTEER TEAM

This year, the Centre Manager and Senior Counsellor/Administrator facilitated the management of the centre and co-ordination of the volunteer and trainee counsellors. Another Counsellor was taken on who carried a client caseload, as well as undertook an administrative/monitoring role. The team was made up of 8 volunteers and 4 part-time paid staff. Four were trainee Counsellors on placement with us. These four trainee counsellors continued to complete their counselling practice hours with clients – either online via Zoom or telephone, or face to face at the centre. They each held a client caseload and were line-managed and supervised by Centre staff. We extend our sincere thanks to all our volunteers, who all have shown such dedicated care and commitment to our vulnerable clients.

TRUSTEES

We again extend our immense thanks to our Trustees for their fantastic support of the work of the centre. Meeting every 12 weeks, either face to face at the centre, or via Zoom, these meetings provided space to discuss and overview the running of the centre.

Jean Roper, remained in her role of Chair of Trustees, but then retired earlier in 2024. Chris Lavers came on board as Chair after Jean retired. Julie Stevens returned as a Trustee after completing her counselling course and placement with us last year.

We are thankful to all Trustees for their care, commitment and support of the centre and it's work over this year.

PREMISES

Our premises were again utilised well this year, with many clients attending counselling at the centre. Staff and volunteers used all three office spaces for client work, administration, Zoom video and telephone calls, as well as other meetings. The Trustee meetings were held at the centre every other quarter.

With a new agent (Stratton Creber) appointed to manage the building for the landlord, this brought some changes to responsibilities for the maintenance of our tenancy. There has been additional and increased costs involved in maintaining water quality checks, asbestos removal and maintenance and electrical testing and inspection certificates needing attention. The costs involved in this were incorporated into our budgets, to ensure that we complied with our tenancy requirements.

GDPR Compliance

Our Administrator and Centre Manager continued to implement and monitor our processes to ensure that we comply with the GDPR Data Protection Regulations. Confidential shredding of paperwork was undertaken by an external GDPR compliant company in Plymouth.

Clients

“We’ve received the most incredible, compassionate support over time, and we couldn’t be more thankful to our Counsellor for helping us through some of the hardest times.”

These quotes from clients (kindly given with permission), reveal the positive benefits of attending for counselling with our service. We are aware that pregnancy can bring many unexpected feelings. What should be a positive and exciting life event for many people, can at times turn into a very negative experience for some. These difficulties can adversely affect the mental health and psychological wellbeing for those involved, their partners and their extended family. Clients often face confusion, shock, fear, anxiety, severe depression, complex grief, PTSD and suicidal thoughts.

We received increased crisis (unexpected pregnancy) calls this year. These clients were seen within 24-48 hours, due to consideration of time limits in reference to their choices ahead. Other clients were continued to be supported with long-term counselling. Due to rising waiting lists, we reviewed the numbers of counselling sessions clients could receive within our service. Hence, clients were offered approximately 24 sessions of counselling, with some flexibility offered dependent upon need.

Clients seen for counselling included:

Unexpected pregnancy – those struggling with making difficult decisions following an unexpected pregnancy

Baby loss – miscarriage, stillbirth, neonatal death, ectopic pregnancy

Fertility issues – difficulty getting pregnant, failed IVF

Post-termination – those struggling following a termination, either for elective or for medical reasons

Pregnancy Support – those struggling with anxiety and depression in a current pregnancy, particularly difficult after a previous loss

Traumatic birth – those struggling with difficult trauma and memories after a traumatic birth

As Plymouth is a military city, Military personnel (Royal Navy, Army, Marines) from within Plymouth and surrounding areas continued to access our services. Many of these personnel and partners were isolated and disconnected from usual family support. Our services thus continued to be significant in provision of counselling and support at difficult times.

Asides from unexpected pregnancy clients, who usually attend for 1-2 sessions, other clients attended for multiple sessions of counselling over several months – either alone or with a partner. More males attended for counselling on their own over this past year.

Waiting List

We continued to hold a waiting list for baby loss and post-abortion clients. Over the year this increased quite significantly. The total numbers on this list over the year were clients. These clients had to wait at least 12-14 weeks to be seen for their initial assessment session. From this, they were then allocated to a regular counsellor. With the increased income from the National Lottery, we were able to employ a Counsellor and allocate more counselling hours, and the list later reduced to around 8 weeks waiting time. This rose again as the year went on due to greater numbers of referrals of people needing our services. Crisis pregnancy clients, and some pregnancy support clients were prioritised depending on their gestation of pregnancy.

Referrals

Referrals were received from different professionals, including the Bereavement Midwife at Derriford Hospital, Midwifery team, GP's, the Perinatal Mental Health and Maternal Mental Health teams, social care, Plymouth University, military personnel, and other voluntary agencies. These referrals came from within the Devon and Cornwall area. Self-referrals were also received, via recommendation from others, or from visiting our website. Social media also raised awareness, as did our website.

Pregnancy Crisis Care supported many people and walked alongside them as they processed difficult and complex feelings. Counselling helped clients to process anxiety, anger, fear, depression, trauma, PTSD and low self-esteem.

Unexpected pregnancy/crisis pregnancy clients (individuals and couples) were sensitively supported to talk through their feelings and thoughts around their situation. These confidential, impartial and unbiased sessions remained an important focus of the centre's work, to help ensure clients had a safe, unpressured space to consider their options at a very difficult and complex time.

Clients were referred to other local services when other needs arose and further, more specialised support was needed.

CLIENT FEEDBACK

Client feedback has again consistently remained positive this year, and stories have been shared on Facebook and our website, with client permission. Two clients bravely shared their stories, and their videos were recorded and uploaded to our Vimeo channel and website. These were also used at events to raise awareness of issues raised within a pregnancy crisis/loss, as well as to promote further knowledge of our services.

Traumatic Birth client: "I was very low, tearful, withdrawn, not sleeping... the lowest I'd been – not good. Now, after therapy, I'm much better – I'm normal again, enjoying doing things. I can sleep and talk about what happened. Therapy has made a massive difference. I've thought about new ways of looking at things and why they bother me. I was new to therapy and found the guidance and support helpful."

Baby Loss client: "I was feeling lost; I didn't really know how I felt or should feel. I was questioning myself and my feelings rather than allowing myself to 'just be.' The support I had from counselling really helped me to unpick my feelings around losing my baby. Although some sessions were really difficult I was able to use the time to reflect and be in a difficult space. When finishing each session I always felt contained and supported even if I had been upset. Strangely, the session where we went through what had happened when I miscarried was the most helpful – once I had shared this I felt able to really reflect and speak in counselling.....vulnerable at times but safe to do so."

FINANCES UPDATE

Regular income from local individuals and organisations helped us to maintain a small, consistent income which we remain extremely grateful for. Alongside this, grant applications were applied for, though due to our success of the National Lottery (Reaching Communities) funding in 2022, we were limited to what we could apply for. Some of our core costs involved in running the project were covered by this larger grant.

WEBSITE

Our website has remained an easy point of access for information about our services. Some of our clients agreed to have their stories put on our Vimeo channel, via our website, which helps demonstrate the work we do. Please see our website: www.pregnancycrisiscare.org.uk Referrals have also been received since via this website.

CRM system

Our CRM system continued to help us collate client statistics in a more accessible way. Weekly inputting of statistic data helped us to pull off reports easily at the end of the year.

LITERATURE

Leaflets and business cards were sent out on request to various agencies throughout the city and wider into Devon and Cornwall. These included Derriford Hospital (Maternity/Midwifery, Bereavement Midwife, Pregnancy Advisory Centre (PAC), Early Pregnancy Unit), GP surgeries, Plymouth University, Plymouth College of Art, Devon and Cornwall Social Care agencies, churches, The Zone, Plymouth Domestic Abuse Service, Perinatal and Maternal Mental Health Team, and Plymouth Options.

TRAINING

Training for the team helped further develop staff and volunteers professionally through accessing CPD sessions, as well as reflect on their practice within supervision.

Further professional development workshops attended / completed included:

Pete's Dragons – Suicide course
PCN course – Pregnancy Choices – 12 weeks
SANDS – Grieving in the Workplace
Pregnancy Support – PCN
Make Birth Better
PCN course – The Bowl (post-abortion)
Trauma Informed practice
Hidden Harm training (Plymouth Safeguarding Team)
SANDS Bereavement in the Workplace training workshop
PCN – Pregnancy After Loss workshop
Understanding Neglect and Emotional Abuse – Plymouth City Council Safeguarding Team
PCN Medical PTSD training workshop
IVF training
PCN Course – The Bowl (Post Abortion) – 7 weeks
PCN – Annual Conference – October 2023
PCN – Reproductive constraint and coercive control – November 2023
Domestic Abuse – November 2023
National Bereavement Care Pathway – SANDS training day – April 2024
PCN – Self care for Practitioners and supporting resilience – April 2024
Self-harm training – July 2024
EMDR training
IFS (Internal Family Systems training)

SUPERVISION

The team received regular monthly clinical supervision, an essential BACP requirement for helping to promote best and safe practice both for clients and Counsellors/Practitioners. The Centre Manager provided regular in-house supervision for team members, including some of the student counsellors. Some newer student counsellors accessed external supervision for their practice. Our Senior Counsellor met regularly with the students to line-manage their placement. The Centre Manager attended external supervisory support for her counselling practice as well as external consultative supervision for her Supervisory practice.

Group supervision sessions were held at times via Zoom video so that the team could link together and discuss caseloads and issues arising.

Group work

After last years' funded baby loss group, we decided to continue this as clients asked for this support. We thus provided baby loss group work sessions in Plymouth and Liskeard over the year, which was attended by 13 individuals and couples over this time period.

Baby Loss Group – quote:

"The Pregnancy crisis care support group provided me with a safe and understanding space to bring my feelings and thoughts about my loss and life each month. I was able to process and chat with people who understood some of what I was going through, at a time when I felt quite lonely and needed connection with people who just 'got it'."

Counselling, guidance, support and information

CLIENTS

Age ranges of clients have been between 14 and 70. Clients came from various backgrounds; young people at college/University, vulnerable refugees, women in difficult/abusive relationships, military families/personnel, isolated from family and support. Others were clients who are working or on limited incomes. With the cost-of-living crisis, private counselling may be out of reach for even those who are employed. Hence, the provision of free counselling for those who are in deep distress was a lifeline to many. Many clients seen were isolated, with limited support networks. Clients were deeply distressed and struggled significantly with their mental, emotional and psychological health. Some struggled with severe depression or anxiety and PTSD symptoms, including suicidal feelings. Through their counselling with us in a safe and confidential space, clients were supported to process complex grief, guilt, shame, shock, fear, depression, anxiety, panic and trauma. Many times, this was a long and slow road of recovery to find some kind of healing, a sense of hope again and their 'new normal.'

From 01.08.2023 – 31.07.2024:

221 clients - Attending for: 1918 hours of 1:1 hourly counselling sessions over this year

This included:

- **1131 hours of face-to-face counselling sessions**
- **348 hours of Zoom video counselling sessions**
- **201 hours of telephone counselling sessions**

Clients:

- 25 Military personnel/partners
- 29 males
- 189 females
- 50 couples
- 171 individuals

Client contacts:

- 1198 emails
- 409 texts

Enquiries and non-client contact:

- 90 telephone calls
- 107 emails
- 11 texts
- 7 letters

Waiting List contact: - 128 clients on our waiting list within this year

- **19 crisis pregnancy client calls**
- 72 telephone calls
- 613 emails
- 6 letters
- 12 texts

SUPERVISION SESSIONS:

Face to face, Zoom video and telephone calls:

- 6570 minutes = 110 hours of internal clinical supervision
- 1980 minutes = 33 hours of external clinical supervision
- 315 minutes = 5.25 hours of group supervision

Line management meetings with students:

- 22 meetings of 1 hour each

Trustee meetings – 4 over the year

2023-2024 Client Numbers and Reason Breakdown

Support for:	01.08.2023 – 31.07.2024
Crisis Pregnancy	24
Post Abortion	20
Baby loss	21
Stillbirth	19
Termination for Medical Reason (TFMR)	13
Ectopic pregnancy	11
Fertility issues	14
Miscarriage	48
Missed miscarriage	9
Pregnancy test	2
Pregnancy Support	27
Birth trauma	5
Post pregnancy support	2
Neonatal Death	3
Post Natal Depression	3
TOTAL CLIENTS	221

Total clients seen throughout the year: 221 clients

Total counselling hours provided over this year: 1918 hours

Statistics for Pregnancy Crisis Care – 01.08.23 – 31.07.24

Headline Facts

221

People supported in 2024

1918

Hours of 1:1 hourly counselling sessions over this year



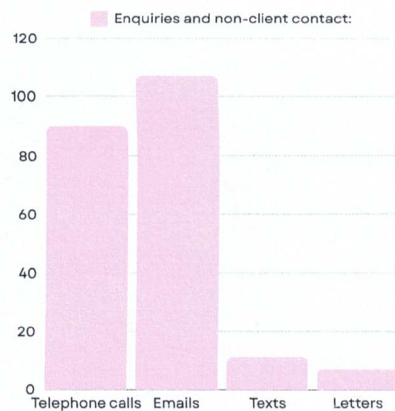
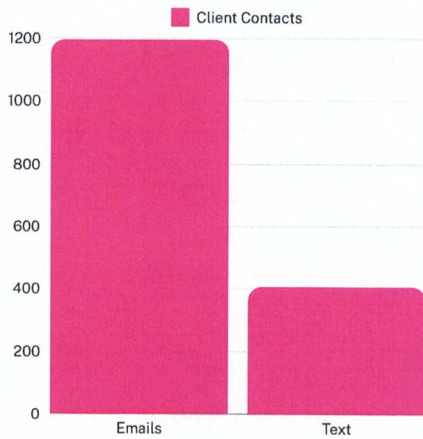
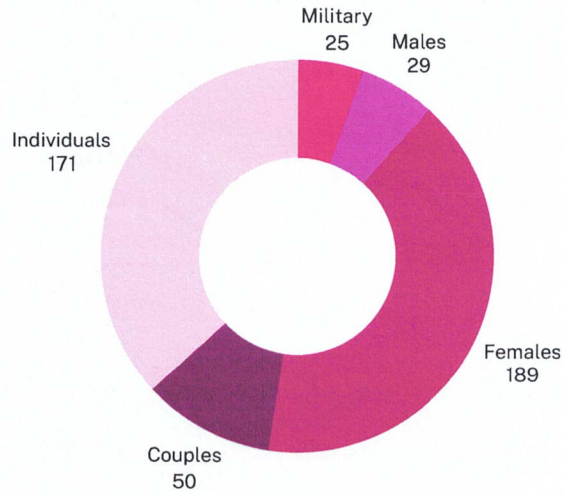
1131 hrs
of 1:1 counselling



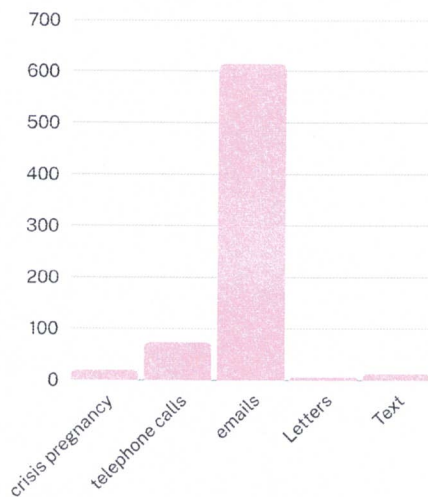
384 hrs
of Zoom counselling



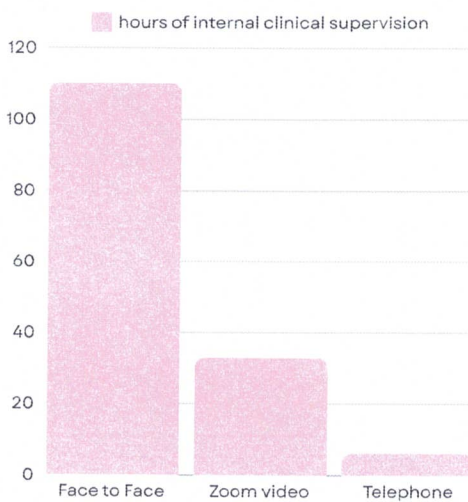
201 hrs
of phone counselling



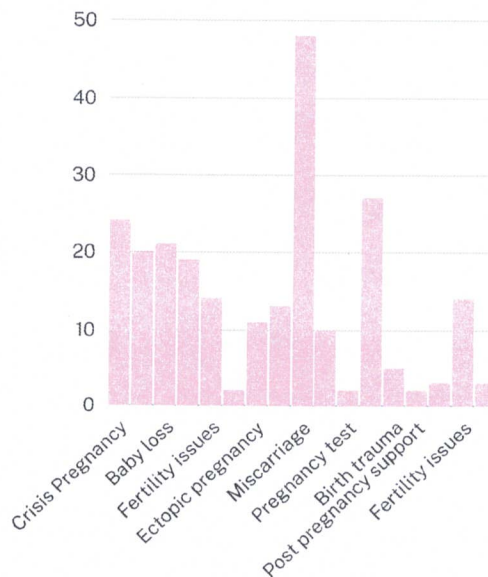
Waiting List contact: - This is how we kept in contact with 128 clients on our waiting list this year (eg 600+ emails sent)



SUPERVISION SESSIONS:
Face to face, Zoom video and telephone calls:



The following chart illustrates the range of issues Pregnancy Crisis Care supported people with .



All clients attending for longer-term counselling had their levels of Depression and Anxiety recorded at intake and exit. This evidenced their recovery and mental health progression, as well as the impact of counselling sessions on their mental and psychological health.

Clients' levels of PTSD were monitored. Scores from the SPRINT (PTSD) monitoring form were taken and monitored regularly throughout sessions. SPRINT is a PTSD scoring indicator (*used with permission from Jonathan R Davidson MD, a Professor of Psychiatry and Director of the Anxiety and Traumatic Stress Programme, an integrative anxiety treatment programme, at Duke University Medical Centre in Durham, N.C.*). Many women again showed significant improvements in symptoms after just 6 sessions of counselling. This reflects the effectiveness and positive impact of our counselling sessions with clients at the centre.

Service users were signposted on to other services and agencies as necessary. These services included GP's, Housing, Children's Storehouse, Luna's Fund, Adult Social Care, Plymouth Domestic Abuse Service, Children's Social Care and Safeguarding Team, RN/RM Military support services, The Zone, Derriford Hospital, Refugee & Asylum Seekers Mental Health team, and the Pregnancy Advisory Clinic.

COUNSELLING PLACEMENTS

Over this year, we had 4 trainee Counsellors with us to complete their 100 (or 150) counselling placement hours. Three have now qualified, whilst the others were still completing their hours. The students came from Astranti Connect (formerly Devon & Cornwall Counselling Hub), Heartwood Institute of Counselling, Iron Mill and Marjons. These placements assisted them in gaining their valuable practical counselling hours, and it helps us to allocate out clients more quickly for counselling. These trainees were supported through line-management and group supervision from within the team as well as external supervision. Again, we greatly appreciated their commitment and diligence in supporting our clients this year.

Feedback from Trainee Counsellors (now qualified):

Trainee 1: Romilly (Counsellor) – "I have been volunteering at Pregnancy Crisis Care since April 2023 first as a trainee and now as a qualified counsellor since April 2024. I have found my client work to be rewarding, clients really value the service offered and in my experience, make good use of it. I have found the centre very supportive to me in my work, both in providing resources, reassurance, and clarity over systems, and I have always have swift and relevant responses when I have concerns. There is a good morale in the team, which is a valuable resource, especially as counselling is a solitary activity. There is also good amount of flexibility and respect for counsellor autonomy."

Trainee 2: Josie (Counsellor) – "I spent just over a year with Pregnancy Crisis Care for my clinical placement/training as part of counselling and psychotherapy degree. I feel honoured to have spent this time at PCC. I felt supported, valued and met truly inspiring clients. My colleagues were all wonderful, understanding, caring and welcoming. I was part of a team and also felt I was free to find my own therapeutic philosophy too. The work PCC does is incredibly meaningful and I miss being a part of it so much. It will always have such a huge space in my heart and I will be forever grateful to Jane, Sarah and the wider team for nurturing me through my learning and training. You are all such special people."

NETWORKING/OUTREACH

Some networking events were attended as follows:

Meetings/events attended over this year included:

Co-op events at Mutley Plain - August 2023

Duchy College, Fresher's Fair – September 2023

PCN Annual Conference, Derby – 6-8 October 2023

Wave of Light on The Hoe – October 2023

Marjons Pastoral Team – October 2023

Lush Wellbeing charity event – October 2023

Meet up on the Hoe re baby loss awareness week with Luna's Fund, Phoebe Hoskin Trust and Rebecca Smith, Councillor – Oct 2023

Opening of the Snowdrop Bereavement Suite at Derriford Hospital – 17.10.2023

Quiz held by Plumbase (at Albion) – October 2023

Ladies Conference talk at PCC – 04.11.23

City Transformation Conference – 06.11.23

Claire from Better Births - 13.11.23

Maxine came to visit re Birth Trauma charity - 28.11.23

Yealmpton Craft fair - 02.12.23

Presentation to the WREN team, Cornwall on Zoom video - 23.01.24

Plymouth Mental Health Networking event - 31.01.24

Visited Elizabeth at the Dragonfly Centre – 05.02.24

Visit from Leanne T - 06.02.24

Visited Aimee at Luna's Fund at her new premises - 07.02.24

Quiz fundraising night – Boringdon Park Golf club - 14.03.24

Kirsty Sellers to visit re fundraising for us - 26.03.24

Fundraising event at Helen's house - 28.03.24

Visit to Plumbase to receive a cheque for £2500 - 09.04.24

Plymouth Mental Health – Devonport Guildhall - 08.05.24

Garden Party – Plympton - 14.07.24

Visits to the centre included:

Aimee Conroy (Founder) of Luna's Fund

Student counsellors for interviews and training

Paul Read, DRIFT

Dominick Finlan – to talk about creating a promotional video, as well as filming the videos – August 2023

Kim Armstrong, Reaching Communities team, National Lottery

Councillors from Plymouth City Council

Lynsey Evans from Chris Kallis solicitors

Aimee and Helena from Luna's Fund, Jade from Phoebe Hoskin Trust to talk re baby loss week – Sept 2023

MJ from Soul Singers – Sept 2023

Becky and Emma Cox visit to centre – re fundraising 06.02.24

FUNDRAISING

Fundraising is an important part of our work and helped support provision of these services free of charge to our clients at their time of need. It also raised awareness of pregnancy-related crisis issues as well as highlighting our service.

We were delighted to be able to return to our face-to-face annual quiz in March 2024 at Boringdon Park Golf club. This was well supported and great fun had by all.

These events, and helped to raise awareness, as well as raise much needed funding to help us continue to run the service.

Many local businesses supported us through donation of raffle prizes, as well as attending the events. We were all so appreciative of the support given and shown.

Other amazing support was received from former clients and other supporters:

Ayla's Fund – Paul & Kate Vincent – fundraising events - £855

Santander match-funded - £2500 from our quiz raffle in March 2024

Localgiving.org – variety of donations received online over the year

PayPal Giving Fund (via Facebook) – donations received over the year

Easyfundraising.org – donations received over the year

Funding bids and applications were written to various organisations and Trusts throughout the year. Paul Read from Drift Advice assisted us with exploring and applying for further sources of funding to sustain our work longer-term.

Successful funding received - 01.08.2023 – 31.07.2024:

Grant / Donations	For:
17.08.2023 Hospital Saturday Fund	£2000 PCN Conference
07.11.2023 Co-op Community Grant	£3316.18 3 hours counsellor for 1 year
08.12.2023 National Lottery – Reaching Community Grant	£25,131 Part of project costs for centre – half a year
18.01.24 Charities Trust – Yorkshire Building Society	£2000 General costs
12.02.2024 Ackroyd Charitable Trust	£1000 General costs
09.04.24 UK Plumbing Supplies	£2500 General costs
17.05.24 Santander Foundation – Match Fund	£2500 General costs
07.06.24 National Lottery – Reaching Community Grant	£25,131 Part of project costs for centre – half a year
01.07.24 Rotary Club	£1000 General costs
18.07.24 Plymouth City Council Community Grant	£300 Training for volunteers

Grants/Donations overlapping from 2023:	
May 2023 Magic Little Grant – Localgiving.org	£500 Towards funding 1 week a month costs for 5 months for baby loss support group (expired October 2023)
16.06.2023 Santander Foundation	£2500 Match-funding from the quiz night event – towards baby loss support group

These grants were significant in enabling us to run the centre effectively and continue to provide a high-quality service to the public over this year.

We also remain so very grateful for our individual donations and monthly donors who gave to us financially again this year, either directly via BACS payment or via our link on www.localgiving.org. Clients sometimes raised money for us through a variety of fundraising events, which was never expected and yet always such a lovely surprise if/when they did so.

Immense gratitude is extended again to the many dedicated supporters and organisations who regularly donate to this work. It makes a huge difference to the centre having regular income and assists us in meeting ongoing running costs.

TEAM and AGM

Our AGM was held in November 2023, attended by team members and Trustees on Zoom. All Trustees were happy to continue with their roles.

Team socials were organised at times throughout the year to get together as a team.

EMPLOYMENT

The Centre Manager was employed for 16 hours per week, and Counsellors were employed for 14 hours, 8 hours and 10 hours. Our Administrator was employed for 12 hours a week.

We employed a Housekeeper/Cleaner for 5 hours per week.

With the funding received from the Reaching Communities Fund (National Lottery), (a 3-year grant, with payments transferred periodically every 6 months up to 3 years), these staffing ours were adjusted to meet the criteria specified in our grant application. With the unexpected extra funds received from Little Things & Co, some staff hours and roles were also slightly adjusted, thus towards working to an aspirational budget to support the running of the centre effectively.

All other team members remained trainee or volunteer Counsellors and Practitioners.

THE FUTURE

Our aim for the future is to continue to provide this free service to those in need of care and support at times of great need and difficulty. To enable this, we wish to retain our employed roles to help support the running of this service. We would also like to raise funding to support employment of more paid counselling hours, to support the team and growing demands for our services from clients and professionals alike. The Centre Manager will continue to provide supervision and training to the volunteers, hold a caseload, and also oversee general management of the Centre.

We wish to continue working together and strengthening links with other agencies and services in the city to aid collaborative partnerships. This will help to ensure vulnerable clients receive holistic care and support. We continue to ensure that genuine care is provided for vulnerable individuals and couples who face difficulties around their pregnancy crisis or loss.

In order to maintain the provision of a high quality, professional counselling service, there is always the ongoing need to secure regular funding and this also remains a priority to enable us to continue to provide this highly valued and much needed service.

This year, again, we send our sincere and heartfelt gratitude to all individual Supporters, local Organisations and businesses, Trust funds, Volunteers, Operational Team members and Trustees for all their hard work and dedicated support – our work together provides a huge amount of invaluable support and help to many vulnerable clients at such difficult times of great distress and isolation, and the centre’s services continue to make a significant, positive impact on their lives and futures. We couldn’t do all this without you all, so we extend a huge “thank you” to you all again.

Professional Endorsements:

“Pregnancy Crisis is a vital support for Mums across Plymouth and the wider area. The issues surrounding pregnancy, baby loss and infertility are complicated, emotional and deeply personal. It can be a challenging topic to discuss for some. But Pregnancy crisis provide specialist support that is professional, gentle, kind and non judgemental. Giving people access to counselling at a time of trauma is a huge support and provides both comfort and coping strategies for families. They work collaboratively with other organisations for benefit of the community and awareness around pregnancy issues. The work that they do is essential.”
MJ, CEO of Soul Singers CIC.

Further Client quotes, shared with permission:

Client feedback continues to be collated via feedback forms as well as anonymously via Survey Monkey. It remains heart-warming and a real honour to have received such encouraging feedback from so many of our clients. Here are a few samples of feedback people have left for us:

Pregnancy support

“I feel more at ease and calmer. It has made my pregnancy calmer and more enjoyable.”

Baby Loss

“I came feeling broken and lost. You helped me accept and talk through feelings, emotions, thoughts and validated them giving me hope for the future, made me feel like me again. I felt nervous and anxious but now feel less alone.”

“We have received long term, consistent support which has provided an amazing forum/safe space for discussing our thoughts, feelings and emotions which has really improved our wellbeing and made our relationship stronger with better communication, The support has enabled me to put in placed the healthy boundaries I needed.”

“The support really helped me unpick my feelings around losing my baby, although some sessions were really difficult, I was able to use the time to reflect and be in a difficult space. When finishing each session I always felt contained and supported, even if I’d been upset.”

“The service has provided me with a lot of support to accept my journey. It has helped being listened to and not judged.”

“The support helped me realise it was not my fault, gave me self-acceptance and self-kindness. I am able to use better boundaries physically and emotionally and respect myself more. I have better communication now with my husband.”

“Feel as though I am beginning to be myself again and realise I need to put myself first more. I have gained self-confidence.”

“I felt hopeless, extremely anxious and depressed. Counselling has given me so much hope that things can be better. I can now manage my feelings and know that they are normal. I feel like I am able to be happy again, and know that that’s ok. Counselling has helped me feel like I can discuss my feelings and helped me feel closer again to my partner. Just knowing that I will not be judged has helped immensely.”

“Initially I felt overwhelmed, confused, lost, unsupported but through my therapy have been able to clarify feelings, process event and accept what the future will bring. I particularly found the tools provided to be helpful. I feel a lot more at ease now with what has happened and whilst I am still very sad about it, I no longer feel it is consuming me.”

Baby loss

“I have learned how to manage my grief in a healthier way and been able to open up and share my feelings safely rather than bottling them up. It has helped me in my close relationships enabling better understanding of each other.”

Post abortion

“Initially I was quite depressed as the abortion did affect me a lot. I was worried therapy wouldn’t work but it has helped me be more at peace and more able to talk about my feelings with my loved ones.”

Human Resources employed

The weekly hours of employees during the year were as follows:

Centre Manager / Counsellor	16 hours
Counsellor/Project Outreach Worker	14 hours
Administrator	12 hours
Cleaner/Housekeeper	5 hours
Counsellor	10 hours
Counsellor	8 hours
Baby loss group work facilitator	4 hours (self-employed)
<u>Total hours per week</u>	<u>69 hours</u>

The charity continues to operate a NEST Pension Scheme for eligible employees.

Accounting

The Centre continued to subscribe to Xero accounting system throughout this year, which helped assist with collating annual accounts. Teresa Blackler continued to monitor and manage Xero, accounting and payroll for us over the year, and we extend grateful thanks to her.

Trustee Remuneration & Related Party Transactions

No members of the Trustees received any remuneration during the year. There were no related party transactions.

Reserves policy

Pregnancy Crisis Care holds a Reserves policy which is monitored at every Trustees meeting. Within this financial year, Pregnancy Crisis Care was compliant with our Reserves Policy.

Taxation

As a charity, Pregnancy Crisis Care (Plymouth & SE Cornwall) is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

Purposes of Restricted Funds:

01.08.2023 – 31.07.2024:

Grant / Donations	For:
17.08.2023 Hospital Saturday Fund	£2000 PCN Conference
07.11.2023 Co-op Community Grant	£3316.18 3 hours counsellor for 1 year
08.12.2023 National Lottery – Reaching Community Grant	£25,131 Part of project costs for centre – half a year
17.05.24 Santander Foundation – Match Fund	£2500 General costs/Baby loss group
07.06.24 National Lottery – Reaching Community Grant	£25,131 Part of project costs for centre – half a year
18.07.24 Plymouth City Council Community Grant	£300 Training for volunteers
Grants/Donations overlapping from 2023:	
May 2023 Magic Little Grant – Localgiving.org	£500 Towards funding 1 week a month costs for 5 months for baby loss support group (expired October 2023)

Financial Review

In so far as the Trustees are aware:

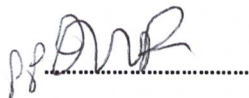
- there is no relevant audit information of which the charity's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the Charities Commission's website.

The Trustees are responsible for the preparation of the annual report and accounts. It is best practice for both documents to be approved by the Trustees as a body, in accordance with their usual procedure (for example, at a quorate trustees' meeting).

The Trustees confirmed that they were compliant with the charity's Reserve's policy, which was reviewed at Trustee's meetings regularly.

The charity finances were overseen this year by Jane Frajbis, Centre Manager, Teresa Blackler, (Xero). The Accounts were externally examined by Independent Examiner: Merlin Mbahin, Clear Blue Sky Accountancy Ltd.



Teresa Blackler – Xero Book-keeper

Balance Sheet

Pregnancy Crisis Care (Plymouth & SE Cornwall) As at 31 July 2024

31 JUL 2024

Fixed Assets

Tangible Assets

Computer Equipment	577.80
Total Tangible Assets	577.80
Total Fixed Assets	577.80

Current Assets

Cash at bank and in hand

Petty cash	165.24
PREGNANCY CRISIS CAR	37,588.05
PREGNANCY CRISIS CAR#001	46,495.74
Total Cash at bank and in hand	84,249.03
Total Current Assets	84,249.03

Creditors: amounts falling due within one year

Accounts Payable	756.97
NIC Payable	2,533.07
PAYE Payable	(3,033.47)
Pensions Payable	58.37
Rounding	0.02
Suspense	20.00
Wages Payable - Payroll	1,276.97
Total Creditors: amounts falling due within one year	1,611.93

Net Current Assets (Liabilities) 82,637.10

Total Assets less Current Liabilities 83,214.90

Net Assets 83,214.90

Capital and Reserves

Current Year Earnings	4,660.39
Reserves	48,863.81
Retained Earnings	29,690.70
Total Capital and Reserves	83,214.90

Profit and Loss

Pregnancy Crisis Care (Plymouth & SE Cornwall) For the year ended 31 July 2024

2024

Turnover

Donations- Gift Aid	820.00
Event Income	5,351.38
Fund Raising	11,343.01
General Donations	17,172.25
Gift Aid Tax Reclaimed	2,750.03
Grant Income	52,562.00
Interest Income	668.84
Total Turnover	90,667.51

Cost of Sales

Counselling Resources	278.91
Total Cost of Sales	278.91

Gross Profit

90,388.60

Administrative Costs

Accountancy Fees	400.00
Advertising & Marketing	4,508.66
Bookkeeping and PAYE Bureau Fees	1,170.00
Charitable and Political Donations	(250.00)
Cleaning	167.58
DBS and ICO Fees	238.58
Development	1,382.50
Event Expenses	1,536.56
Insurance	711.75
Legal Expenses - Lease renewal	1,854.00
Light, Power, Heating	2,002.35
Office tea/coffee/milk	45.43
Pensions Costs	588.48
PPE, Maintenance and General Expenses	87.48
Printing & Stationery	237.68
Rates	666.64
Rent	9,045.45
Repairs & Maintenance	1,026.46
Salaries	53,192.16
Staff Training and Development	1,649.60
Stationery, Postage, Freight & Courier	242.05
Subscriptions	1,220.44
Supervision	1,443.70
Telephone & Internet	1,066.14
Travel - National	992.68

	2024
Xero Software Costs	501.84
Total Administrative Costs	85,728.21
Operating Profit	4,660.39
Profit on Ordinary Activities Before Taxation	4,660.39
Profit after Taxation	4,660.39

Executive Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall) For the year ended 31 July 2024

2024

Cash

Cash received	91,474.60
Cash spent	85,518.22
Cash surplus (deficit)	5,956.38
Closing bank balance	84,249.03

Profitability

Income	90,667.51
Direct costs	278.91
Gross profit (loss)	90,388.60
Other income	-
Expenses	85,728.21
Profit (loss)	4,660.39

Balance Sheet

Debtors	-
Creditors	756.97
Net assets	83,214.90

Sales

Number of invoices issued	3.00
Average value of invoices	278.33

Performance

Gross profit margin (%)	99.69
Net profit margin (%)	5.14
Return on investment (p.a.) (%)	5.60

Position

Average debtor days	-
Average creditor days	993.33
Short term cash forecast	(756.97)
Current assets to liabilities	52.27
Term assets to liabilities	-

**INDEPENDENT EXAMINER'S REPORT TO
THE TRUSTEES OF PREGNANCY CRISIS CARE**

I report on the financial statements of Pregnancy Crisis for the year ended 31 July 2024 which have been prepared in accordance with the Charities Act 2011 (the Act) and with the Financial Reporting Standard 102, (effective 1st January 2016) adapted to meet the needs of unincorporated organisations, as modified by FRS 102 SORP (Statement of Recommended Practice for Accounting and Reporting by Charities) 2015 (as amended by the Bulletin issued in February 2016) published by the Charity Commission in England & Wales (CCEW), effective January 2015 (The SORP), under the historical cost convention and the accounting policies set out on page 10.

Respective responsibilities of the Trustees and the Independent Examiner

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

The Trustees consider that the audit requirement of Section 144(1) of the Charities Act 2011 (the Act) does not apply, and that there is no requirement in the Governing Document for the conducting of an audit. As a consequence, the Trustees have elected that the financial statements be subject to independent examination.

Having satisfied myself that the charity is not subject to audit under any legal provision, or otherwise, and is eligible for independent examination, it is my responsibility to: -

- examine the accounts under Section 145 of the Act;
- follow the procedures in the General Directions given by the Charity Commission under section 145(5)(b) of the Act and;
- state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement and scope of work undertaken

I conducted my examination in accordance with the General Directions given by the Charity Commission under section 145(5)(b) of the Act, setting out the duties of an Independent Examiner in relation to the conducting of an Independent Examination. An Independent Examination includes a review of the accounting records kept by the charity and of the accounting systems employed by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you, as Trustees, concerning such matters. The purpose of the examination is to establish as far as possible that there have been no breaches of charity legislation and that the financial statements comply with the SORP, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements.

The procedures undertaken do not provide all the evidence that would be required in an audit, and information supplied by the Trustees in the course of the examination is not subjected to audit tests or enquiries, and consequently I do not express an audit opinion on the view given by the financial statements, and in particular, I express no opinion as to whether the financial statements give a true and fair view of the affairs of the charity, and my report is limited to the matters set out in the statement below.

I planned and performed my examination so as to satisfy myself that the objectives of the Independent Examination are achieved and before finalising the report, I obtained written assurances from the Trustees of all material matters.

Independent Examiner's Statement, Report and Opinion

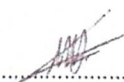
Subject to the limitations upon the scope of my work as detailed above, in connection with my examination, I can confirm that: -

This is a report in respect of an examination carried out under 145 of the Act and in accordance with General Directions given by the Charity Commission under section 145(5)(b) of the Act which may be applicable;

and that no matter has come to my attention in connection with my examination which gives mereasonable cause to believe that in any material respect the requirements: -

- to keep accounting records in accordance with Section 130 of The Charities Act 2011;
- when preparing accounts on an accrual's basis, to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Act and the Regulations setting out the form and content of charity accounts;
- have been prepared in accordance with The Charities Act 2011. and with the methods and principles set out in the FRS102 Statement of Recommended Practice Accounting and Reporting by Charities (effective January 2016).
- have not been met or to which, in my opinion, attention should be drawn in my report in order to enable a proper understanding of the accounts to be reached.

Signed: -


.....

Merlin Mbahin, FAAT, MIP,

Independent Examiner

(Fellow of the Association of Accounting Technicians)

Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB.

..... 23/12/2024

Date

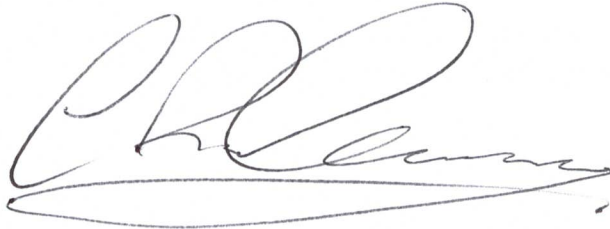
Statement of Chair of Trustees

Members of the Operational Team

Members of the Operational Team/Trustees manage the affairs of the CIO, served during the year and up to the date of this report, as set out on pages 6-24.

In accordance with statutory obligations, we certify that as Trustees of the CIO, we have taken all the steps necessary in order to comply with the financial regulations affecting the charity.

Approved by the Operational Team and Trustees on 28th October 2024 and signed on its behalf by:



.....
CHRIS LAVERS – Trustee and Chair

01.11.2024

PREGNANCY CRISIS CARE (PLYMOUTH & SE CORNWALL)

England & Wales - Charity number 1153438

Accounts



Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charitable Incorporated Organisation (CIO)

Report and Financial Statements

For the year 1st August 2022 - 31st July 2023

Registered Charity No: 1153438

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Contents	Page No
Legal and Administrative Information	3-5
Report of the Operational Team	6-27
Financial Review – Trustee	28-30
Receipts and Payments Accounts and Statement of Assets and Liabilities	31-41
Independent Examiner’s Report	42
Statement of the Chair of the Trustees	43

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Reports of the Operational Team for the year ended 31st July 2023

The Operational Team presents its Centre Manager's report and audited financial statements for the year ended 31st July 2023.

Legal and Administrative Information

Charity Name: Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charity Registration Number: 1153438

Registered Office and operational address: 2nd Floor (Right)
Kinterbury House
Kinterbury Street
Plymouth PL1 2DG

Operational Team:

Jane Frajbis	Centre Manager
Sarah Hill	Counsellor/Administrator Support
Debbie Allan	Counsellor

Trustees:

Mark Frajbis
Jean Roper (Chair – acting)
Stephen Fripp (Chair) / (Financial)
Vikki Finnegan
Tim Stephens (Safeguarding and Policies)
Bridget Stovold

Book-keeper:

Rebekah Coombes AATQB, Bookkeeping & Administrative Services, Licensed and regulated by AAT under licence number: 1004413 (till December 2022)

Teresa Blackler – Self-employed Book-keeper, Xero certified

Independent Examiner:

Merlin Mbahin, Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB

Bank: NatWest Bank, Plymouth City Centre Branch, 14 Old Town Street, Plymouth, PL1 1DG

Our Aims and Objectives

Purposes and Aims

Our charity's purposes remain the same, as set out in the objects contained in the charity's CIO Constitution are:

- Relief for those in need of distress by the provision of pregnancy choices counselling, post-abortion counselling and support for pregnancy loss and pregnancy-related concerns.
- The advancement of education for the public benefit in the subject of sex and relationships.

The aims of our charity are to provide a safe, impartial and caring environment for individuals and couples in need of support, information and confidential counselling for all pregnancy-related crises or issues, without fear of being hurried, pressurised or judged. This includes providing counselling and support for those facing anxiety and depression within pregnancy. Our services are available to persons living or working in the target area, without distinction of gender, sexual orientation and race or of political, religious or other opinions. We also aim to make available relevant and accurate information regarding support services that will enable beneficiaries to feel informed, empowered and respected, and will signpost/refer beneficiaries on to other services as appropriate.

Activities

Providing confidential and impartial counselling and support to individuals and couples in the areas of: pregnancy choices for unexpected pregnancy, psychological distress after-abortion, and grief/bereavement counselling for pregnancy loss (baby loss, miscarriage, stillbirth, new-born death, ectopic pregnancy and failed IVF), as well as counselling and support for those facing anxiety, fear and depression within a current pregnancy. Due to limited capacity, educative work around relationships and sex education has been limited, though we have attended College/University Fresher's Fairs in the autumn terms.

Public Benefit

To improve mental and psychological health and wellbeing for individuals and couples facing any pregnancy-related crises or perinatal mental health distress.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved, who we reached and the outcomes of our work in the previous 12 months, including an overview of the success of our work, and the benefits brought to the people who have attended our service. It is also of note, we are aware that as clients recover as they talk through their difficulties, our services benefit the wider community – partners, families, employers/businesses and the local community. Our clients regularly report improved relationships with partners and families, feel able to return to work/education, and re-engage in local community life. Reviewing our work helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

The focus of our work

Our main objectives for this year continued to be the provision of free counselling and support for those facing mental and psychological health difficulties connected to any pregnancy-related crises. The strategies we used to meet these objectives included:

- Providing high quality, confidential and impartial counselling to all service users
- Ensuring staff and volunteers are provided with high-quality, regular clinical supervision
- Ensuring staff and volunteers attend regular and relevant training, including attending Continual Professional Development training days and workshops (either as a team or as individuals)
- Networking with and working in partnership with other agencies to ensure that each beneficiary receives appropriate services and relevant support
- Continued to adapt provision of counselling using telephone and Zoom video sessions, as well as providing face to face work.

How our activities deliver public benefit

All our charitable activities focus on the provision of professional, confidential and impartial counselling to all facing any pregnancy-related crises. This includes the provision of impartial pregnancy choices counselling, pre- and post-abortion counselling, and counselling/support for pregnancy loss and pregnancy-related concerns/anxiety. This year, due to capacity, we have been unable to actively promote the advancement of education for the public benefit in the subject of sex and relationships, besides from attending College/Uni fresher's fairs. Provision of counselling for those facing anxiety and depression within pregnancy has been a vital support to isolated women, men and couples this year. These activities are undertaken to further our charitable purposes for the public benefit.

Who used and benefitted from our services?

Our objects and funding limit the services we provide to those in the Plymouth area and its environs. From the pandemic and previous working with some individuals out of area, this has now ended, and we continued to focus on Plymouth and Cornwall clients who make contact with us. Clients from outside Plymouth and Cornwall were signposted to services in their local area.

Counselling was provided for individuals and couples facing the loss of a baby through stillbirth, miscarriage, new-born death, fertility issues and failed IVF treatment. Impartial pregnancy choices counselling has been provided for individuals and couples facing an unexpected pregnancy. Counselling has also been provided for those struggling emotionally/psychologically following an abortion, as well as counselling for those who experience anxiety and depression within a current pregnancy.

We continue to promote universal access to our services in our area, and use regular monitoring processes to record recovery from intake to exit of counselling, as well as recording anonymised statistics regarding gender, ethnicity, age, and postcode area to monitor what types of clients from what local areas are accessing our services.

OPERATIONAL UPDATE REPORT – 1st August 2022 – 31st July 2023

To start our report this year, I wanted to again share some inspiring and heartening feedback from a few of our clients, shared with permission. It remains a privilege and honour to walk alongside those who are struggling in some way around pregnancy-related crises or loss, and it is so encouraging for us as a team to witness their progress over their time with us.

"I just wanted to say a huge thank you for your kindness and compassion... you helped me to get to where I am today by providing me with a tool kit to battle the bad days with. We still remember the little girl we couldn't keep..... I am delighted that we now have our beautiful girl in our lives!"

"The whole experience was good and very positive.... I wouldn't be where I am now if I hadn't had this counselling.....I feel much more positive and able to feel more in control of my feelings."

"I found sessions with my Counsellor so helpful. Just having a safe space to express all my feelings and share my thoughts. I especially found working on tools to address my anxiety very helpful. Thank you so much."

"... counselling has given us the tools to cope during hard times with our emotions, but also with each other. Increased confidence in dealing with adversity. My wife and I have become better at communicating and dealing with each other's emotions. I think having counselling sessions has changed my life for the better and I am so grateful to my Counsellor and to Pregnancy Crisis Care for that."

"I felt so alone in my situation, and felt anxious and angry.... Counselling has helped me move forward and not look back in anger. It helped me categorise my grief so it felt less overwhelming and easier to deal with..... it also helped me to open up more to friends and family about how I was feeling..... Pregnancy Crisis Care is a brilliant service and I felt very welcomed and listened to."

"Counselling has made me think about and link my general mood/emotions/feelings to the baby loss, and helped me understand and recognise when and why I may be feeling the way I do. It's also been really useful having a session where I can't avoid the situation. The has really helped me communicate about the losses both inside and outside the sessions.....It has also had a positive impact on the relationship with my wife. We have been able to talk more and it has helped us understand our different ways of dealing with the loss..."

: : : : :

At Pregnancy Crisis Care (Plymouth & SE Cornwall), it has been another busy year. As Centre Manager, I remain immensely proud to report that our work has positively supported so many people over this past year. Our committed volunteer and staff team have yet again worked diligently to support many vulnerable individuals and couples facing very difficult times in their lives around a pregnancy-related crisis or loss.

With exciting news of a larger grant fund from Reaching Communities (National Lottery) being awarded to us within this year, this enabled us to develop our project, and supported us to become more robust and secure in terms of secure funding, as well as some reorganisation of roles and responsibilities.

Many clients welcomed the return to regular face-to-face counselling sessions over this year, while some clients continued to have Zoom video or telephone counselling sessions. This hybrid way of working was popular for some clients and team members.

With many local services being at capacity, we have received continued referrals from a variety of Health and Social Care departments. Many clients accessing our service found their counselling sessions to be a lifeline, helping them through difficult and painful life experiences. The Centre has remained a stable, supportive, caring, safe space to support those who faced the shock of unexpected pregnancy, and the complex grief surrounding the devastating loss of a baby within or following a pregnancy.

STAFF & VOLUNTEER TEAM

This year, the Centre Manager and Senior Counsellor/Administrator facilitated the management of the centre and co-ordination of the volunteer and trainee counsellors. Another Counsellor was taken on who carried a client caseload, as well as undertaking an administrative/monitoring role. Another part-time salaried Counsellor, undertook initial assessments as well as carried her own caseload. The rest of the team included 12 trained Counsellors/Practitioners, including 4 trainee Counsellors on placement with us. These four trainee counsellors continued to complete their counselling practice hours with clients – either online via Zoom or telephone, or face to face at the centre. They each held a client caseload and were line-managed and supervised by Centre staff. We extend our sincere thanks to our volunteers, who all have such dedication and commitment to care so passionately and professionally for our vulnerable clients.

TRUSTEES

The centre continued to be supported by our Trustees, and our huge thanks are extended to them for their continued support throughout the year. They met every 12 weeks (face to face and online via Zoom), to oversee the running of the centre, and agreed/ratified decisions made by the Operational Team. We received some very sad news this year that one of our long-term Trustees, Steve Fripp, who had become very unwell, sadly passed away in the early hours of 8th April 2023, after a short struggle with an aggressive cancer.

Steve was a much-loved long-term, key member of the Trustee team, with a real heart for this work. His loss has left a big hole for us all. It was agreed by the team of Trustees that a donation would be sent to the charity of his choosing (HospiceCare in North Devon), in memory of him. Some Trustees gave an individual donation, and with the Centre's donation of £100, the total given to his wife, Heather, to give to the charity was £175.

With Steve's passing, Jean Roper remained in her role of Chair of Trustees, which the team were immensely grateful for.

Julie Stevens, who stepped back from our Trusteeship whilst she undertook her counselling training placement with Pregnancy Crisis Care, has now re-instated her role as Trustee as from 31.7.23. Julie was welcomed back warmly at the last Trustees meeting.

With Steve Fripp's passing, Rebekah Coombes (Book-keeper) continued to diligently monitor our finances until December 2022. We changed our Book-keeper to Teresa Blackler from December 2022 to present day.

Rebekah provided great commitment, support and insight in monitoring our finances at the centre. With the grant money awarded to us from the National Lottery, it was necessary to change the ways of monitoring

budgets and financial planning, as well as arranging for staff salaries to be paid via Xero. Unfortunately, Rebekah couldn't provide this level of support. Hence, Teresa was able to fulfil this role and the financial tasks needed for the National Lottery reporting.

The Trustees were key in helping support the centre this year, particularly over a difficult time with the loss of Steve, and the negotiation of our lease terms.

We remained appreciative to all our Trustees for their care, commitment and support of this service over the past year.

PREMISES

Our premises were utilised well this year, as many more clients returned for counselling sessions at the centre. Staff and volunteers used all three office spaces for client work, administration, Zoom video and telephone calls, as well as other meetings. The Trustees started to attend the centre every other quarter for their meetings.

REMOTE WORKING

Remote working continued for some team members, providing counselling and supervision to clients and practitioners/counsellors via Zoom video and telephone.

GDPR Compliance

Our Administrator continued to implement and monitor our processes to ensure that we comply with the GDPR Data Protection Regulations. Confidential shredding of paperwork was undertaken by an external GDPR compliant company in Plymouth.

Clients

Clients were seen over this year – many for multiple sessions over many months. Changes seen were evident:

"I feel much more confident in myself and my ability to handle different situations. I have worked through a lot of difficult emotions, memories and associations that has resulted in me finding more enthusiasm for life."

"Counselling has impacted my journey by making it smoother, made it real.... I have come to terms with the termination and the guilt has been less.... The support I received has taken the load off my support systems, not dumping it on them."

These additional quotes from client feedback (kindly given with permission), reveal the positive benefits of attending for counselling with our service. We are aware that pregnancy can bring many unexpected feelings. What should be a positive and exciting life event for many people, can at times turn into a very negative experience for some. These difficulties can adversely affect the mental health and psychological wellbeing for those involved, their partners and their extended family. Clients often face confusion, shock, fear, anxiety, severe depression, complex grief, PTSD and suicidal thoughts.

We received increased crisis (unexpected pregnancy) calls this year. These clients were seen within 24-48 hours, due to consideration of time limits in reference to their choices ahead. Other clients were continued to be supported with long-term counselling. Due to rising waiting lists, we reviewed the numbers of counselling sessions clients could receive within our service. Hence, clients were offered approximately 24 sessions of counselling, with some flexibility offered dependent upon need.

Clients attended for counselling for the following reasons:

Unexpected pregnancy – those struggling with making difficult decisions following an unexpected pregnancy

Baby loss – miscarriage, stillbirth, neonatal death, ectopic pregnancy

Fertility issues – difficulty getting pregnant, failed IVF

Post-termination – those struggling following a termination, either for elective or for medical reasons

Pregnancy Support – those struggling with anxiety and depression in a current pregnancy, particularly difficult after a previous loss

Traumatic birth – those struggling with difficult trauma and memories after a traumatic birth

Our centre's location in Plymouth, (being a Military city), meant that Military personnel (Royal Navy, Army, Royal Marines from within Plymouth and surrounding areas continued to access our services, either through referral from the Military, or via self-referral. Many of these personnel and their partners were isolated and disconnected from usual family support. Our services continued to be significant in provision of counselling and support at difficult times.

Asides from unexpected pregnancy clients, who usually attend for 1-2 sessions, other clients attended for multiple sessions of counselling over several months – either alone or with a partner. More males attended for counselling on their own over this past year.

Waiting List

We continued to hold a waiting list for baby loss and post-abortion clients. Over the year this increased quite significantly. The total numbers on this list over the year were 107 clients. These clients had to wait at least 12-14 weeks to be seen for their initial assessment session. From this, they were then allocated to a regular counsellor. With the increased income from the National Lottery, we were able to employ a Counsellor and allocate more counselling hours, and the list later reduced to around 8 weeks waiting time. Crisis pregnancy clients, and some of the more anxious pregnancy support clients were prioritised depending on their gestation of pregnancy.

Referrals

Referrals were received from different professionals, including the Bereavement Midwife at Derriford Hospital, Midwifery team, GP's, Plymouth Options, the Perinatal Mental Health and Maternal Mental Health teams, social care, Plymouth University, Military personnel, and other voluntary agencies. These referrals came from within the Devon and Cornwall area. Self-referrals were also received, via recommendation from others, or from visiting our website. Social media also raised awareness and some referrals were received via this medium, as well as via our new website.

Pregnancy Crisis Care supported many people and walked alongside them as they processed difficult and complex feelings. Counselling helped clients to process anxiety, anger, fear, depression, trauma, PTSD and low self-esteem.

Unexpected pregnancy/crisis pregnancy clients (individuals and couples) were sensitively supported to talk through their feelings and thoughts around their situation. These confidential, impartial and unbiased sessions remained an important focus of the centre's work, to help ensure clients had a safe, unpressured space to consider their options at a very difficult and complex time.

Clients were referred to other local services when other needs arose and further, more specialised support was needed.

CLIENT FEEDBACK

Client feedback has consistently remained positive this year, and stories have been shared on Facebook and our website, with client permission. We hold a lever-arch file full of encouraging feedback from clients. Two new video stories were recorded and uploaded to our Vimeo channel and website. These were also used at events to raise awareness of issues raised within a pregnancy crisis/loss, as well as to promote further knowledge of our services.

"Helpful to have a protected and safe space to talk about my feelings. Helpful too to gain new tools to manage my pregnancy-related anxiety. I found the Worry Tree the most useful. My counsellor made my feelings feel valid, not stupid."

"When I arrived at the centre, I was consumed with sadness. Having counselling at Pregnancy Crisis Care has been very important. It helped me work through my worries, low self-esteem and sadness. I am now happier in my relationships. The support at the centre has been amazing. Thank you."

CLIENT MONITORING

Following funding from the National Lottery, we developed a more robust monitoring system for client wellbeing to be monitored. Outcome stars were created which enabled clients and ourselves to see visible changes in their health and emotional/mental wellbeing, as well as confidence and decision-making changes. Thus, the impact of our work could be more easily visualised.

FINANCES UPDATE

Regular income from local individuals and organisations helped us to maintain a small, consistent income which we were and remain extremely grateful for. Alongside this, grant applications were regularly applied for. This year, we were delighted to hear that we were successful in our National Lottery (Reaching Communities) application, and thus were awarded 3 years of funding for our project. This was such an encouragement to us and helped us to start to develop and improve our service. The website was updated, staff hours changed, and a development budget enabled us to fund training, social media posts and develop a video to promote our work.

The National Lottery (Reaching Communities) grant fund enabled us to further develop and grow this service, re-develop our website, increase staffing hours and wages, develop a video to demonstrate our work, provide training for our volunteers and staff, develop our presence on social media, as well as cover core costs for the running of the centre. This was a huge encouragement to us as a centre, and helped support us in these difficult financial times.

WEBSITE

As stated, due to funding received from National Lottery (Reaching Communities), our website was updated this year. This remained an easy point of access for information about our services. Some clients agreed to have their stories put on our Vimeo channel, via our website, which helps demonstrate the work we do. Please see our website: www.pregnancycrisiscare.org.uk Referrals have also been received since via this website.

CRM SYSTEM

This year the CRM system continued to help us collate client statistics in a more accessible way. The initial inputting was managed well and completed so that reports were able to be pulled off easily at year end.

LITERATURE

Our leaflets and business cards were sent out on request to various agencies throughout the city and wider into Devon and Cornwall. These included Derriford Hospital (Maternity/Midwifery, Bereavement Midwife, Pregnancy Advisory Centre (PAC), Early Pregnancy Unit), GP surgeries, Plymouth University, Plymouth University of Art, Devon and Cornwall Social Care agencies, churches, The Zone, Plymouth Domestic Abuse Service, Perinatal and Maternal Mental Health Team, and Plymouth Options.

TRAINING

Training remained a priority for us as a team. We encouraged all staff and volunteers to further develop themselves professionally through accessing CPD sessions, as well as reflect on their practice within supervision.

Further professional development workshops attended / completed included:

PCN course – Pregnancy Choices – 12 weeks
SANDS – Grieving in the Workplace
Pregnancy Support – PCN
Make Birth Better
PCN course – The Bowl (post-abortion) – 7 weeks
Trauma Informed practice – Plymouth Trauma Network
Hidden Harm training (Plymouth Safeguarding Team)
SANDS Bereavement in the Workplace training workshop
PCN – Pregnancy After Loss workshop
Understanding Neglect and Emotional Abuse – Plymouth City Council Safeguarding Team
PCN Medical PTSD training workshop
IVF training – Fertility Network UK
PCN Course – The Bowl (Post Abortion) – 7 weeks
Medical Negligence – legal understanding training evening – with Helena Campbell from Tozers Solicitors
PCN - Social Media overview
Connecting with People / Pete’s Dragons – Emotional Resilience
Connecting with People / Pete’s Dragons – Suicide Awareness

SUPERVISION

The team received regular monthly clinical supervision, an essential BACP requirement for helping to promote best and safe practice both for clients and Counsellors/Practitioners. The Centre Manager provided regular in-house supervision for team members, including some of the student counsellors. Some newer student counsellors accessed external supervision for their practice. Our Senior Counsellor met regularly with the students to line-manage their placement time with us.. The Centre Manager attended external supervisory support for her counselling practice as well as external consultative supervision for her Supervisory practice. Group supervision sessions were held at times via Zoom video so that the team could link together and discuss caseloads and issues arising.

GROUP SUPPORT WORK

Following a former survey to clients and professionals, this helped us gain information about how our clients assessed and experienced our services. From this, many clients informed us they were keen for us to provide group support.

Hence, after funding was sought, we were thankful to gain financial provision from two different grant funding streams, which enabled us to provide group support work for clients throughout this year.

One grant funded an online facilitator and assistant for 6 months to co-ordinate an online peer support group, which provided support for those who are pregnant and anxious.

Another grant funded a facilitator for one year to co-ordinate online and face to face baby loss support groups.

Pregnancy Support group – 6 months

Western Power / Localgiving – grant

This group ran online for a 6-month period, with a group facilitator and an assistant. This group helped people who were pregnant again after a previous loss – a time of great anxiety and fear. The women who attended found great support with the peer support, and were so well held by those running the group. Due to funding ending, and limited take up, this group ended as the grant finished.

Feedback from services users from this groupwork:

"I feel so much less isolated now."

"Thank you – I have really enjoyed the group and seeing the same faces each week. It has really made me feel less alone."

"It's been helpful to share my thoughts with others that have been through the same as me."

Pregnancy Loss Group – 1 year

Awards for All grant funding

This group ran both online and face to face, providing a safe group support for those who have faced any kind of pregnancy loss, and co-ordinated by a facilitator. This was useful for those who feel so isolated after a loss, and given them a space to talk in a safe space with others who understand and have experienced previous baby loss.

Feedback from service users from this groupwork:

"Getting the group support has helped me to realise that it's not acceptable and I shouldn't put up with these negative, draining relationships. In some ways I've been lonelier as a result because I've lost these connections, but the support group is a new and meaningful connection that provides the support that is so needed."

"I was nervous to first attend the group session, however that was soon gone once I met the staff. The group facilitator is fantastic and made me feel at ease throughout my experience in the group."

"I honestly believe that the support I have received has saved my life. After my first loss I was so low and I was not offered any support via the NHS. None of my friends/family knew how to support me, and I did not know what I needed from them. I did not know how to cope and did not believe I would ever be able to be happy again. The group and my 1:1 supported me during this time and then again after my second loss. My 1:1 counselling started after my 2nd loss. Which again was a time when I could not see how things would ever get better and was a very low point."

"I feel it has helped me navigate my grief alongside my husbands, whose grief looks very different than mine. I was provided with resources during the baby loss group to help me understand how men/women's grief can be different and I feel this really helped both myself and my husband understand how the other one felt."

Counselling, guidance, support and information

CLIENTS

Age ranges of clients have been between 14 and 71. Clients came from various backgrounds; some being young people at college/University, some were vulnerable refugees, or women in difficult/abusive relationships, some were isolated from family through military life. Others were clients who are working or on limited incomes. With the cost of living crisis, private counselling, although much needed, may be out of reach for even those who are employed. Hence, the provision of free counselling for those who are in deep distress was a lifeline to many. Whatever their backgrounds, age, or socioeconomic status, all clients seen have faced a crisis relating to a pregnancy or loss. Many were very isolated and alone, with limited support networks, as well as difficulties in accessing medical support at times. Deep pain and distress troubled many clients and their mental, emotional and psychological health was severely impacted, with some struggling with severe depression or anxiety and PTSD symptoms, including suicidal feelings. Through their counselling with us in a safe and confidential space, clients were supported to process complex grief, guilt, shame, shock, fear, depression, anxiety, panic and trauma. Often this was a long and slow road of recovery to find some kind of healing, a sense of hope again and their 'new normal.'

From 01.08.2022 – 31.07.2023:

222 clients - Attending for: 1950 hours of 1:1 hourly counselling sessions

This included:

- **1064 hours of face-to-face counselling sessions**
- **688 hours of Zoom video counselling sessions**
- **198 hours of telephone counselling sessions**

Clients:

- 29 Military personnel/partners
- 33 couples (66 people)
- 160 individuals

Client contacts:

- 1136 emails
- 285 texts

Enquiries and non-client contact: 118 in total

- 123 telephone calls
- 167 emails
- 5 texts
- 5 letters
- 1 Zoom video call
- 9 professional visits to centre
- 5 external visits

Waiting List contact: - 107 clients on our waiting list within this year

- 50 telephone calls
- 494 emails
- 2 letters
- 12 texts

SUPERVISION SESSIONS:

Face to face, Zoom video and telephone calls:

- 10,800 minutes = 180 hours of internal clinical supervision
- 2160 minutes = 36 hours of external clinical supervision

2022-2023 Client Numbers and Reason Breakdown

Support for:	01.08.2022 – 31.07.2023
Crisis Pregnancy	18
Post Abortion	22
Baby loss	33
Stillbirth	20
Termination for Medical Reason (TFMR)	18
Ectopic pregnancy	7
Fertility issues	11
Miscarriage	46
Missed miscarriage	11
Pregnancy test	4
Pregnancy Support	24
Birth trauma	5
Post pregnancy support	1
Post Natal Depression	2
TOTAL CLIENTS	222

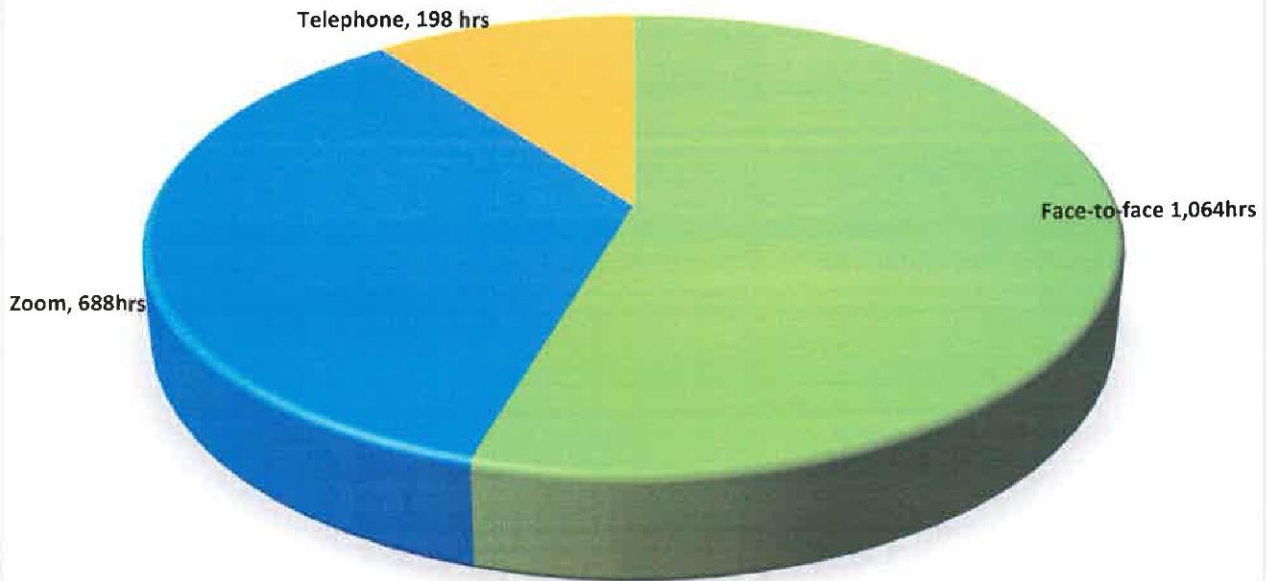
Total clients seen throughout the year: 222 clients

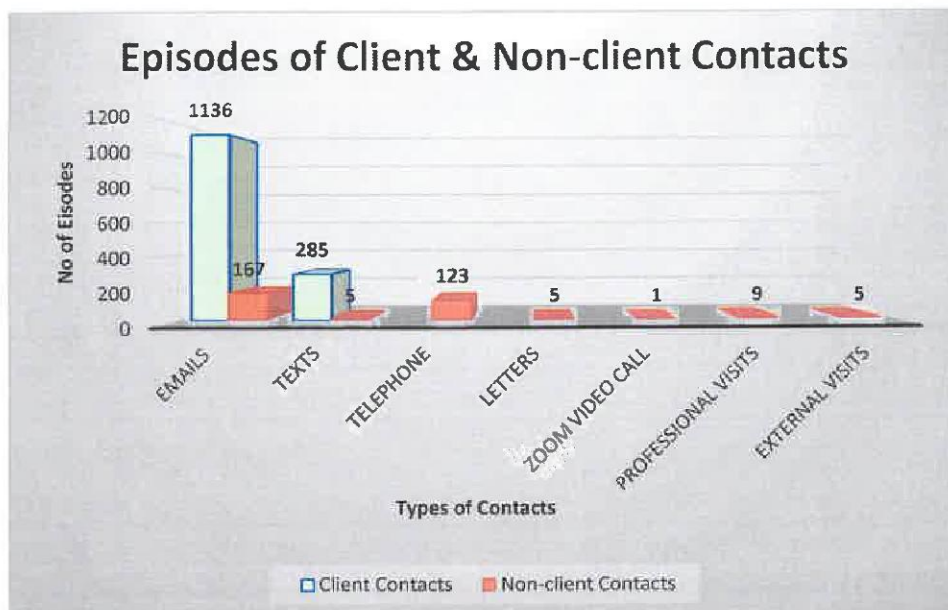
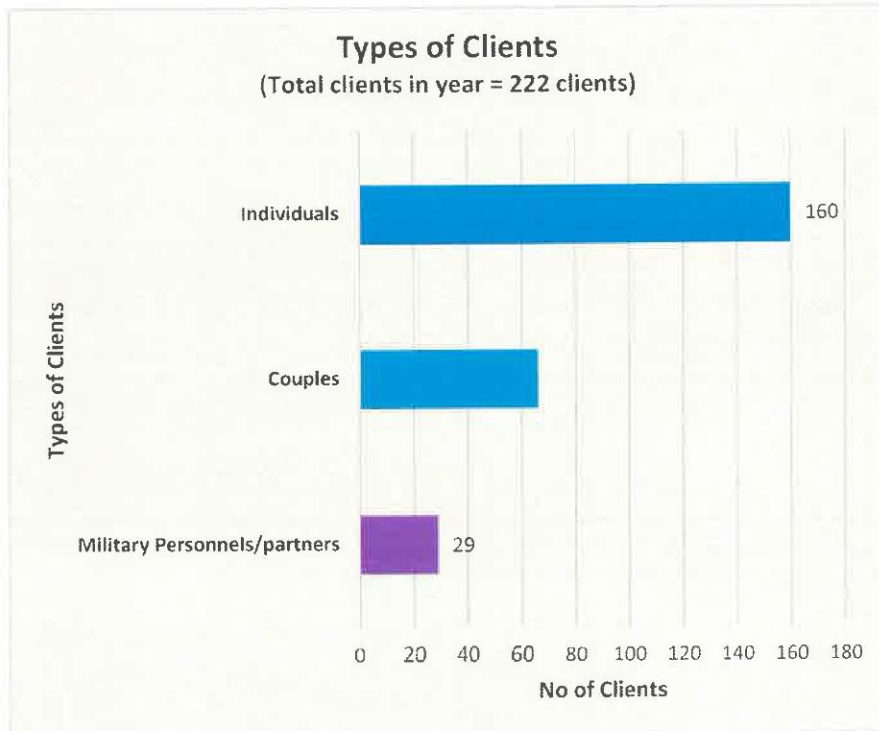
Total counselling hours provided over this year: 1950 hours

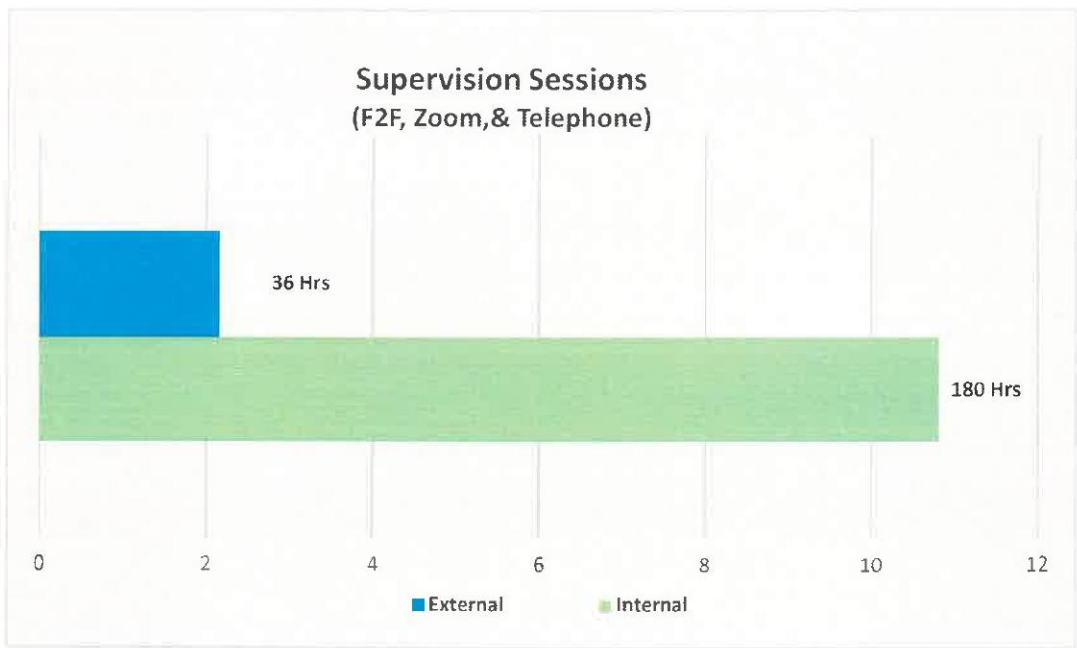
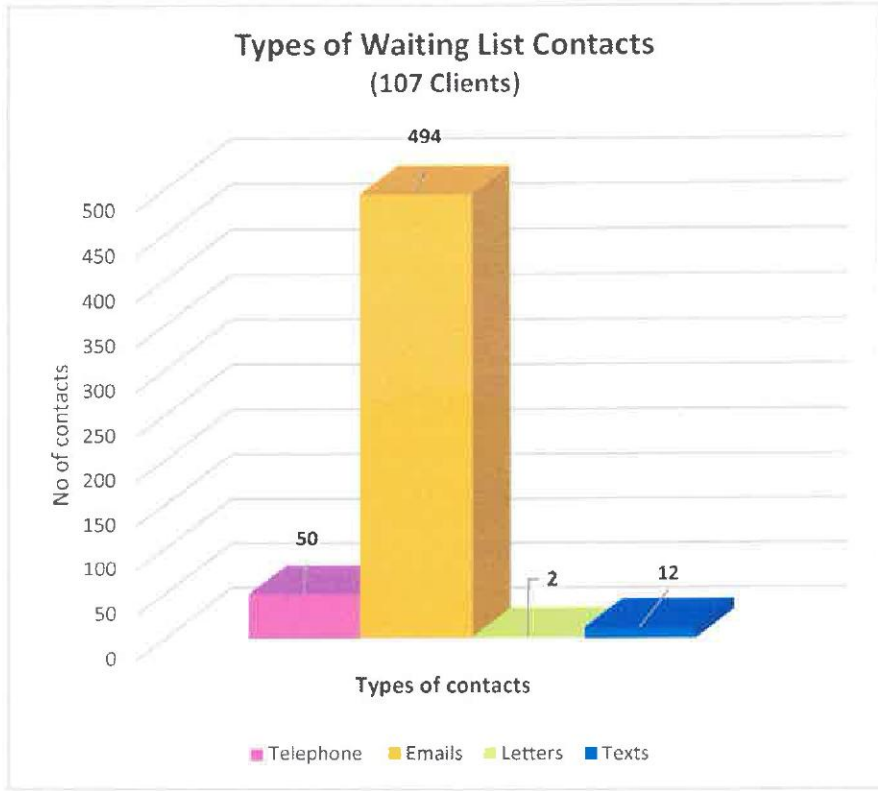
Statistics for Pregnancy Crisis Care – 01.08.22 – 31.07.23

COUNSELLING SESSIONS

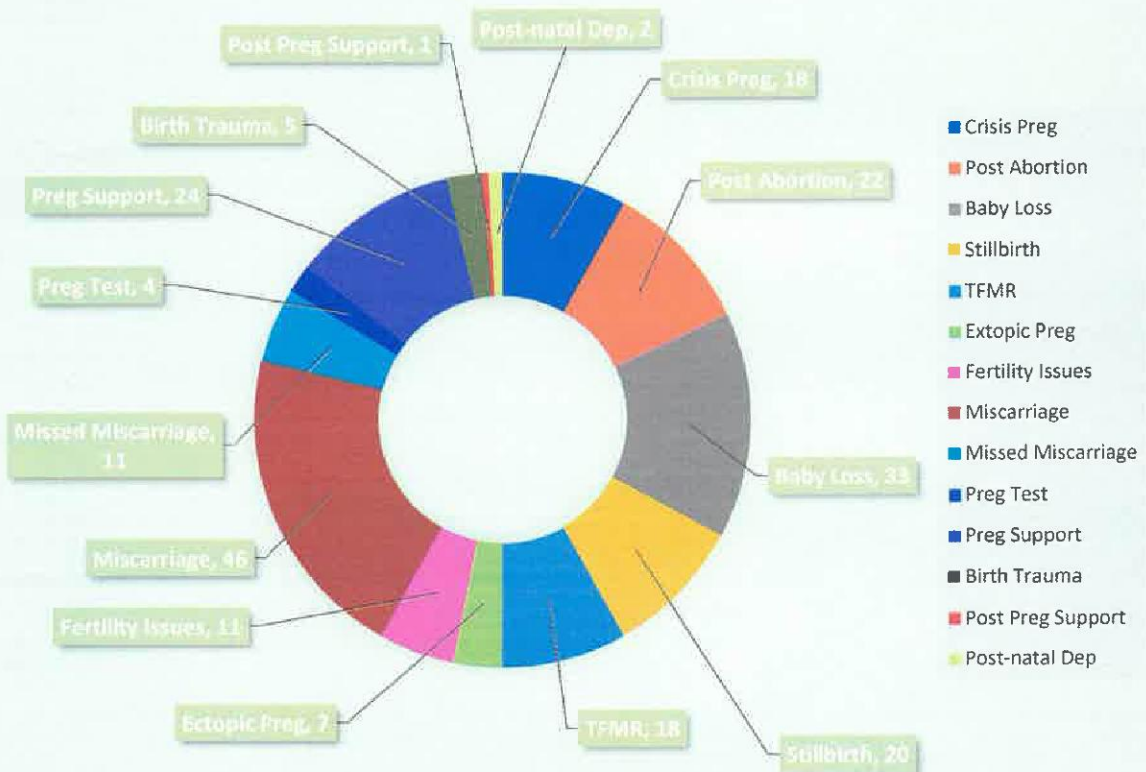
(222 CLIENTS - RECEIVING A TOTAL 1,950 HRS OF COUNSELLING)







Types of Reasons for Support (Total clients = 222 clients -
attending for 1,950 counselling hours)



All clients attending for longer-term counselling had their levels of Depression and Anxiety recorded at intake and exit. This evidenced their recovery and mental health progression, as well as the impact of counselling sessions on their mental and psychological health.

Clients levels of PTSD were monitored. Scores from the SPRINT (PTSD) monitoring form were taken and monitored regularly throughout sessions. SPRINT is a PTSD scoring indicator (*used with permission from Jonathan R Davidson MD, a Professor of Psychiatry and Director of the Anxiety and Traumatic Stress Programme, an integrative anxiety treatment programme, at Duke University Medical Centre in Durham, N.C.*). Many women again showed significant improvements in symptoms after just 6 sessions of counselling. This reflects the effectiveness and positive impact of our counselling sessions with clients at the centre.

Service users were signposted on to other services and agencies as necessary. These services included GP's, Housing, Children's Storehouse, Little Things & Co (prior to their closing in 2022), Luna's Fund, Adult Social Care, Plymouth Domestic Abuse Service, Children's Social Care and Safeguarding Team, RN/RM Military support services, The Zone, Derriford Hospital, Refugee & Asylum Seekers Mental Health team, and the Pregnancy Advisory Clinic.

COUNSELLING PLACEMENTS

Over this year, we had 5 trainee Counsellors with us to complete their 100 (or 150) counselling placement hours. Three have now qualified, whilst the others were still completing their hours. The students came from Astranti Connect (formerly Devon & Cornwall Counselling Hub), Heartwood Institute of Counselling, Iron Mill and Marjons. These trainee counsellor placements assisted them in gaining their valuable practical counselling hours, and it helps us to allocate out clients more quickly for counselling. These trainees were supported through line-management and group supervision from within the team as well as external supervision. Again, we greatly appreciated their commitment and diligence in supporting our clients this year.

Feedback from Trainee Counsellors:

Trainee 1: Romilly (Student Counsellor) - *I've really been enjoying my time at Pregnancy Crisis Care, Sarah and Jane have been incredibly supportive, so it's been a lovely way to ease into face to face client work. There is a lovely team ethos, lots of resources and I'm learning so much!*

Trainee 2: Helen (previous volunteer Trainee Counsellor at Pregnancy Crisis Care/staff member)
I have benefited enormously from the time spent as a volunteer and trainee in terms of growing my skills and confidence, and appreciating the support from Jane as Centre Manager and Supervisor where she both encouraged and challenged me to grow. Sarah has been very supportive as Line Manager and so has Margaret, and I have appreciated the peer supervision and training days It is great to work in an agency where we can all feel we are there to support each other as the work can be demanding on each of us. I would recommend volunteering with Pregnancy Crisis Care, as the support from the management and the wider team has been invaluable to me. I have been privileged to be part of this and appreciate hugely the trust placed in me in appointing me now to the staff team.

Trainee 3 : Liza (Student Counsellor) - *The whole experience so far has been great. Everyone has been welcoming and supportive especially Sarah who has encouraged and supported me with any worries or questions I might have had. Because of the way my client has had to work, most of the sessions have been on zoom, which initially took me completely out of my comfort zone! Now however I feel confident that this will be part of my practice moving forward. I've appreciated being included in all the group discussions and I'm very much looking forward to the team fused glass event. Again, being included has been very helpful in made to feel part of something. I feel ready for whenever it is possible for me to have another client and value the opportunity you have given me.*

Volunteer Counsellor: Susy: *I joined PCC as a qualified volunteer counsellor following a challenging time elsewhere. The kindness and acceptance shown by Jane and the team has been incredibly restorative. I have been given a wonderful opportunity to work in a voluntary capacity with couples and felt very supported in doing so right from the start. It has been a privilege to be with couples as they traverse a very difficult season of their lives. I am grateful for the opportunity.*

NETWORKING/OUTREACH

Networking events were attended as follows:

Meetings/events attended over this year included:

Charity Ball at Boringdon Park Golf Club on 24.09.2022

Duchy College, Fresher's Fair – September 2022

Gower Peninsula – PCN Regional Day

Wave of Light on The Hoe – October 2022

Plymouth Astor Trust award evening

Quiz night

Visits to the centre included:

Aimee Conroy (Founder) of Luna's Fund

Student counsellors for interviews and training

Paul Read, DRIFT

Natalie Fish, to film new client stories

Dominick Finlan – to talk about creating a promotional video

Kim Armstrong, Reaching Communities team, National Lottery

Councillors from Plymouth City Council

Helena Campbell, Solicitor from Tozers

Chris Kallis Solicitors

FUNDRAISING

Fundraising is an important part of our work and helped support provision of these services free of charge to our clients at their time of need. It also raised awareness of pregnancy-related crisis issues as well as highlighting our service.

We were delighted to be able to return to our face-to-face annual quiz in March 2023 at Boringdon Park Golf club. This was well supported and great fun had by all.

We also held our first Charity ball, at Boringdon Park Golf Club on 24.09.2022. This was an amazing event, with this very encouraging feedback received from one of the attendees:

"Firstly, can I just say what a fantastic job you did in preparation for the Ball. The organisation of the raffle, silent auction and photo booth were first class. In addition, the band were fantastic and got everyone dancing. The venue was also great, and the food, considering the quantities, was really hot and tasty, the staff serving did a sterling job. I used to run a military mess, but none of the functions were as well organised as your event. You should both feel extremely proud of your achievements in supporting such a wonderful charity. My daughter is currently receiving support, and it is very much appreciated."

These events were amazingly supported; they helped us to raise awareness of the services we provide, as well as raising vital funding to help us continue to run the service.

Many local businesses supported us through donation of raffle prizes, and sponsoring parts of events (Drew & Co, Schroders Finance – charity ball, Co-op) as well as attending the events. We were all so appreciative of the support given and shown.

Other amazing support was received from former clients and other supporters:

Ayla's Fund – Paul & Kate Vincent – fundraising events - £120.

Little Things & Co – closing down of charity - £18,667.98

Schroders – Lloyds Gem Opcoma - £596 Sponsorship for Welcome drinks for charity ball in Sept 2022

Santander match-funded up to £2500 from our quiz raffle in March 2023

Localgiving.org – variety of donations received online over the year

PayPal Giving Fund (via Facebook) – donations received over the year – often from birthday fundraisers

Easyfundraising.org – donations received over the year as people used this app for their shopping

Amazon Smile – donations received throughout the year as people used this app for their shopping

Plumbase

Co-op Community Fund

Funding bids and applications were written to various organisations and Trusts throughout the year. Paul Read from Drift assisted us with exploring and applying for further sources of funding to sustain our work longer-term.

Successful funding received - 01.08.2022 – 31.07.2023:

Grant	For:
01.08.2022 Little Things & Co	£18,667.98 Close of charity – funds donated to Pregnancy Crisis Care General core costs
23.08.2022 Drew & Co	£330 Towards Ball – room hire and magician
24.10.2022 One Achord	£1000 Towards baby loss support group
09.12.2022 National Lottery Reaching Communities Grant	£25131 Towards core costs of running charity
27.01.2023 National Lottery Reaching Communities Grant	£2534 One-off grant towards increased costs and cost of living payment
10.02.2023 Plymouth Astor Trust (VHS)	£1000 Towards pens and journals for our clients and for networking events
01.03.2023 Andy Botterill (DCO Holdings & Co Ltd)	£500 Towards raffle prizes for quiz
03.04.2023 Plymouth City Council	£240 Towards volunteer training
04.04.2023 Plymouth City Council	£400 Towards baby loss support group
17.05.2023 Absolute Energy SE	£1410 Towards baby loss support group
May 2023 Magic Little Grant – Localgiving.org	£500 Towards funding 1 week a month costs for 5 months for baby loss support group
07.06.2023 National Lottery Reaching Communities Grant	£25,131 Towards core costs of running charity
16.06.2023 Santander Foundation	£2500 Match-funding from the quiz night event – towards baby loss support group
Grants overlapping from 2022:	
31.01.2022 The Forrester Family Trust	£5000 – Counsellor salary costs – expired 31.01.2023
22.02.2022 Grace Trust	£1000 - 3 hours a week salary for Counsellor for 6 months – expired 22.8.2022
21.04.2022 Devon Community Foundation 2022	£2000 – 5 hours extra Admin support for 6 months – expired 21.10.2022
12.05.2022 Magic Little Grants - Localgiving May 2022	£500 - 2 hours a week salary for Counsellor for 6 months – expired 12.11.2022
13.05.2022 Awards for All 2022	£9300 - Funding for group work facilitator (online and face to face) for baby loss support – one year – expired 30.06.2023
31.05.2022 Localgiving/Western Power	£3900 - 2 workers for group work for pregnancy support clients for 6 months - expired 30.11.2022
14.07.2022 Albert Hunt Foundation	£1000 – Towards core costs

These grants enabled us to run the centre effectively and continue to provide a high-quality service to the public over this year.

We also remain enormously appreciative to our individual one-off and monthly donors who gave so generously to us financially again this year, either directly via BACS payment or via our link on www.localgiving.org. Regular donations enabled us to have a level of regular income, which contributed towards our core running costs. Clients also raised money for us at times through a variety of fundraising events, which was never expected and yet always such a lovely surprise when they did so.

Immense gratitude is extended again to the many dedicated supporters and organisations who regularly donate to this work. It makes a huge difference to the centre having regular income and assists us in meeting ongoing running costs.

TEAM and AGM

Our AGM was held in November 2022, attended by team members and Trustees on Zoom. All Trustees were happy to continue with their roles.

Team socials were organised at times throughout the year – a time to get together face to face as a team.

EMPLOYMENT

The Centre Manager continued to work 14 hours a week, and a Counsellor was employed for 12 hours a week. Another Counsellor was employed for 5 hours a week. Our Administrator was employed for 10 hours a week, and we employed a Housekeeper/Cleaner for 5 hours per week.

With the funding received from the Reaching Communities fund (National Lottery), (a 3-year grant, with payments transferred periodically every 6 months up to 3 years), these staffing hours were raised and adjusted to meet the criteria specified in our grant application. With the unexpected extra funds received from Little Things & Co, some staff hours and roles were also adjusted. This enabled us to work towards an aspirational budget to support the running of the centre effectively.

With two smaller grants, one from Devon Community Foundation, and one from Localgiving/DCMS, two counsellors were employed for an extra 2.5 hours each per week for 6 months. Grants were received for group work and these staff members were self-employed within these roles. All other team members remained trainee or volunteer Counsellors and Practitioners.

THE FUTURE

Our aim for the future is to continue to provide this free service to those in need of care and support at times of great need and difficulty. To enable this, we wish to retain our employed roles to help support the running of this service. We would also like to raise funding to support employment of more paid counselling hours, to support the team and growing demands for our services from clients and professionals alike. The Centre Manager will continue to provide supervision and training to the volunteers, hold a caseload, and also oversee general management of the Centre.

We wish to continue working together and strengthening links with other agencies and services in the city to aid collaborative partnerships. This will help to ensure vulnerable clients receive holistic care and support. We continue to ensure that genuine care is provided for vulnerable individuals and couples who face difficulties around their pregnancy crisis or loss.

In order to maintain the provision of a high quality, professional counselling service, there is always the ongoing need to secure regular funding. This remains a priority for us, to enable continued provision of this highly valued and much needed service.

This year, again, we send our sincere and heartfelt gratitude to all individual Supporters, local Organisations and businesses, Trust funds, Volunteers, Operational Team members and Trustees for all their hard work and dedicated support – our work together provides a huge amount of invaluable support and help to many vulnerable clients at such difficult times of great distress and isolation, and the centre’s services continue to make a significant, positive impact on their lives and futures. We couldn’t do this work without you, so we extend a huge “thank you” to you all again.

Professional Endorsements:

"As a fellow baby loss charity in the local area, we are very grateful for the continuous support and invaluable service Pregnancy Crisis Care offers to our beneficiaries. It is a fantastic lifeline for us to refer and direct families to them when they need extra or ongoing support outside of our remit. The families often comment on how helpful the services are to them on a personal level. We look forward to working towards more collaboration and partnership over the next 12 months with Pregnancy Crisis Care!" - Aimee Conroy, Chief Executive Officer & all Trustees of Luna's Fund

More Client quotes, shared with permission:

Client feedback continues to be collated via feedback forms as well as anonymously via Survey Monkey. It remains heart-warming and a real honour to have received such encouraging feedback from so many of our clients. Here are a few samples of feedback people have left for us:

"I found having a private place to let out your emotions helpful."

"A space to express and discuss your feelings and also from your own home."

"I do not have a big support network around me, and at first was very confused to find out my life was going to take a new direction given an unplanned pregnancy. Right after my first appointment, I had clarity around the direction I wanted to take. The support I received was more than valuable and knowing I was not alone meant everything to me, as well as being able to talk with someone who was willing to listen and accept me for me, never steering me in a particular direction about my choices. Someone who I could talk so opening and honestly with helped me to feel empowered and able to make the choices that were right for me. Unfortunately, after a period of being excited to welcome a new baby into my life, and having support from Pregnancy Crisis Care, I sadly had a miscarriage. Words cannot describe how important this support has been for me. I am in awe at the service this centre provides, and know from my own experience with the centre how extremely important and valuable the service is. The staff I interacted with were kind, nurturing, present and caring. I received so much empathy and understanding towards myself and my situation. Thank you for all you do. I want you to know you do make a difference and such a positive contribution in the support you offer."

"The counsellor was excellent in her support, the progression of the support and the ability to time it at the right moments along our journey helped greatly in allowing us to navigate a way forwards."

"Excellent support, which was invaluable to me during a very difficult time in my life."

"Pregnancy Crisis Care is an excellent service, that fills a large hole in the NHS aftercare of baby loss. Once you are let go from hospital, you are on your own to deal with new and painful emotions from a challenging experience that you can never anticipate."

"I wouldn't have got through my pregnancy and my miscarriage if it hadn't been for the help and support from Pregnancy Crisis Care."

"I didn't really know what to expect... I have learned so much about myself which has made me feel stronger going into the future."

"I just want to say thank you to the Pregnancy Crisis team and most especially to my Counsellor for all the help she has given me and beyond. She has been my angel during the most difficult time of my life and the things we talked about during our sessions really made a big impact on me. I am forever grateful to this service as I am now enjoying my life with my little man. I hope you will be able to help more women who are struggling during pregnancy. Keep up the excellent work."

"I am incredibly grateful to yourself and pregnancy crisis care. I plan on raising money this year for the charity."

"Thank you so much for your support over the past year! We couldn't have got through this without you."

"I just wanted to drop you a note to say thank you again for working with us, it was truly life-changing to have your support and counsel during this, the most difficult period of our lives. We cannot thank you enough and will always be grateful for your compassion and efforts."

"My Counsellor was warm and welcoming from the very first time I met her. I felt very comfortable – especially considering I have never had to do anything like this before. She helped me open up and unlock my feelings and made me realise they were valid and I was allowed to feel them. She gave me the confidence to open up to close family and my partner and ever since I have been able to do this a weight has been lifted and I feel supported. My Counsellor's advice and kindness was and is invaluable. Just knowing you have the support is a great comfort."

Human Resources employed

The weekly hours of employees during the year were as follows:

Centre Manager / Counsellor	14 hours (+ 2.5 hours per week for 6 months)
Counsellor/Project Outreach Worker	12 hours (+ 2.5 hrs per week for 6 months)
Administrator	10 hours
Cleaner/Housekeeper	7 hours (then reduced to 5 hours)
Counsellor	5 hours
Baby loss group work facilitator	5 hours (self-employed)
Pregnancy support group work facilitator	6 hours (self-employed)
Pregnancy support group assistant	2.5 hours (for 6 months)
Total hours per week	66.5 hours

From 01.12.2022 (following National Lottery funding):

Centre Manager / Snr Counsellor / Supervisor	16 hours
Lead Counsellor/Project Outreach Worker	14 hours
Administrator 1	12 hours
Cleaner/Housekeeper	5 hours
Counsellor 2	10 hours
Administrator 2	3 hours
Counsellor 3	5 hours
Baby loss group work facilitator	5 hours (self-employed)
Total hours per week	70 hours

The charity continues to operate a NEST Pension Scheme for eligible employees.

Accounting

The Centre continued to subscribe to Xero accounting system throughout this year, which helped assist with collating annual accounts. We extend our thanks to Rebekah Coombes for her much-valued skill and support in reconciling our finances in Xero, and monitoring grant income and centre expenditure. This was taken on by Teresa Blackler from 01.12.2022, and we extend our thanks to her too.

Trustee Remuneration & Related Party Transactions

No members of the Trustees received any remuneration during the year. There were no related party transactions.

Taxation

As a charity, Pregnancy Crisis Care (Plymouth & SE Cornwall) is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

Purposes of Restricted Funds:

01.08.2022 – 31.07.2023:

Grant	For:
01.08.2022 Little Things & Co	£18,..... Close of charity – funds donated to Pregnancy Crisis Care General core costs
23.08.2022 Drew & Co	£330 Towards Ball – room hire and magician
24.10.2022 One Achord	£1000 Towards baby loss support group
09.12.2022 National Lottery Reaching Communities Grant	£25131 Towards core costs of running charity
27.01.2023 National Lottery Reaching Communities Grant	£2534 One-off grant towards increased costs and cost of living payment
10.02.2023 Plymouth Astor Trust (VHS)	£1000 Towards pens and journals for our clients and for networking events
03.04.2023 Plymouth City Council	£240 Towards volunteer training
04.04.2023 Plymouth City Council	£400 Towards baby loss support group
07.06.2023 National Lottery Reaching Communities Grant	£25,131 Towards core costs of running charity
16.06.2023 Santander Foundation	£2500 Match-funding from the quiz night event – towards baby loss support group
Grants overlapping from 2022:	
31.01.2022 The Forrester Family Trust	£5000 – Counsellor salary costs – expired 31.01.2023
22.02.2022 Grace Trust	£1000 - 3 hours a week salary for Counsellor for 6 months – expired 22.8.2022
21.04.2022 Devon Community Foundation 2022	£2000 – 5 hours extra Admin support for 6 months – expired 21.10.2022
12.05.2022 Localgiving May 2022	£500 - 2 hours a week salary for Counsellor for 6 months – expired 12.11.2022
13.05.2022 Awards for All 2022	£9300 - Funding for group work facilitator (online and face to face) for baby loss support – one year – expired 30.06.2023
31.05.2022 Western Power	£3900 - 2 workers for group work for pregnancy support clients for 6 months - expired 30.11.2022
14.07.2022 Albert Hunt Foundation	£1000 – Towards core costs

Financial Review

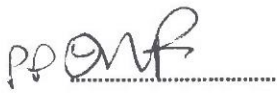
In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the Charities Commission's website.

The Trustees are responsible for the preparation of the annual report and accounts. It is best practice for both documents to be approved by the Trustees as a body, in accordance with their usual procedure (for example, at a quorate trustees' meeting).

The charity finances were overseen this year by Jane Frajbis, Centre Manager, Rebekah Coombes, Book-keeper, and Steve Fripp, Trustee (until November 2022). The Accounts were externally examined by Independent Examiner: Merlin Mbahin, Clear Blue Sky Accountancy Ltd.



Teresa Blackler – Xero Book-keeper

Profit and Loss

Pregnancy Crisis Care (Plymouth & SE Cornwall)

For the year ended 31 July 2023

	UNRESTRICTED/DE SIGNATED	RESTRICTED FUNDING	TOTAL	PREVIOUS YEAR TOTAL
Turnover				
General Donations	23,459.76	2,410.00	26,869.76	15,624.26
Donations- Gift Aid	2,675.00	-	2,675.00	4,365.00
Grant Income	570.00	400.00	53,775.00	33,096.00
Fund Raising	3,681.39	2,500.00	6,181.39	5,985.54
Event Income	10,206.45	-	10,206.45	7,964.55
Training Contributions	-	-	-	220.00
Interest Income	349.03	-	349.03	10.33
Gift Aid Tax Reclaimed	1,947.69	-	1,947.69	3,554.85
Total Turnover	42,889.32	5,310.00	102,004.32	70,820.53
Gross Profit	42,889.32	5,310.00	102,004.32	70,820.53
Administrative Costs				
Rent, Rates and Elec				
Rent	3,726.94	848.00	5,824.94	3,910.00
Operating Lease Payments	-	-	-	1,250.00
Rates	311.78	-	696.68	967.64
Light, Power, Heating	98.00	-	325.80	245.00
Total Rent, Rates and Elec	4,136.72	848.00	6,847.42	6,372.64
Salaries, Paye, Pensions				
Salaries	13,545.18	6,838.67	50,513.61	30,777.80
Employers National Insurance	1,642.77	-	1,642.77	952.80
Pensions Costs	1,153.87	-	1,153.87	830.01
Total Salaries, Paye, Pensions	16,341.82	6,838.67	53,310.25	32,560.61
Stationary, telephones and postage				
Stationery, Postage, Freight & Courier	123.77	-	127.26	54.99
Printing & Stationery	393.02	-	1,135.71	203.20
Telephone & Internet	578.41	85.00	1,097.91	1,218.39
Total Stationary, telephones and postage	1,095.20	85.00	2,360.88	1,476.58
Training and Supervision				
Staff Training	730.00	-	1,844.00	550.00
Supervision	180.00	-	330.00	390.00
Total Training and Supervision	910.00	-	2,174.00	940.00
Office Maint. and Sundries				
PPE, Maintenance and General Expenses	174.29	-	174.29	93.78
Cleaning	88.61	-	141.98	30.98
Office tea/coffee/milk	-	-	-	17.83
IT Software and Consumables	159.00	100.00	708.49	1,792.52
Total Office Maint. and Sundries	421.90	100.00	1,024.76	1,935.11

	UNRESTRICTED/DE SIGNATED	RESTRICTED FUNDING	TOTAL	PREVIOUS YEAR TOTAL
Counselling Resources				
Counselling Resources	1,487.34	418.76	1,906.10	56.20
Total Counselling Resources	1,487.34	418.76	1,906.10	56.20
Event Costs and Fundraising fees				
Event Expenses	7,454.61	-	7,454.61	1,258.75
Return of Event fees	-	-	-	65.70
Fees re Fund Raising	96.00	-	96.00	1,095.00
Travel - National	549.65	-	549.65	496.38
Total Event Costs and Fundraising fees	8,100.26	-	8,100.26	2,915.83
Subscriptions and Fees				
Subscriptions	993.32	-	993.32	1,002.24
DBS and ICO Fees	435.00	-	435.00	557.75
Total Subscriptions and Fees	1,428.32	-	1,428.32	1,559.99
Paye Bureau, Advert, Marketing, Insurance				
Accountancy Fees	250.00	-	250.00	250.00
Advertising & Marketing	2,124.00	-	4,610.00	74.88
Bookkeeping and PAYE Bureau Fees	1,664.00	-	1,664.00	1,241.75
Insurance	147.28	-	795.79	821.63
Total Paye Bureau, Advert, Marketing, Insurance	4,185.28	-	7,319.79	2,388.26
Charitable and Political Donations	675.00	-	675.00	-
Total Administrative Costs	38,781.84	8,290.43	85,146.78	50,205.22
Operating Profit	4,107.48	(2,980.43)	16,857.54	20,615.31
Profit on Ordinary Activities Before Taxation	4,107.48	(2,980.43)	16,857.54	20,615.31
Profit after Taxation	4,107.48	(2,980.43)	16,857.54	20,615.31

Profit and Loss

Pregnancy Crisis Care (Plymouth & SE Cornwall)

For the year ended 31 July 2023

2023

Turnover

Donations- Gift Aid	2,675.00
Event Income	10,206.45
Fund Raising	6,181.39
General Donations	26,869.76
Gift Aid Tax Reclaimed	1,947.69
Grant Income	53,775.00
Interest Income	349.03
Total Turnover	102,004.32

Cost of Sales

Counselling Resources	559.70
Total Cost of Sales	559.70

Gross Profit

101,444.62

Administrative Costs

Accountancy Fees	250.00
Advertising & Marketing	1,275.00
Bookkeeping and PAYE Bureau Fees	1,664.00
Charitable and Political Donations	675.00
Cleaning	141.98
DBS and ICO Fees	435.00
Development	3,335.00
Employers National Insurance	1,642.77
Event Expenses	7,454.61
Fees re Fund Raising	96.00
Insurance	795.79
IT Software and Consumables	708.49
Light, Power, Heating	325.80
Pensions Costs	683.72
PPE, Maintenance and General Expenses	174.29
Printing & Stationery	1,135.71
Rates	696.68
Rent	5,824.94
Salaries	50,513.61
Staff Training	1,844.00
Stationery, Postage, Freight & Courier	127.26
Subscriptions	993.32
Supervision	330.00
Telephone & Internet	1,097.91
Travel - National	559.65
Total Administrative Costs	82,780.53

Operating Profit	18,664.09
Profit on Ordinary Activities Before Taxation	18,664.09
Profit after Taxation	18,664.09

Balance Sheet

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2023

31 JUL 2023

Fixed Assets

Tangible Assets

Computer Equipment	577.80
Total Tangible Assets	577.80

Total Fixed Assets 577.80

Current Assets

Cash at bank and in hand

Petty cash	104.19
PREGNANCY CRISIS CAR	32,361.56
PREGNANCY CRISIS CAR#001	45,826.90
Total Cash at bank and in hand	78,292.65

Total Current Assets 78,292.65

Creditors: amounts falling due within one year

Accounts Payable	756.97
NIC Payable	1,827.42
PAYE Payable	(2,326.82)
Pensions Payable	58.35
Rounding	0.02
Total Creditors: amounts falling due within one year	315.94

Net Current Assets (Liabilities) 77,976.71

Total Assets less Current Liabilities 78,554.51

Net Assets 78,554.51

Capital and Reserves

Current Year Earnings	18,664.09
Reserves	48,863.81
Retained Earnings	11,026.61
Total Capital and Reserves	78,554.51

Executive Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall) For the year ended 31 July 2023

2023

Cash

Cash received	102,047.32
Cash spent	84,762.58
Cash surplus (deficit)	17,284.74
Closing bank balance	78,292.65

Profitability

Income	102,004.32
Direct costs	559.70
Gross profit (loss)	101,444.62
Other income	-
Expenses	82,780.53
Profit (loss)	18,664.09

Balance Sheet

Debtors	-
Creditors	756.97
Net assets	78,554.51

Sales

Number of invoices issued	1.00
Average value of invoices	1,410.00

Performance

Gross profit margin (%)	99.45
Net profit margin (%)	18.30
Return on investment (p.a.) (%)	23.76

Position

Average debtor days	-
Average creditor days	493.65
Short term cash forecast	(756.97)
Current assets to liabilities	247.81
Term assets to liabilities	-

Cash Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall)

For the year ended 31 July 2023

	2023	YEARLY AVERAGE (YTD)	VARIANCE
Income			
Donations- Gift Aid	2,675.00	4,365.00	-38.72% ↓
Event Income	10,206.45	7,964.55	28.15% ↑
Fund Raising	6,181.39	5,985.54	3.27% ↑
General Donations	26,869.76	15,624.26	71.97% ↑
Gift Aid Tax Reclaimed	1,947.69	3,554.85	-45.21% ↓
Grant Income	53,775.00	33,096.00	62.48% ↑
Interest Income	349.03	10.33	3,278.80% ↑
Training Contributions	-	220.00	-100.00% ↓
Total Income	102,004.32	70,820.53	44.03%
Less Expenses			
Accountancy Fees	250.00	250.00	- —
Advertising & Marketing	1,275.00	74.88	1,602.72% ↑
Bookkeeping and PAYE Bureau Fees	1,664.00	1,241.75	34.00% ↑
Charitable and Political Donations	675.00	-	- —
Cleaning	141.98	30.98	358.30% ↑
Counselling Resources	559.70	56.20	895.91% ↑
DBS and ICO Fees	435.00	557.75	-22.01% ↓
Development	3,335.00	-	- —
Employers National Insurance	1,586.81	940.88	68.65% ↑
Event Expenses	7,454.61	1,108.75	572.34% ↑
Fees re Fund Raising	681.00	510.00	33.53% ↑
Insurance	795.79	821.63	-3.14% ↓
IT Software and Consumables	708.49	1,792.52	-60.48% ↓
Light, Power, Heating	227.80	245.00	-7.02% ↓
NIC Payable	(1,827.42)	-	- —
Office tea/coffee/milk	-	17.83	-100.00% ↓
Operating Lease Payments	-	1,250.00	-100.00% ↓
PAYE Payable	2,326.82	-	- —
Pensions Costs	683.68	829.96	-17.62% ↓

Cash Summary

	2023	YEARLY AVERAGE (YTD)	VARIANCE
Pensions Payable	(58.35)	-	-
PPE, Maintenance and General Expenses	174.29	93.78	85.85% ↑
Printing & Stationery	1,135.71	203.20	458.91% ↑
Rates	510.68	967.64	-47.22% ↓
Rent	5,824.94	3,910.00	48.98% ↑
Return of Event fees	-	65.70	-100.00% ↓
Rounding	-	(0.02)	100.00% ↑
Salaries	50,813.61	30,477.80	66.72% ↑
Staff Training	1,589.00	550.00	188.91% ↑
Stationery, Postage, Freight & Courier	127.26	54.99	131.42% ↑
Subscriptions	993.32	1,002.24	-0.89% ↓
Supervision	330.00	390.00	-15.38% ↓
Telephone & Internet	1,168.41	1,147.89	1.79% ↑
Travel - National	559.65	496.38	12.75% ↑
Total Expenses	84,141.78	49,087.73	71.41%
Surplus (Deficit)	17,862.54	21,732.80	-17.81%
Plus Other Cash Movements			
Fixed Assets	(577.80)	-	-
Total Other Cash Movements	(577.80)	-	-
Net Cash Movement	17,284.74	21,732.80	-20.47%
Summary			
Opening Balance	61,007.91	39,275.11	55.33%
Plus Net Cash Movement	17,284.74	21,732.80	-20.47% ↓
Cash Balance	78,292.65	61,007.91	28.33%

Profit and Loss

Pregnancy Crisis Care (Plymouth & SE Cornwall)

For the year ended 31 July 2023

	2023	JUL 2022-JUN 2023	YEAR TO DATE
Trading Income			
Donations- Gift Aid	2,675.00	2,660.00	2,675.00
Event Income	10,206.45	12,856.45	10,206.45
Fund Raising	6,181.39	7,060.37	6,181.39
General Donations	26,869.76	26,829.76	26,869.76
Gift Aid Tax Reclaimed	1,947.69	4,002.89	1,947.69
Grant Income	53,775.00	54,775.00	53,775.00
Interest Income	349.03	299.57	349.03
Total Trading Income	102,004.32	108,484.04	102,004.32
Cost of Sales			
Counselling Resources	559.70	559.70	559.70
Total Cost of Sales	559.70	559.70	559.70
Gross Profit	101,444.62	107,924.34	101,444.62
Operating Expenses			
Accountancy Fees	250.00	250.00	250.00
Advertising & Marketing	1,275.00	1,147.00	1,275.00
Bookkeeping and PAYE Bureau Fees	1,664.00	1,557.50	1,664.00
Charitable and Political Donations	675.00	675.00	675.00
Cleaning	141.98	131.48	141.98
DBS and ICO Fees	435.00	435.00	435.00
Development	3,335.00	3,195.00	3,335.00
Employers National Insurance	1,642.77	1,783.78	1,642.77
Event Expenses	7,454.61	7,469.61	7,454.61
Fees re Fund Raising	96.00	681.00	96.00
Insurance	795.79	795.79	795.79
IT Software and Consumables	708.49	687.79	708.49
Light, Power, Heating	325.80	325.80	325.80
Pensions Costs	683.72	723.57	683.72
PPE, Maintenance and General Expenses	174.29	174.29	174.29
Printing & Stationery	1,135.71	1,069.22	1,135.71
Rates	696.68	741.68	696.68
Rent	5,824.94	5,884.94	5,824.94
Salaries	50,513.61	49,980.17	50,513.61
Staff Training	1,844.00	1,844.00	1,844.00
Stationery, Postage, Freight & Courier	127.26	127.26	127.26
Subscriptions	993.32	743.32	993.32
Supervision	330.00	330.00	330.00
Telephone & Internet	1,097.91	1,127.87	1,097.91
Travel - National	559.65	556.65	559.65
Total Operating Expenses	82,780.53	82,437.72	82,780.53

	2023	JUL 2022-JUN 2023	YEAR TO DATE
Net Profit	18,664.09	25,486.62	18,664.09

Balance Sheet

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2023

	31 JUL 2023	31 JUL 2022
Assets		
Bank		
Petty cash	104.19	55.84
PREGNANCY CRISIS CAR	32,361.56	35,474.20
PREGNANCY CRISIS CAR#001	45,826.90	25,477.87
Total Bank	78,292.65	61,007.91
Fixed Assets		
Computer Equipment	577.80	-
Total Fixed Assets	577.80	-
Total Assets	78,870.45	61,007.91
Liabilities		
Current Liabilities		
Accounts Payable	756.97	1,117.47
NIC Payable	1,827.42	-
PAYE Payable	(2,326.82)	-
Pensions Payable	58.35	-
Rounding	0.02	0.02
Total Current Liabilities	315.94	1,117.49
Total Liabilities	315.94	1,117.49
Net Assets	78,554.51	59,890.42
Equity		
Current Year Earnings	18,664.09	20,615.31
Reserves	48,863.81	48,863.81
Retained Earnings	11,026.61	(9,588.70)
Total Equity	78,554.51	59,890.42

Aged Receivables Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2023

Ageing by due date

Due Date	Amount
0-30 days	
31-60 days	
61-90 days	
91-120 days	
121-150 days	
151-180 days	
181-210 days	
211-240 days	
241-270 days	
271-300 days	
Over 300 days	
Total	

Aged Payables Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2023

Ageing by due date

CONTACT	< 1 MONTH	1 MONTH	2 MONTHS	3 MONTHS	OLDER	TOTAL
Aged Payables						
Boringdon Park Golf Club	-	-	-	-	150.00	150.00
EON	-	-	-	-	98.00	98.00
HMRC PAYE	-	-	-	-	67.88	67.88
NEST	-	-	-	-	0.09	0.09
Plymouth City Council	-	-	-	-	186.00	186.00
Pregnancy Centres Network	-	-	-	-	255.00	255.00
Total Aged Payables	-	-	-	-	756.97	756.97
Total	-	-	-	-	756.97	756.97
Percentage of total	-	-	-	-	100.00%	100.00%

**INDEPENDENT EXAMINER'S REPORT TO
THE TRUSTEES OF PREGNANCY CRISIS CARE**

I report on the accounts for the year ended 31 July 2023, which are attached to this report.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. They consider that an audit is not required for this year (under Section 144(1) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is needed. It is my responsibility to:

- examine the accounts (under section 145(1)(a) of the Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with these records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met: or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....


Merlin Mbahin, FAAT, MIP

{Fellow of the Association of Accounting Technicians}

Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB

.....
09/01/2024

Date

Statement of Chair of Trustees

Members of the Operational Team

Members of the Operational Team/Trustees manage the affairs of the CIO, served during the year and up to the date of this report, as set out on pages 6-27.

In accordance with statutory obligations, we certify that as Trustees of the CIO, we have taken all the steps necessary in order to comply with the financial regulations affecting the charity.

Approved by the Operational Team and Trustees on 13th November 2023 and signed on its behalf by:



JEAN ROPER – Trustee and Chair

22.01.2024

PREGNANCY CRISIS CARE (PLYMOUTH & SE CORNWALL)

England & Wales - Charity number 1153438

Accounts



Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charitable Incorporated Organisation (CIO)

Report and Financial Statements

For the year 1st August 2021 - 31st July 2022

Registered Charity No: 1153438

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Contents	Page No
Legal and Administrative Information	3-5
Report of the Operational Team	6-23
Financial Review – Trustee	24-25
Receipts and Payments Accounts and Statement of Assets and Liabilities	26-35
Independent Examiner’s Report	36
Statement of the Chair of the Trustees	37

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Reports of the Operational Team for the year ended 31st July 2022

The Operational Team presents its Centre Manager's report and audited financial statements for the year ended 31st July 2022.

Legal and Administrative Information

Charity Name: Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charity Registration Number: 1153438

Registered Office and operational address: 2nd Floor (Right)
Kinterbury House
Kinterbury Street
Plymouth PL1 2DG

Operational Team:

Jane Frajbis	Centre Manager
Sarah Hill	Counsellor/Administrator Support
Debbie Allan	Counsellor

Trustees:

Mark Frajbis
Jean Roper (Chair – acting)
Stephen Fripp (Chair) / (Financial)
Vikki Finnegan
Tim Stephens (Safeguarding and Policies)
Bridget Stovold

Book-keeper:

Rebekah Coombes AATQB, Bookkeeping & Administrative Services, Licensed and regulated by AAT under licence number: 1004413

Independent Examiner:

Merlin Mbahin, Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB

Bank: NatWest Bank, Plymouth City Centre Branch, 14 Old Town Street, Plymouth, PL1 1DG

Our Aims and Objectives

Purposes and Aims

Our charity's purposes remain the same, as set out in the objects contained in the charity's CIO Constitution are:

- Relief for those in need of distress by the provision of pregnancy choices counselling, post-abortion counselling and support for pregnancy loss and pregnancy-related concerns.
- The advancement of education for the public benefit in the subject of sex and relationships.

The aims of our charity are to provide a safe, impartial and caring environment for individuals and couples in need of support, information and confidential counselling for all pregnancy-related crises or issues, without fear of being hurried, pressurised or judged. This includes providing counselling and support for those facing anxiety and depression within pregnancy. Our services are available to persons living or working in the target area, without distinction of gender, sexual orientation and race or of political, religious or other opinions. We also aim to make available relevant and accurate information regarding support services that will enable beneficiaries to feel informed, empowered and respected, and will signpost/refer beneficiaries on to other services as appropriate.

Activities

Providing confidential and impartial counselling and support to individuals and couples in the areas of: pregnancy choices for unexpected pregnancy, psychological distress after-abortion, and grief/bereavement counselling for pregnancy loss (baby loss, miscarriage, stillbirth, new-born death, ectopic pregnancy and failed IVF), as well as counselling and support for those facing anxiety, fear and depression within a current pregnancy. Due to limited capacity, as well as the Covid-19 outbreak and subsequent lockdown, we have not been able to engage this year in educative work (re relationships and sex education), and this continues to be the case.

Public Benefit

To improve mental and psychological health and wellbeing for individuals and couples facing any pregnancy-related crises or perinatal mental health distress.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved, who we reached and the outcomes of our work in the previous 12 months, including an overview of the success of our work, and the benefits brought to the people who have attended our service. It is also of note, we are aware that as clients recover as they talk through their difficulties, our services benefit the wider community – partners, families, employers/businesses and the local community. Our clients regularly report improved relationships with partners and families, feel able to return to work/education, and re-engage in local community life. Reviewing our work helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

The focus of our work

Our main objectives for this year continued to be the provision of free counselling and support for those facing mental and psychological health difficulties connected to any pregnancy-related crises. The strategies we used to meet these objectives included:

- Providing high quality, confidential and impartial counselling to all service users
- Ensuring staff and volunteers are provided with high-quality, regular clinical supervision
- Ensuring staff and volunteers attend regular and relevant training, including attending Continual Professional Development training days and workshops (either as a team or as individuals)
- Networking with and working in partnership with other agencies to ensure that each beneficiary receives appropriate services and relevant support
- With regards to the past Covid-19 pandemic, adapted ways of working have continued, with counselling provided via telephone and Zoom video sessions, as well as returning to face to face work.

How our activities deliver public benefit

All our charitable activities focus on the provision of professional, confidential and impartial counselling to all facing any pregnancy-related crises. This includes the provision of impartial pregnancy choices counselling, pre- and post-abortion counselling, and counselling/support for pregnancy loss and pregnancy-related concerns/anxiety. This year we have been unable to actively promote the advancement of education for the public benefit in the subject of sex and relationships, in part due to Covid, but also due to limited capacity. Provision of counselling for those facing anxiety and depression within pregnancy has been a vital support to isolated women, men and couples this year. These activities are undertaken to further our charitable purposes for the public benefit.

Who used and benefitted from our services?

Our objects and funding limit the services we provide to those in the Plymouth area and its environs. From the pandemic and previous working with some individuals out of area, this has now ended, and we continued to focus on Plymouth and Cornwall clients who make contact with us. Clients from further afield have been signposted to link with services in their local area.

Counselling has been provided for individuals and couples facing the loss of a baby through stillbirth, miscarriage, new-born death, fertility issues and failed IVF treatment. Impartial pregnancy choices counselling has been provided for individuals and couples facing an unexpected pregnancy. Counselling has also been provided for those struggling emotionally/psychologically following an abortion, as well as counselling for those who experience anxiety and depression within a current pregnancy.

We continue to promote universal access to our services in our area, and use regular monitoring processes to record recovery from intake to exit of counselling, as well as recording anonymised statistics regarding gender, ethnicity, age, and postcode area to monitor what types of clients from what local areas are accessing our services.

OPERATIONAL UPDATE REPORT – 1st August 2021 – 31st July 2022

“I really appreciated the flexibility and understanding in arranging an appointment, as well as the thoughtful and empathetic counsel given to me. It is difficult to find advice specifically for the partner of a pregnant woman, and I am extremely grateful for the help provided.”

“It enabled us to see a way through the grief and reduce the anxiety through our follow up pregnancy.”

“I no longer experience physical symptoms associated with anxiety as I am able to recognise and act on warning signs.”

To start this year's updated report, I wanted to share a few real-life feedback from some of our clients, given with permission. It is always such a privilege and honour to walk alongside those who are struggling in some way around a pregnancy-related crisis or loss, and so encouraging to witness and hear their progress throughout their time with us.

For us at Pregnancy Crisis Care (Plymouth & SE Cornwall), this past year has been another busy one.

With Covid-19 settling more over this last year, we adapted to hybrid working with our clients. We were able to largely return to face to face working with our clients, and some clients remained having Zoom video or telephone counselling sessions

As Centre Manager, I am again immensely proud to report that our work has supported so many people over this year. Our committed volunteer and staff team have worked diligently to support many vulnerable individuals and couples facing a pregnancy-related crisis or loss.

Although lockdowns have eased, many clients have remained anxious and fearful, and our work with isolated and vulnerable clients remains more important than ever. We have continued to be a lifeline to many isolated clients, and helped support them through difficult and challenging times.

With Health services being at capacity, we have received continued referrals from various Health departments. Many women who have faced anxiety and depression around a pregnancy crisis or loss have accessed our services.

With the variety of issues that our client base face connected to a pregnancy crisis and loss, coupled with the anxiety and distress surrounding shifting sands following the fall-out of the Covid-19 pandemic, alongside the global, environmental and financial challenges we have all faced this past year, the Centre has remained a stable, supportive, caring safe space to support those who have faced the shock of unexpected pregnancy, and the complex grief surrounding the devastating loss of a baby within or following a pregnancy.

STAFF & VOLUNTEER TEAM

This year, the Centre Manager and Senior Counsellor/Administrator facilitated the management of the centre and co-ordination of the volunteer and trainee counsellors. There was another salaried Counsellor for 5 hours a week who undertook initial assessments as well as carried her own caseload. The rest of the team was made up of 12 trained Counsellors/Practitioners and trainee Counsellors who were on placement with us. These four trainee counsellors continued to complete their counselling practice hours with clients – either online via Zoom or telephone, or face to face at the centre. They each held a client case-load and were line-managed and supervised by Centre staff. We extend our sincere thanks to our volunteers, who all have such dedication and commitment to care so passionately and professionally for our vulnerable clients.

TRUSTEES

The centre continued to be supported by our Trustees, and our huge thanks extend to them for their continued support throughout the year. They met every 12 weeks (online via Zoom), to oversee the running of the centre, and agreed/ratified decisions made by the Operational Team. We had a new Trustee join us in February 2022, Bridget Stovold.

From February 2022, our Trustee, Jo Murphy, retired from her role. We thanked her for her role and support over the years. Though not a Trustee, Patrick Murphy, our Treasurer, also stepped down from his role at the same time, and we thanked him too for his commitment to supporting us over these years.

With Patrick Murphy stepping down, Steve Fripp became overseer of our Finances, and liaised with Centre Manager and Rebekah Coombes (Book-keeper) to monitor the finances of the centre. Xero accounting package assisted the management of the financial income and expenditure of the centre, and both Steve Fripp and Rebekah Coombes accessed this to monitor the financial health of the centre.

Julie Stevens, continued to volunteer with us on placement as a Counsellor, so she remained stepped down from her Trustee role throughout this year.

We were delighted Tim Stephens, a former beneficiary of our service, came on board as a Trustee too.

Jean Roper, Trustee, stepped down from role of Chair, and Steve Fripp stepped into this role. When Steve sadly became very unwell later in the year, Jean continued to act up as Chair for the Trustee meetings.

We were delighted that our Trustees were active within their roles over the year. Tim Stephens became overseer of our Safeguarding and centre Policies, and Steve Fripp became overseer of our Finances, as well as seeking out grant funding for us.

We send our immense appreciation to all our Trustees for their care, commitment and support of this service over the year.

PREMISES

With lockdowns ending, our premises were back to more normal function over this year. With staff and volunteers returning to face-to-face work, the counselling rooms were utilised throughout the week to provide counselling sessions, face to face and online/telephone. The office was used for Administration tasks and meetings.

Remote working

Remote working continued for some team members, providing counselling and supervision to clients and practitioners/counsellors via Zoom video and telephone.

GDPR Compliance

Our Administrator continued to implement and monitor our processes to ensure that we comply with the GDPR Data Protection Regulations. Confidential shredding of paperwork was undertaken by an external GDPR compliant company in Plymouth.

Clients

Client numbers rose this year, with the ending of lockdowns and restrictions being lifted.

Our service provided counselling for pregnancy-related crises or loss. We recognise that pregnancy can bring many unexpected feelings. What should be a positive and exciting life event for many people, can at times turn into a very negative experience for some. These difficulties can adversely affect the mental health and psychological wellbeing for those involved, their partners and their extended family.

Referrals were received from clients directly or from other professionals. Clients who faced an unexpected pregnancy presented with feelings of confusion, shock and fear, and clients who faced a pregnancy or baby loss presented with complex grief, severe depression, and at times suicidal feelings.

We received increased crisis (unexpected pregnancy) calls this year. These clients were seen within 24-48 hours, due to consideration of time limits in reference to their choices ahead. Other clients were continued to be supported with long-term counselling. Due to rising waiting lists, we reviewed the numbers of counselling sessions clients could receive within our service. Hence, clients were offered approximately 24 sessions of counselling, with some flexibility offered dependent upon need.

Clients seen for counselling included:

Baby loss – miscarriage, stillbirth, neonatal death, ectopic pregnancy

Fertility issues – difficulty getting pregnant, failed IVF

Post-termination – those struggling following a termination, either for elective or for medical reasons

Due to the location of our centre, Military personnel (Royal Navy, Army, Marines from Plymouth and surrounding areas) continued to access our services. Many of these personnel and their partners were isolated and disconnected from usual family support. Our services thus continued to be significant in provision of counselling and support at difficult times. The previous grant from Royal British Legion (managed by Plymouth Drake Foundation/Devon Community Foundation) ended last year. However, Service personnel still accessed our services.

Asides from unexpected pregnancy clients, who usually attend for 1-2 sessions, other clients attended for multiple sessions of counselling over several months – either alone or with a partner.

Waiting List

We continued to hold a waiting list for baby loss and post-abortion clients. Over the year this increased quite significantly. Most clients unfortunately had to wait at least 10-12 weeks to be seen for their initial assessment session. From this, they were then allocated to a regular counsellor. Some highly anxious pregnancy support clients were prioritised depending on their gestation of pregnancy.

Referrals

Referrals were received from the Bereavement Midwife at Derriford Hospital, Midwifery team, GP's, the Perinatal Mental Health and Maternal Mental Health teams, social care, Plymouth University, military personnel, and other voluntary agencies.

Pregnancy Crisis Care supported many people in these situations and walked alongside them as they processed difficult and complex feelings. Counselling helped clients to process anxiety, anger, fear, depression, trauma, PTSD and low self-esteem.

Unexpected pregnancy/crisis pregnancy clients (individuals and couples) were sensitively supported to talk through their feelings and thoughts around their situation. These confidential, impartial and unbiased sessions remained an important focus of the centre's work, to help ensure that clients had a safe, unpressured space to consider their options at a very difficult and complex time.

Referrals continue to be received from professionals and clients from within the Devon and Cornwall area. Self-referrals were received after recommendations from family and friends. Others found our service through our website or social media.

We referred clients to other local services when other needs arose and further, more specialised support was needed.

CLIENT FEEDBACK

Client feedback has consistently remained positive and stories have been shared on Facebook and our website, with client permission. Two new video stories were recorded and uploaded to our Vimeo channel and website. These were also used at events to raise awareness of issues raised within a pregnancy crisis/loss, as well as to promote further knowledge of our services.

WEBSITE

Our website was tweaked over the year. It remained an easy point of access for information about our services. Some clients agreed to have their stories put on our Vimeo channel, via our website, which helps demonstrate the work we do. Please see our website: www.pregnancycrisiscare.org.uk

CRM system

This year we implemented a CRM system to help us collate client statistics in a more accessible way. The staff have worked exceptionally hard this year to input many client contacts and sessions to ensure that reports can be pulled off at year end.

LITERATURE

On request, our leaflets and business cards were sent out to various agencies throughout the city and wider into Devon and Cornwall. These included Derriford Hospital (Maternity/Midwifery, Pregnancy Advisory Centre (PAC), Early Pregnancy Unit), GP surgeries, Plymouth University, Plymouth College of Art, Devon and Cornwall Social Care agencies, churches, The Zone, Plymouth Domestic Abuse Service, Perinatal and Maternal Mental Health Team, and Plymouth Options.

TRAINING/SUPERVISION

Training and supervision remained a high priority for us as a team. We encouraged all staff and volunteers to further develop themselves professionally through accessing CPD sessions, as well as reflect on their practice within regular monthly supervision sessions.

Further professional development workshops attended / completed included:

Post abortion care – August 2021
PCN Annual Conference – Derby – October 2021
Domestic abuse course at Cophthorne Hotel – November 2021
MIND Perinatal Mental Health training - November 2021
Telemedicine, PCN training on zoom – November 2021
Data Protection training through PCN – January 2022
SANDS online training re grief – February 2022
PCN Regional Conference at the Gower – June 2022
SANDS baby loss training online

One of our former student Counsellors, Amy, collated and presented a 'Grief Talks' online talk via Facebook Live for the team and others to join and listen in to, and to raise awareness of grief following baby loss. It also gave people the opportunity to share stories, listen in and feed back stories/information regarding their grief journey. It was well received by all.

SUPERVISION

The team received regular clinical supervision, an essential BACP requirement for helping to promote best and safe practice both for clients and Counsellors/Practitioners. The Centre Manager provided regular in-house supervision for team members, including some student counsellors. Some newer student counsellors accessed external supervision for their practice. Our Senior Counsellor met regularly with the students to line-manage their placement with us. The Centre Manager attended external supervisory support for her counselling practice as well as external consultative supervision for her Supervisory practice.

Group work

After a survey was undertaken to gain information about how our clients assessed and experienced our services, many clients mentioned that they were keen for us to provide group support.

Hence, after funding was sought, we were thankful to gain financial provision from two different grant funding agencies. We were then able to provide group work throughout this year.

One group was funded for 6 months for a facilitator and assistant to co-ordinate an online peer support group to provide support for those who are pregnant and anxious.

Another group was funded for one year for a facilitator to co-ordinate online and face to face baby loss support groups.

Counselling, guidance, support and information

CLIENTS

Age ranges of clients have been between 14 and 65, and some parents/grandparents have also attended for counselling sessions following a family baby loss. Clients were from various backgrounds; some being younger people at college/University, some were vulnerable refugees, or women in difficult/abusive relationships, some were isolated from family through military life. Others are clients who are working and may also be on limited incomes. Whatever their backgrounds or age, or socioeconomic status, all have faced a crisis relating to a pregnancy or loss. Many were very isolated and alone, with this being particularly prominent over this past year with the pandemic and limited support networks available, as well as restricted medical services being available. Individuals and couples were trying to process complex grief, guilt, shame, shock, fear, depression, anxiety, panic and trauma. Deep pain and distress troubled many clients and their mental, emotional and psychological health was severely impacted, with some struggling with severe depression or anxiety and PTSD symptoms, including suicidal feelings.

As a team, providing consistent time, care, compassion and great sensitivity helped our clients to process their pain and loss in a safe space. Although a long road for many, the counselling provision helped to support our clients on their journey through healing and trying to find hope again and their 'new normal.'

This years' figures are increased from the previous year. This is likely due to the ending of the pandemic and lockdowns. Counselling sessions (face to face), Zoom video calls, emails and telephone calls, as well as text support have risen significantly this year.

Due to successful funding from two different sources, we were able to provide group work to our clients.

Pregnancy Support Group – 6 months

This group ran as an online peer support group, for those who were anxious within a current pregnancy, and was co-ordinated by a facilitator and assistant. This group was invaluable in helping and supporting women who were struggling with anxiety and depression within a current pregnancy, and particularly difficult following a previous loss. Connecting with others was a great support and comfort for them. Some feedback from clients:

'Thank you I have really enjoyed the group and seeing the same faces each week. It has really made me feel less alone.'

'It's been helpful to share my thoughts with others that have been through the same as me.'

'I feel so much less isolated now.'

Pregnancy Loss Group – 1 year

This group ran both online and face to face, providing a safe group support for those who have faced any kind of pregnancy loss, and co-ordinated by a facilitator. This has been useful for those who feel so isolated after a loss, and given them a space to talk in a safe space with others who understand and have experienced previous baby loss.

Survey

A comprehensive survey questionnaire was sent out in this year to ascertain how clients and other professionals felt about our work, and how they benefited from the service, as well as ideas about what clients wanted more of and what, if any, improvements or changes to the work already offered at the centre. We received over 110 responses, which informed our implementing the group work commencing (as above). We received many amazingly positive feedback responses from this survey which was so encouraging and complementary of our work at the centre.

From 01.08.2021 – 31.07.2022:

257 clients - Attending for: 2705 hours of 1:1 hourly counselling sessions

This includes:

- **813 hours of face-to-face counselling sessions**
- **1456 hours of Zoom video counselling sessions**
- **436 hours of telephone counselling sessions**

Clients:

- **30 Military personnel/partners**
- **65 couples**
- **140 individuals**

Client contacts:

- **820 emails**
- **124 texts**

Enquiries and non-client contact:

- **140 telephone calls**
- **228 emails**
- **19 texts**
- **7 letters**
- **5 Zooms**
- **5 professional visits to centre**
- **3 external visits**

Waiting List contact:

- **98 telephone calls**
- **430 emails**
- **10 letters**
- **16 texts**

Military personal / partners:

- **30 clients**

SUPERVISION SESSIONS:

Face to face, Zoom video and telephone calls:

- **17,150 minutes = 286 hours of clinical supervision**

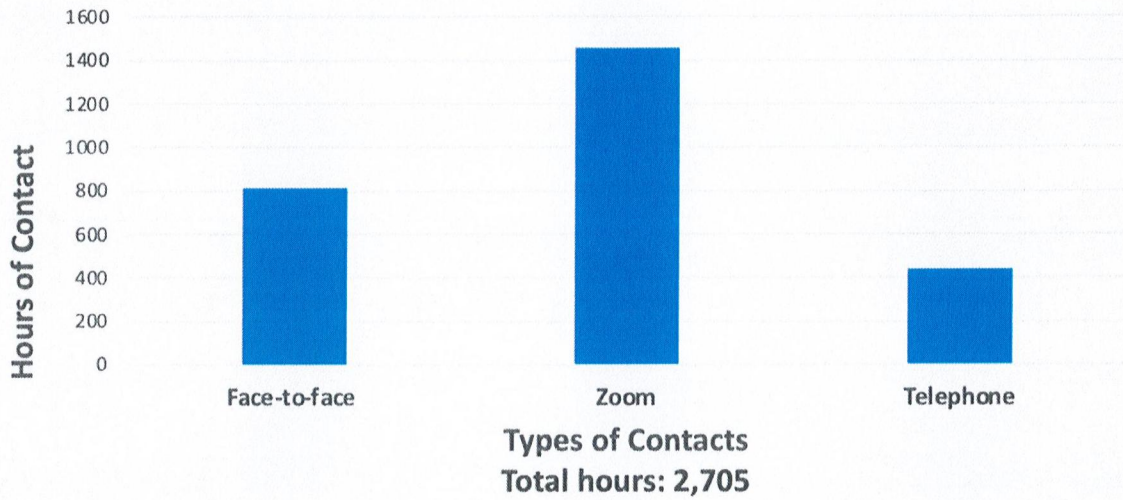
2021-2022 Client Numbers and Reason Breakdown

Support for:	01.08.2021 – 31.07.2022
Crisis Pregnancy	22
Post Abortion	20
Baby loss	33
Stillbirth	13
Termination for Medical Reason (TFMR)	17
Molar pregnancy	2
Ectopic pregnancy	9
Fertility issues	20
Miscarriage	64
Missed miscarriage	10
Pregnancy test	5
Pregnancy Support	27
Birth trauma	8
Post pregnancy support	3
Post Natal Depression	2
Fear of pregnancy	1
Post-natal anxiety	1
TOTAL CLIENTS	257

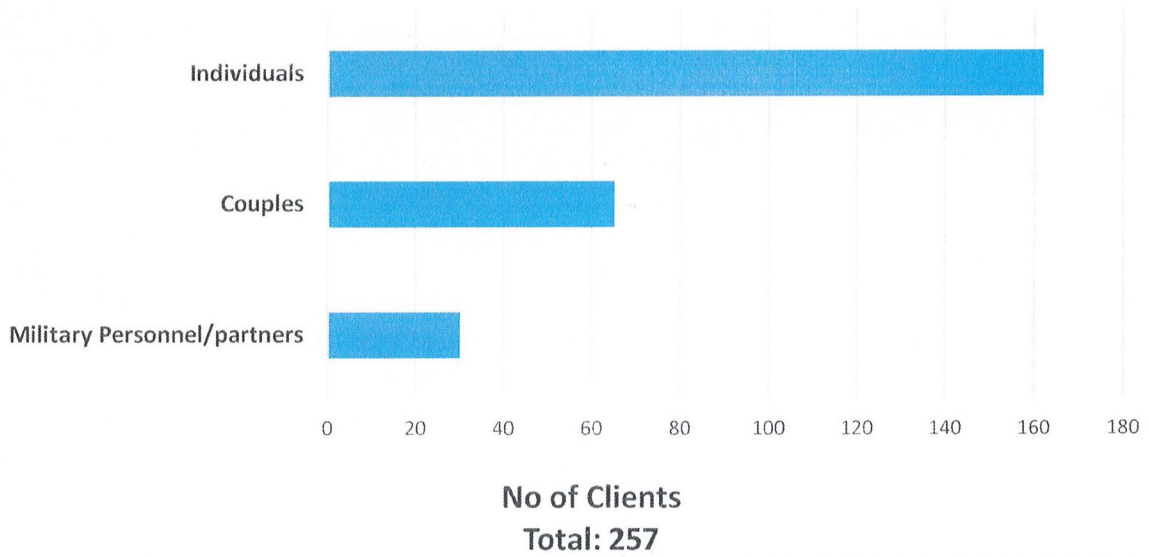
Total clients seen throughout the year: 257 clients

Total counselling hours provided over this year: 2705 hours

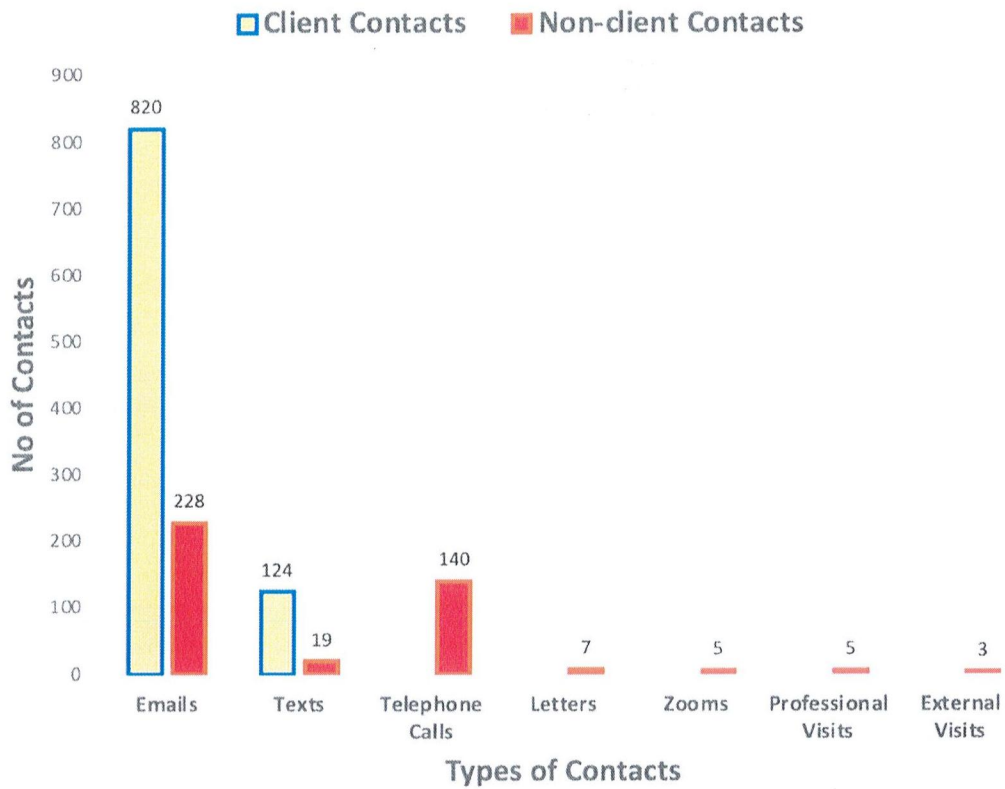
Types of Counselling Offered



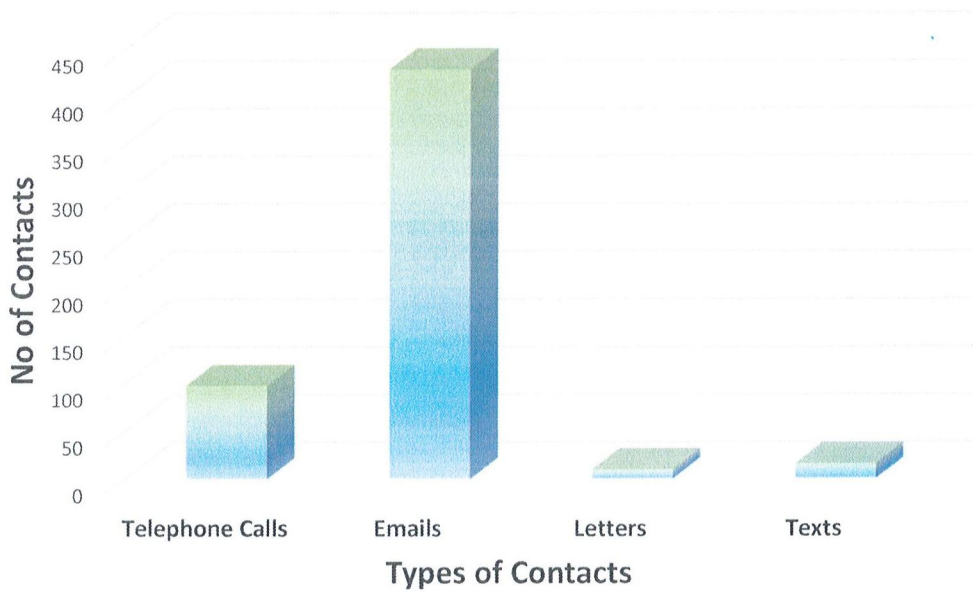
Types of Clients

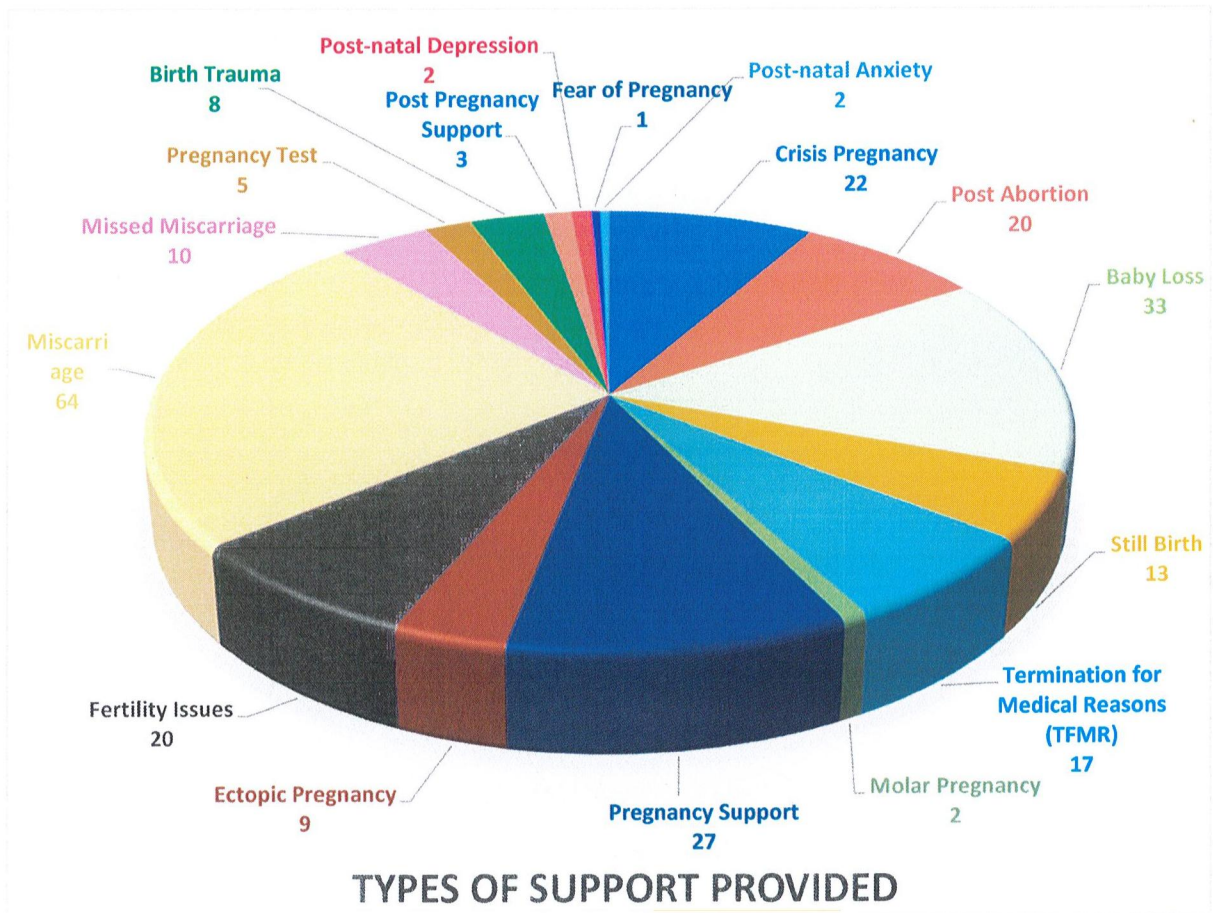


Episodes of Client & Non-client Contacts



Waiting List Contacts





All clients attending for longer-term counselling had their levels of Depression and Anxiety recorded at intake and exit. This evidenced their recovery and mental health progression, as well as the impact of counselling sessions on their mental and psychological health.

With some clients, we monitored PTSD scores using the SPRINT (PTSD) scoring indicator (*with permission from Jonathan R Davidson MD, a professor of psychiatry and Director of the Anxiety and Traumatic Stress Programme, an integrative anxiety treatment programme, at Duke University Medical Centre in Durham, N.C.*). Many women again showed a significant improvement in symptoms after just 5-6 sessions of counselling. This is further encouraging evidence regarding the effectiveness of our work with vulnerable clients at the centre.

Service users were signposted on to other services and agencies as necessary. These services included GP's, Housing, Children's Storehouse, Little Things & Co (prior to their closing), Adult Social Care, Plymouth Domestic Abuse Service, Children's Social Care and Safeguarding Team, RN/RM Military support services, The Zone, Derriford Hospital, Refugee & Asylum Seekers Mental Health team, and the Pregnancy Advisory Clinic.

COUNSELLING PLACEMENTS

Over this year, we had four trainee Counsellors with us to complete their 100 counselling placement hours. Two were from the Devon & Cornwall Counselling Hub, and one was from Heartwood Institute of Counselling, with the other one coming from Dartmoor Counselling Training. Provision of trainee counsellor placements helps the trainee to gain their much-needed hours, and it helps the centre to have more clients seen for sessions more quickly. These trainees were supported through supervision and line-management from within the team as well as externally. Again, we greatly appreciated their commitment and diligence in supporting our clients this year.

Feedback from Trainee Counsellors:

Trainee 1:

I want to thank Jane and Sarah for their support in my studies of level 4 Diploma in Therapeutic Counselling. Whilst I have yet to achieve the 100 hours, I am well over half way and want to thank them for their encouragement and guidance, particularly through the more challenging lockdown periods we have experienced. Their experience and encouragement have served to encourage me to persevere when it seemed difficult to balance life, work and study. They have supported in providing clients, enabling me to do my hours over zoom which has been beneficial for my clients and myself and of course through supervision and advice as required regards my course. The pregnancy crisis centre team provide such an enriching and kind atmosphere in which to work, and help support those in need regards pregnancy as well as those training to support them. I would definitely recommend the service to train through. Many thanks again.

Julie 15.08.22

Trainee 2:

I have thoroughly enjoyed my placement and am so grateful for the support, guidance and challenge given to me by Jane and Sarah, informally as well as formally, via Line Management meetings, individual supervision and latterly group supervision. I have benefited hugely, and I am sure my clients have too! This support and careful challenging enabled me to grow in confidence and work with clients using the skills and knowledge training has given me and the freedom to work creatively. I have appreciated coming into The Centre to work with clients as well as working online. My preference is to use the calm spaces at The Centre and overall my clients have preferred this too. Margaret's quiet, unassuming support when I am in the Centre has been very much valued as has her car parking synchronisation skills! I highly recommend a student

placement with Pregnancy Crisis Care and have felt safe and nurtured in this professional and caring environment where support is always on hand and great efforts are made to ensure that although counsellors and practitioners are not all Centre based, we are very much a strong team, committed to ongoing team CPD as well as individual self-development and this benefits us all, and our clients. Each of my clients are very appreciative of the services of Pregnancy Crisis Care and have begun also to benefit from the support groups offered. There is so much need for pregnancy crisis care, and my hope is to remain involved in the years to come. Thank you all! Helen 10.08.22

NETWORKING/OUTREACH

It was extremely difficult to attend many networking/outreach meetings this year due to Covid-19, though some meetings were held remotely via Zoom and the occasional face to face meetings as the lockdown and restrictions eased.

Meetings/events attended over this year included:

Cream tea event at The Lord Mayor's Parlour, with Terri Beer, Lord Mayor hosting us
Visit to Jon Grainger at Boringdon Park Golf Club re Ball planning
Duchy College, Fresher's Fair
PCN Annual Conference, Derby
Wave of Light at Derriford's Little Haven memorial garden
The Kindness of Strangers, Zoom meetings
Cross Rhythms Radio interview
Plym Chambers networking breakfast meeting – presented a small talk at Boringdon Park Golf Club
Talk/presentation to West Devon Filling Station, Lydford
The Gower's Regional PCN conference – networking and delivering a presentation
Ayla's Memorial birthday fundraiser, Plympton

Visits to the centre included:

Sue McDonald, Councillor, Plymouth City Council
Aimee Conroy (Founder) and Debbie (Trustee) of Luna's Fund
Terri Beer, Lord Mayor, Plymouth City Council
Tia and Leanne (Chasing the Rainbow)
Student counsellors for interviews and training
Tim and Rosie Stephens, former clients, with Tim agreeing to volunteer as a Trustee for us
Aimee Bull, SANDS
Paul Read, DRIFT
Natalie Fish, to film new client stories
Staff from Exeter centre

FUNDRAISING

Fundraising is an important part of our work and helped support provision of these services free of charge to our clients at their time of need. It also raised awareness of pregnancy-related crisis issues as well as highlighting our service.

We were delighted to be able to return to our face-to-face annual quiz in February 2022 at Boringdon Park Golf club.

We also spent the year planning our first annual Charity Ball, held at Boringdon Park Golf Club on 24th September 2022.

Both events were amazingly supported and we received fantastic feedback from those who attended these events. The Ball received particularly positive feedback, which was such an encouragement to us.

Many local businesses supported us through donation of raffle prizes, as well as attending the events.

Little Things & Co very sadly closed down within this year, which was a huge loss to the city and the baby loss community. The Founder, LeighAnne Wright, generously donated the closing funds of their charity, which was an amazing gift to our service. We thanked LeighAnne for this unexpected kindness at a time of great change and vulnerability for her.

Other amazing support was received from former clients and other supporters:

Ayla's Fund – Paul & Kate Vincent – fundraising events - £1205
Sienna's Story – golf and other sponsored events - £720
Filling Station – £500 gift donation
Ian Potts' funeral donation - £550
Linda Kirkman - £1000 gift
New Life Fellowship – £2000 gift
Milo Spencer – £1290 gift
Steve Fripp - £150 gift
M Pons - £150 gift
M Fish - £230 gift
Anonymous gift - £1000
Little Things & Co – closing down of charity - £9492.57
Schroders – Lloyds Gem Opcoma - £596 Sponsorship for Welcome drinks for ball in 2022
Santander match-funded up to £1500 from our quiz raffle in February 2022
Localgiving.org – donations received over the year
PayPal Giving Fund (via Facebook) – donations received over the year
Easyfundraising.org – donations received over the year
Amazon Smile – donations received throughout the year

Funding bids and applications were written to various organisations and Trusts throughout the year. Paul Read from Drift assisted us with exploring and applying for further sources of funding to sustain our work longer-term.

Successful funding received - 01.08.2021 – 31.07.2022:

Grant	For:
20.08.2021 Arnold Clark	£750 – general core costs
26.08.2021 Plymouth City Council	£550 - Staff training and lunch for team of volunteers
10.09.2021 VMHS	£2500 - For CRM system and telephone/broadband costs
14.10.2021 Hospital Saturday Fund	£4000 – Counsellor salary costs
18.10.2021 Persimmon Homes	£1000 - General running costs
24.10.2021 Ballard Trust	£750 – Training for volunteers
31.01.2022 The Forrester Family Trust	£5000 – Counsellor salary costs
22.02.2022 Grace Trust	£1000 - 3 hours a week salary for Counsellor for 6 months
31.03.2022 Plymouth City Council	£250 - Training for volunteers
21.04.2022 Devon Community Foundation 2022	£2000 – 5 hours extra Admin support for 6 months
12.05.2022 Localgiving May 2022	£500 - 2 hours a week salary for Counsellor for 6 months
13.05.2022 Awards for All 2022	£9300 - Funding for group work facilitator (online and face to face) for baby loss support – one year
31.05.2022 Western Power	£3900 - 2 workers for group work for pregnancy support clients for 6 months
14.07.2022 Albert Hunt Foundation	£1000 – Towards core costs

These grants were significant in enabling us to run the centre effectively and continue to provide a high-quality service to the public over this year.

We also remain so very grateful for our individual donations and monthly donors who gave to us financially again this year, either directly via BACS payment or via our link on www.localgiving.org. Clients sometimes raised money for us through a variety of fundraising events, which was never expected and yet always such a lovely surprise if/when they did so.

Immense gratitude is extended again to the many dedicated supporters and organisations who regularly donate to this work. It makes a huge difference to the centre having regular income and assists us in meeting ongoing running costs.

TEAM and AGM

Our AGM was held in December 2021, attended by team members and Trustees on Zoom. All Trustees were happy to continue with their roles. Jo Murphy stepped down from her role in February 2021, as did Patrick Murphy as Treasurer.

Team socials /quizzes were organised, some online and some face to face. The Pregnancy Centres Network conference was held in October 2021 in Derby, and members of the team attended this following the Hospital Saturday Fund's grant funding this for us. This conference helped us connect with other centres, network and socialise with other people, as well as update further skills, knowledge and CPD training.

EMPLOYMENT

The Centre Manager continued to work 14 hours a week, and a Counsellor was employed for 12 hours a week. Another Counsellor was employed for 5 hours a week. Our Administrator was employed for 10 hours a week, and we employed a Housekeeper/Cleaner for 5 hours per week.

With two smaller grants, one from Devon Community Foundation, and one from Localgiving/DCMS, two counsellors were employed for an extra 2.5 hours each per week for 6 months. Grants were received for group work and these staff members were self-employed within these roles. All other team members remained trainee or volunteer Counsellors and Practitioners.

THE FUTURE

Our aim for the future is to continue to provide this free service to those in need of care and support at times of great distress. To enable this, we wish to retain our employed roles to help support the running of this service. We would also like to employ another Counsellor to support the growing demands for our services. The Centre Manager will provide supervision and training to the volunteers, hold a caseload, and also oversee general management of the Centre.

We wish to continue working together and strengthening links with other agencies and services in the city to aid collaborative partnerships. This will help to ensure vulnerable clients receive holistic care and support. We continue to ensure that genuine care is provided for vulnerable individuals and couples who face difficulties around their pregnancy crisis or loss.

In order to maintain the provision of a high quality, professional counselling service, there is always the ongoing need to secure regular funding and this also remains a priority to enable us to continue to provide this highly valued and much needed service.

Yet again, we send our sincere gratitude once again to all individual Supporters, Trust funds, Organisations, Volunteers, Operational Team members and Trustees for all their hard work and dedicated support – our work together provides a huge amount of significant help to many very vulnerable clients at difficult times of great need, and the centre’s services continue to make a real, positive impact on their lives and futures. We couldn’t do all this without you all, so we sincerely thank you all very much again.

Professional Endorsements:

“As a fellow baby loss charity in the local area, we are very grateful for the continuous support and invaluable service Pregnancy Crisis Care offers to our beneficiaries. It is a fantastic lifeline for us to refer and direct families to them when they need extra or ongoing support outside of our remit. The families often comment on how helpful the services are to them on a personal level. We look forward to working towards more collaboration and partnership over the next 12 months with Pregnancy Crisis Care!” - Aimee Conroy, Chief Executive Officer & all Trustees of Luna’s Fund

Client quotes, with permission:

Client feedback continues to be collated via feedback forms as well as anonymously via Survey Monkey. It remains heart-warming and a real honour to have received such encouraging feedback from so many of our clients. Here are a few samples of feedback people have left for us:

“I found having a private place to let out your emotions helpful.”

“A space to express and discuss your feelings and also from your own home.”

“I do not have a big support network around me, and at first was very confused to find out my life was going to take a new direction given an unplanned pregnancy. Right after my first appointment, I had clarity around the direction I wanted to take. The support I received was more than valuable and knowing I was not alone meant everything to me, as well as being able to talk with someone who was willing to listen and accept me for me, never steering me in a particular direction about my choices. Someone who I could talk so opening and honestly with helped me to feel empowered and able to make the choices that were right for me. Unfortunately, after a period of being excited to welcome a new baby into my life, and having support from Pregnancy Crisis Care, I sadly had a miscarriage. Words cannot describe how important this support has been for me. I am in awe at the service this centre provides, and know from my own experience with the centre how extremely important and valuable the service is. The staff I interacted with were kind, nurturing, present and caring. I received so much empathy and understanding towards myself and my situation. Thank you for all you do. I want you to know you do make a difference and such a positive contribution in the support you offer.”

“The counsellor was excellent in her support, the progression of the support and the ability to time it at the right moments along our journey helped greatly in allowing us to navigate a way forwards.”

“Excellent support, which was invaluable to me during a very difficult time in my life.”

“Pregnancy Crisis Care is an excellent service, that fills a large hole in the NHS aftercare of baby loss. Once you are let go from hospital, you are on your own to deal with new and painful emotions from a challenging experience that you can never anticipate.”

“I wouldn’t have got through my pregnancy and my miscarriage if it hadn’t been for the help and support from Pregnancy Crisis Care.”

“I didn’t really know what to expect... I have learned so much about myself which has made me feel stronger going into the future.”

“I just want to say thank you to the Pregnancy Crisis team and most especially to my Counsellor for all the help she has given me and beyond. She has been my angel during the most difficult time of my life and the things we talked about during our sessions really made a big impact on me. I am forever grateful to the this service as I am now enjoying my life with my little man. I hope you will be able to help more women who are struggling during pregnancy. Keep up the excellent work.”

"I am incredibly grateful to yourself and pregnancy crisis care. I plan on raising money this year for the charity."

"Thank you so much for your support over the past year! We couldn't have got through this without you."

"I just wanted to drop you a note to say thank you again for working with us, it was truly life-changing to have your support and counsel during this, the most difficult period of our lives. We cannot thank you enough and will always be grateful for your compassion and efforts."

"My Counsellor was warm and welcoming from the very first time I met her. I felt very comfortable – especially considering I have never had to do anything like this before. She helped me open up and unlock my feelings and made me realise they were valid and I was allowed to feel them. She gave me the confidence to open up to close family and my partner and ever since I have been able to do this a weight has been lifted and I feel supported. My Counsellor's advice and kindness was and is invaluable. Just knowing you have the support is a great comfort."

Human Resources employed

The weekly hours of employees during the year were as follows:

Centre Manager / Counsellor	14 hours (+ 2.5 hours per week for 6 months)
Counsellor/Project Outreach Worker	12 hours (+ 2.5 hrs per week for 6 months)
Administrator	10 hours
Cleaner/Housekeeper	7 hours (then reduced to 5 hours)
Counsellor	5 hours
Baby loss group work facilitator	5 hours (self employed)
Pregnancy support group work facilitator	6 hours (self employed)
Pregnancy support group assistant	2.5 hours (for 6 months)
Total hours per week	66.5 hours

The charity continues to operate a NEST Pension Scheme for eligible employees.

Accounting

The Centre subscribed to Xero accounting system throughout this year, which helped assist with collating annual accounts. We extend our thanks to Rebekah Coombes for her much-valued skill and support in reconciling our finances in Xero, and monitoring grant income and centre expenditure.

Trustee Remuneration & Related Party Transactions

No members of the Trustees received any remuneration during the year. There were no related party transactions.

Taxation

As a charity, Pregnancy Crisis Care (Plymouth & SE Cornwall) is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

Purposes of Restricted Funds:

Grant	For:
20.08.2021. - Arnold Clark	£750 – general core costs
26.08.2021 Plymouth City Council	£550 - Staff training and lunch for team of volunteers
10.09.2021 VMHS	£2500 - For CRM system and telephone/broadband costs
14.10.2021 Hospital Saturday Fund	£4000 – Counsellor salary costs
18.10.2021 Persimmon Homes	£1000 - General running costs
24.10.2021 Ballard Trust	£750 – Training for volunteers
31.01.2022 The Forrester Family Trust	£5000 – Counsellor salary costs
22.02.2022 Grace Trust	£1000 - 3 hours a week salary for Counsellor for 6 months
31.03.2022 Plymouth City Council	£250 - Training for volunteers
21.04.2022 Devon Community Foundation 2022	£2000 – 5 hours extra Admin support for 6 months
12.05.2022 Localgiving May 2022	£500 - 2 hours a week salary for Counsellor for 6 months
13.05.2022 Awards for All 2022	£9300 - Funding for group work facilitator (online and face to face) for baby loss support – one year
31.05.2022 Western Power	£3900 - 2 workers for group work for pregnancy support clients for 6 months
14.07.2022 Albert Hunt Foundation	£1000 – Towards core costs

Financial Review

In so far as the trustees are aware:

- there is no relevant audit information of which the charity's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the Charities Commission's website.

The trustees are responsible for the preparation of the annual report and accounts. It is best practice for both documents to be approved by the trustees as a body, in accordance with their usual procedure (for example, at a quorate trustees' meeting).

The charity finances were overseen this year by Jane Frajbis, Centre Manager, Rebekah Coombes, Book-keeper, And Steve Fripp, Trustee. The Accounts were externally examined by Independent Examiner: Merlin Mbahin, Clear Blue Sky Accountancy Ltd.



pp. **Steve Fripp – Trustee overseeing Financial Affairs**



Receipts and payments accounts

For the period from	Period start date 1/8/21	To	Period end date 31/7/22
---------------------	-----------------------------	----	----------------------------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
General Donations	15,624	0	0	15,624	11,246
Donations - Gift Aid	4,365	0	0	4,365	1,670
Grant Income	9,346	23,750	0	33,096	13,509
Fund Raising	5,986	0	0	5,986	9,022
Events Income	7,965	0	0	7,965	1,222
Training Contributions	0	220	0	220	0
Bank Interest	10	0	0	10	3
Tax Reclaimed	3,555	0	0	3,555	0
Sub total (Gross income for AR)	46,851	23,970	0	70,821	36,672
A2 Asset and investment sales, (see table).					
	0	0	0	0	0
Sub total	0	0	0	0	0
Total receipts	46,851	23,970	0	70,821	36,672
A3 Payments					
Rent Rates and Electricity	1,963	4,410	0	6,373	6,437
Salaries, Paye and Pensions	22,933	9,327	0	32,261	29,490
Stationery, telephones and Postage	1,218	259	0	1,477	2,179
Training and Supervision	470	470	0	940	2,241
Office Maint. And Sundries	751	950	0	1,701	2,084
Counselling Resources	56	0	0	56	769
Event Costs and Fundraising Fees	1,686	495	0	2,181	528
Subscriptions and Fees	1,078	576	0	1,654	1,427
Paye Bureau, Advert, Marketing, Insurance	2,529	0	0	2,529	1,107
Sub total	32,684	16,487	0	49,170	46,262
A4 Asset and investment purchases, (see table)					
	0	0	0	0	0
Sub total	0	0	0	0	0
Total payments	32,684	16,487	0	49,170	46,262
Net of receipts/(payments)	14,167	7,483	0	21,650	-9,590
A5 Transfers between funds	- 10	10	0	0	0
A6 Cash funds last year end	32,061	7,214	0	39,275	48,864
Cash funds this year end	46,218	14,707	0	60,925	39,274

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	current account	20,685	14,707	0
	reserve account	25,478		0
	petty cash	66		0
	Total cash funds	46,228	14,707	0
	(agree balances with receipts and payments account(s))	Agreement Error!	OK	OK
		Unrestricted funds	Restricted funds	Endowment funds

B2 Other monetary assets

Details	to nearest £	to nearest £	to nearest £
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		0	0
		0	0
		0	0
		0	0
		0	0

B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
Creditors	Unrestricted	82	
		0	
		0	
		0	

Signed by one or two trustees on behalf of all the trustees

Signature

Print Name

Date of approval



JEAN ROPER

14/12/22

Executive Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall) For the year ended 31 July 2022

	2022	2021	VARIANCE
Cash			
Cash received	70,876.80	37,798.76	87.51% ↑
Cash spent	49,144.00	47,387.46	3.71% ↑
Cash surplus (deficit)	21,732.80	(9,588.70)	326.65% ↑
Closing bank balance	61,007.91	39,275.11	55.33% ↑
Profitability			
Income	70,820.53	36,672.82	93.11% ↑
Direct costs	56.20	768.58	-92.69% ↓
Gross profit (loss)	70,764.33	35,904.24	97.09% ↑
Other income	-	-	- -
Expenses	50,149.02	45,492.94	10.23% ↑
Profit (loss)	20,615.31	(9,588.70)	315.00% ↑
Balance Sheet			
Debtors	-	-	- -
Creditors	1,117.47	-	- -
Net assets	59,890.42	39,275.11	52.49% ↑
Sales			
Number of invoices issued	-	-	- -
Average value of invoices	-	-	- -
Performance			
Gross profit margin (%)	99.92	97.90	2.05% ↑
Net profit margin (%)	29.11	(26.15)	211.33% ↑
Return on investment (p.a.) (%)	34.42	(24.41)	240.99% ↑
Position			
Average debtor days	-	-	- -
Average creditor days	7,257.59	-	- -
Short term cash forecast	(1,117.47)	-	- -
Current assets to liabilities	54.59	-	- -
Term assets to liabilities	-	-	- -

Cash Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall) For the year ended 31 July 2022

	2022	YEARLY AVERAGE (YTD)	VARIANCE
Income			
donations- gift aid	4,365.00	1,670.00	161.38% ↑
Event Income	7,964.55	1,222.00	551.76% ↑
Fund Raising	5,985.54	9,022.19	-33.66% ↓
general donations	15,624.26	11,246.09	38.93% ↑
Gift Aid Tax Reclaimed	3,554.85	-	- —
Grant Income	33,096.00	13,509.25	144.99% ↑
Interest Income	10.33	3.29	213.98% ↑
Training Contributions	220.00	-	- —
Total Income	70,820.53	36,672.82	93.11%
Less Expenses			
Accountancy Fees	250.00	-	- —
Advertising & Marketing	74.88	100.58	-25.55% ↓
Bookkeeping and PAYE Bureau Fees	1,241.75	405.00	206.60% ↑
Cleaning	30.98	71.54	-56.70% ↓
Counselling Resources	56.20	768.58	-92.69% ↓
DBS and ICO Fees	557.75	724.00	-22.96% ↓
Employers National Insurance	940.88	480.94	95.63% ↑
Event Expenses	1,108.75	25.70	4,214.20% ↑
Fees re Fund Raising	510.00	396.99	28.47% ↑
Insurance	821.63	737.46	11.41% ↑
IT Software and Consumables	1,792.52	395.04	353.76% ↑
Legal Expenses - Lease renewal	-	486.00	-100.00% ↓
Light, Power, Heating	245.00	684.00	-64.18% ↓
Office tea/coffee/milk	17.83	224.67	-92.06% ↓
Operating Lease Payments	1,250.00	-	- —
Pensions Costs	829.96	658.77	25.99% ↑
PPE, Maintenance and General Expenses	93.78	762.52	-87.70% ↓
Printing & Stationery	203.20	(14.28)	1,522.97% ↑
Rates	967.64	753.28	28.46% ↑

Cash Summary

	2022	YEARLY AVERAGE (YTD)	VARIANCE
Rent	3,910.00	5,000.00	-21.80% ↓
Repairs & Maintenance	-	84.74	-100.00% ↓
Return of Event fees	65.70	30.00	119.00% ↑
Rounding	(0.02)	-	- —
Salaries	30,477.80	28,350.45	7.50% ↑
Staff Training	550.00	1,881.30	-70.76% ↓
Stationery, Postage, Freight & Courier	54.99	1,334.60	-95.88% ↓
Subscriptions	1,002.24	703.40	42.49% ↑
Supervision	390.00	360.00	8.33% ↑
Telephone & Internet	1,147.89	844.84	35.87% ↑
Travel - National	496.38	11.40	4,254.21% ↑
Total Expenses	49,087.73	46,261.52	6.11%
Surplus (Deficit)	21,732.80	(9,588.70)	326.65%
Plus Movements in Equity			
Reserves	-	(1,370.65)	100.00% ↑
Retained Earnings	-	1,370.65	-100.00% ↓
Total Movements in Equity	-	-	-
Net Cash Movement	21,732.80	(9,588.70)	326.65%
Summary			
Opening Balance	39,275.11	48,863.81	-19.62%
Plus Net Cash Movement	21,732.80	(9,588.70)	326.65% ↑
Cash Balance	61,007.91	39,275.11	55.33%

Profit and Loss

Pregnancy Crisis Care (Plymouth & SE Cornwall) For the year ended 31 July 2022

	2022	JUL 2021-JUN 2022	YEAR TO DATE
Trading Income			
donations- gift aid	4,365.00	4,365.00	4,365.00
Event Income	7,964.55	5,316.55	7,964.55
Fund Raising	5,985.54	5,107.26	5,985.54
general donations	15,624.26	17,569.26	15,624.26
Gift Aid Tax Reclaimed	3,554.85	1,499.65	3,554.85
Grant Income	33,096.00	32,096.00	33,096.00
Interest Income	10.33	8.81	10.33
Training Contributions	220.00	220.00	220.00
Total Trading Income	70,820.53	66,182.53	70,820.53
Cost of Sales			
Counselling Resources	56.20	56.20	56.20
Total Cost of Sales	56.20	56.20	56.20
Gross Profit	70,764.33	66,126.33	70,764.33
Operating Expenses			
Accountancy Fees	250.00	250.00	250.00
Advertising & Marketing	74.88	74.88	74.88
Bookkeeping and PAYE Bureau Fees	1,241.75	1,145.75	1,241.75
Cleaning	30.98	41.78	30.98
DBS and ICO Fees	557.75	557.75	557.75
Employers National Insurance	952.80	832.75	952.80
Event Expenses	1,258.75	1,243.75	1,258.75
Fees re Fund Raising	1,095.00	510.00	1,095.00
Insurance	821.63	821.63	821.63
IT Software and Consumables	1,792.52	1,819.12	1,792.52
Light, Power, Heating	245.00	294.00	245.00
Office tea/coffee/milk	17.83	31.23	17.83
Operating Lease Payments	1,250.00	1,250.00	1,250.00
Pensions Costs	830.01	805.42	830.01
PPE, Maintenance and General Expenses	93.78	106.13	93.78
Printing & Stationery	203.20	(590.53)	203.20
Rates	967.64	918.64	967.64
Rent	3,910.00	3,850.00	3,910.00
Repairs & Maintenance	-	18.74	-
Return of Event fees	65.70	65.70	65.70
Salaries	30,777.80	29,520.54	30,777.80
Staff Training	550.00	1,862.50	550.00
Stationery, Postage, Freight & Courier	54.99	913.94	54.99
Subscriptions	1,002.24	1,271.04	1,002.24
Supervision	390.00	390.00	390.00

Profit and Loss

	2022	JUL 2021-JUN 2022	YEAR TO DATE
Telephone & Internet	1,218.39	1,203.19	1,218.39
Travel - National	496.38	507.78	496.38
Total Operating Expenses	50,149.02	49,715.73	50,149.02
Net Profit	20,615.31	16,410.60	20,615.31

Balance Sheet

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2022

	31 JUL 2022	31 JUL 2021
Assets		
Bank		
Petty cash	55.84	70.74
PREGNANCY CRISIS CAR	35,474.20	8,736.83
PREGNANCY CRISIS CAR#001	25,477.87	30,467.54
Total Bank	61,007.91	39,275.11
Total Assets	61,007.91	39,275.11
Liabilities		
Current Liabilities		
Accounts Payable	1,117.47	-
Rounding	0.02	-
Total Current Liabilities	1,117.49	-
Total Liabilities	1,117.49	-
Net Assets	59,890.42	39,275.11
Equity		
Current Year Earnings	20,615.31	(9,588.70)
Reserves	48,863.81	48,863.81
Retained Earnings	(9,588.70)	-
Total Equity	59,890.42	39,275.11

Aged Receivables Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2022

Ageing by due date

Aged Payables Summary

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2022

Ageing by due date

CONTACT	CURRENT	< 1 MONTH	1 MONTH	2 MONTHS	3 MONTHS	OLDER	TOTAL
Aged Payables							
Boringdon Park Golf Club	-	-	-	-	-	150.00	150.00
HMRC PAYE	-	-	-	-	-	11.92	11.92
Natalie Winders	300.00	-	-	-	-	-	300.00
NEST	-	-	-	-	0.01	0.04	0.05
Paul Read	-	585.00	-	-	-	-	585.00
Virgin Media	-	70.50	-	-	-	-	70.50
Total Aged Payables	300.00	655.50	-	-	0.01	161.96	1,117.47
Total	300.00	655.50	-	-	0.01	161.96	1,117.47
Percentage of total	26.85%	58.66%	-	-	0.00%	14.49%	100.00%

**INDEPENDENT EXAMINER'S REPORT TO
THE TRUSTEES OF PREGNANCY CRISIS CARE**

I report on the accounts for the year ended 31 July 2022, which are attached to this report.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. They consider that an audit is not required for this year (under Section 144(1) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is needed. It is my responsibility to:

- examine the accounts (under section 145(1)(a) of the Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Act; and
- to state whether particular matters have come to my attention.

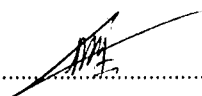
Basis of Independent Examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with these records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met: or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....


Merlin Mbahin, FAAT, MIP

(Fellow of the Association of Accounting Technicians)

Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB

.....
01/12/2022

Date


Statement of Chair of Trustees

Members of the Operational Team

Members of the Operational Team/Trustees manage the affairs of the CIO, served during the year and up to the date of this report, as set out on pages 6-23.

In accordance with statutory obligations, we certify that as Trustees of the CIO, we have taken all the steps necessary in order to comply with the financial regulations affecting the charity.

Approved by the Operational Team and Trustees on 28th November 2022 and signed on its behalf by:



JEAN ROPER – Trustee and Acting Chair

PREGNANCY CRISIS CARE (PLYMOUTH & SE CORNWALL)

England & Wales - Charity number 1153438

Accounts



Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charitable Incorporated Organisation (CIO)

Report and Financial Statements

For the year ended 31st July 2021

Registered Charity No: 1153438

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Contents	Page No
Legal and Administrative Information	3-5
Report of the Operational Team	6-18
Financial Review – Treasurer	19-20
Receipts and Payments Accounts and Statement of Assets and Liabilities	21-23
Independent Examiner’s Report	24
Statement of the Chair of the Trustees	25

Pregnancy Crisis Care (Plymouth & SE Cornwall)

Reports of the Operational Team for the year ended 31st July 2021

The Operational Team presents its Centre Manager's report and audited financial statements for the year ended 31st July 2020.

Legal and Administrative Information

Charity Name: Pregnancy Crisis Care (Plymouth & SE Cornwall)

Charity Registration Number: 1153438

Registered Office and operational address: 2nd Floor (Right)
Kinterbury House
Kinterbury Street
Plymouth PL1 2DG

Operational Team:

Jean Roper	Chair
Patrick Murphy	Treasurer
Jane Frajbis	Centre Manager
Sarah Hill	Counsellor/Administrator Support
Debbie Allan	Counsellor

Trustees:

Mark James Anthony Frajbis
Jean Helen Roper
Stephen Paul Fripp
Mary-Jo Cookson
Jo Murphy
Julie Stevens
Vikki Finnegan

Independent Examiner:

Tony Jopson, BSc, FCA, Tony Jopson & Co Ltd, 246 Peverell Park Road, Plymouth, Devon, PL3 4QG

Bank: NatWest Bank, Plymouth City Centre Branch, 14 Old Town Street, Plymouth, PL1 1DG

Our Aims and Objectives

Purposes and Aims

Our charity's purposes as set out in the objects contained in the charity's CIO Constitution are:

- Relief for those in need of distress by the provision of pregnancy choices counselling, post-abortion counselling and support for pregnancy loss and pregnancy-related concerns.
- The advancement of education for the public benefit in the subject of sex and relationships.

The aims of our charity are to provide a safe, impartial and caring environment for individuals and couples in need of support, information and confidential counselling for all pregnancy-related crises or issues, without fear of being hurried, pressurised or judged. This includes providing counselling and support for those facing anxiety and depression within pregnancy. Our services are available to persons living or working in the target area, without distinction of gender, sexual orientation and race or of political, religious or other opinions. We also aim to make available relevant and accurate information regarding support services that will enable beneficiaries to feel informed, empowered and respected, and will signpost/refer beneficiaries on to other services as appropriate.

Activities

Providing confidential and impartial counselling and support to individuals and couples in the areas of: pregnancy choices for unexpected pregnancy, psychological distress after-abortion, and grief/bereavement counselling for pregnancy loss (baby loss, miscarriage, stillbirth, new-born death, ectopic pregnancy and failed IVF), as well as counselling and support for those facing anxiety, fear and depression within a current pregnancy. Due to limited capacity, as well as the Covid-19 outbreak and subsequent lockdown, we have not been able to engage this year in educative work (re relationships and sex education), and this continues to be the case.

Public Benefit

To improve mental and psychological health and wellbeing for individuals and couples facing any pregnancy-related crises or perinatal mental health distress.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved, who we reached and the outcomes of our work in the previous 12 months, including an overview of the success of our work, and the benefits brought to the people who have attended our service. It is also of note, we are aware that as clients recover as they talk through their difficulties, our services benefit the wider community – partners, families, employers/businesses and the local community. Our clients often report improved relationships with partners and families, feel able to return to work/education, as well as being able to re-engage in their local community life. Reviewing our work helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

The focus of our work

Our main objectives for this year continued to be the provision of free counselling and support for those facing mental and psychological health difficulties connected to any pregnancy-related crises. The strategies we used to meet these objectives included:

- Providing high quality, confidential and impartial counselling to all service users
- Ensuring staff and volunteers are provided with high-quality, regular clinical supervision
- Ensuring staff and volunteers attend regular and relevant training, including attending Continual Professional Development training days and workshops
- Networking with and working in partnership with other agencies to ensure that each beneficiary receives appropriate services and relevant support
- In light of the ongoing Covid-19 situation and subsequent lockdown these past months, we have (out of necessity) adapted our ways of working. Hence, from March 2020, we worked remotely from home providing counselling and support via telephone and Zoom video calling to clients. From September, we began to provide a few individual face-to-face counselling sessions to more vulnerable clients, as well as continuing to provide online support via Zoom video calls and telephone.

How our activities deliver public benefit

All our charitable activities focus on the provision of professional, confidential and impartial counselling to all who face any pregnancy-related crises. This includes the provision of impartial pregnancy choices counselling, post-abortion counselling and counselling/support for pregnancy loss and pregnancy-related concerns/anxiety. This year we have not been able to actively promote the advancement of education for the public benefit in the subject of sex and relationships. Provision of counselling for those facing anxiety and depression within pregnancy has been a vital support to isolated women this year. These activities are undertaken to further our charitable purposes for the public benefit.

Who used and benefitted from our services?

Our objects and funding limit the services we provide to those in the Plymouth area and its environs. Due to another centre in the UK having 40 clients on their waiting list, Pregnancy Centres Network made contact with us to ask if we could see a couple of clients online from further afield. On this occasion, given the unusual year with Covid-19 pandemic, (and when our waiting list at that stage had reduced), a small number of clients were seen online from outside our area. This is not something that will be offered in future, given that we have our own waiting list for clients within our area. Part of our funding relates to providing support and counselling to those facing the loss of a baby through stillbirth, miscarriage and new-born death. Support around pregnancy choices counselling may include partners and parents. Counselling is also provided for those struggling emotionally/psychologically following an abortion, and for individuals and couples who experience anxiety and depression within a current pregnancy.

We promote universal access to our services and use regular monitoring processes to record recovery from intake to exit of counselling, as well as recording anonymised statistics regarding gender, ethnicity, age, and postcode area to monitor what types of clients are accessing our services.

UPDATE REPORT – 1st August 2020 – 31st July 2021

For Pregnancy Crisis Care (Plymouth & SE Cornwall), this past year has been another busy and yet very unusual year. Covid-19 outbreak and subsequent lockdowns and restrictions affected us again this year, and our services have been impacted due to this. We have all had to process and manage the Covid-19 global pandemic, which has meant our lives all had to change in many different and extensive ways. For Pregnancy Crisis Care, we moved into learning new ways of working following the local and national lockdowns from March 2020 onwards.

As Centre Manager, I am immensely proud to report that our work has been able to continue throughout this year, with all our volunteers and staff able to relatively smoothly move to working remotely from home, and transitioned to working with our vulnerable client base via Zoom video sessions and telephone calls.

In what has been a very restrictive and hugely difficult time, the work of the Centre remains as important as ever – given that many women and men have been very isolated and alone at extremely difficult and traumatic times in their lives.

We have seen many Health and other services lock down too, which has meant that women facing pregnancy crises have had limited support services available to them. Women have experienced attending hospital appointments alone, (attending multiple scans alone – 12, 20 weeks), having pregnancy 12 weeks' scans, and at times facing/receiving the excruciatingly devastating and painful news, whilst on their own, that their baby has stopped growing at 9 weeks. Some have faced an unexpected pregnancy, and if choosing a termination for whatever their reasons are, at times having to take medication, sometimes secretly, at home alone. Others have faced baby loss through either miscarriage or stillbirth, having to experience difficult procedures that are both physically as well as emotionally and psychologically devastating for them and then leaving hospital to go home and not being able to see family and friends who would usually support them. The women who face fertility difficulties, have had to wait even longer for fertility treatment and support .

There are a myriad of different circumstances that our clients face, but despite the lockdowns and difficulties we have all faced this year, Pregnancy Crisis Care has continued to support women in crisis around the shock of facing an unexpected pregnancy, and the complex grief experienced around a pregnancy/baby loss.

STAFF & VOLUNTEER TEAM

Pregnancy Crisis Care continues to run with two main part-time members of staff, who both facilitate the management of the centre as well as co-ordinating referrals and the volunteer counsellors. In early 2021, we were fortunate to receive funding to employ two other part-time Counsellors (one for 4 hours a week for 6 months, and one for 5 hours a week for 1 year). This enabled us to employ two other Counsellors over these periods of time, and each has held a client caseload. The rest of the team comprised of 10, dedicated and highly valued volunteers; all trained Practitioners, some being qualified professional Counsellors, and others were trainee Counsellors on placement with us at the Centre. Four trainee Counsellors commenced their placement with us this year. They each held a client caseload and were line-managed and supervised by Centre staff.

TRUSTEES

The centre continued to be supported by our Trustees, and our thanks extend to them for their support throughout the year. They met every 12 weeks (via Zoom this year), to oversee the running of the centre and agreed/ratified decisions made by the Operational Team. We had a new Trustee join us in January 2021, Vicki Finnegan.

In June 2021, two Trustees retired from their role. Mary-Jo Cookson, was with us since the beginning of our set up, and made the decision to retire as Trustee recently; we thank her for her support over the years. Another Trustee, Julie Stevens, recently stepped down from her role too, as she is due to start her placement at the centre as a trainee Counsellor to complete her 100 hours.

We hope to fill the Trustee vacancy roles over the next few weeks. A former beneficiary of our service has kindly agreed to become a Trustee for us, and we are so thankful for his commitment to this. We look forward to welcoming him in the coming months.

We are also extremely grateful to local Accountant, Patrick Murphy, who undertook the role of Treasurer for the centre, and Tony Jopson who audits our accounts annually.

PREMISES

Due to the ongoing pandemic, our premises were used on a limited basis this year. Two staff members worked on Mondays and Tuesdays in the office. One main room was used for limited face to face client work for more vulnerable clients, and the office was used for Administration tasks, as well as Zoom video and telephone call sessions. A new metal shutter was put on to the building for the premises' safety out of hours.

Back to face-to-face work

Following the Covid-19 pandemic and after many local and national restrictions and lockdowns, as life began to open up again, some members of the team began working in the office on Mondays, Tuesdays and Thursdays from September 2020. A few clients were seen face to face, or via Zoom video/telephone calls in two of our rooms which were suitable for social distancing.

Remote working

Although implemented as a way of working over lockdown, remote working has and will continue as a method of providing counselling and supervision. Clients were seen from as far away as London and Bristol online, though the majority of our clients were from Plymouth, with a few from West Devon and Cornwall. We are currently reviewing supporting clients from further afield, as our remit is to serve our immediate locality.

GDPR Compliance

Our Administrator continued to implement and monitor our processes to ensure that we comply with the GDPR Data Protection Regulations. Confidential shredding of paperwork was undertaken by an external GDPR compliant company in Plymouth.

Clients

Overall client numbers were down this year, largely due to Covid-19 pandemic, lockdowns and restrictions in being able to work face-to-face with clients. However, we received many crisis (unexpected pregnancy) calls this year, and these clients were seen within 24-48 hours, due to consideration of time limits in reference to their choices ahead. Other clients were continued to be supported with long-term counselling; these included:

Baby loss – miscarriage, stillbirth, neonatal death, ectopic pregnancy

Fertility issues – difficulty getting pregnant, failed IVF

Post-termination – those struggling following a termination, either for elective or for medical reasons

We recognised the significance of being in close proximity to many Military bases (Royal Navy, Army, Marines) in Plymouth and surrounding areas, and of the isolation felt by many families due to Service life. Following a successful bid to the Royal British Legion, (managed by Plymouth Drake Foundation/Devon Community

Foundation), we began a project specifically to prioritise support the military personnel and their partners around any pregnancy crisis/loss, with provision of an out of hours phone line two evenings a week, a support group, and counselling sessions. We sent out information re this to the surround military bases and staff to raise awareness of this project. Our work was somewhat limited in the end due to the Covid pandemic; however we did see several military personnel and their partners, and this will continue to be monitored regarding numbers of clients seen from this specific area.

Hence military personnel and their families were supported from May 2020 until June 2021 (*this was meant to be a 6-month project, which got extended due to Covid restrictions*). This grant allowed us to prioritise military personnel, asides from unexpected pregnancy clients.

Military personal / partners:

18 clients

4 couples

10 individuals

Total counselling hours (face to face/Zoom/telephone calls) over this period = **125 hours**

Total emails and texts = 267 emails/texts

Asides from unexpected pregnancy clients, who usually attend for 1-2 sessions, other clients attended for multiple sessions of counselling over several months – either alone or with a partner.

Waiting List

We continued to hold a waiting list – this shortened over lockdown, but started to get busier again as lockdown and restrictions eased. On average, it took approximately 6-8 weeks for clients to be seen for their initial assessment session. From this, they were then allocated to a regular counsellor.

Referrals

Clients facing the shock and fear of an unexpected pregnancy, or the complex grief around a pregnancy loss, often feel stigmatised, isolated, confused, severely depressed and sometimes suicidal. What should be a positive and exciting life event for many, can sometimes turn into a hugely negatively experience for some. This can severely affect the mental health and psychological wellbeing for those involved, and their partners and families.

Pregnancy Crisis Care was again able to support many people suffering in these situations and walked alongside them as they processed these difficult and complex feelings. We continued to receive a steady stream of client referrals from Health, Mental Health, Perinatal Mental Health, Maternal Mental Health, Education, and military professionals, as well as from Youth, Social Care and voluntary agencies. Counselling was provided for clients needing help to manage anxiety, PTSD, fear, grief, anger and depression. We remain committed to providing free, confidential, impartial counselling and support for individuals and couples who face any pregnancy-related crises.

We have continued to receive referrals from professionals and clients within Devon and Cornwall. Self-referrals are also received following recommendations from friends and family members, or individuals finding us online through our website or social media.

Kirstie Willis (Bereavement Midwife at Derriford Hospital) continued to refer clients to us this year, despite lockdown. Plymouth's Perinatal Mental Health team and the Maternal Mental Health team, as well as the South Devon and Cornwall Perinatal Mental Health team referred patients to us, and we in turn referred some clients to them for more support around complex needs.

CLIENT FEEDBACK

Despite this challenging year, clients have continued to provide exceptionally positive and encouraging feedback. Some have been keen to give permission to share their stories and comments with others in order to give a sense of support and hope to others who are struggling. Client stories and video testimonies were made available on our Vimeo channel and accessible via our website.

WEBSITE

Our website gives a vital overview of our services and remains an easy point of access for new client enquiries. The website included some new client video stories, as well as an 'Impact Infographic', containing useful information and evidence the impact our service has had over the last 12-13 years in Plymouth – this remains available on our website: www.pregnancycrisiscare.org.uk

LITERATURE

On request, our leaflets and business cards were sent out to various departments (Health, Education and youth agencies). These included Derriford Hospital (Maternity/Midwifery, Neonatal, Chaplaincy, Pregnancy Advisory Centre (PAC), Early Pregnancy Unit), GP surgeries, Plymouth University, Plymouth College of Art, various Academies, Devon and Cornwall Social Care agencies, churches, The Zone, Plymouth Domestic Abuse Service, Perinatal Mental Health Team, and Plymouth Options.

A grant received from Gibbons Trust last year helped us purchase books and counselling resources to give to clients. Hence, we sent out books as support to our clients, which was particularly helpful over lockdown when there was such a lack of support.

TRAINING/SUPERVISION

Training remains a high priority for us, ensuring all staff and volunteers are trained and equipped to a professional, high standard.

Further professional development workshops attended / completed included:

Deep Release – Working Creatively online
Me Learning – Safeguarding Adults and Children
GAMCARE - Gambling Awareness
Couples Counselling
Deep Release - Working with Aspects of self
ACC Bereavement workshop
Deep Release - Working with Fairytales
Deep Release - Working with Blocked Anger

SUPERVISION

The team received regular clinical supervision, an essential BACP requirement for helping to promote best and safe practice both for clients and Counsellors/Practitioners. The Centre Manager provided regular in-house supervision for team members, including the student counsellors, over this year. Our Senior Counsellor helped to line-manage the student counsellors on placement. Another volunteer counsellor completed her supervision training and provided supervision to some members of the team. The Centre Manager attended external supervisory support for her counselling practice as well as external consultative supervision for her Supervisory practice.

Counselling, guidance, support and information

CLIENTS

Age ranges of clients have been between 14 and 65, and some parents/grandparents have also attended for counselling sessions following a family baby loss. Clients were from various backgrounds; some being younger people at college/University, some were vulnerable refugees, or women in difficult/abusive relationships, some were isolated from family through military life. Others are clients who are working and may also be on limited incomes. Whatever their backgrounds or age, or socioeconomic status, all have faced a crisis relating to a pregnancy or loss. Many were very isolated and alone, with this being particularly prominent over this past year with the pandemic and limited support networks available, as well as restricted medical services being available. Individuals and couples were trying to process complex grief, guilt, shame, shock, fear, depression, anxiety, panic and trauma. Deep pain and distress troubled many clients and their mental, emotional and psychological health was severely impacted, with some struggling with severe depression or anxiety and PTSD symptoms, including suicidal feelings.

As a team, providing consistent time, care, compassion and great sensitivity helped our clients to process their pain and loss in a safe space. Although a long road for many, the counselling provision helped to support our clients on their journey through healing and trying to find hope again and their 'new normal.'

This years' figures are unusually lower than previous years (historically we have seen an increase in client numbers). This was due to the Covid-19 pandemic, and the long-term national lockdowns, as well as restrictions to face to face working. However, Zoom video calls, emails and telephone calls, as well as text support have all risen significantly this year.

From 01.08.2020 – 31.07.2021:

149 clients - Attending for: 1288 hours of 1:1 hourly counselling sessions

This includes:

- **157 hours of face-to-face counselling sessions**
- **695 hours of Zoom video counselling sessions**
- **436 hours of telephone counselling sessions**
- 301 telephone calls
- 2444 emails to and from clients
- 958 texts to and from clients
- 47 letters
- 4 professional visits to centre
- 2 external visits

The breakdown of client visits consisted of:

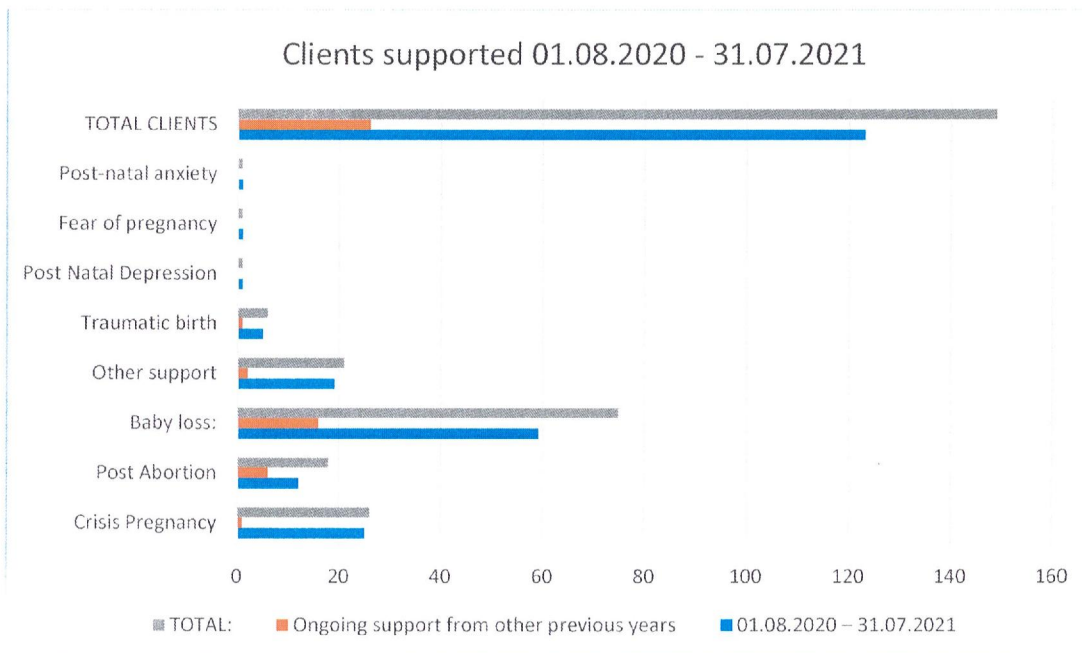
- 26 Crisis/Unexpected Pregnancy clients
- 18 Post Abortion clients
- 75 baby loss (miscarriage/stillbirth/termination for medical reasons/ectopic pregnancy) clients
- 21 other support (pregnancy tests / pregnancy support / failed IVF) clients
- 6 traumatic births
- 1 Post Natal Depression
- 1 Fear of Pregnancy
- 1 Post Natal Anxiety
- 18 Military personnel/partners

2020-2021 Client Numbers and Reason Breakdown

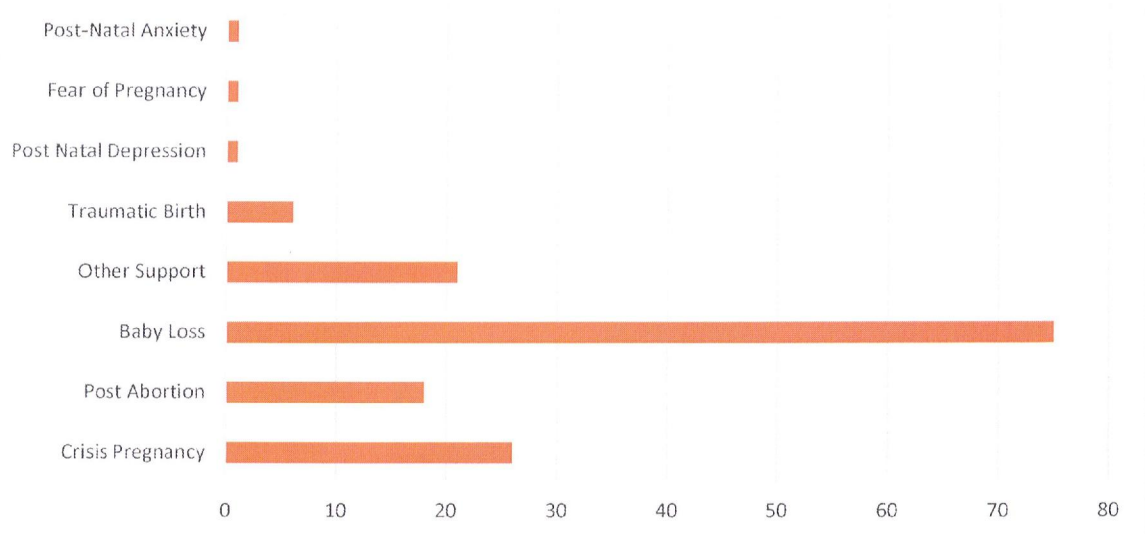
Support for:	01.08.2020 – 31.07.2021	Ongoing support from other previous years	TOTAL:
Crisis Pregnancy	25	1	26
Post Abortion	12	6	18
Baby loss:	59	16	75
Other support	19	2	21
Traumatic birth	5	1	6
Post Natal Depression	1	0	1
Fear of pregnancy	1	0	1
Post-natal anxiety	1	0	1
TOTAL CLIENTS	123	26	149

Total clients seen throughout the year: 149 clients

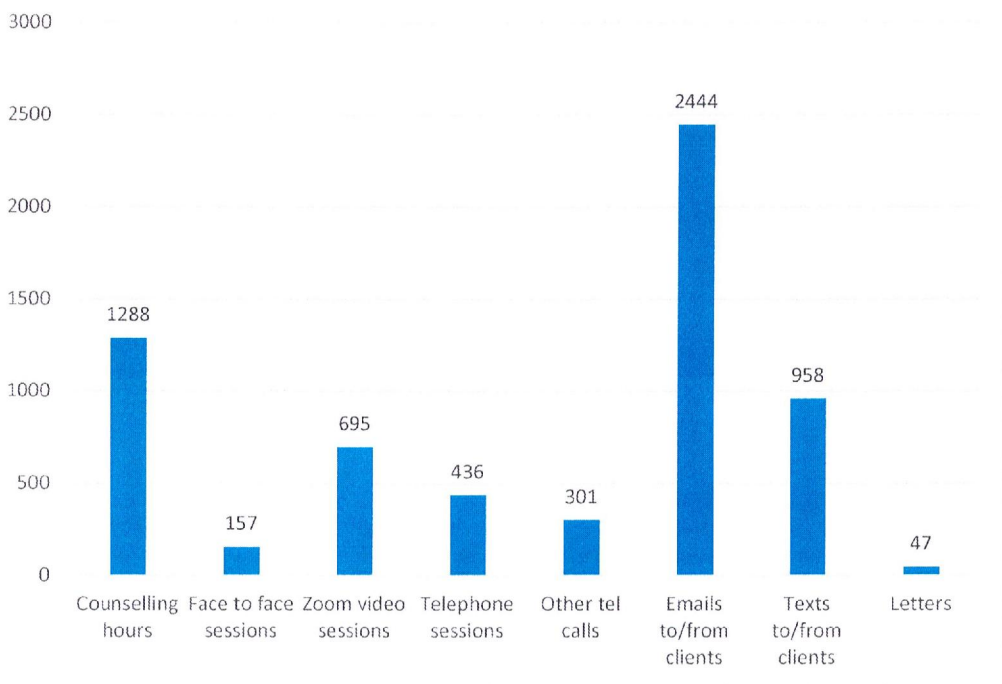
Total counselling hours provided over this year: 1288 hours



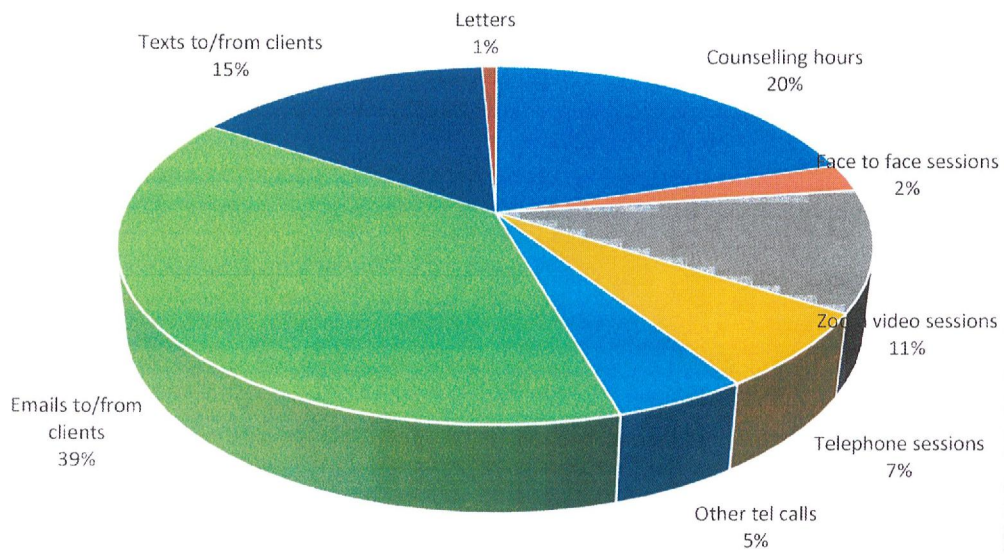
Types of Client need 2020-2021



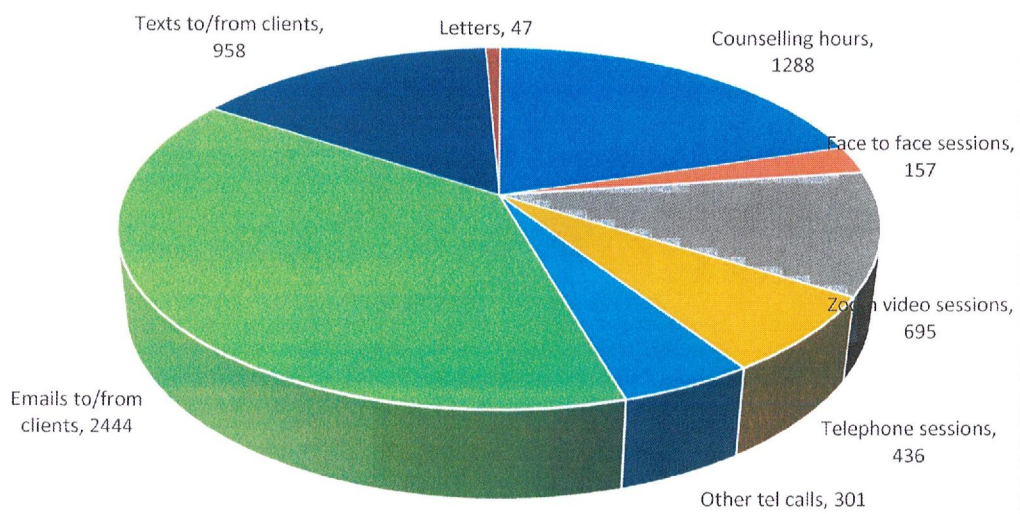
Support Provided Detail



Support provided detail



Support provided detail



All clients attending for longer-term counselling had their levels of Depression and Anxiety recorded at intake and exit. This evidenced their recovery and mental health progression, as well as the impact of counselling sessions on their mental and psychological health.

With some clients, we monitored PTSD scores using the SPRINT (PTSD) scoring indicator (*with permission from Jonathan R Davidson MD, a professor of psychiatry and Director of the Anxiety and Traumatic Stress Programme, an integrative anxiety treatment programme, at Duke University Medical Centre in Durham, N.C.*). Many women again showed a significant improvement in symptoms after just 5-6 sessions of counselling. This is further encouraging evidence regarding the effectiveness of our work with vulnerable clients at the centre.

Service users were signposted on to other services and agencies as necessary. These services included GP's, PALS, Housing, Children's Storehouse, Little Things & Co, Adult Social Care, Plymouth Domestic Abuse Service, Children's Social Care and Safeguarding Team, RN/RM Military support services, The Zone, Derriford Hospital, Refugee & Asylum Seekers Mental Health team, and the Pregnancy Advisory Clinic.

COUNSELLING PLACEMENTS

Over this year, new trainee Counsellors joined our team to complete their counselling placement hours (one from VNET Learning, and one from Iron Mill). Each trainee needed to undertake at least 100 client hours of practice. They have been supported by the team staff and centre manager for training/ supervision. Two previous trainees have since qualified and requested to continue volunteering at the centre. We greatly appreciated their commitment and help this year.

Feedback from a Trainee Counsellor (AM):

Overall Experience - My experience as a trainee counsellor working for Pregnancy Crisis Care has been incredibly positive. I have found the running of the centre to be organised, well structured and in line with all current legislations and Frameworks, particularly during the challenging and changing nature of Covid-19. Sarah Hill (Line manager) and Jane Frajbis (Supervisor) have been my main points of contact due to the nature of the pandemic as we have been working online. Both have been highly supportive and played a pro-active role in my training. **Line management** - Sarah has always maintained that she is there to support me, and I should not hesitate to contact her if I need anything or would like to talk anything through. She has scheduled regular meetings and check ins with me on a 1:1 basis and has shared resources as well as offering me encouragement and a space for personal reflection. As well as this there have been online social events arranged (more recently face to face) so that we can meet safely as a team and keep the 'team spirit and morale' alive. **Supervision** - Jane has been an invaluable support for me during my training. Always prompt to fill in any placement paperwork (and there has been a lot of it). As well as encouraging and supportive during my supervision sessions, which she has been prompt to organise; in line with the BACP Ethical Framework and my training institute's guidelines. I have found Jane to be very experienced and knowledgeable in all aspects of supervision, encouraging me to reflect on different theories, ethical dilemmas and interventions which I could bring into my practice. As well as challenging me to find what resonates with me as a therapist, which has given me the confidence to grow, personally and professionally. Jane has always maintained that she is only a call away should I have any concerns, or need any extra support between supervision sessions, which I have found highly reassuring. Both Sarah and Jane have been very supportive during a difficult time where we were all working remotely and facing unprecedented challenges. I feel they have displayed an acute awareness of the isolating nature of the pandemic and have worked incredibly hard to ensure I have not felt alone or distant from the centre. One of the things I've loved the most about being with Pregnancy Crisis Care is the feeling of being in a team and the sharing of time, knowledge and resources. I cannot thank them enough for the time and energy they have invested in me. Due to the well organised and successful nature of the centre I have been able to work with a steady stream of clients, in line with my ability, which Sarah and Jane have monitored closely, meaning I was able to complete my training hours and gain my qualification which many students were not able to do due to centres closing or not taking on new students. There has regularly been the option to attend additional training and CPD days provided by the centre. I wouldn't hesitate to recommend Pregnancy Crisis Care to any trainee looking for an organised, well run, caring and supportive placement.

NETWORKING/OUTREACH

It was extremely difficult to attend many networking/outreach meetings this year due to Covid-19, though some meetings were held remotely via Zoom and the occasional face to face meetings as the lockdown and restrictions eased.

Meetings/events attended over this year included:

Visit to the Perinatal Mental Health and Maternal Mental Health team in Plympton
Saltram Rotary Club – Zoom meeting with their team members

Visits to the centre included:

Two ladies (one a former client), re setting up a befriending support service for those suffering miscarriage
Student counsellors

Amy and Debbie from Luna's Fund

Councillors Sue McDonald and

Our Lord Mayor, Councillor Terri Beer

David Cassidy – re website/computer support

Perinatal Mental Health team member

FUNDRAISING

Fundraising is an important part of our work and helped support provision of these services free of charge to our clients at their time of need. It also raised awareness of pregnancy-related crisis issues as well as highlighting our service.

Our annual quiz scheduled to be face to face at Boringdon Park Golf club earlier in 2020, had to be postponed yet again due to the Covid-19 outbreak and subsequent lockdowns. However, not to be deterred again, we had an amazing team effort from friends and supporters, and we ran our first online Quiz via Zoom on 11 March 2021. This was a huge success and we received many positive responses from this event.

Other amazing support was received from former clients and other supporters:

Sher's Fitness day of keep fit to raise money. - £971.51

Ayla's Fund – Christmas Raffle and Easter Raffle - £1000

Vicky Quant and her colleague did a sponsored walk - £900

Plymouth Chiropractic Clinic Easter raffle 2021 - £715

Sienna's Story – golf and other sponsored events - £500

Dan Keylock – ran 5K every day in December 2020 - £505

Little Cornish Creative Co – fundraising by Hannah Tedder – Dec 2020 - £143

Santander match-funded up to £1500 from our quiz raffle in March 2021

Localgiving.org – donations received over the year

PayPal Giving Fund (via Facebook) – donations received over the year

Easyfundraising.org – donations received over the year

Stilletto's conference – donation received £500

Bandvulc – donation received £500

The Charity Ball planned for October 2021 was moved to September 2022, again due to Covid issues – this will be held at Boringdon Park Golf Club.

Funding bids and applications were written to various organisations and Trusts throughout the year. We are very grateful to Paul Read from Drift, who assisted us with looking at and applying for further sources of funding.

We started to send out 'How Can I Help?' leaflets to clients and others regarding offering ways to support our work if people wish to.

Successful funding received - 01.08.2020 – 31.07.2021:

Grant	For:
04.12.2020 Plymouth Astor Trust (formerly VHS)	Sessional counsellor for 3 hours a week for one year - £2000
08.07.2021 Plymouth City Council	Training for volunteers/general running costs - £950
21.01.2021 Ballard Trust	Safeguarding training, t-shirts for fundraising, new pictures for centre - £1000
28.01.2021 Devon Community Foundation 2021	Counsellor for 4 hours a week for 6 months - £1400
09.12.2020 Localgiving.org/DCMS	Sessional counsellor for 2 hours a week for one year - £1127.25
14.12.2020 Pregnancy Centres Network	Mobile top-ups for volunteer's centre mobiles and CPD session for team - £300
14.04.2020 Devon Community Foundation / Royal British Legion	Military project – dedicated counselling hours/telephone support for military personnel & families - £5000 <i>(NB: Outside of the financial year – this was extended until June 2021)</i>
18.3.2021 Plymouth City Council 2021	PCC grant - training for volunteers £200
26.03.2021 Drew & Co	Lease cost for one year - £5000
15.12.2020 Hospital Saturday Fund	Team to attend Pregnancy Centres Network conference in Derby - £2000
10.05.2021 Localgiving.org/Postcode Lottery	Towards lease costs - £500
Vospers – 15.06.2021	Donation towards general running costs - £100
Saltram Rotary Club – 2020/2021	Donation towards general running costs – total £1500 (07.08.2020 - £250) (03.11.2020 - £1000) (17.06.2021 - £250)
29.03.2021 Santander Foundation	Donation towards general running costs/match-funding from Quiz raffle - £1500
21.08.2020 Awards for All	Funding to get Covid ready return to work - £4982

These grants helped us run the centre effectively and provide a high-quality service to the public throughout the year.

We remain so very grateful for our individual donations and monthly donors who gave to us financially again this year, either directly via BACS payment or via our link on www.localgiving.org. Clients sometimes raised money for us through a variety of fundraising events, which was never expected and yet always such a lovely surprise if/when they did so.

Immense gratitude is extended again to the many dedicated supporters and organisations who regularly donate to this work. It makes a huge difference to the centre having regular income and assists us in meeting ongoing running costs.

TEAM and AGM

Our AGM was held in September 2020, attended by team members and Trustees on Zoom. Team socials /quizzes were organised, though remained largely on Zoom video due to the pandemic. The Pregnancy Centres Conference in 2020 was moved forwards due to Covid, so is happening in October 2021. The Hospital Saturday Fund grant paid for us to attend this. This will allow us to connect with other Centres and network with other people, learn new skills and socialise together.

EMPLOYMENT

The Centre Manager continued to work 14 hours a week, and a Counsellor was employed for 12 hours a week. Our Administrator was employed for 10 hours a week, and we employed a Housekeeper/Cleaner for 10 hours a week initially, and then down to 7 hours a week to help maintain high levels of cleanliness in relation to Covid-19 outbreak. With two smaller grants, two sessional Counsellors were employed for 4 hours a week for 6 months, and 5 hours a week for 12 months. All other team members were trainee or volunteer Counsellors and Practitioners.

THE FUTURE

Our aim for the future is to continue to provide this free service to those in need of care and support at times of great distress. To enable this, we would like to retain our employed roles to help support the running of this service. We would also like to employ another Counsellor to support the growing demands for our services. The Centre Manager will provide supervision and training of the volunteers, hold a caseload, and also provide general management/oversight of the Centre.

We wish to continue working together and strengthening links with other agencies and services in the city to aid collaborative partnerships. This will help to ensure vulnerable clients receive holistic care and support. This year has been impacted for all due to the pandemic, but we continue to strive to uphold and ensure that wrap-around care is provided for vulnerable individuals and couples who face difficulties around their pregnancy crisis or loss.

In order to maintain the provision of a high quality, professional counselling service, there is always the ongoing need to secure regular funding and this also remains a priority to enable us to continue to provide this highly valued service.

We send our sincere gratitude once again to all individual Supporters, Organisations, Volunteers, Operational Team members and Trustees for all their hard work and dedicated support – our work together provides a huge amount of significant help to many very vulnerable clients at difficult times of great need, and the centre’s services continue to make a real, positive impact on their lives and futures.

Professional Endorsements:

I work as a mental health nurse within the Perinatal Mental Health team and also in the Maternal Mental Health team. Pregnancy Crisis Care is a service I will regularly refer women to as I know they will be offered a high standard of care, be treated with kindness and offered timely interventions. The staff at PCC are easy to contact and have case discussions with to clarify pathways. It is a fabulous service and Plymouth and the surrounding area are very lucky to have such a valuable resource available to offer women and families who are in need of such specialist care. [Jill Kemp, Perinatal Mental Health Nurse](#)

Client quotes, with permission:

Client feedback continues to be collated via feedback forms as well as anonymously via Survey Monkey – we are very pleased to report feedback received continues to be extremely positive.

Client couple who suffered a baby loss:

“I have been receiving counselling at Pregnancy Crisis Care for just over a year now, after our son was born sleeping at 23 weeks in May 2020. My counsellor has been nothing but incredibly supportive, understanding, non-judgemental, and an amazing help for both myself and my partner. I don’t know how we would have coped with everything we went through, and how we would have dealt with our grief without the counselling and the Pregnancy Crisis Care team. We are now expecting another baby boy, due in August 2021, and are so happy and excited to welcome him into the world.”

Client who struggled after a termination for medical reasons:

“When first arriving at the centre, I felt anxious, weighted down and shameful. The help from my Counsellor helped me no end. Her ability to be able to help me open up and voice my fears, shames and hurt has enabled me to move into a more at peace/peaceful mindset. I feel the weight of the world has been lifted off my shoulders. I am able to voice my boundaries and wants and needs better within my close relationships when it comes to talking about our loss. My Counsellor was amazing and her visuals and quotes that she gave me I still use daily.”

Female client who made contact following an unexpected pregnancy:

“I do not have a big support network around me and at first was very confused to find out my life was going to take a new direction given an unplanned pregnancy. Right after my first appointment I had clarity around the direction I wanted to take. The support I received was more than valuable and knowing I was not alone meant everything to me, as well as being able to talk with someone who was willing to listen and accept me for me, never steering me in a particular direction about my choices. Someone who I could talk so openly and honest with helped me to feel empowered and able to make the choices that were right for me. Unfortunately, after a period of being excited to welcome a new baby into my life, and having support from pregnancy crisis centre, I sadly had a miscarriage. Words cannot describe how important this support has been for me. I am in awe at the service this centre provide and I know from my own experience with the centre how extremely important and valuable the service is. The staff I interacted with were kind, nurturing, present and caring. I received so much empathy and understanding towards myself and my situation. Thank you for all you do. I want you to know you do make a difference and such a positive contribution in the support you offer.”

Male client who made contact following an unexpected pregnancy:

“I really appreciated the flexibility and understanding in arranging an appointment, as well as the thoughtful and empathetic counsel given to me. It is difficult to find advice specifically for the partner of a pregnant woman, and I am extremely grateful for the help provided.”

Human Resources employed

The weekly hours of employees during the year were as follows:

Centre Manager	14 hours
Counsellor/Project Outreach Worker	12 hours
Administrator	10 hours
Cleaner/Housekeeper	10 hours for 6 months (then reduced to 7 hours)
Sessional counsellor	4 hours for 6 months
Sessional counsellor	5 hours for 12 months
Total hours per week	55 hours

The charity continues to operate a NEST Pension Scheme for eligible employees.

Accounting

This year the Centre subscribed to Xero accounting system, to help assist with collating annual accounts, as recommended by our Treasurer. We also extend thanks to Justine Davies and Rebekah Coombes for their support in reconciling on Xero and monitoring income and expenditure.

Trustee Remuneration & Related Party Transactions

No members of the Trustees received any remuneration during the year. There were no related party transactions.

Taxation

As a charity, Pregnancy Crisis Care (Plymouth & SE Cornwall) is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

Purposes of Restricted Funds

Grant	For:
14.04.2020 Devon Community Foundation / Royal British Legion	Military project – dedicated counselling hours/telephone support for military personnel & families - £5000 (funding bid from last year – project extended into this current year) – NB: No money was received in this financial year though
21.08.2020 Awards for All	Funding to get Covid ready return to work - £4982
04.12.2020 Plymouth Astor Trust (formerly VHS)	Sessional counsellor for 3 hours a week for one year - £2000
09.12.2020 Localgiving.org/DCMS	Sessional counsellor for 2 hours a week for one year - £1127.25
14.12.2020 Pregnancy Centres Network	Mobile top-ups for volunteer's centre mobiles and CPD session for team - £300
15.12.2020 Hospital Saturday Fund	Team to attend Pregnancy Centres Network conference in Derby - £2000
21.01.2021 Ballard Trust	Safeguarding training, t-shirts for fundraising, new pictures for centre - £1000
28.01.2021 Devon Community Foundation	Counsellor for 4 hours a week for 6 months - £1400
12.03.2021 Santander Foundation	Donation towards general running costs / match-funding from Quiz raffle - £1500
26.03.2021 Drew & Co	Lease cost for one year - £5000
10.05.2021 Localgiving.org/Postcode Lottery	Towards lease costs - £500
08.07.2021 Plymouth City Council	Training for volunteers/general running costs - £950

Treasurer Report – Pregnancy Crisis Care (Plymouth and S E Cornwall)

Year ended 31st July 2021

Charity Number 1153438

Having agreed to act as Treasurer (but not Trustee), I report as follows regarding the Receipts and Payments Accounts for the year ended 31st July 2021.

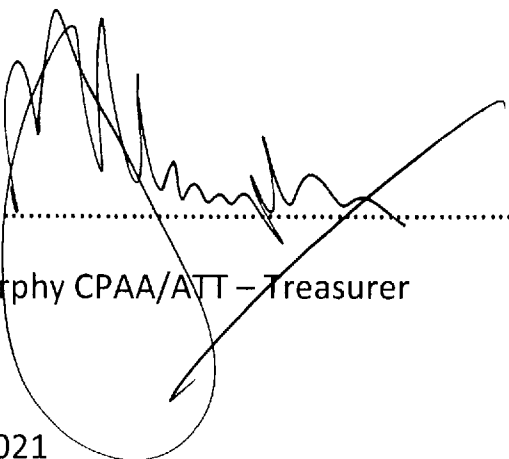
For this year the Charity kept its accounting records on a Xero Program and reconciled those records to the bank accounts each month.

At the year end, the Xero records were reviewed in detail, petty cash expenditure entered and all bank and cash balances reconciled.

The Charity bookkeeper provided an analysis of Restricted Fund Income and expenditure for the period and a balance representing unspent Restricted Funds at the year end.

Charity Report CC16a was drawn up accordingly.

During the course of the year the Trustees have had access to the Xero accounting records.



.....

P J Murphy CPAA/ATT – Treasurer

8.12.2021



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
PREGNANCY CRISIS CARE PLYMOUTH AND SE CORNW No (if any)

Receipts and payments accounts

CC16a

For the period from	Period start date 01.08.2020	To	Period end date 31.07.2021
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
General Donations	11,246	-	-	11,246	4,422
Donations - Gift Aid	1,670	-	-	1,670	2,435
Grant Income	-	13,509	-	13,509	26,076
Fund Raising	2,522	6,500	-	9,022	5,877
Events Income	1,222	-	-	1,222	546
Training Contributions	-	-	-	-	540
Bank Interest	3	-	-	3	53
Tax Reclaimed	-	-	-	-	-
Sub total (Gross income for AR)	16,663	20,009	-	36,672	39,949
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	16,663	20,009	-	36,672	39,949
A3 Payments					
Rent Rates and Electricity	5,187	1,250	-	6,437	6,222
Salaries, Paye and Pensions	15,050	14,440	-	29,490	25,961
Stationery, telephones and Postage	1,054	1,125	-	2,179	1,454
Training and Supervision	-	2,241	-	2,241	4,110
Office Maint. And Sundries	2,084	-	-	2,084	875
Counselling Resources	-	769	-	769	58
Event Costs and Fundraising Fees	428	100	-	528	841
Subscriptions and Fees	1,427	-	-	1,427	663
Paye Bureau, Advert , Marketing, Insurance	1,107	-	-	1,107	1,136
Sub total	26,337	19,925	-	46,262	41,320
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	26,337	19,925	-	46,262	41,320
Net of receipts/(payments)	- 9,674	84	-	- 9,590	- 1,371
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	- 9,674	84	-	- 9,590	- 1,371

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	current account	8,737	-	-
	reserve account	21,842	8,625	-
	petty cash	71	-	-
	Total cash funds	30,650	8,625	-

(agree balances with receipts and payments account(s))

Agreement Error

Agreement Error

OK



Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	JEAN ROPER	20/12/21
	STEVE FRIPP	30/12/21

Balance Sheet

Pregnancy Crisis Care (Plymouth & SE Cornwall)

As at 31 July 2021

31 Jul 2021

Current Assets

Cash at bank and in hand

Petty cash	70.74
PREGNANCY CRISIS CAR	8,736.83
PREGNANCY CRISIS CAR#001	30,467.29
Total Cash at bank and in hand	39,274.86

Total Current Assets **39,274.86**

Net Current Assets (Liabilities) **39,274.86**

Total Assets less Current Liabilities **39,274.86**

Net Assets **39,274.86**

Capital and Reserves

Current Year Earnings	(9,588.95)
Reserves	48,863.81
Total Capital and Reserves	39,274.86

**INDEPENDENT EXAMINER'S REPORT TO
THE TRUSTEES OF PREGNANCY CRISIS CARE**

I report on the accounts for the year ended 31 July 2021, which are attached to this report.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. They consider that an audit is not required for this year (under Section 144(1) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is needed. It is my responsibility to:

- examine the accounts (under section 145(1)(a) of the Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with these records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.


Independent Examiner's Statement

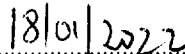
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act
- have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.





Merlin Mbahin, FAAT, MIP

Date

(Fellow of the Association of Accounting Technicians)

Clear Blue Sky Accountancy Ltd, 30B City Business Park, Somerset Place, Plymouth, PL3 4BB

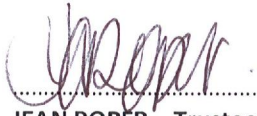
Statement of Chair of Trustees

Members of the Operational Team

Members of the Operational Team/Trustees manage the affairs of the CIO, served during the year and up to the date of this report, as set out on pages 6-18.

In accordance with statutory obligations, we certify that as Trustees of the CIO, we have taken all the steps necessary in order to comply with the financial regulations affecting the charity.

Approved by the Operational Team and Trustees on 27th September 2021 and signed on its behalf by:



JEAN ROPER – Trustee and Chair