



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)

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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:

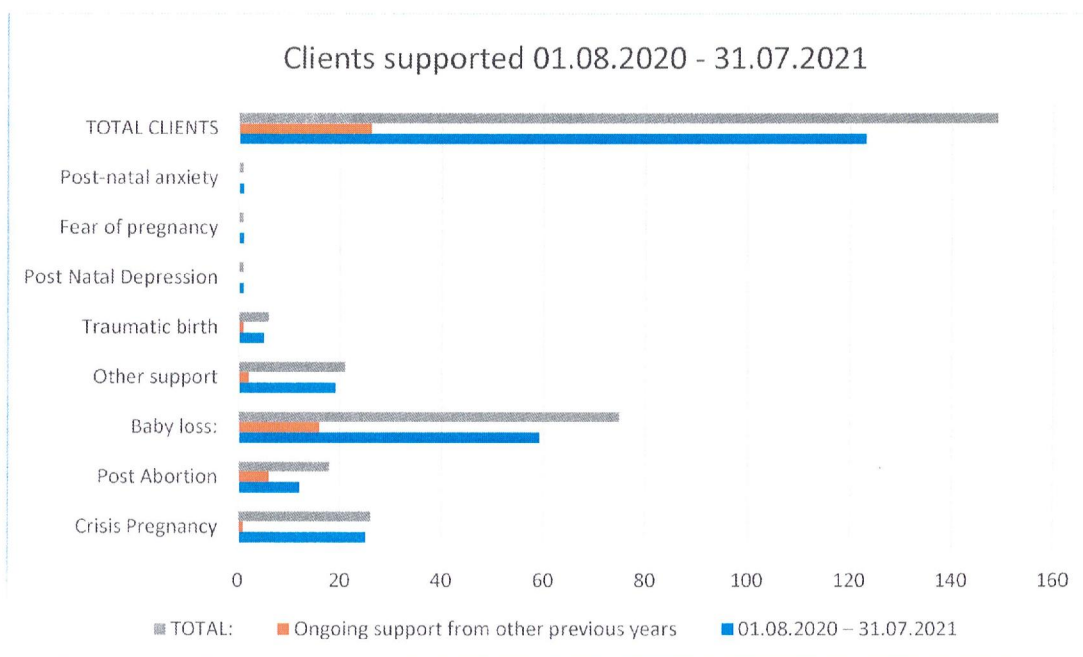
- 26 Crisis/Unexpected Pregnancy clients
- 18 Post Abortion clients
- 75 baby loss (miscarriage/stillbirth/termination for medical reasons/ectopic pregnancy) clients
- 21 other support (pregnancy tests / pregnancy support / failed IVF) clients
- 6 traumatic births
- 1 Post Natal Depression
- 1 Fear of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

2020-2021 Client Numbers and Reason Breakdown

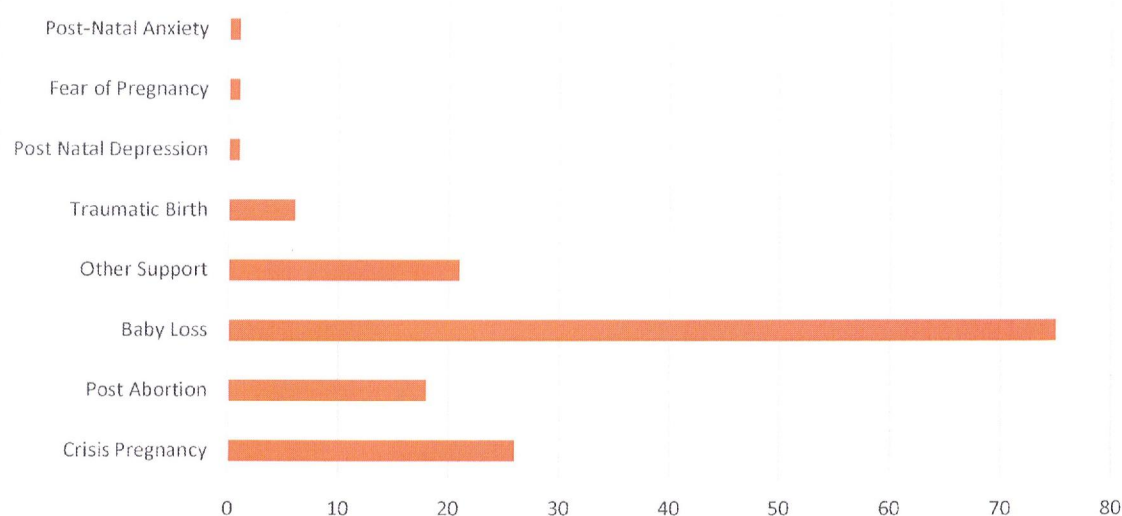
Support for:	01.08.2020 – 31.07.2021	Ongoing support from other previous years	TOTAL:
Crisis Pregnancy	25	1	26
Post Abortion	12	6	18
Baby loss:	59	16	75
Other support	19	2	21
Traumatic birth	5	1	6
Post Natal Depression	1	0	1
Fear of pregnancy	1	0	1
Post-natal anxiety	1	0	1
TOTAL CLIENTS	123	26	149

Total clients seen throughout the year: 149 clients

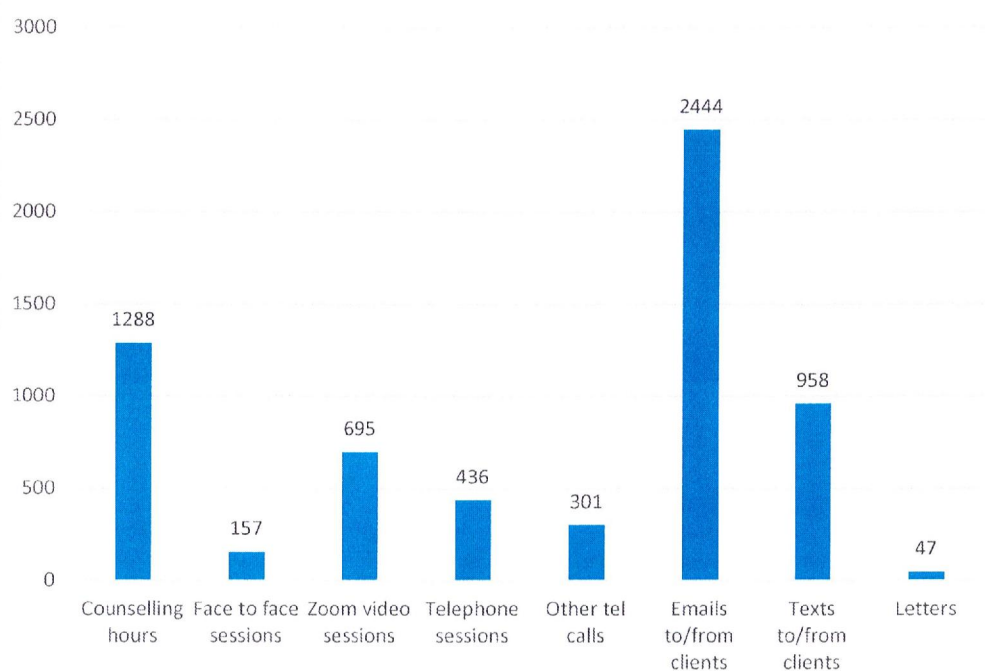
Total counselling hours provided over this year: 1288 hours



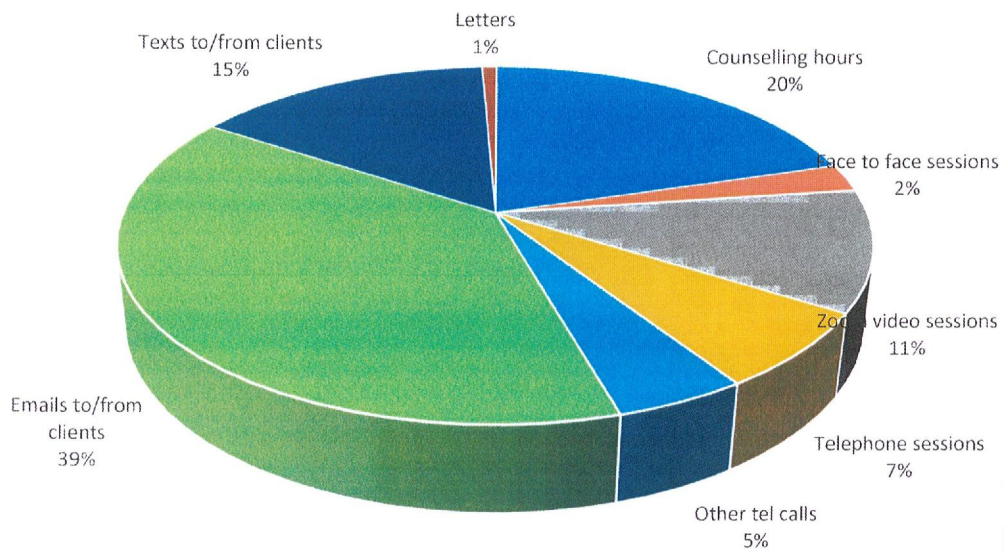
Types of Client need 2020-2021



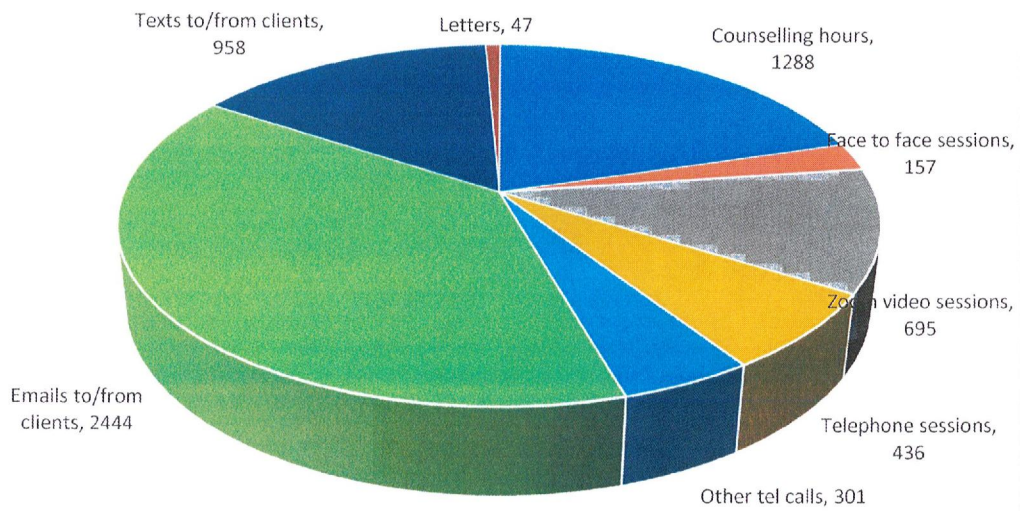
Support Provided Detail



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 (NB: Outside of the financial year – this was extended until June 2021)
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 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 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.

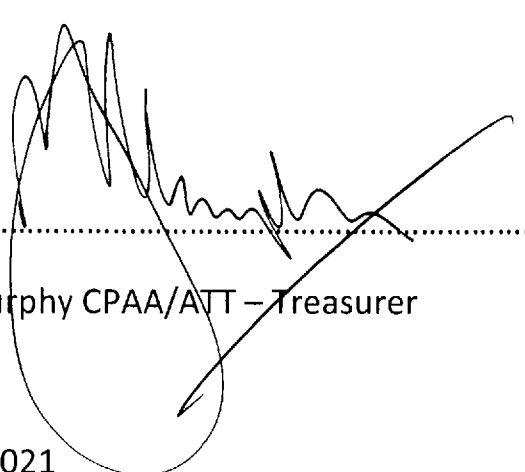
For this year the Charity kept its accounting records on a Xero Program and reconciled those records to the bank accounts each month.

- 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

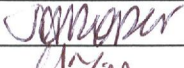
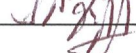
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	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 COOPER	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:

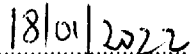
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- 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

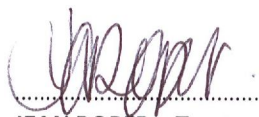
Statement of Chair of Trustees

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