



**Pregnancy Crisis Care (Plymouth & SE Cornwall)**

**Charitable Incorporated Organisation (CIO)**

**Report and Financial Statements**

**For the year 1<sup>st</sup> August 2023 - 31<sup>st</sup> July 2024**

**Registered Charity No: 1153438**

**Pregnancy Crisis Care (Plymouth & SE Cornwall)**

<b>Contents</b>	<b>Page No</b>
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 31<sup>st</sup> July 2024**

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

**Legal and Administrative Information**

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

**Charity Registration Number:** 1153438

**Registered Office and operational address:** 2<sup>nd</sup> 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 – 1<sup>st</sup> August 2023 – 31<sup>st</sup> July 2024**

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

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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](http://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**

<b>Support for:</b>	<b>01.08.2023 – 31.07.2024</b>
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
<b>TOTAL CLIENTS</b>	<b>221</b>

**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



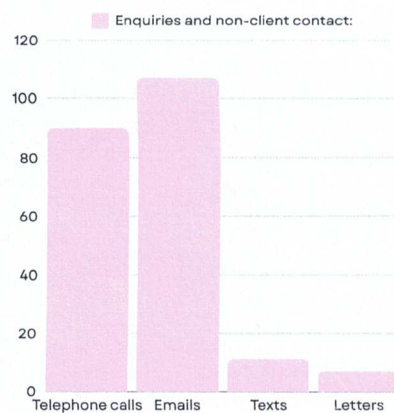
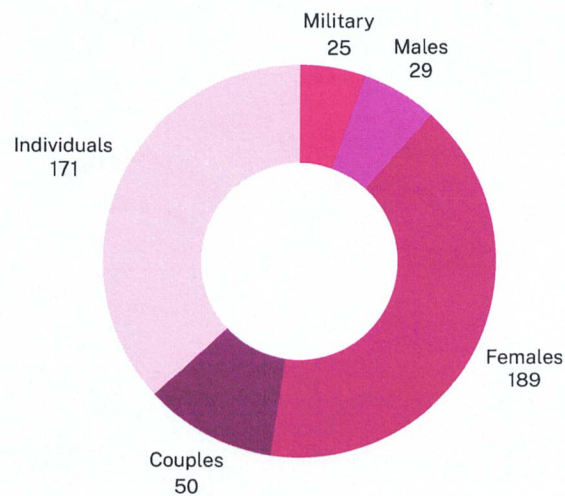
**1131 hrs**  
of 1:1 counselling



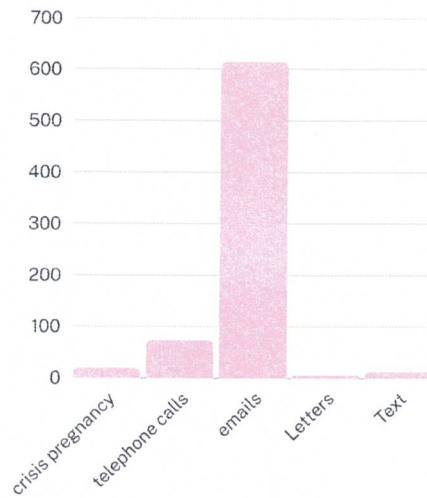
**384 hrs**  
of Zoom counselling



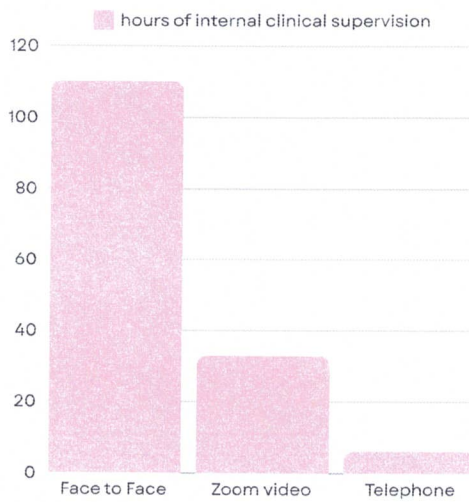
**201 hrs**  
of phone counselling



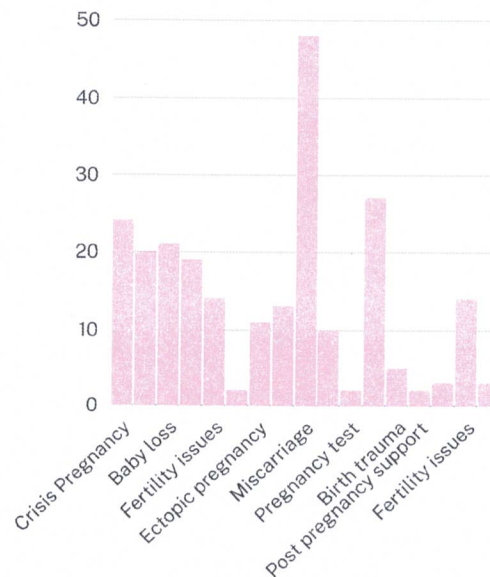
Waiting List contact: - This is how we kept in contact with 128 clients on our waiting list this year (eg 600+ emails sent)



**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:**

<b>Grant / Donations</b>	<b>For:</b>
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

<b>Grants/Donations overlapping from 2023:</b>	
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](http://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)
<b>Total hours per week</b>	<b>69 hours</b>

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:**

<b>Grant / Donations</b>	<b>For:</b>
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
<b>Grants/Donations overlapping from 2023:</b>	
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:

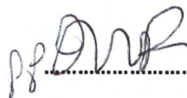
- there is no relevant audit information of which the charity's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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.

  
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**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
<b>Total Tangible Assets</b>	<b>577.80</b>

<b>Total Fixed Assets</b>	<b>577.80</b>
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### 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
<b>Total Cash at bank and in hand</b>	<b>84,249.03</b>

<b>Total Current Assets</b>	<b>84,249.03</b>
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### 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
<b>Total Creditors: amounts falling due within one year</b>	<b>1,611.93</b>

<b>Net Current Assets (Liabilities)</b>	<b>82,637.10</b>
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<b>Total Assets less Current Liabilities</b>	<b>83,214.90</b>
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<b>Net Assets</b>	<b>83,214.90</b>
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### Capital and Reserves

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



# 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
<b>Total Turnover</b>	<b>90,667.51</b>

### Cost of Sales

Counselling Resources	278.91
<b>Total Cost of Sales</b>	<b>278.91</b>

### 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
<b>Operating Profit</b>	<b>4,660.39</b>
<b>Profit on Ordinary Activities Before Taxation</b>	<b>4,660.39</b>
<b>Profit after Taxation</b>	<b>4,660.39</b>

# 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 needsof 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 outon 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 accordancewith 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 undersection 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

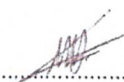
Subject to the limitations upon the scope of my work as detailed above, in connection with my examination, I can confirm that: -

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: -

  
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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  
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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 28<sup>th</sup> October 2024 and signed on its behalf by:



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**CHRIS LAVERS – Trustee and Chair**

**01.11.2024**