



**Annual Report and Financial Statements  
for year ended 31<sup>st</sup> December 2015**

**Crossway Pregnancy Crisis Centre Ltd**

Charity Number: 1148979

Registered in England and Wales: 8010183

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## General Information

Crossway Pregnancy Crisis Centre Ltd registered as a charity on 17<sup>th</sup> September 2012

Registered Charity No: 1148979

Registered in England & Wales  
Company No: 8010183

Registered Office: The Crossway  
306 Richmond Road  
Twickenham  
Middlesex  
TW1 2PD

Bankers: CAF Bank Ltd  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4JQ

Treasurer Michael Phillips

Accounts prepared by David Ewart BSc CPFA



## **Brief History**

We began in 1999 as a group of Christians who wanted to respond to the pro-life pro-choice debate by simply offering unconditional and non-directive ongoing support to people with unplanned pregnancies. Thus we trained to support people making a choice and to help those dealing with pregnancy loss, as well as looking at ways of befriending those who continue pregnancy under difficult circumstances.

Our education service was piloted in 2002, to build self-esteem in young people, empowering them to make responsible choices about sex and relationships.

We have supported over 1800 clients and taught around 8400 teenagers in total since the Centre opened.

We gained Charitable Status in 2005. During 2012 we became a Private Limited Company.



## **Trustees' Report (incorporating the Director's Report)**

The trustees present their report and accounts for the year ended 31 December 2015.

### **Objectives of the Charity**

- The advancement of education in the subject of sex and relationships, pregnancy and the termination of pregnancy.
- Relief in need and distress caused by unplanned pregnancy or pregnancy loss in particular but not exclusively by providing advice, counselling and services.
- The provision of services to needy applicants to the Charity.
- The promotion of such other charitable purposes which may conveniently be carried on in connection with the above objects.

### **Mission Statement**

Crossway Pregnancy Crisis Centre is based in Twickenham and provides free and confidential support and information to anyone with a crisis pregnancy e.g. unplanned, foetal abnormality.

Our support is on-going whatever decision is made e.g. support following pregnancy loss and befriending single parents and our work includes prevention through relationships and sex education for teenagers.

### **Structure, Governance and Management**

The charity became a limited company with effect from 1<sup>st</sup> January 2013, and is governed by articles of association, which outline the appointment of and powers of trustees, including the following:

- There shall be at least three Trustees. Three people present in person and entitled to vote shall be a quorum.
- Subject to the Act, the Memorandum and the Articles, the business of the Charity shall be managed by the Trustees who may exercise all the powers of the Charity. No alteration of the Memorandum or Articles shall invalidate any prior act of the Trustees which would have been valid if that alteration had not been made. The powers given by this Article and a meeting of the Trustees at which a quorum is present may exercise all powers exercisable by the Trustees.
- The continuing Trustees or a sole continuing Trustee may act despite any vacancies in their number but whilst there are fewer Trustees than required for a quorum the Trustees may only act for the purpose of increasing the number of Trustees.
- All acts done by a person acting as a Trustee shall, even if afterwards discovered that there was a defect in their appointment or that he or she was disqualified from holding office or had vacated office, be as valid as if such a person had been duly appointed and was qualified to continue as a Trustee.
- Subject to the Articles, the Trustees may regulate their proceedings as they think fit.
- The Trustees may appoint one of their number to be the chair of the Trustees and may at any time remove him or her from that office.

Details of specific Trustee responsibilities are recorded in the CPCC Handbook, and include the following:

The Trustees of the Centre:

- are responsible for planning strategically to further the vision of the Centre.
- meet at least three times a year.
- oversee the work of the Centre Director and other staff.
- are responsible for the finances of the Centre, ensuring that proper accounts are kept.
- agree the content of the CPCC Handbook.

### ***Trustees and Directors***

The trustees, directors and officers who served during the year were as follows:

Trustees:	Dr Helen Barratt	Chair
	Mr Michael Phillips	Treasurer
	Mrs Carol Fletcher	
	Mrs Heather Hall	
	Miss Erin Gilmour	
	Mrs Susanne Petrie	(to 09/03/2015)
	Mrs Anne Wallace	(from 25/11/2015)
Directors:	Mrs Anne Wallace	Centre Director (to 31/03/2015)
	Miss Marianne Fryer	Centre Director (from 16/02/2015 to 30/11/2015)
	Ms Karen Pitchford	Centre Director (from 19/11/2015)

### ***Trustee Recruitment and Induction***

Prospective Trustees will be invited to submit a CV and will be interviewed for the post. Once appointed they will be asked to visit the Centre for an induction session.

### ***Statement of Trustees' Responsibilities***

The Charity Commissioners require the trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the company and of its surplus or deficit for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and apply them consistently;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue for the foreseeable future.

### ***Public benefit***

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.

Listening and befriending services are available free of charge to anyone who telephones, texts, emails, or comes to the Centre in Twickenham. Most clients live in the London

Boroughs of Hounslow, Kingston and Richmond, but since the demise of CareConfidential there has been an increase in contacts from other areas in England.

### **Risk Management**

The charity trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures to manage those risks.

- Recruitment procedures take into account the importance of employing volunteers and paid staff who will offer unconditional acceptance and respect to all members of the public, and especially to clients who will be very vulnerable when they come to the Centre. These involve interview and references as well as training appropriate to the role, and a probationary period.
- Delivery of the service is monitored through continual professional development and supervision, and through analysis of feedback obtained from service users.
- Standards of care are monitored with reference to guidelines provided by the Royal College of Obstetricians and Gynaecologists<sup>1</sup>. Our listeners are required to adhere to the British Counselling and Psychotherapy Ethical Framework<sup>2</sup>.
- Supervision is a requirement for all listeners, and takes place in small groups run by experienced listeners. Professional advice from a GP and experienced Counsellors is available within the supervision team and is sought if it is needed.
- The Trustees have agreed a Safeguarding policy and statement following the guidance obtained from the Churches Child Protection Agency. A named Safeguarding Officer can be contacted with any concerns relating to safeguarding children or vulnerable adults. All personnel involved in the Centre complete DBS check every three years, if this is appropriate for their role in the charity.
- The Centre's policies and procedures are recorded in the CPCC Handbook, and are reviewed biennially.
- The Charity's Trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.
- The Trustees hold Employer's Liability Insurance, Professional Liability Insurance and Trustee Assurance, and have an agreed reserves policy (see below).

1. Royal College of Obstetricians and Gynaecologists *The Care of Women Requesting Induced Abortion* <http://www.rcog.org.uk/womens-health/clinical-guidance/care-women-requesting-induced-abortion> (accessed 16/03/15)

2. British Association for Counselling and Psychotherapy, *Ethical Framework* [www.bacp.co.uk/ethical\\_framework](http://www.bacp.co.uk/ethical_framework) (accessed 16/03/15)

### **Why CPCC is Needed**

185,824 abortions took place in England and Wales in 2015 and 2586 of these women were living in the boroughs of Richmond, Kingston or Hounslow.<sup>1</sup> These statistics are similar year on year, and mean that one in three women terminate a pregnancy at some time during their child bearing years.

Following a systematic review of the mental health outcomes of induced abortion in 2011, the Academy of Royal Colleges and National Collaborating Centre for Mental Health found that

*“An unwanted pregnancy was associated with an increased risk of mental health problems.” (NCCMH, 2011, p10)<sup>2</sup>*

and recommended that

*“In the light of these findings, it is important to consider the need for support and care for all women who have an unwanted pregnancy because the risk of mental health problems increases whatever the pregnancy outcome.” (NCCMH, 2011, p10)<sup>2</sup>*

A review of support available for loss in early and late pregnancy, commissioned in September 2013 and carried out by NHS Improving Quality, noted that around 20% of pregnancies end in miscarriage and found that staff want to provide emotional support but struggle with the workload and competing priorities, so recommended collaboration between agencies and charities as a way forward.<sup>3</sup>

More than four in ten teenage schoolgirls in England have experienced sexual coercion, according to new research by Bristol University Academics February 2015. The study also found that a high proportion of teenage boys regularly viewed pornography and one in five harboured extremely negative attitudes towards women.<sup>4</sup>

In a survey carried out on behalf of the National Association of Head Teachers, the vast majority of parents (88%) said sex education and lessons on adult and peer relationships should be mandatory in schools.<sup>5</sup>

1. Office of National Statistics, *Abortion Statistics England and Wales 2015*  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/529344/Abortion\\_Statistics\\_2015\\_v3.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/529344/Abortion_Statistics_2015_v3.pdf)  
(accessed 10/08/16)

2. National Collaborating Centre for Mental Health *Induced Abortion and Mental Health*  
[http://www.nccmh.org.uk/ab\\_publications\\_abMH.html](http://www.nccmh.org.uk/ab_publications_abMH.html) (accessed 16/03/15)

3. NHS Improving Quality *A review of support available for loss in early and late pregnancy.*  
<http://www.nhs.uk/resource-search/publications/pregnancy-loss.aspx> (accessed 16/03/15)

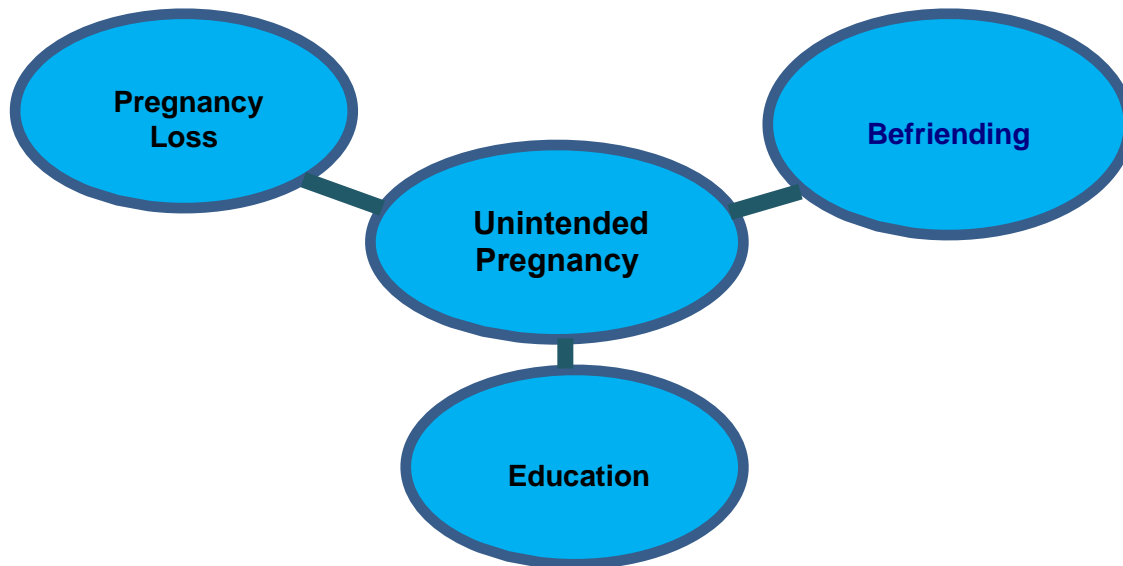
4. *Safeguarding Teenage Intimate Relationships project* <http://www.bristol.ac.uk/sps/news/2015/outputurl-161152-en.html> (accessed 26/03/15)

5. Research commissioned by the National Association of Head Teachers and carried out by Research Now, published 14/05/13 <http://www.naht.org.uk/welcome/news-and-media/key-topics/parents-and-pupils/parents-want-schools-to-manage-dangers-of-pornography-says-survey/#Parents-survey-data> (accessed 16/03/15)



## Activities

*The diagram below illustrates the scope of the service that CPCC offers to our local community.*



### 1. Unintended Pregnancy

We provide free and confidential emotional support to anyone facing unplanned pregnancy as well as practical information about the three options: parenting, abortion, and adoption. We give as much time as a client needs in an unpressured environment to work through their situation for themselves in confidence with a trained listener. Ongoing support is offered whatever they decide. We also provide free pregnancy tests.

### 2. Pregnancy Loss

We offer emotional support for anyone troubled by past abortion and pregnancy loss (miscarriage, stillbirth, adoption), either one-to-one or in a support group. This is usually 8 – 12 sessions, which aim to help the client come to terms with their situation.

### 3. Befriending

We offer practical and emotional support to women and men who choose to continue with an unplanned pregnancy, or pregnancy in difficult circumstances, whether they plan to parent the child or to seek to have the child adopted. As well as individual support during 2015 we also ran a single parents lunch club.

### 4. Education

We empower teenagers to make healthy choices about relationships and sex by delivering our *Yourchoice* course to pupils at local secondary schools. A range of interactive lessons is offered, delivered by trained staff and volunteers, and developed in line with current SRE guidance.

## Achievements and Performance

### 1. Listening Service

We provided support to 146 clients who contacted the service during 2015, which was an increase of over 10% after the fall in client numbers in 2014.

Most clients find us via the internet with referral by health professional being the next most popular way.

- Most clients live in the London Boroughs of Hounslow, Kingston and Richmond, although since the demise of CareConfidential the Centre has found an increase in calls from different parts of England.
- Crisis pregnancy and post abortion support are the main reasons why clients contact us and there has been an increase in those seeking post abortion support.
- The majority of clients we see are women but we also see men, most often when they come with their partner.
- The age of clients we see continues to be very varied.
- Following an initial contact by phone many clients then arrange to come into the Centre.

### 2. Befriending Service

In the summer the difficult decision was made to close our single parents group “the kids & me” because of low numbers. However, our Befriending Coordinator continued to meet with the two mums who used to attend the group regularly providing emotional support. With her help they set up a Gingerbread group, which by November was meeting at a free venue, Ham Children’s Centre, with brilliant facilities for a parent/children’s group. It was then discovered that there was another Gingerbread group that had recently set up and in January they decided to merge with this group. In addition the two mums formed a friendship and were able to support each other.

Individual support given to clients included identifying English language courses, financial information, childcare, domestic abuse signposting, a free doula service as well as emotional support.

### 3. Education Service

Staff changes led to the need to train new staff. We found it difficult to recruit new volunteers and most of the teaching was done by staff and one long term volunteer. We taught around 700 pupils at The Lady Eleanor Holles, Richmond Park Academy, Teddington and Brentford Schools.

### 4. Volunteers

Once again our volunteers have been vital in enabling us to provide the support that we do. Their help includes listening, schools work, administration, fundraising, and IT support.

## 5. Raising Awareness and Partnership Working

- We delivered awareness sessions about our service to health professionals in Richmond, Hounslow and Kingston Boroughs including West Middlesex and Kingston hospitals as well as GP surgeries.
- We continue to meet with other local pregnancy centres to share best practice and training.
- We ran a “Battle of the Bands” event again for young people in partnership with The Vineyard Community Centre.
- We ran the “the kids & me” in partnership with St Richard’s church in Ham.

## 6. Monitoring and Evaluation

### Listening

We continue to obtain and to collate feedback from crisis and pregnancy loss clients. 100% of clients completing feedback forms found the sessions very helpful or helpful and none felt that we tried to change their mind or made them feel guilty.

*“The programme helped me explore a variety of areas that touch emotions at this time and help understand why and how I can react in certain ways. It really helped me move on from a difficult and painful time.” (Miscarriage client)*

*“The programme helped me to process my grief. It helped me understand that there were stages I had to go through before I felt any better. I think the sessions helped me realise that life would improve with time and I was on the road to recovery.” (Post abortion client)*

*The atmosphere was relaxed and non-judgemental. I never felt pressured to rush my decision or be biased. The sessions helped direct attention/focus to 'what Really Matters', and to gain full visibility and clarity of the entire issue No-one speaks on your behalf, you're in control/in charge, which sets the Right path ahead for 'no Regrets'.(Crisis Client)*

### Befriending

The two “single parent group” mums feedback about the “fantastic help and support” of our Befriending Service without which they would not have had the capacity to run the group alone. The benefits of belonging to single parents group were “social network; improves mental health, reduces loneliness, isolation and depression. Childcare sharing provides a break to each other”.

### Schools

Questionnaires monitored pupils’ knowledge and attitudes before and after our lessons, and we also sought feedback from teachers. Feedback indicated that all the education sessions increased pupil confidence to make decisions about relationships

*“This lesson has also made me understand the negative and positive things based on making decisions about sex and relationships.”(Pupil)*

## Plans for 2016

- To find new creative ways of raising funds including contacting local churches, setting up a volunteer fundraising group, advertising fundraising and marketing volunteer opportunities at local universities.
- Review provision of relationship and sex education.

- Review befriending provision.
- Develop Risk Policy.

## Financial Review of 2015

2015 was one of the most financially challenging years in the charity's history. Our expenditure was 10% higher than in 2014, mainly because of the overlap required between the outgoing and incoming Centre Director in order to ensure smooth handover. Although there was a fall in funds raised through events compared to 2014, grants and donations both increased. Our income, therefore, increased in line with expenditure with 30% of our funding received in December so that at the end of the year our 3 months reserves were intact..

The Centre recorded net surplus of **£12k [2014: £16.7k]** for the year.

We are grateful to the following trusts for grants and donations made to the charity during 2015:

- \* *Miller Philanthropy*
- \* *St Stephens Twickenham PCC*
- \* *Capt E Ramsden Trust*
- \* *The Big Give*
- \* *Hampton Fuel Allotment Charity*
- \* *Capital Group Companies*
- \* *Souter Charitable Trust*
- \* *Richmond Parish Lands Charity*

We also really appreciate the continued support of St Stephen's Church in providing free office and counselling room space, use of other rooms for meetings and events, and also the opportunity to promote the charity through services and newsletters. Miller Philanthropy also supported our Big Give Christmas Challenge which enabled us to end the year in a financially stable position.

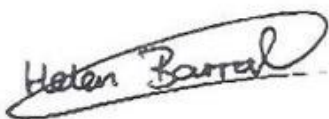
Finally, we want to thank the many individuals who continue to support us financially by donating, regular giving, attending events and supporting our fundraising events. Without this we would not be able to achieve what we have.

### **Reserves Policy**

The trustees have established a policy whereby the unrestricted funds held by the charity should be between 3 and 6 months of the resources expended to ensure that there are sufficient funds available to cover support and governance costs. At this level, the trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding.

The results for the period and financial position of the Centre are shown in the attached accounts.

On behalf of the Trustees



HELEN BARRATT, Chair of Trustees

*September 2016*