

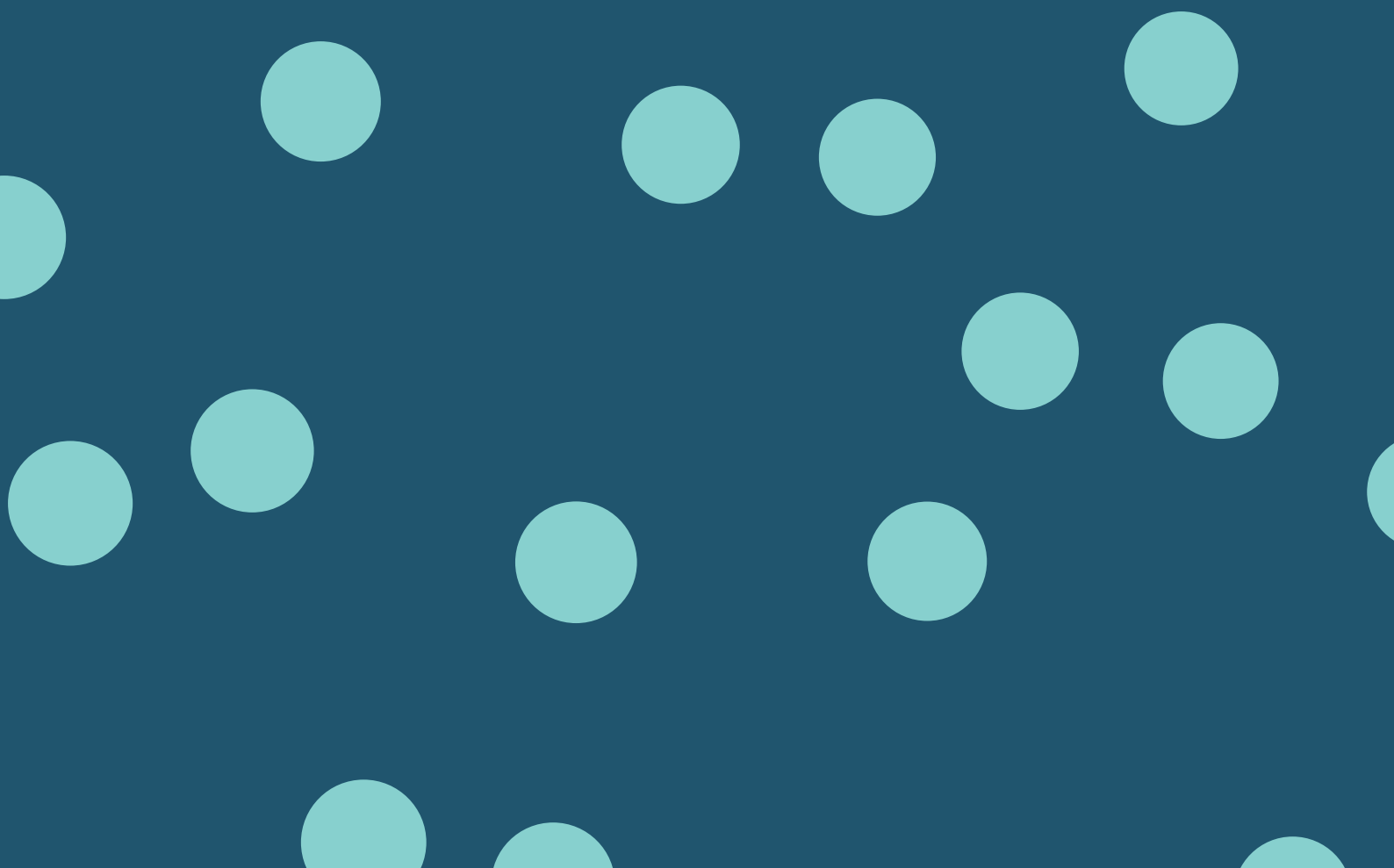
**Twins
trust.**

We support
twins, triplets
and more...

ANNUAL REPORT

& ACCOUNTS SUMMARY
2020 - 2021

www.twinstrust.org



CASE STUDY SAMANTHA'S STORY

"I was really enjoying being pregnant with twins and felt amazing, although admittedly lockdown with my two eldest was a challenge because of their own conflicting demands," said Samantha Lubanзу, who's a mother-of-four from Manchester.

Samantha was home alone with her two young children during the height of the Covid-19 pandemic and lockdown in April when she felt she might go into labour with her twins. But at just 27 weeks and 6 days she knew this was too early.

"I suddenly felt this huge urge to start pushing," said Samantha. "It was such a worrying time. They didn't want me in hospital because of Covid and they were so cautious about letting me come in."

It wasn't until Samantha was physically sick that she was told to come in and midwives discovered she was already 3cms dilated.

"Walking into the ward was like the zombie apocalypse, no-one was around. This did sort of reassure me because at that time we were all so worried about coming into contact with people and I had been isolating and taking all the proper precautions.

"When they examined me and found I was 3cms dilated it was action stations! Around 30 medical professionals were suddenly in the room and I was given drugs to slow down the contractions so that the steroids (to support the babies' lungs) and magnesium (to support their brain development) could kick in.

It's amazing that through what would have seemed a living circus of professionals panicking around me I was completely calm and relaxed.

Samantha's husband Luis, who works as a

mental health nurse, was then allowed to come in.

"It was great having him by my side, but I wasn't able to have my mum in as well, which is something I'd wanted because I am a twin myself and she would have had some great advice. We were able to talk on the phone."

When Samantha's contractions started again, she warned midwives that as soon as her waters broke, the birth would be quick – and it was!

"Ameliah just flew out – a midwife caught her. There were so many people around and she had to be taken away by the neonatal team.

"Unfortunately, Levi's arm was out, and he was in an awkward position, so the team wanted to do a c-section. I really wanted to try to deliver him naturally, but my contractions had stopped.

"They whisked me into theatre and again I pleaded with them to let me deliver naturally. They agreed and I was given

induction drugs and 30 minutes to deliver. The drugs worked immediately, and I was in agonising pain, but he came out just at the last minute, so I avoided a c-section!"

It was a few hours before Samantha could see her twins who were born at 28 weeks. "We couldn't quite believe how tiny they were. Ameliah was 2lb 5oz and Levi 2lb 3oz. You could fit them in the palm of your hand."

The twins spent just five days in neonatal intensive care and were then moved to special care at another hospital closer to home where they stayed for 56 days and had two blood transfusions.

"We couldn't quite believe how tiny they were. Ameliah was 2lb 5oz and Levi 2lb 3oz. You could fit them in the palm of your hand."

Samantha's story continued...

It was during this time that Samantha became unwell.

Just after the birth the mother-of-four had an infection, which meant she couldn't walk or hold her babies. Then a few weeks later she developed mastitis and was admitted to hospital on the maternity ward, close to the neonatal ward where her babies were, for almost three weeks.

"The pain was agonising. I was extremely poorly and unable to walk, I lost all feeling down my left side. The nurses were just amazing and pushed me in a wheelchair to let me see my babies every day.

"Slowly I started to build up my strength, I had to be strong for them and for my two other children at home (four-year-old Eliyanah and two-year-old Luis) who wanted to see their mummy and meet their new brother and sister. I slowly built up my strength and started walking with a zimmer frame to see the twins, it was all surreal.

"All this time my amazing husband was working hard and doing round trips to hospital, picking up and dropping off to nursery.

"I have never seen him work so hard and I am so grateful to our local community who left food for us and supported us emotionally."

Samantha said it was an emotional day when they finally returned home in the middle of June.

"I sometimes can't believe what we went through," said Samantha, "but we got through it and I am so grateful to everyone for their support, including Twins Trust who, through their fantastic [Family Support Service](#), put me in touch with the wonderful Patsi who helped me get the twins into a good routine, offered reflux support and with the food allergy advice she was amazing."

"I followed her advice to the letter and have to say that my twins now sleep 12 hours through the night and we have set play, nap, cuddle, bath and bedtimes that really work for me and my family of four under five!"





TRUSTEES' REPORT

For the year ended
30th June 2021

Twins
trust.

CHAIR'S INTRODUCTION

Placing our families at the heart of everything that we do

Faced with another year of constant change and uncertainty, Twins Trust has more than stepped up to the challenge.

The need for our services has remained exceptionally high over the last year. The pandemic has created even more isolation and financial hardship for families. Expectant parents have faced attending scans alone and have dealt with the additional worry of giving birth during a pandemic.

A report by MBRRACE published in January 2021 was a stark reminder of how our families suffer inequality in maternity care. Multiple pregnancy experts looked at UK-wide twin pregnancies which sadly involved at least one foetal loss, stillbirth or neonatal death. Fifty twin pregnancies and 80 baby deaths were reviewed from 2017.

They found most deaths may have been preventable with better care.

At the same time, other services which parents could usually draw upon have been reduced. Many of the NHS staff who would have ordinarily supported them have been called instead to the frontline against Covid-19. Their usual support groups and social interactions have not been accessible.

In spite of the challenges presented by Covid-19, we continue to meet our families' needs through support and education, lead hard hitting campaigns to ensure that disparities in multiples' care are addressed and conduct pioneering research into pregnancy and neonatal care for multiples, in partnership with the medical community.

Here's some of the highlights this year:

- We have supported more than 5,000 families – more than three times the amount of people we supported last year. We were able to do this by moving our services online, meaning that we could reach far more people.
- We have celebrated the first year of the Twins Trust Centre for Research and Clinical Excellence centre at St. George's hospital in London – the centre has delivered 7 pieces of research and more than 1,500 healthcare professionals attended our webinar series.
- Our supporters raised £88,177 for us through fun and safe events such as our virtual 5.8 challenge in April and our first virtual 10k for TTTS in August. We took part in the Big Give for the first time, and in collaboration with other charities we organised a group of fundraisers to climb Ben Nevis at night. We also were awarded £88,445 of funding from the National Lottery Community Fund to support our Covid-19 Emergency Support Programme. Although it's been harder than ever, our fundraising efforts this year have been so successful, that we have managed to increase our income by 5% from last year.
- We have worked tirelessly to reduce the inequalities of maternity care for our families through our Maternity Engagement Programme, as detailed within.

We also said a fond farewell to our Chief Executive, Keith Reed. His contribution to the charity is hugely appreciated by us and all of the families he has supported throughout his time with us. We are enjoying welcoming our new Chief Executive, Shauna Leven who brings with her a wealth of experience in the UK not for profit sector.

I know that Shauna is looking forward to leading the charity through the final year of our current strategy and building a new strategy for the future.

Krista Pound
(Chair of Trustees)

**Twins
trust.**

WHAT HAS MADE US PROUD THIS YEAR

When the pandemic hit last year we undertook a strategic review of our objectives and determined that we were still on track to achieve impact at the same level.

Although we're acutely aware that the long term impact of Covid-19 still remains to be seen, we believe that our flexibility and creativity will allow us to rise to any challenge.



OUR VISION

Creating a world where families of twins, triplets and more are happy, healthy and supported.



OUR MISSION

Providing our families with the information and support they need to enable them to thrive. We will raise awareness, invest in research and campaign for the best possible outcomes for our families.



OUR VALUES

We're passionate: We care about what we do and are committed to the cause.

We're supportive: We want to be the trusted place for information, help and support.

We're positive: We are ambitious and determined to make having twins, triplets and more a great experience.

REVIEW OF WHAT WE HAVE ACHIEVED AGAINST OUR OBJECTIVES

OBJECTIVES FOR THREE YEARS

Ending 30th June 2022

Save **580** babies' lives

Stop **1,100** babies
needing neonatal care

Reduce **8,300** expectant
parents' anxiety and
prevent up to **800**
from developing PND

Support **7,500** concerned
or upset parents

Be the first place our
families go to for
information

WHAT WE'VE ACHIEVED SO FAR

to 30th June 2021

So far we estimate we have
saved **292** lives

So far we estimate we have
stopped **836** babies needing
neonatal care

Around **7,469** parents were
less anxious and **534** fewer
parents developed PND

We have supported **5,737** families
this year

- We continue to strive to be number one on google searches (following the NHS) so more families find us
- We'll increase our social media following in line with industry bench-marks, so more people know about us

With all that Twins Trust has achieved this year, it is difficult to pick just a few highlights. Here are some of our most important impacts.

SUPPORTING YOU THROUGH A TOUGH YEAR

Our families needed us even more. Throughout the year we have helped:

- **1,349** families via our freephone Twinline (including the Twinline email service), and bereavement support group (15% more than last year).
- **166** families have received specialist support or coaching via our Honorary Consultant Service (compared to 160 last year).
- **3,091** families are using our new community forums – gaining that peer to peer support on many different topics from what equipment to buy to reassurance for our expectant mums.
- **114** families have received breastfeeding peer support (compared to 76 the year before).
- **4,837** families attended our webinars or online courses (compared to 3,469 the year before). In addition **396** parents attended our webinars or online courses in Scotland (compared to 401 the year before).
- In Northern Ireland **37** families attended a hospital Twins Trust talk either in person or virtually. This figure is lower than the year before of 140, largely due to the effect of the pandemic.
- The Northern Ireland team adapted their services to ensure families were still able to access support. **490** joined us in 2020/21 for Zoom parent sessions. These were a mix of mornings to substitute our club meet ups and parent only evening meet ups.
- **430,951** web visitors (compared to 463,560 the year before).
- Our resources were downloaded and watched more than **34,000** times.

When our clubs had to temporarily close their doors, we found another way to help facilitate that peer to peer support. We launched our community forum in April 2020, and with more than **3,000** families now participating, we can see that this has been an invaluable outlet for those otherwise facing isolation.

Our antenatal and Practical Preparing for Parenthood classes continued to run online to ensure families could get the help and reassurance they needed. Thanks to the National Lottery Community Fund Award we received in October 2020, we were able to offer our Practical Preparing for Parenthood and Breastfeeding courses to our families for free. More than **1,400** parents benefited from these courses.

“ I would say Twins Trust is like a community. Joining that community, it just feels like you're not on your own. It makes a big difference.”

To support our families as much as possible during the lockdowns, we offered a free webinar to help get through a tough time. And for our lovely members, we offered free access to wellbeing resources and free access to a webinar regarding the return to work following maternity leave.

We didn't stop there...In response to requests from our members we have also introduced some new courses – The Early Pregnancy Course and Mini First Aid course were introduced in April 2021.

To empower the wider family network, we also introduced a new course for people that support parents of multiples (grandparents/aunties/uncles etc.)

These are already proving to be very popular – but don't take our word for it, here's a quote from one of our parents:

“ Really enjoyed the first aid course!! My mum also really enjoyed the session on supporting parents of multiples.”



WE'RE HERE WHEN YOU NEED IT THE MOST: FAMILY CRISIS SUPPORT

Less available government services since the beginning of the Covid pandemic has meant that many families have struggled to access the support they would usually be able to rely on, including medical care and mental health support. Twins Trust has stepped up, filling this gap for the multiples' families most in need.

Due to Covid-19 we have changed the way we deliver our Family Crisis Support service:

We have **eased the eligibility criteria** to help many people:

- Mothers who need to stay in hospital and are separated from their partners, when they need support the most.
- Mothers isolated from their babies on neonatal wards.
- New parents of twins, triplets or more facing

isolation at home without support from family or friends.

- Families with twins, triplets or more under 4 years-old, who are being impacted by the Covid-19 restrictions and require support in light of the current situation.

Since March 2020, we have been delivering support remotely, using Zoom, Whatsapp and similar tools. This has enabled us to reach families in all parts of the UK, including the most remote areas. We have also extended our network of professionally trained childcare workers, who advise families facing the challenge of caring for more than one baby.

Demand for our services has increased by 200% on the same period last year. We believe that the number of families needing our support will remain high throughout 2022.

TWINS TRUST MATERNITY UNIT ENGAGEMENT PROGRAMME (T-MEP)

In June 2021, after a Covid-related pause, we began to re-engage with maternity units, completing our first audit for the year that month. We are aiming

to complete 10 audits by the end of the next financial year (2021 – 2022), resulting in improved maternity care for our families.



In January 2021, a national expert body published a damning indictment of medical care for multiple pregnancies and births. The report: Perinatal Confidential Enquiry – Stillbirths and Neonatal Deaths in Twin Pregnancies found that ‘in around 1 in 2 baby deaths, the care was poor. If care had been better, it may have prevented the baby from dying.’ It also found that ‘less than half the women were looked after by a multidisciplinary team of doctors, midwives and sonographers who were experts in twin pregnancies’.

The full report can be found here:
www.npeu.ox.ac.uk/assets/downloads/mbrance-uk/reports/perinatal-report-2020-twins/MBRRACE-

[UK_Twin_Pregnancies_Confidential_Enquiry.pdf](#)

This report is powerful evidence in support of our case that outcomes in twin and multiple pregnancies can be better, in spite of higher risks: all we need is better care by more trained specialists.

We have urgently made contact with all national maternity units, 121 in total, to advise them of the report and the recommendations.

While we are focussing on the units that we know need to improve, we want to engage with all units to ensure that good levels of care do not reduce over time. More funding will allow us to reach 30 more units per year, helping 2,010 families.

HELPING FAMILIES BY PARTNERING IN GROUNDBREAKING MEDICAL RESEARCH

Our ground breaking medical research and partnership with the British Maternal and Fetal Medicine Society (BMFMS) will resume, after being put on hold due to Covid.

Although the funded study from 2020 to reduce the overly high incidence of preterm birth in multiple births was deferred, we are excited to resume our research in 2022.

Again, due to the pandemic, we didn't provide an

award last year, but we did top up the funding for one of our previous awards to evaluate the risk antenatally in twin pregnancies, which needed extra funds because of pandemic-related delays.

Most BMFMS-funded studies are now resuming although deadlines have been extended by 1-2 years to account for the time they were stopped and the work that is required to restart. It's hoped that we're also able to invite new applications to the scheme during the next financial year.

TWINS TRUST CENTRE FOR RESEARCH AND CLINICAL EXCELLENCE

We celebrated the achievements of the first year of the Twins Trust centre for Research and Clinical Excellence at St George's Hospital in London.

■ Our lead researcher, Professor Asma Khalil (MBBCH, MD, MRCOG, MSC (EPI), DFSRH, DIP (GUM)) and her team have published seven pieces of research and two opinion papers on twins, triplets and more. When in person study days were no longer possible, Professor Khalil and her team at the Centre morphed these into a series of webinars. The result was that 1,500 healthcare professionals were able to access our research, vastly exceeding our expectations.

As the Centre enters its second year, we're aiming to:

■ Publish research on the following topics:

- ◇ Perinatal outcomes of monochorionic triplet pregnancies;
- ◇ Selective fetal growth restriction in dichorionic twin pregnancies: natural history and perinatal outcomes;
- ◇ Successful vaginal delivery in twin pregnancy: Prediction model;
- ◇ Risk factors for emergency Caesarean section for the second twin)
- Produce a new series of webinars and research seminars for professionals
- Answer growth chart queries from professionals across the country

NATIONAL REGISTRY

The national registry which includes data from all complicated multiple pregnancies and uncomplicated triplet and monochorionic twin

pregnancies continues to grow and we are nearly at the threshold number of cases needed to perform ground breaking analysis on TTTS.

OTHER RESEARCH PROJECTS

Other research studies started to resume towards the end of the financial year. The FERN study (selective growth restriction) is due to open its first site at Liverpool Women's Hospital.

We have been involved in helping the STOPPIT-3 team (antenatal steroid study) with parent recruitment for their steering group and the first meeting took place in August 2021.

WE'RE HERE FOR OUR FAMILIES IN NORTHERN IRELAND

Antenatal classes

We have talked to families expecting multiples in the Southern HSCT and Northern HSCT regions via zoom, providing them with vital information to improve their birth and parenting experience. Also, since January 21, we have been able to offer free antenatal classes to expectant parents, funded as part of our Big Lottery Fund NI project. The feedback on these classes has been very positive.

“ I loved how informative it was. First pregnancy and completely clueless. Found the course really worthwhile.”

“ The fact it was in a hospital and could see the room and instruments used and was live so questions could be asked.”

Online support group

Our Northern Ireland support group has provided a great deal of help to families struggling with isolation over the past year. With nearly 1100 members, (up from 855 the previous year) the group is used daily by parents looking for advice on a wide range of topics from sleep, play, our support services and starting school to purchasing prams, good walks that are suitable with a double or triple buggy or sharing recipes for weaning little ones.

We've helped parents struggling with play, a crucial part of child development, using a fun themed arts and craft pack. We loved seeing the results!

Virtual clubs, speaker sessions and 'evenings out'

We've also started offering virtual clubs, classes and parent-only meet ups. Our clubs were an opportunity for parents to socialise and for children to play and take part in activities, such as baby massage and toddler dance. Our speaker sessions focused on child development but also fun topics for families, such as relaxation, an image mentor and understanding government benefits. Our evening socials were a chance for parents to build camaraderie with other parents and get things off their chests!

We've also learned that virtual meet ups are sometimes better than in person, especially for time strapped parents. Our ability to make our offerings virtual was made possible with the support of The Big Lottery NI Fund – and your support could help us do even more for our families.

Southern HSCT Health Visitor Project

Over the year our partnership with Southern HSCT Health Visiting team has continued to allow families to have specialised telephone support with the Twins Trust Health Visitor.

Hospital multiple antenatal clinic outreach

We have spoken to 108 expectant families attending the antenatal clinic for their scans and check-ups. We provide them with information about our work in Northern Ireland, our membership benefits and the wide range of support and resources that is available via Twins Trust.



WE'RE HERE FOR OUR FAMILIES IN SCOTLAND

Thanks to a Scottish Government Grant we have been able to provide services remotely, online and by phone, to expectant and new families with twins, triplets or more. Over a 12-month period we delivered 24 online antenatal sessions to 396 expectant parents of twins, triplets or more. We have supported 88 families in crisis over the phone. And our bereavement support team have been able to and still continue to support Scottish families who have sadly lost one or more babies during the pandemic.

Campaigning

In 2018 one of our members raised a petition asking the Scottish government to provide better support for multiple birth families in Scotland, both financial and non-financial. We supported this petition as part of our campaign work in Scotland. This involved submitting evidence to the committee. We have had the full support of the public petitions committee over the past few years, but in May our petition was dismissed due to the forthcoming elections. However, we have been asked to resubmit a slightly shorter version for the new political year and will therefore resume our campaigning on this important topic this year.

In March, in response to the MBBRACE confidential enquiry, we ran an hour-long training session for health professionals on the updated NICE guidance for multiple births which was led by Janice Gibson from Queen Elizabeth University hospital.

“ I just wanted to say thank you for all the support you have both given me and my partner during my pregnancy and for the amazing antenatal session. Having attended another two antenatal sessions I can safely say your session is the best out there. Highly informative, Sheikha was lovely, very approachable during and after the session. Even though my pregnancy did not go to plan I knew exactly where to come for advice and support. Thank you so much’

RAISING & SPENDING MONEY

Despite a full year of challenge and uncertainty as a result of the pandemic, we're delighted to say that we have ended the year with a surplus of £100,693.

We were fortunate to benefit from National Lottery Community Funding (NLCF) to support the urgent and additional costs of the development and delivery of our new remote services during the pandemic. This support further enabled us to widen our reach beyond our usual activities to support a greater number of families. This was a finite funding pot for six months only, which finished on 31 March 2021.

Our income has been generated from several different sources, with the greatest being the support from our members. Never have we been more grateful to our members who pay us a regular membership fee. We appreciate and are grateful to every single one of you – thank you!

We're always blown away by the commitment of our supporters to set themselves a challenge for charity. This year we ran our very first virtual event – 10k

Walk for TTTS and you most certainly rose to the challenge, raising a whopping £47,000. We also ran a second virtual event in April and for the first time ever collaborated with other charities to take part in a fundraising event – to climb Ben Nevis at night.

Thank you also to all the Government Departments, trusts and companies, who have supported us. These were as follows:

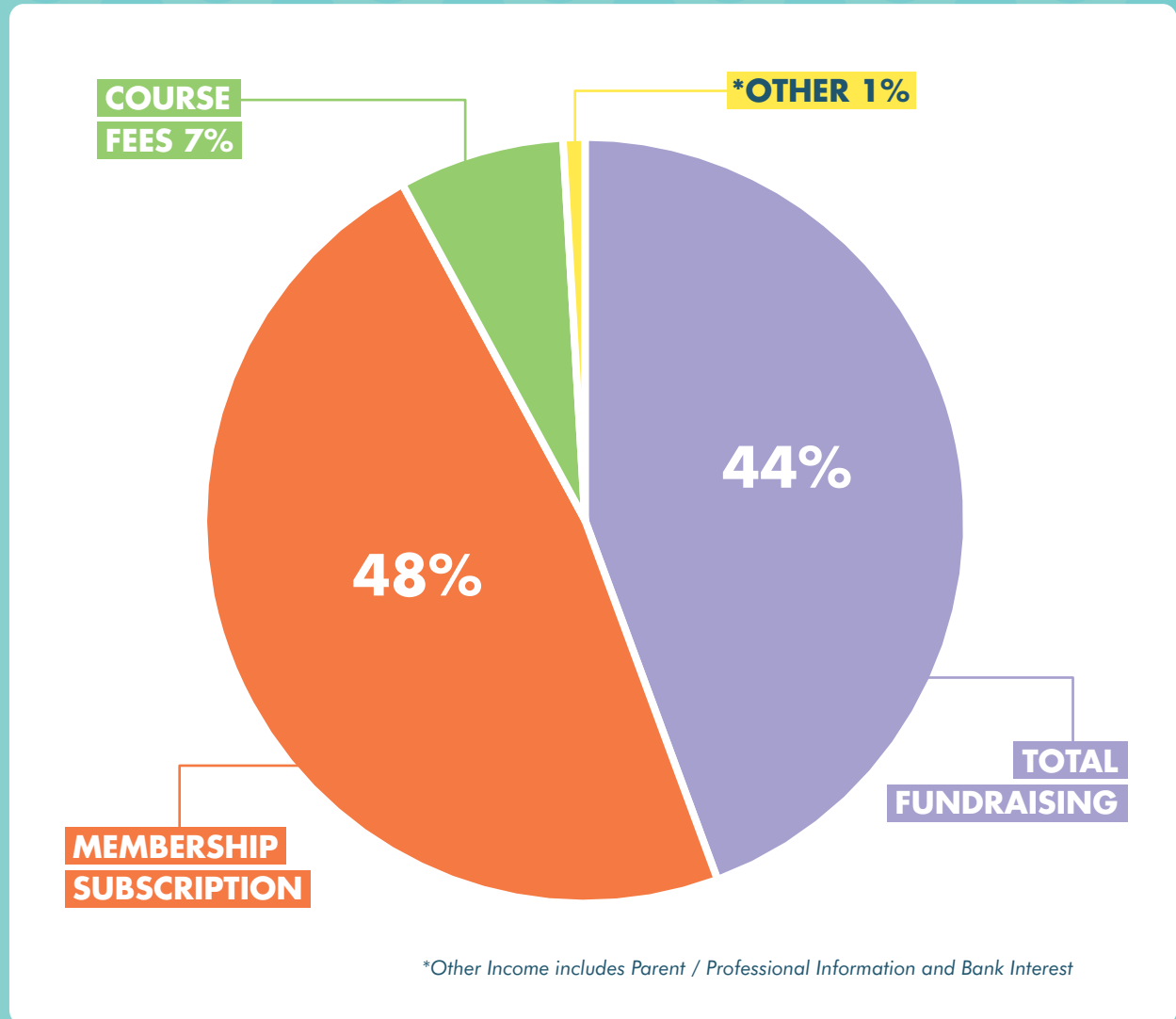
Abbvie; Awards for All Scotland; Henry Smith Charity ; Florence Turner Charitable Trust; Mollie Croysdale Charitable Trust; Paul Bassham Charitable Trust; Broyst Foundation; Hull and East Riding Charitable Trust; Childwick Trust; Edgar E Lawley Foundation; Brook Trust; Danson Foundation; The Reed Foundation; Morrck; Wixamtree Trust; Northern Ireland Big Lottery Fund; National Lottery Community Fund; Rushmoor Borough Council.

Statutory funding was also received from the Department of Health (Northern Ireland) and the Scottish Government.



TOTAL INCOME

2020-2021

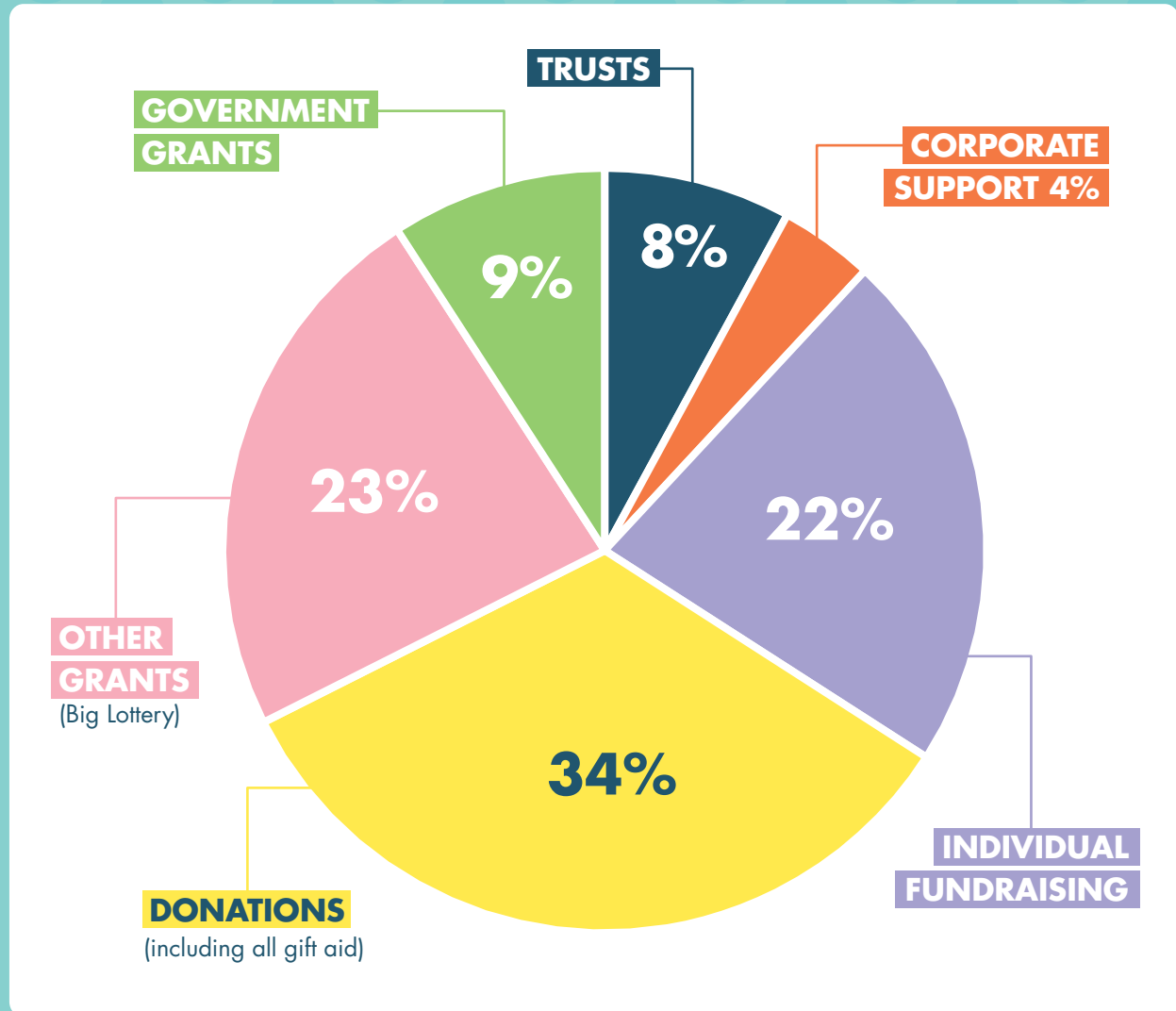


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twins, triplets
and more...**

FUNDRAISING INCOME

2020-2021

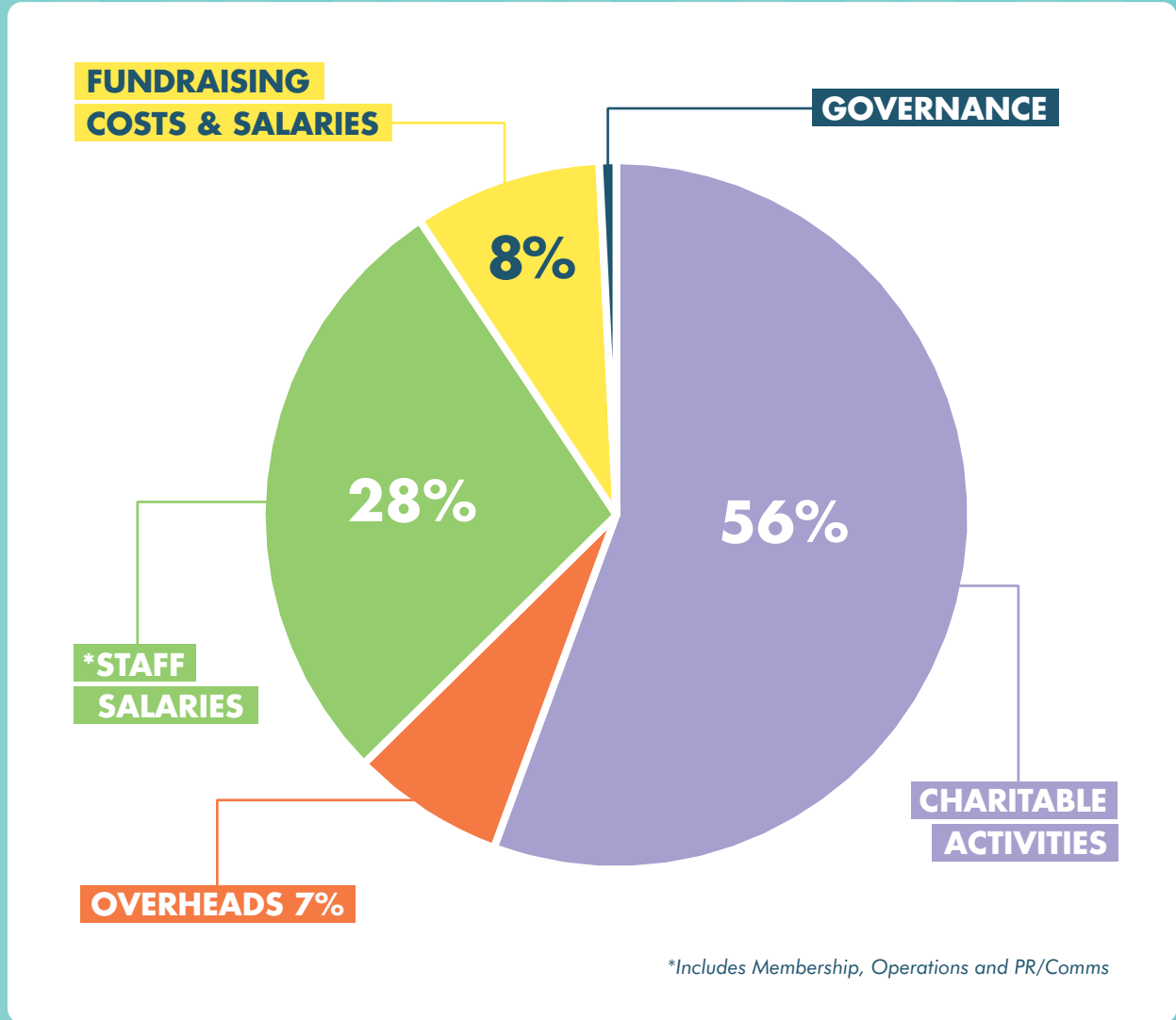


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EXPENDITURE

2020-2021



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OUR FINANCES

FOR THE YEAR AHEAD

We start the year financially from a strong position. The next financial year has already kicked off with the second 10k walk for TTTS raising more than double the amount of funds anticipated.

We have also secured £26,000 from the Brook Trust to continue our Family Crisis Support Service, and are optimistic that we will be able to expand our Maternity Engagement Programme now that we are able to visit hospitals again. We have applied for government funding to help make this possible.

Our original ambition was to quadruple the number of people we support but to do this we estimated we needed to increase our income to £2million by

30th June 2022. Unfortunately the pandemic has impacted the planned growth of our charity, and we are unlikely to reach this target now.

We are currently budgeting a 6% increase in income from 2020/21, which will increase our income to £1.3m and help us support more families than ever before.

Our strategic planning process for the three years ending 30th June 2025 is already in progress, and the Trustees have set aside £55,000 of funds to ensure that we have the right staff and operating resources to carry the Charity forward over the coming years.

THANKS FOR BEING THERE

FOR FAMILIES WITH

TWINS, TRIPLETS & MORE

As ever we'd like to thank everybody who has supported us this year. We're a small charity, navigating our way through the impact of the pandemic; each and every supporter is really important to us.

Thanks also to all our amazing Twinline, Parenting Class, Peer Support, Befriending and Consultant volunteers who gave over a thousand hours of support to families in need. Our thanks also go to Norland College, whose early years' practitioners provided our families with free care (100 hours), which we estimate to be worth around £2,000.

We are also very grateful to our staff team who have worked tirelessly throughout the pandemic working remotely from their homes to help us support more families than ever before.

It should be noted that we do not buy or sell supporter lists for our fundraising or membership activities. We only occasionally use a telephone marketing company to contact lapsed members and we closely monitor the quality of their work.

If you have any questions or want to understand anything in this report please contact Shauna Leven, our CEO, at shaunaleven@twinstrust.org or call our offices.

HOW WE RUN THE CHARITY

The Trustees, who are also directors of the Charity for the purposes of the Companies Act, submit their annual report and the audited financial statements of Twins Trust (the Company) for the year ended 30 June 2021.

The Trustees confirm that the annual report and financial statements of the Company comply with current statutory requirements, the requirements of the Company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 102)).

Since the Company qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director's Report) Regulations 2013 is not required.

This section of report is intended to provide more financial information so readers can better understand how we raise our money and where we spend it. We also want it to be easy to understand how we organise ourselves. As required in law, we confirm that Twins Trust is a going concern with clear plans of how best to undertake our future work.



STRUCTURE, GOVERNANCE AND MANAGEMENT

CONSTITUTION

The Company is registered as a charitable company limited by guarantee (03688825) and was set up by a Memorandum of Association on 24th December 1998.

The Company is constituted under a Memorandum of Association and is a registered Charity in England and Wales (1076478) and in Scotland (SC041055).

These Articles and Memorandum of Association were updated and passed at our trustee meeting in June 2019.

The principal objects of the company are still to protect and promote the health and wellbeing of multiple birth families.

METHOD OF APPOINTMENT OF TRUSTEES

The management of the Company is the responsibility of the Trustees who can be co-opted at any time by the Board of Trustees. There can be a maximum of fourteen and a minimum of six Trustees at any one time. No member can serve on the board for a period of more than six consecutive years

without seeking the approval of fellow Trustees.

Trustees are recruited to help fill particular skills requirements, which the Board has identified in a skills audit. This is to ensure a broad range of strengths and experiences and is reviewed regularly.

INDUCTION AND TRAINING OF TRUSTEES

Members of Twins Trust are invited to seek nomination as Trustees via the members' quarterly magazine "Multiple Matters", email, social media and via the website. Most new Trustees are already familiar with the practical work of the Charity, having personally been members or used Twins Trust's services.

New Trustees are invited to observe a board meeting

before seeking election or appointment. An induction pack is provided consisting of a Code of Conduct, role description, a copy of the Charity Commission publication 'The Essential Trustee: what you need to know', the strategic plan, latest financial information and a copy of the Memorandum and Articles of Association. Trustees are encouraged to visit the office and meet the staff team.

ORGANISATIONAL STRUCTURE AND DECISION MAKING

The Board of Trustees administers the Charity and is responsible for the strategic direction and policy of the Charity. The Board meets up to five times a year and the officers hold interim telephone conferences for key decisions. Trustees arrange themselves into subgroups to enable more detailed consideration of specific issues between meetings as required.

A Chief Executive is appointed by the Trustees to manage the day-to-day operations of the Charity. To facilitate effective operations, the Chief Executive has delegated authority, within terms of delegation

approved by the Trustees, for operational matters including finance, employment and provision of services. The Chief Executive also acts as Company Secretary and attends board meetings.

RELATED PARTY RELATIONSHIPS

In so far as it is complementary to the Charity's objectives, the Charity is guided by both local and national policy. Twins Trust has connections with a UK wide network of local clubs; apart from in Northern Ireland, these are not dependent branches

but members of the Charity that are supported with appropriate information and guidance on the conduct of local community groups. The Charity also actively works in partnership with other organisations to fulfil its objectives.

RISK MANAGEMENT

The Trustees have a risk management strategy, which includes a review of the top risks the Charity may face at each Board meeting. These include safeguarding, IT security, budgetary controls and reporting, dependency on income sources and loss of revenue. This is in addition to a much fuller annual review.

A further risk review was also performed this year to consider the impact of Covid-19 on the activities,

staff and beneficiaries of the Charity. As part of the ongoing review process, Trustees are satisfied that systems and procedures are in place to mitigate the Charity's exposure to the major risks including the impact of Covid-19. This includes steps to strengthen and protect the future financial performance of the charity.

Trustees are also recruited to the Board with a background in relevant areas of identified risk.

FINANCIAL REVIEW

The Charity made a surplus of £100,693 by the end of the financial year. Despite the impact of COVID-19, this was higher than anticipated, largely due to a grant of £88,445 from the National Lottery Community Fund to support our Covid-19 Emergency Support Programme. We also ran 2 very successful virtual fundraising events during the year bringing our individual fundraising total up to £88,177, an increase of £38,000 on the previous year. Unfortunately, due to Covid-19 we were unable to progress with our maternity unit audit

programme for most of the year, as we were unable to visit hospitals, which resulted in a significant budget deficit for the year. We also suffered from staff shortage issues on our fundraising team, meaning that our trust income generation was affected. Due to this under capacity on our staff team, and all staff working from home during the pandemic, savings were made on our annual overhead costs. We also spent a lot less on venues and staff and volunteer travel, as we adapted our services to be delivered virtually.

INVESTMENT POLICY AND PERFORMANCE

The Trustees, having regard to the liquidity requirements of operating Twin Trust's services and to the reserves policy, have operated a policy of

keeping available funds in interest bearing deposit accounts. The funds held on deposit achieved an average interest rate of 0.67 % over the year.

RESERVES POLICY

In determining the reserves policy of the Charity, the Trustees have considered the level of operating expenses required. It is the Trustees intention to maintain free (unrestricted and undesignated less fixed assets) reserves equivalent to approximately four months operating expenses and it reviews this position at every meeting. At the year end the free reserves balance stood at £287,929. This equates to approximately 4.4 months operating costs.

This year £7,605 of funds previously designated into our Digital Fund have been invested into further development of our new website and CRM and we have also set aside a further £35,154 leaving £43,620

available to update these digital platforms in the coming years. This is in accordance with our strategic plans. We also have a policy of designating any surpluses made on our parenting classes (seminars and webinars), which will be used to contribute to the running costs of current classes and the development of new classes in the following year. There was £19,354 in this designated Parent Talk Fund at 30th June 2021. The Trustees have also agreed to designate further funds of £75,000 as follows:

- £20,000 for funding of future research projects (Research Fund).



- £55,000 to fund future strategic planning costs, expansion of the staff team and improvements to the Charity office space (Future Strategy and Operations Fund).

The Charity held restricted reserves at 30th June 2021 of £5,745 in our Family Crisis Support Fund (FCS), which is for the provision of practical help in the home or equipment to families in dire need,

£28,213 in our Centre for Research and Clinical Excellence Fund (CRCE), which funds our collaboration with St George's Fetal Medicine Unit and £9,620 in our Bereavement Support Group Fund (BSG), which provides support to families, who have lost one or more babies as a result of a multiple pregnancy.

PRINCIPLE FUNDING

At present the Charity's principal funding comes from membership subscriptions, donations and associated gift aid. In addition, Twins Trust has been in receipt of key grants over this period from the

Department of Health (Northern Ireland) of £13,125, £19,993 from the Scottish Government and £88,445 from the National Lottery Community Fund.

STAFF SALARIES

Twins Trust uses the NJC salary scales to benchmark against job descriptions.

All staff, including the Chief Executive, are subject to a formal appraisal process. Trustees use a mixture of performance, industry and third sector pay settlement indicators and the overall financial health of the Charity to determine if an annual cost of living rise is appropriate. A 1% rise was agreed for the 2020-21 year.

As shown in Note 11 to the Financial Statements, the Chief Executive was the only member of staff paid £60,000 or more. The senior management team comprising of four departmental managers were paid a cumulative total of £151,016 over the course of the year. We had 20 full time equivalent members of staff over the course of the year (19.4 in 2019/20).

COMMITMENTS

We have a long term lease at our current address: The Manor House, Manor Park, Church Hill, Aldershot GU12 4JU.

TRUSTEES' LIABILITY

All the Trustees are members of the Company. As the Company is limited by guarantee and has no share

capital, the financial interest of each Trustee is limited to a £1 guarantee.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the special provisions relating to companies subject

to the small companies regime within Part 15 of the Companies Act 2006.



ACCOUNTS SUMMARY

For the year ended
30th June 2021

**Twins
trust.**

Twins Trust Ltd - Income and Expenditure Account for the Year Ended 30th June 2021

INCOME

	2021			2020
	RESTRICTED £	UNRESTRICTED £	TOTAL £	TOTAL £
INCOME FROM DONATIONS AND LEGACIES				
Individual Donations (includes gift aid, appeal income, individual and corporate donations)	39,048	140,683	179,731	176,131
Trust Income	30,000	12,500	42,500	93,730
	<u>69,048</u>	<u>153,183</u>	<u>222,231</u>	<u>269,861</u>
INCOME FROM CHARITABLE ACTIVITIES				
Course Income	-	84,760	84,760	72,055
Information to parents and professionals	-	9,135	9,135	25,985
Membership	-	576,714	576,714	582,634
Other Grants	124,825	-	124,825	41,226
Government Grants	40,265	8,819	49,084	45,764
	<u>165,090</u>	<u>679,428</u>	<u>844,518</u>	<u>767,664</u>
OTHER FUNDRAISING ACTIVITIES				
Individual Fundraising	69,913	49,028	118,941	81,374
Website Adverts/Corporate Sponsorship	-	8,647	8,647	11,949
Magazine and Booklet Advertising	-	12,817	12,817	11,777
	<u>69,913</u>	<u>70,492</u>	<u>140,405</u>	<u>105,100</u>
INVESTMENT INCOME				
Bank Interest	-	2,051	2,051	3,789
	<u>-</u>	<u>2,051</u>	<u>2,051</u>	<u>3,789</u>
Total Income	304,051	905,154	1,209,205	1,146,414

EXPENDITURE

	2021			2020
	RESTRICTED £	UNRESTRICTED £	TOTAL £	TOTAL £
FUNDRAISING COSTS	1,135	12,139	13,274	12,830
	1,135	12,139	13,274	12,830
CHARITABLE ACTIVITIES				
Northern Ireland	25,099	-	25,099	31,474
Northern Ireland Twins Club Project (funded by Big Lottery)	32,539	-	32,539	26,751
Scotland	36,164	-	36,164	47,714
Provision of New Resources (funded by Awards for All England and Wales)	-	-	-	5,945
Family Crisis Support (FCS)	49,572	-	49,572	73,930
Bereavement Support Group (BSG)	13,362	-	13,362	16,600
Research	1,612	-	1,612	29,739
Centre for Research and Clinical Excellence (CRCE) (formerly TTTS)	50,718	-	50,718	37,845
Covid-19	-	-	0.00	13,730
National lottery Community Fund (NLCF)	91,859	-	91,859	-
Courses	-	75,431	75,431	68,997
Support Services (Twinline and Professional)	-	94,072	94,072	112,841
General (mainly cost of delivering membership):				
-magazine	-	87,195	87,195	92,464
-website/CRM	-	44,715	44,715	33,496
-other (rebrand/digital/discounts/admin)	-	14,172	14,172	45,657
	300,925	315,585	616,510	637,183
SUPPORT COSTS				
Staff Costs:				
-Membership	-	62,196	62,196	73,453
-PR and Communications	-	143,854	143,854	140,634
-Digital	-	0.00	0.00	17,808
-Fundraising	-	82,016	82,016	73,314
-Operations	-	104,314	104,314	84,184
	-	392,380	392,380	389,393
Office Overheads	-	77,733	77,733	85,194
Governance	-	8,615	8,615	8,505
	-	478,728	478,728	483,092
Total Expenditure	302,060	806,452	1,108,512	1,133,105
Transfers between Funds	20,783	-20,783	0.00	0.00
Net Movement in Funds	22,774	77,919	100,693	13,309
Total funds brought forward	20,804	462,140	482,944	469,635
Total funds carried forward	43,578	540,059	583,637	482,944

2021 figure less depreciation

2020 figure less depreciation

Twins Trust Ltd - Balance Sheet as at 30th June 2021

	2021		2020	
	£	£	£	£
FIXED ASSETS				
Intangible assets		103,565		125,010
Tangible assets		<u>10,591</u>		<u>10,272</u>
		114,156		135,282
CURRENT ASSETS				
Debtors	108,061		98,022	
Investments	241,000		75,000	
Cash at bank and in hand	<u>351,252</u>		<u>390,855</u>	
	700,313		563,877	
Creditors: amounts falling due within one year	<u>-230,832</u>		<u>-216,215</u>	
Net current assets		<u>469,481</u>		<u>347,662</u>
Total net assets		<u>583,637</u>		<u>482,944</u>
CHARITY FUNDS				
Restricted funds:				
-Centre for Research and Clinical Excellence (formerly TTS fund)	28,213		0.00	
-Family Crisis Support (FCS)	5,745		20,804	
-Bereavement Support Group	<u>9,620</u>		<u>0.00</u>	
Total restricted funds		43,578		20,804
Designated funds:				
-Parent Talks	19,354		6,972	
-Digital Project	43,620		16,071	
-Research	20,000		0.00	
-Future Strategy and Operations	<u>55,000</u>		<u>0.00</u>	
	137,974		23,043	
General funds	<u>402,085</u>		<u>439,097</u>	
Total unrestricted funds		<u>540,059</u>		<u>462,140</u>
Total charity funds		<u>583,637</u>		<u>482,944</u>

Twins trust.

 www.twinstrust.org  **01252 332344**    **@twinstrust**

Twins Trust, Manor House, Church Hill, Aldershot, Hants, GU12 4JU

Registered Charity Numbers: 1076478 and SC041055. Registered Company Number: 3688825