

**Twins
trust.**

ANNUAL REPORT

**& ACCOUNTS SUMMARY
2019 - 2020**

**We support twins,
triplets and more...**

www.twinstrust.org

REPORT CONTENTS

CONTENTS	PAGE
Liz's Story	4
TRUSTEES' REPORT 2019-2020	5
INTRODUCTION FROM CHAIR & CEO	6
OUR ACHIEVEMENTS THIS YEAR	8
Progress on our 3-year objectives	9
THE STORIES OF OUR YEAR	10
Building solid foundations to reach even more families	10
National and international research strategy set	10
Study bursary decided via our joint partnership with the BMFMS (British Maternal and Fetal Medicine Society)	10
(T-MEP) Twins Trust Maternity (Quality Improvement) Engagement Programme proven to save lives	11
Sharing best practice, embedding it into policy and raising awareness of an increase in twin baby deaths	11
Family Crisis Support (formerly Helping Hands service)	12
Supporting parents and the NHS at a time of global crisis	12
Resources and classes reducing anxiety and helping to prevent PND	13
World first - launch of the centre of excellence	14
Our national TTTS registry continues to strengthen	14
Scotland: Stories from our year	14
Lucy's story	15
Northern Ireland: Stories from our year	16
RAISING & SPENDING MONEY	17
Total income	18
Fundraising income	19
Expenditure	20
OUR FINANCES FOR THE YEAR AHEAD	21

Continued...

REPORT CONTENTS

OUR THANKS	21
HOW WE RUN OUR CHARITY	22
STRUCTURE, GOVERNANCE AND MANAGEMENT	22
Our constitution	22
Method of appointment of trustees	23
Induction and training of trustees	23
Organisational structure and decision making	23
Related party relationships	23
Risk management	23
Financial review	24
Investment policy and performance	24
Reserves policy	24
Principal funding	24
Staff salaries	25
Commitments	25
Trustees' liability	25
Small company provisions	25
ACCOUNTS SUMMARY 2019-2020	26
Income	27
Expenditure	28
Balance sheet	29

LIZ'S STORY

Liz Cartledge had been through a traumatic time in her efforts to become a mum. After several years without success, she and husband Liam had turned to IVF in a last-ditch attempt to become parents. However, she then sadly suffered a miscarriage and an ectopic pregnancy.

"On our final round we tried something different and two embryos were put back in. We hoped and prayed one would take... to our delight both did! We could not believe our luck. We had always wanted twins!"

"We were so excited and I was keen to do everything right and found out as much information as I possibly could - that's where Twins Trust has been brilliant."

“When I saw that Twins Trust had taken this up as a campaign, it really made me feel that this was a charity that is on my side and the side of all parents with twins or triplets. In the face of adversity they were there, speaking up for our community.”

Liz first got in touch with Twins Trust's **Twinline** when she was pregnant with her twins. "I just needed some advice about what to expect from people who knew," said Liz, "and it was great - just what I needed."

Twinline is our freephone listening service which operates between 10am and 1pm and 7pm and 10pm, Monday to Friday. Run by volunteers, all parents of twins or triplets, it's a great port of call for all families.

Not only has Twinline been a huge help to Liz, by providing **information on sleeping** when the twins were born, but Liz has also attended our **antenatal classes** and **practical parenting course** which was "invaluable", as well as downloading the **pregnancy countdown tool**.

When lockdown arrived, Liz's twins Ava and Georgia were just four months old.

"At the beginning of lockdown there was a massive panic about buying baby formula. I ended up crying in Tesco when I couldn't get some."

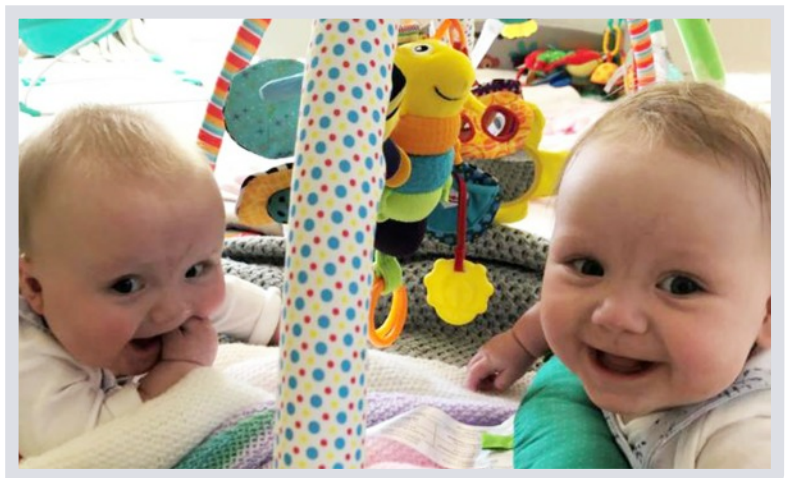
"When I saw that Twins Trust had taken this up as a **campaign**, it really made me feel that this was a charity that is on my side and the side of all parents with twins or triplets. In the face of adversity, they were there speaking up for our community."

"All the resources at Twins Trust have provided me with lots of support during lockdown, a time when we were all feeling alone."

"Our next milestone as a family is **weaning** and I have been able to access some excellent resources through a **webinar** to make me feel supported and prepared for this."

"Without the usual avenues of support e.g. twin clubs, baby groups and even the health visitor calling, being a member of Twins Trust is helping me feel more secure that I can access support for my children and myself as a new mum."

"Now with the **community forums** I feel there is an extra level of support from other parents. I'm due to go back to work in September as a teacher and would like to find out what other people recommend when it comes to childcare."





TRUSTEES' REPORT

For the year ended
30th June 2020

**Twins
trust.**

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

INTRODUCTION

FROM OUR CHAIR & CEO

In our 40th anniversary year, we made historic changes, supported the NHS through COVID-19 and stepped up planning for a world first initiative. This past year has certainly been like no other in Twins Trust history. Nobody could have predicted some of the things we would face this year and yet Twins Trust has still helped thousands of families.

In October we delivered a new website, customer relationship management (CRM) system and launched our new brand to better serve our current families and to provide us with a solid new platform that would allow us to grow and reach even more of our community.

When the pandemic hit, we were explicitly asked by the Chief Midwifery Officer for England, and by Governments around the UK, to support the NHS. We did this by remodelling our services to fill the gaps in support for families caused by service changes

implemented as a result of COVID-19 and the need for social distancing. Consequently:

- We brought forward service launches to enable more help to be delivered online.
- We utilised the power of our new digital platform and new brand to implement our services in a virtual way where possible.
- In the middle of the pandemic, we stepped up our planning to launch a world first - Twins Trust Centre for Research and Clinical Excellence.

- We equipped our staff and volunteers with the equipment and support needed to work from home. We also checked in regularly with them to make sure they were coping with the challenges of family and work life being combined.
- We reviewed our strategic plans and adjusted our priorities to not only tackle the impact of the pandemic but also to adopt workflows better suited to succeed during this period of restrictions.



- We revised our fundraising activities to make sure our much needed cash flows were not depleted or stalled. This included more online fundraising efforts via social media and other outlets. In fact our very first virtual event raised over £45,000. The most we have ever raised via a fundraising event.
- The board of trustees talked more frequently to keep on top of the changing environment in order to make key decisions about the charity's activities and needs.

Continued...

- We continuously reviewed our budgets and financial health and cut costs or diverted spending to make sure we would continue to thrive throughout and beyond the impact of COVID-19.

As a result, we continue to help more people, many in crisis and severe hardship, in more ways than ever before.

We also saw the formal confirmation of the impact of our services.

- Our quality improvement work with maternity units is proven to save babies' lives.
- Our crisis support service for families, often suffering from mental health difficulties, is shown to help.

All this was achieved alongside a balanced budget, even though in the last quarter of our year, we saw a significant drop in income as a result of COVID-19. This was mainly achieved by cutting travel and external venue costs, postponing expenditure on rebranding our resources and receiving a small amount of emergency grant funding. However, it is with great concern that our funding is predicted to fall in the year ahead, resulting in a budget deficit, just at the same time as our work is needed more than ever before. If we are forced to cut our work, the greater inequalities faced by our families are likely to worsen.

Since the year end the charity was also informed that unauthorised data access of Blackbaud's servers earlier in 2020 affected Twins Trust. Blackbaud are the company that formerly hosted our supporter database, and the databases of hundreds of other charities, universities and many other not for profit organisations.

We dealt with this incident with urgency, reporting it to the charity commission, ICO and all our supporters as soon as we were aware of what happened. We are pleased to report that the ICO have determined that our organisation, acting as a data controller, acted properly in selecting a third party in line with the requirements of Article 28 of the GDPR and that regulatory action is not required against the charity.

We're here for all families with twins, triplets or more.

Krista Pound
Chair
Twins Trust

Keith Reed
CEO
Twins Trust



OUR ACHIEVEMENTS

THIS YEAR

We're extremely proud of everything that we have achieved this year. This was the third year of Twins Trust's strategic plan, which sets out our priorities for 2017- 2022 and it's definitely been the most challenging so far.

The pandemic has meant adapting the way that we

work so we've reviewed our objectives to check that we're still on target to deliver everything we set out to achieve. Despite a tough year, we're pleased to say that overall we're still on track although the impact of COVID-19 on the NHS and our families is likely to have an effect in the years ahead.

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.

See what we've achieved this year compared with our 3-year objectives ►

PROGRESS ON OUR 3-YEAR OBJECTIVES

3-YEAR OBJECTIVES

2019-2020 ACHIEVEMENTS

Save 580 babies' lives

We've saved **155** babies' lives this year

Stop 1,100 babies needing neonatal care

We've stopped **400** babies needing neonatal care this year

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

We've reduced anxiety for **2,700** parents
We've prevented **250** parents from developing PND

Support 7,500 concerned or upset parents

Be the first place our families go to for information

We've supported **1,500** 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 benchmarks, so more people know about us.

THE STORIES OF OUR YEAR

BUILDING SOLID FOUNDATIONS TO REACH EVEN MORE FAMILIES

Last financial year we made the decision to invest significantly in our technology. This included building a new website and a new customer relationship management system. Alongside this project we also launched our new brand and name - Twins Trust, supporting twins, triplets and more.

These new platforms and brand are the springboard we need to help more people and better serve our existing supporters. We have already begun to see the benefits of the new technology, not least, giving us the ability to weather the pandemic a little easier.

In Scotland we responded well to the COVID-19 crisis - supporting our parents by delivering online services. In fact, we have increased our geographical reach in Scotland. People from the highlands and islands have been attending our webinars where previously this wasn't possible.

NATIONAL AND INTERNATIONAL RESEARCH STRATEGY SET

In previous years we invested in a global twins and multiples priority setting partnership project (following the James Lind Alliance process) to bring parents and clinicians together to identify important research gaps and to provide a top 10 list of

research priorities, which can be found on our website. We are now using this list to direct our research strategy in the years ahead. We are aware of it being used to stimulate research both in the UK and overseas.

STUDY BURSARY DECIDED VIA OUR JOINT PARTNERSHIP WITH THE BMFMS (BRITISH MATERNAL AND FETAL MEDICINE SOCIETY)

A project aimed at reducing the overly high incidence of pre-term birth in multiple pregnancies

was selected. This is due to begin in early 2021.

(T-MEP) TWINS TRUST MATERNITY (QUALITY IMPROVEMENT) ENGAGEMENT PROGRAMME PROVEN TO SAVE LIVES

Twins Trust has continued to work with 30 maternity units across England to identify and implement changes to improve antenatal care for multiple pregnancies in line with NICE (National Institute for Care and Excellence) Quality Standards QS46. Units were audited and supported to implement an agreed action plan. Re-audits were carried out a year later and then again after a further year to assess the changes made and their impact.

The 2 year results were better than hoped for and we are incredibly proud to confirm:

- ***23% reduction in neonatal admissions for premature babies**
- ***18% fall in neonatal deaths and 7% fall in stillbirth rates**
- ***6% reduction in emergency c-sections**

*This confirms the original first year audit based assumptions of this project that if all 157 units in England implemented similar changes to increase adherence to NICE QS46 neonatal admissions could be reduced by 1,308 each year with a cost saving of £8million. Emergency c-sections could be reduced by 634 and up to 100 baby deaths could be prevented every year.

This work was funded by the Department for Health. When the funding came to an end, we created a quality improvement package for maternity units

“ A positive experience for patients and staff - I would encourage any unit considering introducing a multiple-specific antenatal care plan to engage with Twins Trust every step of the way.”

across the UK that units could self-fund. Eleven maternity units invested during the course of the year, with nine completing their first audit, while two others were put on hold due to COVID-19. We are creating a virtual audit for others to use and will have to update many of the improvement plans because of the disruption caused by the pandemic.

In addition, seven units confirmed that they would be updating the care they deliver on the basis of the results of our work. We are planning to increase the number of units we engage with in the coming year. Using their own data, we will be showing them where they could improve and expect many more to begin to change practice as a result.

SHARING BEST PRACTICE, EMBEDDING IT INTO POLICY AND RAISING AWARENESS OF AN INCREASE IN TWIN BABY DEATHS

We are pleased to confirm NICE published their updated multiple pregnancy guidelines in September 2019. We were heavily involved and have promoted them widely. This was timely. According to data produced by MBRRACE-UK in its Perinatal Mortality Surveillance Report: UK Perinatal Deaths for Births from January to December 2017 (the latest national figures available), twin stillbirths increased by 13% in 2017 and twin neonatal deaths increased by two per cent. Subsequently MBRRACE are undertaking a detailed review into twin stillbirths and neonatal deaths and are due to publish a national report in 2020. Similarly, the National Maternity and Perinatal Audit, which collects national data from maternity and neonatal units

across England and Wales has conducted a 'sprint audit' to identify the quality of care being delivered and where improvements can be made.

BeCOME - Better Care of Multiple Pregnancies in the UK: An Exploration. Meanwhile, we published our own [report](#) based on feedback by parents who had had a multiple pregnancy in recent years. It found the number of families seen by a specialist clinician with knowledge in multiple pregnancies appears to have dropped. Research suggests this may be associated with poorer outcomes.

FAMILY CRISIS SUPPORT (FORMERLY HELPING HANDS SERVICE)

“ It soon became apparent to me that it would be impossible for one person to look after triplets single-handedly 24/7, so the help was the difference between having a workable way forward or slowly grinding myself into the ground.”

We rebranded our service on the basis of feedback received from families who had received support. This was part of a **formal evaluation** of the service undertaken by the research team at the Norland College who kindly provided the work pro-bono.

We are delighted the evaluation confirmed that following the intervention, the improvement in daily family living activities such as sleep, routine, getting out and about and feeding is significant. Furthermore, stress levels of the families improved significantly too. These findings were statistically significant. In other words, it proves the service works!

In addition, the evaluation noted that anxiety and depression were also commonly cited by families. Since commissioning the evaluation, we now use the Hospital Anxiety and Depression Scale (HADs) measurement scoring with our families. We ask

parents how they are feeling when they first apply for the help and then again at the end when their case is closed. A review of the data found that as a result of receiving support from the service, the rating for depression reduced from moderate levels to normal and anxiety from high to moderate. This compares strongly with other statutory and volunteer sector services.

As a result of a number of recommendations from the evaluation report, we have begun to improve the service delivered. This includes simplifying the families' application and visit assessment forms, booking mental health training for staff and volunteers, clarifying how the service can help families on our website, recording the needs of partners or other family members and standardising the improvement tracking scores.

As of the 16th March, as a result of the COVID-19 pandemic, the service has been operating entirely remotely, but still delivering the same level of expertise and support from our Norland-trained support practitioners.

We helped 68 families in crisis to be supported during the reporting period 1st July 2019-30th June 2020. There were 22 families helped between 1st July 2019 and 31st March 2020. 46 families were supported purely remotely after the onset of COVID-19, whilst a number of families helped prior to March received ongoing remote support. This compares to 32 families helped intensively during the previous year.

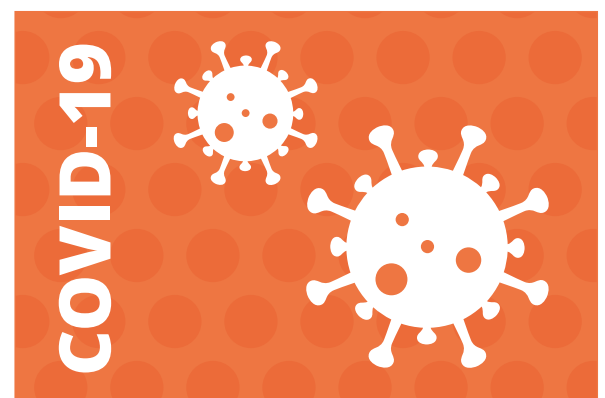
SUPPORTING PARENTS AND THE NHS AT A TIME OF GLOBAL CRISIS

This year more than 24,000 multiple-birth babies have been born in the UK, with at least 6,000 born during the first three months of lockdown.

All multiple birth pregnancies are classed as high risk and should receive specialist care according to the NICE guidelines. But this year, when the pandemic hit, the NHS was understandably pulled in many different directions, leaving many of our expectant families feeling worried and anxious.

We stepped up to provide additional support to our expectant families, campaigned to help our families access formula milk when there were shortages, provided support to our families that were struggling at home in isolation and campaigned to get some

guidance from the Department of Education on multiples being in the same class bubble.



RESOURCES AND CLASSES REDUCING ANXIETY AND HELPING TO PREVENT PND

We provided even more resources for expectant and new parents in order to reduce their higher rates of anxiety, improve physical and mental health and to build confidence. The demand for our services and new resources grew significantly, especially during COVID-19. From past evaluations and research, we know that these resources can reduce anxiety and help prevent PND. Throughout the year we have helped as follows:

- 1,178 families have been supported via our freephone Twinline (including the Twinline email service), community forums and bereavement support group (compared to 1,113 the year before).
- 160 families have received specialist support or coaching via our Honorary Consultant Service (compared to 168 the year before).
- 76 families have received breastfeeding peer support (compared to 134 the year before).
- 1,889 families attended our webinars or online courses (compared to 912 the year before). In addition 401 families attended our webinars or online courses in Scotland (Compared to 189 the year before).



- 1,656 families attended a course (compared to 1,760 the year before).
- In Northern Ireland 140 families attended either in person or virtually a hospital Twins Trust talk. This figure is approximately the same as the year before.

“ I found the webinar very helpful and reassuring - so much knowledge and experience! This was an incredibly valuable resource and I've no doubt we'll be tapping into Twins Trust many more times as we journey into parenthood.”

- 463,560 web visitors (compared to 394,398 the year before).

Tens of thousands of our resources were downloaded and watched. This includes our new play booklet launched during the middle of lock down just as families were wondering how to keep their children entertained.

During the pandemic, we produced new resources weekly to help families across different age ranges cope better as the crisis unfolded and this helps explain the significant increase in web visits. We also increased the number of communications we sent to families via email and social media to ensure even more were aware of where they could get help.

When our clubs had to temporarily close their doors we brought forward our plans to launch a community forum to provide our families with an outlet for peer to peer support.

Our helplines and forums were supporting families with questions that normally would have been asked of health care professionals. It appears that many hospital teams were at full stretch. Thanks to our own volunteer health professionals, we were able to step in to help.

Due to social distancing rules, we stopped our face to face classes and developed online models to ensure families could get the help and reassurance they needed. Our online classes often ran over by at least an hour so all the questions could be fully addressed. We expect the heightened anxiety witnessed and reduced social support will have a negative impact on the wellbeing of families in the future.

WORLD FIRST - LAUNCH OF THE TWINS TRUST CENTRE OF RESEARCH AND CLINICAL EXCELLENCE

“ We're delighted that Twins Trust has chosen to partner with St George's Fetal Medicine Unit. It reflects the successes and achievements of our team so far, and our commitment to making the UK one of the best and safest places for multiple births.

The centre will develop a national education programme for health professionals to share learning, and design new research studies to improve the outcomes of multiple pregnancies and save babies' lives.”

ASMA KHALIL

Towards the end of our financial year, we signed a matched funding agreement with St. George's Hospital, London to support the specialist multiple birth team based in their fetal medicine unit. The unit was adjudged to be the most effective clinically in the UK (it has reduced twin stillbirths by 70% over five years), with an excellent record of undertaking ground breaking multiple pregnancy research (e.g. producing UK's most popular twin pregnancy

growth charts) and providing support to other maternity teams across the country.

The three year agreement confirms ten research priorities to be undertaken, alongside running the first Twin to Twin Transfusion Syndrome (TTTS) register in the country and providing training and peer to peer support for other units. There is more information on the centre on our website.

OUR NATIONAL TTTS REGISTRY CONTINUES TO STRENGTHEN

The team recruited an experienced trials coordinator to support the increased number of units taking part. It is used by 37 units, who have input 391 cases of TTTS (a very high risk pregnancy) out of 1,545 similarly complex multiple pregnancies. The value of the Registry was recognised when entered onto the

NIHR clinical research network portfolio and consequently units will now receive reimbursement for their time. For the first time, this will enable analysis of a high number of complex, UK based, cases with very poor outcomes. It is due to begin later this year.

SCOTLAND: STORIES FROM OUR YEAR

Engagement with the Scottish parliamentary petitions committee resulted in them extending an invite for the minister to attend. However, this has been delayed due to current restrictions. We will pick this up again when possible.

We also began to have conversations with the Scottish Government and the stillbirth committee about improving maternity care in Scotland. Again, discussions are on hold for the moment but we will re-engage when we can.

Scotland continues to be involved with several national transformation groups which enables us to have regular input into the proposals to develop one pathway for our families from pregnancy through to early home life.

Our thanks go to the Corra Foundation for providing us with some emergency funding, which contributed in helping us to continue our strong presence in Scotland throughout the pandemic.

In Scotland we responded well to the COVID-19 crisis supporting our parents by delivering online services. In fact, we have increased our geographical reach in Scotland as people from the Highlands and Islands have been attending webinars where previously this wasn't possible.

In addition, we launched a closed Scottish forums page to help our antenatal course attendees stay in touch and introduce them to their local twins club thus further developing the community in Scotland.

LUCY'S STORY

"It's frightening when your babies arrive prematurely. You're not prepared mentally or physically."

This is how any parent would feel having their babies prematurely in normal circumstances but with the added complications of the Coronavirus restrictions, this added more stress and uncertainty for Lucy.

Lucy was in hospital from 33 weeks due to pre-eclampsia. At 33 weeks + 4 days Lucy had to have an emergency c-section. Lucy and Justin's beautiful baby boys Cole and Liam arrived on 5th March. The babies were taken straight to neonatal care as they needed some extra help with their breathing due to them being born so early.

Lucy spent ten days in hospital and during her hospital stay was able to see her baby boys in neonatal care.

Lucy was discharged from hospital after ten days but the babies had to stay in neonatal care. "Leaving hospital without my babies was heartbreaking but I knew they needed the extra support and care."

While at home Lucy developed a cough and was told by healthcare professionals that as per government guidelines she would need to self-isolate and wouldn't be able to visit her babies for seven days.

"I was so upset, I just wanted to be with my babies. I just wanted to touch them and talk to them and make sure they were ok."

Lucy, absolutely devastated not to be able to see her babies, got in touch with our Scottish Co-ordinator Helen Peck for help. Helen immediately got in touch with the hospital to see how she could help Lucy.

Helen spoke to a consultant and outlined the situation. Helen asked if it was possible for one of the staff to video call Lucy from the neonatal ward. Due to safeguarding rules, this wasn't possible. However, the neonatal consultant was keen to help and spoke to the health visiting team. They said they would be able to visit the babies in hospital and video call Lucy.

On day six of Lucy's self isolation, she developed a fever due to mastitis. The hospital advised that Lucy would need to continue to self isolate for another eight days.

"Six days had passed and I hadn't been able to see my babies. Words can't explain how I felt – I felt numb, sad and upset. I wanted my babies to know I

was there, I wanted them to hear my voice."

Helen kept in touch with the hospital and Lucy throughout. Helen said, "I was desperate for Lucy and Justin to see their babies. I can't imagine how they must have been feeling."

Finally, Helen had an email from Lucy to say that the Health Visitor had been into the hospital and video called Lucy so she could see her babies.

"I can't tell you how much it meant to me to be able to see our babies on the camera."

Lucy said, "Thanks so much to Helen for supporting me through this difficult time. I can't thank you enough. I was so upset I was unable to think clearly which is why I'm so thankful that Helen took over the liaison with the hospital."

Once Lucy had completed the isolation period, she was able to visit her boys in neonatal care again. There were strict rules about visiting the babies. Only one parent was allowed to visit a day and once you left you weren't allowed back in for the day. "I was the only person allowed to stay with the babies overnight. There wasn't any access to the family rooms as these were used for babies that developed COVID-19 so I had to stay in one of the neonatal rooms and couldn't even go upstairs to shower or get food. I could not leave the neonatal the whole two days I was there. Justin struggled a lot, especially for the two days I was with them and he was at home alone."

"When we were discharged from hospital Justin wasn't allowed into the unit to collect us. The car seats had to be collected from Justin and disinfected before we could go."

Now Lucy and Justin and their beautiful baby boys are doing very well at home and are over the moon to be together as a family.





NORTHERN IRELAND: STORIES FROM OUR YEAR

Thanks to National Lottery NI funding, the clubs network has continued to grow. There are now seven clubs across Northern Ireland.

In addition, we have been working closely with clinic consultants and midwives in the six twins clinics across NI, including a regular Twins Trust presence at the twins clinics to provide expectant parents with the details of Twins Trust services and support.

During the pandemic we successfully adapted our services to meet the needs of the families during lockdown. As part of the National Lottery Community Fund NI project the planned face to face meet ups moved to virtual zoom meetings. These

provided families with much needed peer to peer support at a time where many were feeling isolated.

Daily Facebook live streams also commenced. This was hugely appreciated by our families and was a great way to show that play wasn't perfect, that siblings argue, and that play doesn't have to be expensive (lots of boxes, plastic bottles, water, mud etc. used).

As Twins Trust were no longer able to visit maternity units due to the pandemic restrictions, we started fortnightly evening meetings to compensate for NI maternity units not being able to hold their 'Twin Nights' and kept in close contact with the six maternity units in NI throughout lockdown.

“ Lockdown left me feeling very cut off and I missed the regular interaction with attending the Twins Trust groups.

The Zoom calls allowed me to be able to interact with other multiple families, ask advice or be given ideas for activities to keep the kids entertained. It really helped to keep my mental health from plummeting.”

RAISING & SPENDING

MONEY

Despite the challenges faced during the pandemic and a £142,381 drop in income from last year, we're delighted to say that we have ended the year with a small surplus of £13,309. The switch to virtual courses was more successful than expected, the raffle and our Covid appeal helped us exceed budget expectations and we also made some cost savings as some of our core costs were reduced throughout the lockdown period. These variations have helped to offset shortfalls in other areas.

Our income is generated from several different sources, with the greatest source being support from our members. We're always very grateful to our members who pay us a regular membership fee. For those of you that have stayed with us over these tricky times, it's hugely appreciated. For those of you that have had to pause your membership for a while, we very much look forward to welcoming you back. We've missed you!

To our supporters that have donned your trainers, hopped on a bike, baked cakes or raised money for us in other ways, thank you so much. We are very inspired by your dedication and passion to help. A particular thank you to those fundraisers who helped us raise thousands of pounds for our COVID-19 appeal, our work in the area of Twin to Twin Transfusion Syndrome and for providing support to families who have sadly been bereaved.

Following the end of the Department of Health funding for our maternity engagement project, the new package we created for units provided us with some of the income we need to be able to keep working with maternity units to improve care and outcomes for our families.

And there are also the Government Departments, trusts and companies who kindly back us with financial support or support in kind. These were as follows:

Abbvie; Awards for All England; Awards for All Scotland; Northwick Trust; Paul Bassham Charitable Trust; Henry Smith Trust; Clara E Burgess Charitable Trust; Edgar E Lawley Foundation; Fairy Water Trust; Belron Ronnie Lubner Charitable Foundation; London Community Response Fund; Selkirk Trust; Loseley and Guildway Charitable Trust; Morrck; Norman Family Charitable Trust; Hampshire and Isle of Wight Community Foundation; Sylvia and Colin Shepherd Charitable Trust; Wixamtree Trust; Garfield Weston Foundation; Grace Trust; Hodge Foundation; Corra Foundation; Northern Ireland Big Lottery Fund; Irwin Mitchell LLP; Bespoke Family Ltd; The Hunter Foundation; Ecclesiastical Movement for Good.

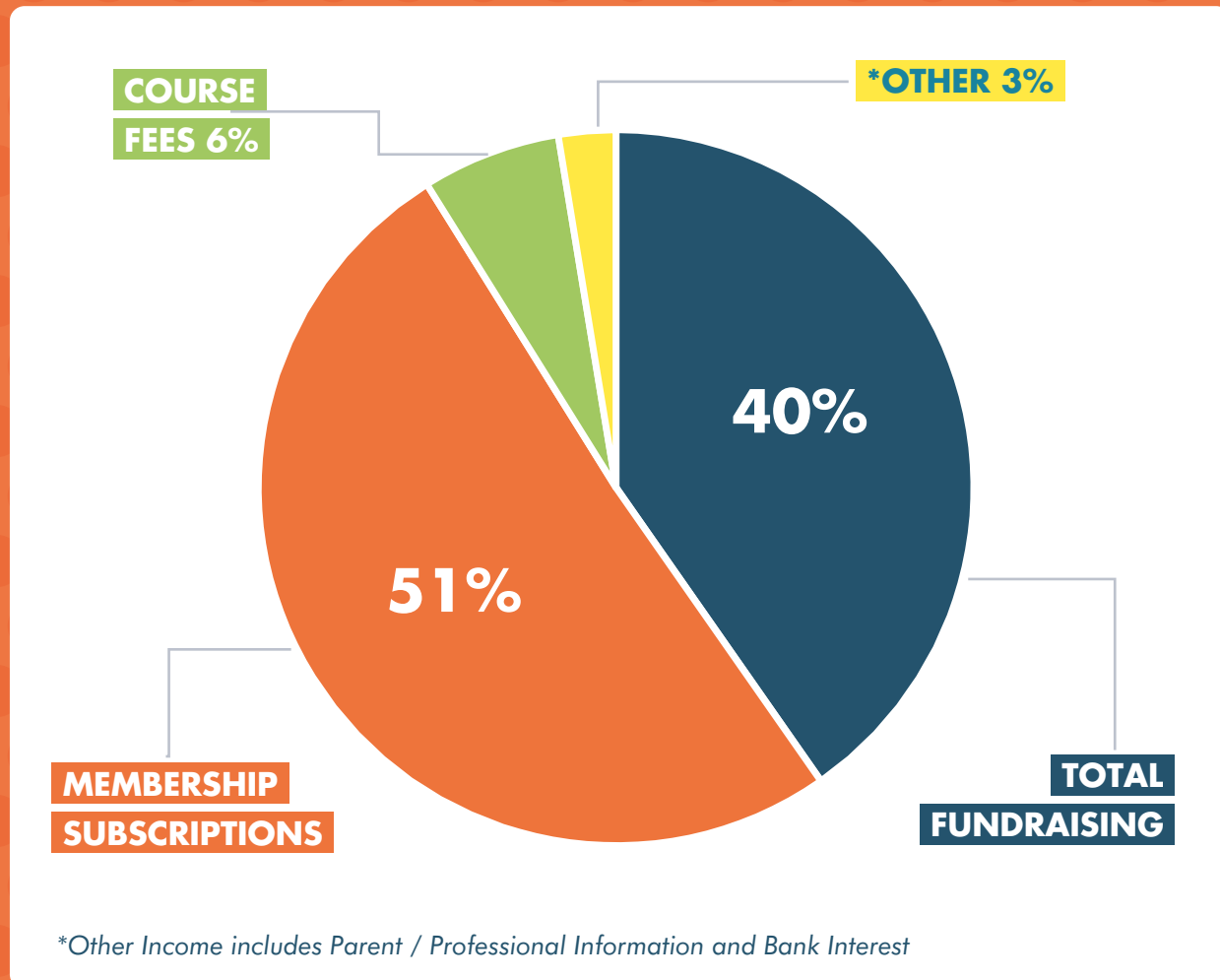
Statutory funding was also received from the Department of Health (Northern Ireland) and the Scottish Government.

Our appreciation goes to all of them.



TOTAL INCOME

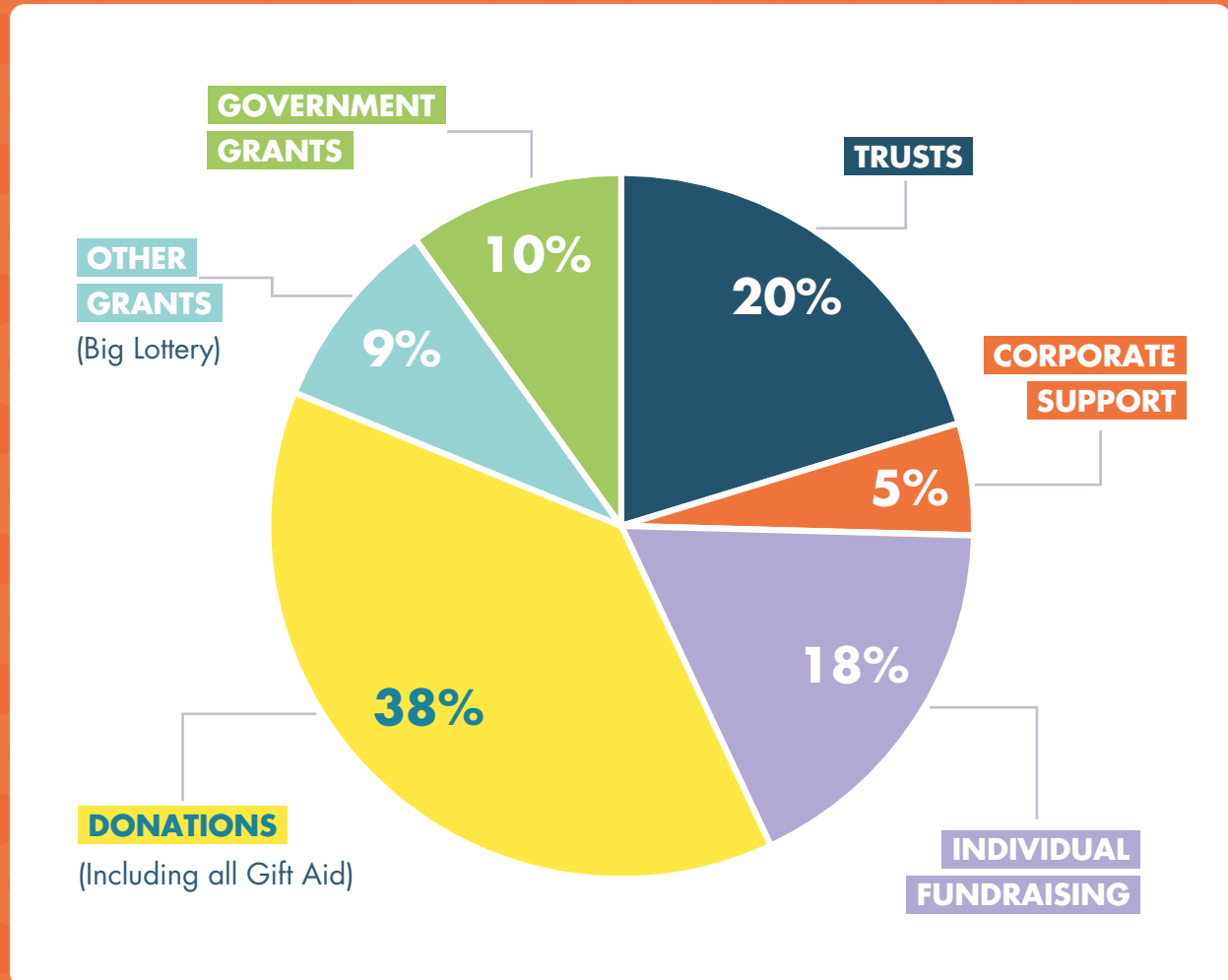
2019-2020



Twins trust. We support twins, triplets and more...

FUNDRAISING INCOME

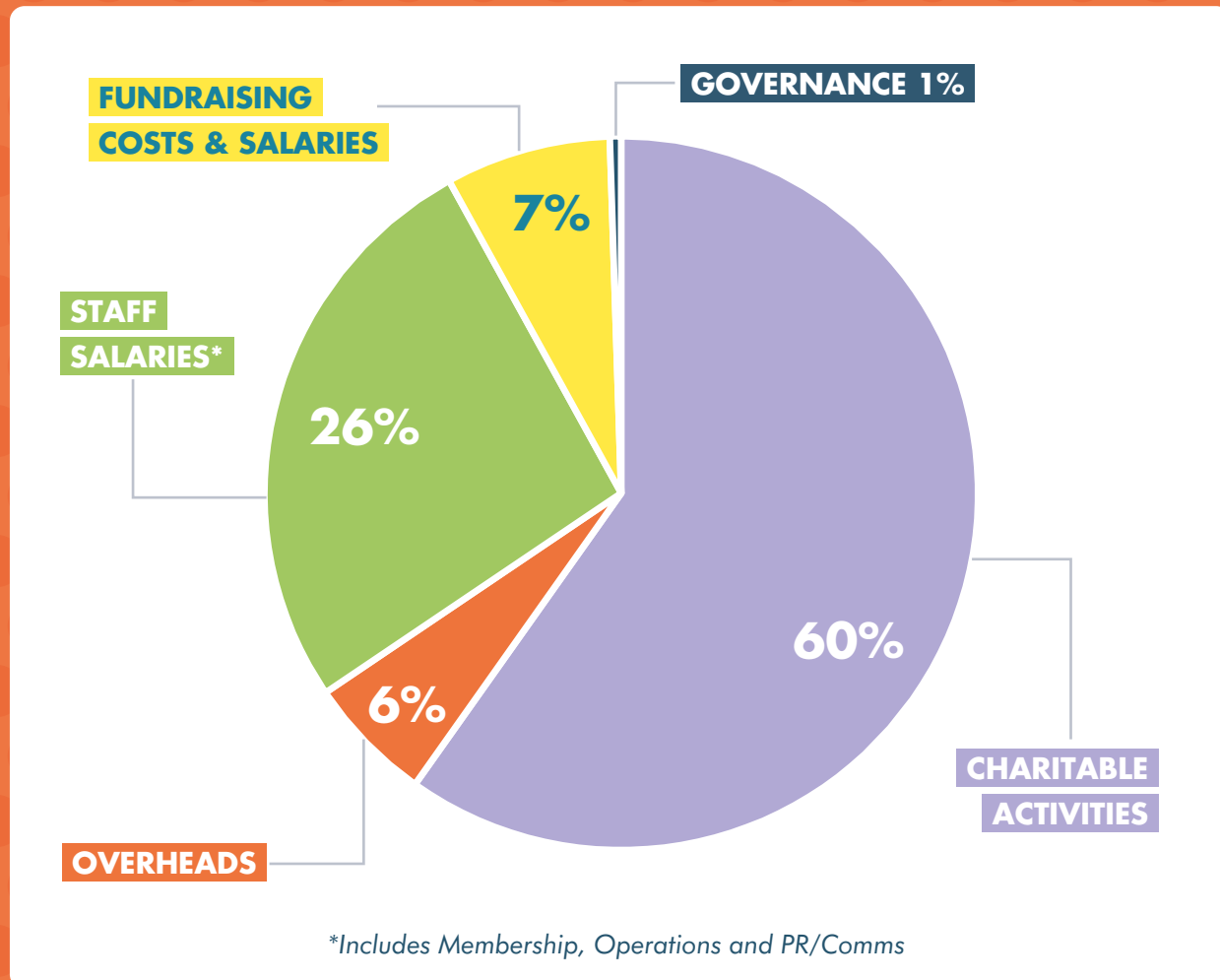
2019-2020



Twins trust. We support twins, triplets and more...

EXPENDITURE

2019-2020



**Twins
trust.**

We support
twins, triplets
and more...

OUR FINANCES

FOR THE YEAR AHEAD

We have already had a positive start to the next financial year.

Thanks to our investment in our new technology, in August we held our very first virtual fundraising event which raised over £45,000 to fund TTTS research. This is the most we have ever raised from a single fundraising event.

We received further good news in early October

when our funding application to the National Lottery Community Fund was successful, resulting in an award of £88,445 for our COVID-19 Emergency Support Programme.

Both of these set us in good stead for the year ahead. We look forward using the funding to continue to support and help our families.

OUR THANKS

Our sincere thanks also go to everybody else that has supported us this year. With your continued support, we will continue to maximise the new brand and our new digital platforms to reach even more families. Our ambition is to quadruple the number of people we support but to do this we estimate we will need to increase our income to £2m by 2022. It's likely we'll need keep this under review throughout this financial year as we begin to have a clearer idea of how the pandemic has impacted our charity.

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 (114 hours), which we estimate to be worth around £2,285.

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 Keith Reed, our CEO, at keithreed@twintrust.org or call our offices.



HOW WE RUN OUR CHARITY

The Trustees, who are also directors of the Charity for the purposes of the Companies Act, submit their annual report and a summary of the financial statements of Twins Trust (the Company) for the year ended 30th June 2020.

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.

TWINS TRUST'S STRUCTURE, GOVERNANCE, MANAGEMENT & FINANCE

OUR 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, meet other volunteers as well as undertake appropriate training.

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 £13,309 by the end of the financial year. Despite the impact of COVID-19 in the final quarter of the year, this was slightly higher than anticipated. Although the income we

generated this year was significantly lower than originally budgeted for, we managed to more or less break even by delaying spending on some of our projects and also cutting costs in a number of areas.

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 1.32 % 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 4 months running expenses and it reviews this position at every meeting. At the year end the free reserves balance stood at £303,815. This equates to approximately 4.6 months running costs.

This year £93,438 of funds previously designated into our Digital Fund have been invested in the development of our new website and CRM leaving £16,071 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 £6,972 in this designated Parent Talk Fund at 30th June 2020.

The Charity held restricted reserves at 30th June 2020 of £20,804 in our Family Crisis Support Fund (FCS) (formerly known as Helping Hands Project). This funding is for the provision of practical help in the home or equipment to families in dire need.

PRINCIPAL 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 a key grant over this period from the Department of Health (Northern Ireland) of £10,500 and £19,891 from the Scottish Government.

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 2% rise was agreed for the 2019-20 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 £151,500 over the course of the year. We had 19.4 full time equivalent members of staff over the course of the year (20.8 in 2018/19).

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

2019-2020

Twins
trust.

Twins Trust Ltd Income and Expenditure Account for the Year Ended 30th June 2020

INCOME

	2020			2019
	RESTRICTED £	UNRESTRICTED £	TOTAL £	TOTAL £
INCOME FROM DONATIONS AND LEGACIES				
Individual Donations (includes gift aid, appeal income, individual and corporate donations)	24,699	151,432	176,131	191,210
Trust Income	68,980	24,750	93,730	75,350
	93,679	176,182	269,861	266,560
INCOME FROM CHARITABLE ACTIVITIES				
Course Income	90	71,965	72,055	95,587
Information to parents and professionals	-	25,985	25,985	3,709
Membership	-	582,634	582,634	589,177
Other Grants	41,226	-	41,226	22,281
Government Grants	45,764	-	45,764	183,579
	87,080	680,584	767,664	894,333
OTHER FUNDRAISING ACTIVITIES				
Individual Fundraising	27,693	53,681	81,374	99,738
Website Adverts/Corporate Sponsorship	-	11,949	11,949	15,141
Magazine and Booklet Advertising	-	11,777	11,777	11,710
	27,693	77,407	105,100	126,589
INVESTMENT INCOME				
Bank Interest	-	3,789	3,789	1,313
	-	3,789	3,789	1,313
Total Income	208,452	937,962	1,146,414	1,288,795

EXPENDITURE

	2020			2019
	RESTRICTED £	UNRESTRICTED £	TOTAL £	TOTAL £
FUNDRAISING COSTS	172	12,658	12,830	14,410
	172	12,658	12,830	14,410
CHARITABLE ACTIVITIES				
Northern Ireland	31,474	-	31,474	48,390
Northern Ireland Twins Club Project (funded by Big Lottery)	26,751	-	26,751	9,696
Scotland	47,714	-	47,714	36,873
Provision of New Resources (funded by Awards for All England and Wales)	5,945	-	5,945	3,895
Family Crisis Support (formerly Helping Hands)	73,930	-	73,930	68,119
BSG	16,600	-	16,600	16,075
Research	29,739	-	29,739	48,160
Centre for Research and Clinical Excellence (CRCE) (formerly TTTS)	37,845	-	37,845	49,871
Covid-19 Family Support	13,730	-	13,730	
Courses	-	68,997	68,997	93,503
Maternity Unit Engagement	-	-	-	152,047
Support Services (Twinline and Professional)	-	112,841	112,841	71,835
General (mainly cost of delivering membership):	-			
- magazine	-	92,464	92,464	87,817
- website	-	33,496	33,496	28,777
- other (rebrand/digital/discounts/admin)	-	45,657	45,657	52,327
	283,728	353,455	637,183	767,385
SUPPORT COSTS				
Staff Costs:				
- Membership	-	73,453	73,453	68,378
- PR and Communications	-	140,634	140,634	107,286
- Digital	-	17,808	17,808	15,284
- Fundraising	-	73,314	73,314	81,880
- Operations	-	84,184	84,184	113,363
- Redundancies	-	0	0	34,703
	-	389,393	389,393	420,894
Office Overheads	-	85,194	85,194	73,736
Governance	-	8,505	8,505	6,576
	-	483,092	483,092	501,206
Total Expenditure	283,900	849,205	1,133,105	1,283,001
Transfers between Funds	51,040	-51,040	-	-
Net Movement in Funds	-24,408	37,717	13,309	5,794
Total funds brought forward	45,212	424,423	469,635	463,841
Total funds carried forward	20,804	462,140	482,944	469,635

Twins Trust Ltd Balance Sheet as at 30th June 2020

	2020		2019	
	£	£	£	£
FIXED ASSETS				
Intangible assets		125,010		50,491
Tangible assets		10,272		11,336
		135,282		61,827
CURRENT ASSETS				
Debtors	98,022		83,100	
Investments	75,000		-	
Cash at bank and in hand	390,855		486,849	
	563,877		569,949	
Creditors: amounts falling due within one year	-216,215		-162,141	
Net current assets		347,662		407,808
Total net assets		482,944		469,635
CHARITY FUNDS				
Restricted funds:				
- Centre for Research and Clinical Excellence (formerly TTTS fund)	-		10,649	
- Family Crisis Support (formerly Helping Hands)	20,804		34,563	
Total restricted funds		20,804		45,212
Designated funds:				
- Parent Talks	6,972		3,074	
- Digital Project	16,071		109,509	
	23,043		112,583	
General funds	439,097		311,840	
Total restricted funds		462,140		424,423
Total charity funds		482,944		469,635

The detailed audited accounts for the year ended 30th June 2020 can be found [here](#).

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