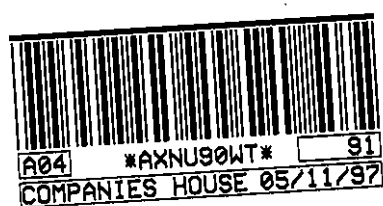


**RELATE**  
**Milton Keynes**

**Annual Report**  
**1996-97**



# **RELATE**

## **Milton Keynes**

### **ANNUAL REPORT 1996-97**

**The RELATE Centre  
47 Aylesbury Street  
Wolverton  
Milton Keynes  
MK12 5HX**

**Telephone 01908 310010  
Fax 01908 227061**

***Telephone Appointment Hours :***  
**Monday to Thursday : 9.30am - 5.00pm**  
**Friday : 9.30am - 4.00pm**  
**(Answerphone out of office hours)**

**Counselling appointments are offered daytime and evening  
Monday to Friday and on Saturday morning.  
Drop-in Crisis Service every Wednesday  
at the CAB in Bletchley 9.30am - 11.30 am.**

**Appointments are at the RELATE Centre in Wolverton.  
Additionally at the City Counselling Centre, Central Milton Keynes;  
Bletchley CAB; and we are grateful to the Hill Top Medical Centre at Great  
Holm and the Westfield Road Surgery in Bletchley for giving us the  
opportunity to use their surgeries on two days in the week.**

**Registered Charity number 1018848  
A Company limited by guarantee. Registered in England 2796665  
Patrons of RELATE Milton Keynes : Cleo Laine and John Dankworth**

## **RELATE'S COMMON PURPOSE**

**A** *RELATE'S distinctive focus is the adult couple, recognising the benefits of this focus to the mental, physical and emotional health of adults and children involved. This focus recognises different cultural understandings of marriage and other couple relationships; and encompasses work with the adults together or on their own, at any time in the life or ending of their relationship, whether the couple wish to stay together or separate.*

**B** *RELATE's objectives are :*

- 1 to enhance the quality of couple and, therefore parental and family relationships.*
- 2 to help avoid unnecessary marriage and relationship breakdown.*
- 3 to limit the damage which commonly accompanies poor relationships, separation and divorce and increase the prospect of subsequent relationships succeeding.*

**C** *RELATE's tasks are :*

- 1 To aim to achieve these objectives by the provision of couple counselling, sex therapy, education, training and related services, which are timely, evaluated and offer equal access and opportunity to all who can benefit from them.*
- 2 to influence opinion-formers and government, through research and other means, in order that improvements are made in funding, social policy, the law and related public services.*

**D** *RELATE's work is based in the beliefs :*

- 1 that the ability of both children and adults to develop and contribute effectively in society is directly related to the quality of their family relationships.*
- 2 that while marriage, as the pivotal relationship in a family, has come under unprecedented pressure, a happy and lasting partnership remains an ideal to which most couples aspire.*
- 3 that, since family relationships change, second marriage, single and split parent, stepfamily and cohabiting partnerships are no less a focus for RELATE than first marriages.*
- 4 that the quality of couple and family relationships can be improved, avoidable breakdown prevented and new relationships formed with the help of a trained counsellor.*

## **CHAIRPERSON'S REPORT**

The Review of the Year from our manager, Francesca Skelton, with the statistical analyses elsewhere in this report, present a very pleasing picture for Relate Milton Keynes at the end of our 1996/97 year. Faced with an ever increasing demand for our services, we have expanded our counsellor numbers, set up a drop-in service, increased counselling hours and taken steps to improve the efficiency of our support services. For all this we have to thank the hard work of our volunteer counsellors and receptionists and the dedication of the office staff, ably led by Francesca.

Similarly, we can be proud of the progress made by the training unit where Robin Cromarty's enthusiasm and commercial eye have started to make real progress in making more widely available a service which is universally admired by its clients.

That we have been able to achieve all this is also in no small measure thanks to the continuing support of Milton Keynes Council and Buckinghamshire Health Authority. We are fortunate in having enlightened authorities who clearly appreciate not only the quality and professionalism of the services we offer, but also the value of investing in prevention rather than fire-fighting cures.

Relate's services and role are further being pushed into the public limelight through government intervention. The Family Law Act, encouraging earlier counselling intervention for troubled relationships and on taking the so-called "ancillary" issues such as custody and financial support away from the law courts and into the sphere of mediation, reflects the administration's view that marriage as an institution is valuable and worth preserving. It is encouraging that Relate has clearly emerged as a leading agency in assisting this change in outlook.

On the other hand, the news from Relate as a national body is far from comforting. Many centres are in desperate financial difficulties. Competition in counselling services is increasing on every side and Relate is consistently losing both clients and valuable trained counsellors to the commercial private sector. The year ahead will be a challenging one for the organisation. There will need to be a lot of hard thinking and painful decision making to decide the course of the agency for the future, and Milton Keynes will need to play its full part in that debate.

Within Milton Keynes, we are conscious that we have expanded out of our current headquarters accommodation in Wolverton. Finding suitable accommodation at a price we can afford is difficult, and will be occupying the minds of the Board of Trustees over the next few months. Equally, although we are immensely grateful for the financial support we receive from the local authority, we are conscious that their funds, too, are limited, and we cannot responsibly expect them to support us without making every effort ourselves to relieve the burden by finding other sources of income.

We can, however, move forward in Milton Keynes from a solid base of an increasing market place, a committed and hardworking office team and a supportive and unified body of professional counsellors, therapists and trainers.

**Keith Lewington**  
**Chair**

## **REVIEW OF THE YEAR**

### **Increase in client services**

With a 10% increase in clients coming to RELATE for help and an increase of 14% in our output of counselling hours, the growth of the Centre continues. A comparison of the total output of the Centre from the beginning of the 1990's to this year reveals an increase of 60%. We are clearly meeting our objective to increase the accessibility of our services so the people of Milton Keynes can benefit from the help and skills of Relate.

### **Loyal and committed foundations**

This has only been possible through the loyalty and dedication of our counsellors, therapists and trainers. We have a very experienced and loyal team who have given many years of service to Relate, and they are the great strength of the Centre. Jane Roy and Rosemary Wood celebrated 20 years with Relate in this year, and 9 of our counsellors have given voluntary service in this community for at least five and for some up to eight years. The long service of our counsellors is complimented by the loyalty of our volunteer evening receptionists and trustees.

### **Support of local authorities**

It would not be possible to offer this accessible service without the financial support of the local authorities: the Milton Keynes Borough Council, the Buckinghamshire County Council and the Buckinghamshire Health Authority. We now look forward to the new opportunities presented by the new Milton Keynes Council to work in even closer partnership in the best interests of the community.

### **Responding to client needs**

With this commitment and support we are able to keep to our target of a quick response to clients' needs. Clients meet with a counsellor within days of their phone call and waiting times for regular counselling are down to a few weeks.

### **A new service for Milton Keynes**

To increase this responsiveness, we opened the new Crisis Service in June 1996 at the Citizens Advice Bureau in Bletchley. This gives the people of Milton Keynes a regular and easily accessible service to meet the needs of those in crisis. A team of five counsellors were selected and trained and have delivered crisis counselling every Wednesday throughout the year. We are supported by Pat Layer who responded to our call for a volunteer receptionist, who plays a vital role in welcoming the clients to the service.

### **A new office team at the Centre**

It was a year of changes in the office as we said goodbye to old staff and welcomed in the new. In August 1996 Vicky Brinklow took over the position of part-time Administrator, and rose to the many challenges with great enthusiasm. In January 1997 Robin Cromarty joined the team as our part-time Training Service Manager, bringing with him a rich experience of training. The other three of us are now the old hands and I am very grateful for the loyalty of Barbara and Margaret who serve our clients so well through the telephone appointment service.

### **New efficient systems**

With the skills of our new Administrator we made significant improvements to our administrative systems, moving over to a computerised accounts process and on to the RELATE National database system RELCIS to keep our statistics. We set a target to go live with the RELCIS system on April 1997 and achieved this due to the commitment of the counsellors and appointments staff who responded to the changes so positively

### **A strong team**

The work with clients in Milton Keynes is supported by a strong team. I would like to thank everyone for their hard work and commitment: the counsellors, the psychosexual therapists, the trainers, the national supervisors, the volunteer receptionists, the appointments staff, the Administrator and Training Service Manager, our charity shop manager and shop volunteers, National RELATE, GP surgeries who give us rooms in which to counsel, the CAB, the CCC and other colleagues in the voluntary sector, and of course our local authority funders.

### **Approaching our 20th Anniversary**

We are now approaching 1998 when we celebrate our 20th anniversary in Milton Keynes and when we can look back to the 20 years of growth and look forward to a future of new challenges and developments.

**Francesca Skelton**

**The Manager**



**You still have something to talk about**

Even if your relationship is over, sometimes anger can linger on. The tip of that you may be worried about the future or how things will develop and coping with your own thoughts.

Whether you've been through a separation or looking back on your divorce, take a positive step: talk to Relate. We understand what you're going through. Give us a call.

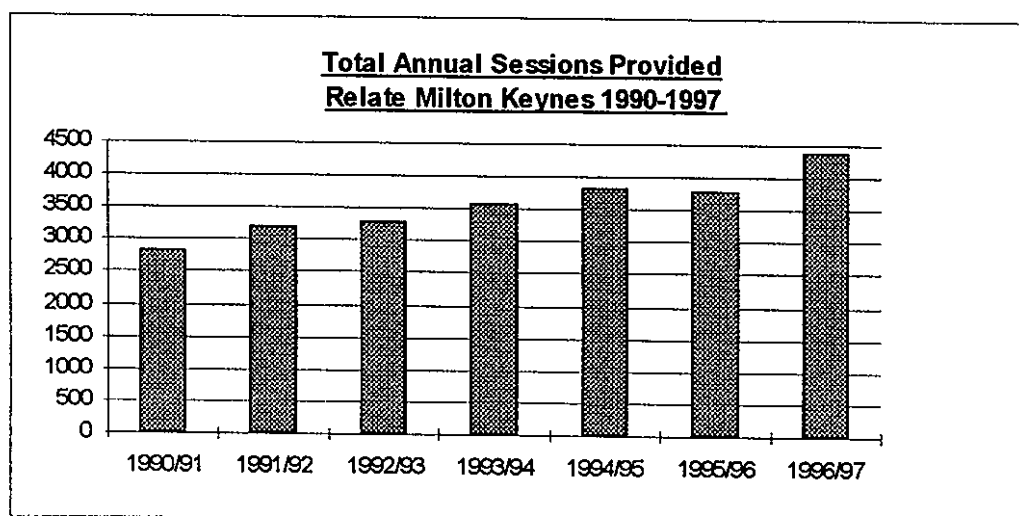
**RELATE**  
RELATIONSHIPS COUNSELLING  
MILTON KEYNES RELATE  
(01908) 310010

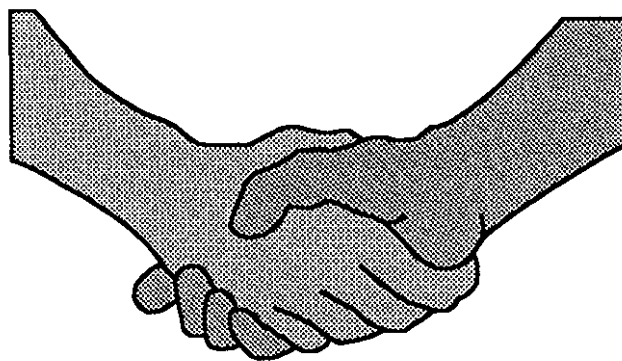
## SUMMARY OF WORK PROVIDED 1990 - 1997

- At the end of 1996/97 RELATE Milton Keynes had a team of 21 counsellors, 3 psychosexual therapists and 2 trainers.
- The Centre was delivering a total of 107 appointments each week, plus the weekly Drop-in-Crisis Service, and our programme of Training courses.
- Appointments are offered at the RELATE Centre in Wolverton, at the City Counselling Centre, at the Westfield Road Surgery and the Citizens Advice Bureau in Bletchley and the Hill Top Medical Centre at Great Holm

	90/91	91/92	92/93	93/94	94/95	95/96	96/97
Total Sessions	2,829	3,205	3,300	3,571	3,821	3,783	4,529
Initial intake appointments	683	694	716	685	667	731	818
Ongoing couple appts	1,908	2,176	2,330	2,550	2,732	2,697	3,076
Psychosexual Therapy	238	335	254	336	422	355	479
Drop-In Crisis Service							156

	% increase from previous year
Total Sessions	20%
Initial intake appointments	12%
Ongoing couple appts	14%
Psychosexual Therapy	35%
Drop-In Crisis Service	<i>new service</i>





## **HELLOS AND GOODBYES IN 1996/97**

### **We were pleased to welcome:**

- Paul Smith and Diane Clarke, selected as couple counsellors by National Relate in 1996.
- Steve Fossey, a trained counsellor who transferred from South Bedfordshire Relate to join us in Milton Keynes
- Gay Halewood as a volunteer receptionist
- Pat Layer as a volunteer receptionist for our new Crisis Service
- Vicky Brinklow as part time Administrator and Appointments Secretary
- Robin Cromarty as part time Training Service Manager

### **We say a sad goodbye to:**

- Chris Bryant who had been with Relate Milton Keynes for 7 years working as a couple counsellor, and trainer
- Lynn Kent who has been a couple counsellor with Relate Milton Keynes for 7 years.
- Alison Parnwell who spent 18 months as Training Service Manager and left us for a new life in America

We are sad to lose their skills and thank them for all the support they have given clients in their work in this community.

### **National RELATE Supervisors**

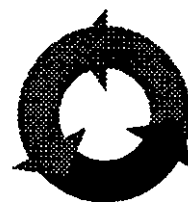
At the end of the year Supervisor Val Stephenson decided to move on and we thank her for her support throughout the year. We were very pleased to welcome Supervisor Carol Pearson to the Centre for the next year.

### **Trustees**

At the end of the year, we said a sad goodbye to Don Catell who had given us many years of service as a trustee. For the next year we welcomed Bob King onto the committee.



## **TRAINING SERVICE MANAGERS REPORT**



### **Introduction**

I took up the position of Training Service Manager in January 1997 and was fortunate to inherit a vibrant service that was delivering interpersonal communication and relationship skills based courses and workshops. The Training Service markets are diverse and spread across the voluntary, public and to some degree the private sector. At a strategic level it is the aim of the service to maximise the availability of it's training expertise to the Milton Keynes community with the explicit goal that such training will add value to the users lifestyle or the profession that they follow. Relate Training, within this remit, has to manage the finite resources of the organisation and at the same time continually maintain the high standards of quality that form the training team. I acknowledge that it would be extremely difficult to achieve this equilibrium without the financial support of Milton Keynes Borough Council, Buckinghamshire County Council and Buckinghamshire Health Authority who have enabled us to continue the valuable work with local agencies. We look forward to the 1997/98 financial year and to the new relationship with Milton Keynes Council.

### **Partnerships**

The joint training ventures delivered throughout 1995/96 have continued in 1996/97. Again this could only have been possible through the co-operation of the agencies and groups concerned. Accordingly our thanks to Greenleys Family Centre, MK Carers, Scope and Woodhill Prison, both it's Probation Department and the external Visitors Centre.

All of these organisations have placed a vote of confidence in Relate and it's training team by requesting that we continue to provide the skill based training to the user, and in some instances the staff who interact with the users of their services. An organisation is only as strong as the people who work within it and through this report I would extend my gratitude to Maggie Greaves, Veronica Westwood and our recent addition to the team, namely John Brazier, for their professionalism and total commitment to the work demanded of them. At certain times, and when demand for training has outstripped Milton Keynes supply, Bedford and South Bedford Relate centres have come to our aid through the secondment of their trainers. Therefore, my thanks to Kay Watson and Alison Littlewood who have been prepared to travel considerable distances, often at short notice to support our training programmes.

### **Other Markets and The Future**

Break and Remake continues to be in high demand and by running 3 courses in the year we were able to maintain accessibility to the people who would most benefit from it's content. We hope to maintain this level of delivery in this current year.

Looking forward to 1997/98 we aim to continue our partnership work with the agencies that has proved so beneficial in this reporting year. Additionally we are supporting a major initiative from National Relate to provide Relationship Education in secondary schools. This is in keeping with our proactive approach which strives, where possible, to prevent some of the issues occurring that can negatively impact on a relationship.

One of my key objectives is to raise the profile of Relate Training in the community, particularly in the private sector, where we can demonstrate that our training expertise can result in tangible benefits to an organisation.

### **Conclusion**

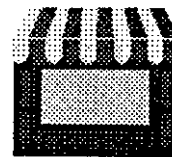
My first nine months with Relate have been challenging, exciting and by any measurement extremely worthwhile. I look forward to continuing the partnership work with existing clients and developing the service into new areas when the opportunity arises, without compromising quality with quantity. **Quality** training and education in relationship issues can always improve and enhance the way we interact personally or in commerce. This will remain central to the values of Relate Training Services.

Over 160 clients accessed 16 courses provided by Relate Training. Here are just some of the comments.

*Very impressed by the professionalism of the trainers*  
*I've learned more about myself and how I react to other people*  
*Learned how to reflect a conversation and be assertive*  
*I've really looked forward to coming to the course each week*  
*Helped me listen to other peoples views*  
*Trainers were very good listeners - not "pushy"*

**Robin Cromarty**  
**Training Services Manager**

## **MILTON KEYNES COMMUNITY SHOP** **SHENLEY LTD**



### **The value to the customers and volunteers : the Shop Manager's view**

The Shenley community shop is more than just a shop; our shop plays a big part in people's lives, both customers and volunteers. It has built up a reputation for being friendly and caring about its customers and volunteers as well as being a clean and attractive shop to find good value quality clothes and other items.

Many customers comment on the good atmosphere in the shop and how the staff really care about the individual customers and are not just trying to get them to buy goods. The volunteers give friendship to the customers and provide some support for the difficulties they may be facing in their lives.

Many of the volunteers themselves find support from working in the shop. If they have experienced a trauma such as bereavement, or divorce, working at the Shenley shop helps overcome the isolation as they are part of a friendly team, and builds on their self worth as they see how much they can contribute both to the day to day working of the shop and to the two charities. They are able to work in a supportive environment without too much pressure on them to perform. Much as we are sad to lose volunteers we are also very pleased when we see members of our team who have so gained in confidence and skills that they moved on to paid employment. Four volunteers have gone onto full time work.

Finally I would like to give my thanks to all our volunteers who have worked so hard throughout the year.

Our current opening hours are :

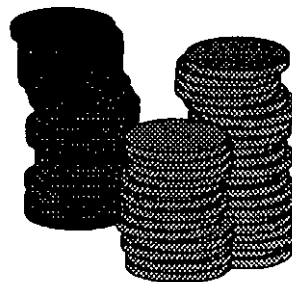
*Monday, Tuesday, Wednesday and Friday : 9.30am to 3.00pm*

*Thursday : 9.30am to 5.30pm*

*Saturday : 9.30am to 2.00pm*

We would welcome any clothes, books, bric-a-brac etc. that you no longer use. Do come and visit us.

**Sarah Edwards**  
**Shop Manager.**



## **TREASURERS REPORT**

A statement of our financial activities is set out on page 17, this provides a summary of our total income and expenditure.

Our income has reduced by some 11%, as compared with last year mainly because of a delay in some of our grants being paid. The delayed grants were eventually received and so the problem is one of timing rather than a permanent reduction in our income. As regards client contributions we have experienced a 6% increase which reflects the increased amount of work being done by the Centre.

This year has seen a substantial increase in our expenses due to a number of different factors.

For this financial year the Inland Revenue ruled that those volunteer counsellors who provided additional hours on a self employed basis should henceforth be treated as employees. Not only did this result in our having to pay employers national insurance contributions but the rates of pay also had to be increased to compensate them for the loss of other expenses which they had previously claimed. Consequently the overall additional costs amounted to approximately £8000.

In order to meet the constituent standards set by National Relate and the demands of the increasing workload at the Centre we have had to increase the hours of the Centre manager and administrative staff. This has resulted in increased costs of approximately £8000.

During the year we successfully opened a Drop-In Crisis Centre in Bletchley which has substantially improved accessibility to Relate services. However this does not generate any income and the additional costs incurred in this venture amounted to some £3,500.

In contrast there is the good news of a reduction in costs following completion of the Wolverton premises. This has resulted in a reduction of some £4,500 in our costs this year.

In summary our expenditure exceeded our income by almost £4,000. However as we had budgeted for a break even situation we were fairly satisfied with the result which was only 4% different in view of the changes we have had to implement during the year.

Our balance sheet shows unrestricted funds carried forward amounting to £19,000. this equates to approximately 2 months expenditure and so is slightly less than is prudent. Accordingly we have set a budget for the coming year which we hope will restore the reserves to the target level of 3 months expenditure.

Finally I would like to express our gratitude to our funders including :

- Milton Keynes Borough Council
- Buckinghamshire County Council
- Buckinghamshire Health Authority

Once again we very much appreciate the consistent support which we receive from these bodies. We see our relationship with them as a partnership and as in previous years have matched their contributions on a a pound for pound basis.

**W.C.Blyth FCA**  
**Treasurer.**

## **DIRECTORS' REPORT**

The directors present their report together with financial statements for the year ended 31 March 1997.

### **Principal Activities**

The company is principally engaged in supporting marriage and family life by providing couple and marital counselling and related services.

### **Results**

There was a net movement in funds amounting in total to £1,984. Restricted funds reduced by £138 and unrestricted funds reduced by £1,846.

### **Directors**

The directors in office at the end of the year are listed below. Except where noted all served throughout the year.

#### Directors

Dr Judith Calder  
William Blyth  
Keith Lewington  
John Harris  
Gail Hawkes  
Donovan Cattell  
Carolyn Wilkins

### **Directors responsibilities for the financial statements**

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements the directors are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records, for safeguarding the assets of the company and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Limited company status**

The company is limited by guarantee and does not have any share capital

The word 'Limited' is omitted by licence of the Secretary of State for Trade.

**Tax status**

The company is a registered charity (registered number 1018848).

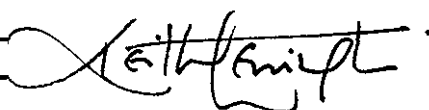
**Fixed assets**

Significant changes in fixed assets are shown in note 3 to the financial statements.

**Auditors**

Keens Shay Keens offer themselves for appointment as auditors in accordance with Section 385 (2) of the Companies Act 1985.

**BY ORDER OF THE BOARD**

A handwritten signature in black ink, appearing to read 'Keith Knight', with a stylized flourish at the end.

Chair

29th September 1997

**REPORT OF THE AUDITORS TO THE MEMBERS OF RELATE  
MILTON KEYNES**

We have audited the financial statements on pages 16 to 23 which have been prepared under the accounting policies set out on page 16 .

**Respective responsibilities of directors and auditors**

As described on page 13 the company's directors (who also act as trustees for the charitable activities of Relate Milton Keynes) are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion, based on our audit, of those statements and to report our opinion to you.

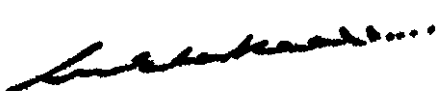
**Basis of opinion**

We conducted our audit in accordance with the Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

**Opinion**

In our opinion the financial statements give a true and fair view of the state of the charitable company's state of affairs as at 31 March 1997 and of its incoming resources and application of resources, including its income and expenditure for the year then ended and have been properly prepared in accordance with the Companies Act 1985.



**Keens Shay Keens  
REGISTERED AUDITORS  
CHARTERED ACCOUNTANTS  
Bedford**

*29<sup>th</sup> September 1997..*



## PRINCIPAL ACCOUNTING POLICIES

*The financial statements have been prepared under the historical cost convention.*

*The principal accounting policies of the company are set out below and remain unchanged from those used in the previous year.*

### **Depreciation**

*Depreciation is calculated to write down the cost of all fixed assets by equal annual instalments over their expected useful lives.*

*The rates generally applicable are:*

Freehold property	50 years
Furniture and fittings	4 years

### **Annual Grants**

Annual grants are received at different dates during the year. Grants included in income represent that portion which relates to the period covered by the financial statements. The remainder is carried forward as deferred income.

### **Fixed Assets**

Where fixed assets are received by way of grant, they are capitalised and depreciated. The corresponding creditor is included as deferred income and written off to income and expenditure account to match the depreciation on the assets.

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 1997

	Unrestricted funds	Designated fund	Restricted fund	31 March 1997	31 March 1996
<b>Incoming Resources</b>					
Client income	37,489			37,489	34,505
Contacted charitable services	6,572			6,572	5,014
Grants	51,011			51,011	66,015
Shop income	4,086			4,086	4,756
Bank interest	1,919			1,919	1,620
Other income	396			396	481
<b>Total Incoming Resource</b>	<u>101,474</u>	<u>—</u>	<u>—</u>	<u>101,474</u>	<u>112,391</u>
<b>Resources used</b>					
Direct charitable expenditure	102,858			102,858	73,999
Management in Action	600			600	17,139
<b>Total resources used</b>	<u>103,458</u>	<u>—</u>	<u>—</u>	<u>103,458</u>	<u>91,138</u>
<b>Net incoming resources</b>	<u>(1,984)</u>	<u>—</u>	<u>—</u>	<u>(1,984)</u>	<u>21,253</u>
Transfer between funds	138	(138)		-	-
<b>Net movement in funds</b>	<u>(1,846)</u>	<u>(138)</u>	<u>—</u>	<u>(1,984)</u>	<u>21,253</u>
Property revaluation					(20,751)
Balances brought forward at 1 April	23,074	44,524	2,939	70,537	70,035
<b>Balances carried forward at 31 March</b>	<u>21,228</u>	<u>44,386</u>	<u>2,939</u>	<u>68,553</u>	<u>70,537</u>

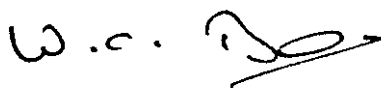
## Balance Sheet at 31 March 1997

		1997		1996	
	Note	£	£	£	£
<b>Assets employed</b>					
<b>Fixed Assets</b>					
Tangible Assets	3		50,254		51,633
<b>Current Assets</b>					
Stocks		30		30	
Cash		30,918		33,529	
		<u>30,948</u>		<u>22,559</u>	
<b>Creditors: amount falling due within one year</b>	4	<u>11,021</u>		<u>8,946</u>	
<b>Net Current Assets</b>			<u>19,927</u>		<u>25,455</u>
			70,181		77,088
<b>Creditors: amount falling due after more than one year</b>	5		<u>1,628</u>		<u>5,609</u>
			<u>68,553</u>		<u>70,537</u>
<b>Represented by:</b>					
Property funds	6		47,325		47,463
General funds	6		21,228		23,074
			<u>68,553</u>		<u>70,537</u>

The financial statements were approved by the directors on 229th September 1997



K Lewington  
Chair



W C Blyth FCA  
Treasurer

The accompanying accounting policies and notes form an integral part of the financial statements.

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 1997****1 INCOME**

The income of the company comes mainly from grants from public bodies, client payments, training courses and a charity shop.

The net movement in funds is stated after:

	1997	1996
	£	£
Auditors' remuneration	300	250
Depreciation	2,672	3,118

**2 EMPLOYMENT COSTS**

	1997	1996
	£	£
Salaries and wages	57,989	43,162
Social security	3,443	2,103
	<u>61,432</u>	<u>45,265</u>

The average number of employees during the year was 15 (1996 - 6). All employees were part time.

**3 TANGIBLE FIXED ASSETS**

	<b>Total</b>	<b>Freehold</b>	<b>Furniture</b>
	<b>£</b>	<b>Property</b>	<b>&amp; Fittings</b>
		<b>£</b>	<b>£</b>
Cost or valuation			
Balance at 1 April 1996	56,478	50,000	6,478
Additions in year	1,292	-	1,292
Balance at 31 March 1997	<u>57,770</u>	<u>50,000</u>	<u>7,770</u>
Depreciation			
Balance at 1 April 1996	4,845	-	4,845
Charge for year	2,671	1,000	1,671
Balance at 31 March 1997	<u>7,516</u>	<u>1,000</u>	<u>6,516</u>
Net book amount at 31 March 1997	<u>50,254</u>	<u>49,000</u>	<u>1,254</u>
Net book amount at 31 March 1996	<u>51,633</u>	<u>50,000</u>	<u>1,633</u>

**4 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>1997</b>	<b>1996</b>
	<b>£</b>	<b>£</b>
Property loan	3,000	1,500
Bank overdraft	7,221	6,354
Accruals & other creditors	800	1,192
	<u>11,021</u>	<u>8,946</u>

**5 CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR**

	1997	1996
	£	£
Property loan	1,628	5,609

The loan is repayable by equal instalments over 20 years with interest charged at 2% over bank base rate. This loan is secured by a charge over the company's freehold property.

**6 DETAILS OF FUNDS**

	Property Funds £	General Funds £	Total £
Fixed assets	49,014	1,240	50,254
Cash	2,939	27,979	30,918
Revaluations	-	30	30
	<u>51,953</u>	<u>29,249</u>	<u>81,202</u>
Creditors due within one year	3,000	7,221	10,221
Creditors due after one year	1,628	-	1,628
Accruals	-	800	800
	<u>4,628</u>	<u>8,021</u>	<u>12,649</u>
Balance at 31 March 1997	<u><u>47,325</u></u>	<u><u>21,228</u></u>	<u><u>68,553</u></u>

**7 SHARE CAPITAL**

The company is limited by guarantee and does not have share capital.

**8 CAPITAL COMMITMENTS**

	1997	1996
	£	£
Contracted for but not provided	<u><u>-</u></u>	<u><u>-</u></u>

## 9 CHANGES IN FINANCING DURING THE YEAR

	Loans
	£
Balance at 31 March 1996	7,109
Repayments	2,481
Balance at 31 March 1997	<u>4,628</u>

## 10 ANALYSIS OF CASH AND CASH EQUIVALENTS

	1997	1996
	£	£
Cash at bank and in hand	50	5,081
Short term deposits	<u>30,868</u>	<u>28,442</u>
	<u>30,918</u>	<u>33,529</u>

## Statement of Income and Expenditure for the year ended 31 March 1997

	1996/97		1995/96	
	£	£	£	£
<b>INCOME</b>				
Client contributions:				
<i>Couples:</i>	31,479		28,803	
<i>PST</i>	<u>6,010</u>		<u>5,702</u>	
		37,489		34,505
Education Work		6,572		5,014
Grants		51,011		66,015
Shop		4,086		4,756
Interest Received		1,919		1,620
Other		<u>397</u>		<u>481</u>
<b>Total Income</b>		<u><u>101,474</u></u>		<u><u>112,391</u></u>
<b>EXPENDITURE</b>				
Administration:				
<i>Salaries</i>	34,602		26,229	
<i>Accommodation</i>	3,456		8,093	
<i>Telephone</i>	1,379		1,428	
<i>Office Supplies</i>	2,213		1,532	
<i>Audit</i>	144		450	
<i>Outposts</i>	1,330		0	
<i>Bank Charges</i>	1,103		1,578	
<i>Sundry</i>	<u>2,855</u>		<u>6,138</u>	
		47,082		45,448
Couple counselling:				
<i>Salaries</i>	14,260		12,308	
<i>Training</i>	11,579		9,163	
<i>Other</i>	<u>1,740</u>		<u>3,350</u>	
		27,579		24,821
PST counselling:				
<i>Salaries</i>	7,269		3,811	
<i>Training</i>	1,436		1,054	
<i>Other</i>	<u>98</u>		<u>494</u>	
		8,803		5,359
Education:				
<i>TSM costs</i>	6,920		7,374	
<i>Salaries</i>	5,301		2,917	
<i>Training</i>	508		345	
<i>Course costs</i>	167		609	
<i>Other</i>	<u>861</u>		<u>1,147</u>	
		13,757		12,392
Drop In Centre		3,565		
Depreciation		<u>2,672</u>		<u>3,118</u>
<b>Total Expenditure</b>		<u><u>103,458</u></u>		<u><u>91,138</u></u>
<b>Net (DEFICIT)/SURPLUS</b>		<u><u>(1,984)</u></u>		<u><u>21,253</u></u>