

relate

the relationship people

Relate Mid Surrey

Registered Charity No. 1108239

Company No. 2826600



Annual Report and Accounts 2020-21

For the period ended 31 March 2021

Compact version

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STATEMENT OF PURPOSE

Relate's Vision:

Relate's vision is a future where healthy relationships are actively promoted as the heart of a thriving society.

Relate's Mission:

Relate's mission is to make expert information and support for healthy relationships available to everyone.

Relate's Values:

Be human – We respect everyone and value all relationships. We listen and support people to make positive changes in their lives.

Be connected – We are in touch with the world around us and use evidence to explain why relationships matter. We collaborate to provide great services for all our communities.

Be smart – We keep things simple and focus on what works. We put our clients first and maximise every penny for their benefit.

Relate Mid Surrey's (RMS) activities

We offer six core services to the people of Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge including

- Relationship counselling
- Young People's counselling
- Family counselling
- Sex therapy
- Mediation
- Education and Learning

MEMBERS, STAFF and Volunteers of MID SURREY

EXECUTIVES

1. Hugh Bucknill: **Chairperson**
2. Naomi Burger
3. Stephanie Calthrop-Owen
4. Jo Cawthorne
5. Clive Charig
6. John Hill
7. Amy Lewis
8. John McDonald (resigned 2.1.21)

CEOS

1. Janine Fuller
2. Jayne Swanston

SUPERVISORS

1. Sharon Reynolds
2. Barbara Wilkinson

COUNSELLORS

1. Sally Bettles (resigned 1.7.20)
2. Terry Charig
3. Madeline Coates
4. Katharine Coode
5. Anne Docherty (resigned 1.7.20)
6. Patricia Dobbe
7. Clare Ducker (resigned 8.3.21)
8. Jane Osmore-Clarke
9. Davida Parker (appointed 1.3.21)
10. Yasmin Rahemtulla (resigned 30.10.20)
11. Sofi Robinson
12. Jane Ryder (resigned 1.7.20)
13. Laura Scott
14. Teena Shami
15. Georgina Smith
16. Irene Stock
17. Nurten Tyson
18. Katherine Ward
19. Christopher Watson
20. Barbara Wilkinson

PLACEMENT COUNSELLORS

1. Jessica Doyle
2. Simon Kruger
3. Sheni Lewery
4. Tim Richards
5. Andrea Simson
6. Rosalind Vickerman

MEDIATOR

Jayne Swanston

RELATE MID SURREY

ADMINISTRATION

1. Natasha Clarke
2. Katharine Coode
3. Angela Edwards
4. Dawn Mackintosh
5. Hazel Uden
6. Abigail Stokes

APPOINTMENT SECRETARIES

1. Katie Barry
2. Sarah Beaven-Hollidge (5.6.20 redundancy)
3. Katy Kirton
4. Sally Chapman
5. Natasha Clarke
6. Kate Damen
7. Maureen Davey
8. Caroline Edwards (5.6.20 redundancy)
9. Margaret Ellwood
10. Anne Leach

VOLUNTARY HANDYMAN

Keith Vickers

CHARITY SHOP

VOLUNTARY SHOP MANAGER

Jean Reynolds

KEYHOLDERS

1. Sue Casbon
2. Chris Freeman
3. Nicky Grossman
4. Mo Hollister
5. Mary Lambell
6. Dee Marples
7. Chris Owen (resigned FT work)
8. Gill Packham
9. Joyce Rose
10. Kat Turner
11. Rosemary Webb
12. Margaret Witty

REGULAR VOLUNTEERS

1. Melanie Bromley
2. Eleanor Brooks
3. Beulah Caldecourt
4. Joy Davidson
5. Marielle Flint
6. Mary Gough
7. Nicky Grossman
8. Lynda Hart
9. Pauline King
10. Jean Macklin
11. Jill Morgan
12. Margaret Neale
13. Pat Neale
14. Chris Pickett
15. Bernice Potts

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16. Susan Smith
17. Win Sparshot
18. Hilary Woodcock

EMERGENCY VOLUNTEERS

1. Jennifer Hughes
2. Joy Purser
3. Joan Ryan
4. Felicity Shields
5. Ken Utting

BANKERS

HSBC, 8 High Street, Reigate, Surrey, RH2 9BB

CAF Bank

CCLA

Virgin

Shawbrook

INDEPENDENT EXAMINERS

Charles and Company Accountancy Limited

2 Castlefield Road

Reigate RH2 0SH

DIRECTORS' / EXECUTIVE'S REPORT

The directors present their report and the financial statements for the year ended 31st March 2020.

Constitution and principal activities

Relate Mid Surrey (the "Company") is a registered charity and a company limited by guarantee. The principal activity of the Company is the provision of counselling services.

Directors and their Interests

The directors who held office at the end of the year were as follows:

1. Hugh Bucknill: **Chairperson**
2. Naomi Burger (appointed 19.11.19)
3. Stephanie Calthrop-Owen
4. Jo Cawthorne
5. Clive Charig
6. John Hill
7. Amy Lewis

No financial interests in the Company are held by the directors (Executive).

Small Company Disclosure

In preparing this report, the directors have taken advantage of the special exemptions applicable to small companies because the Company meets all the criteria to be classified as a small company.

Risk Management

A risk management policy is in place, which formally identifies the major risks that the Company faces together with details on how these risks are being managed. Further details are available with our business plan and quarterly reporting.

The Company is exposed to risk from non-collection of contributions from clients. The directors have ensured that there are controls and procedures in place to collect contributions from clients and this has not been a significant issue in the current year.

The directors have ensured that we have maintained appropriate reserves in line with Charity Commission guidelines: retaining reserves to cover at least 6 months of expenses. The directors are satisfied that current reserve levels represent an acceptably low level of risk of funds not being available to pay debts as they fall due.

DIRECTORS' / EXECUTIVE'S REPORT (continued)

Operational report

For the year 2020/21, Relate Mid Surrey has, like most other organisations, faced a major challenge to its principal business of providing locally based counselling and mediation services to people face to face. The COVID pandemic and the subsequent series of full and partial lock-downs imposed by the Government from 23rd March 2020 prevented most face-to-face working, and these conditions have continued throughout the period of this report. This situation required a rapid revision of our operating methods and the transition to remote on-line, internet-based services. This in turn has required investment in staff training and software and hardware, led by the RMS Management Team. The result of this is that services have been maintained, albeit at approximately the 80% level against the previous year, a considerable achievement in the face of the restrictions. Face to face services have been maintained at schools and colleges wherever possible within the necessary Health and Safety guidelines. The RMS charity shop has been closed for periods during the pandemic as required by lockdown measures. Clearly these have had an adverse impact on our income levels but Relate Mid Surrey has successfully pursued a variety of governmental supports, including 'furlough' for some staff costs, business rate repayments and grants from a variety of other sources to mitigate these. The RMS management team has also brought forward planned efficiencies in the use of IT systems to improve the cost-effectiveness of the service. The result of these actions has been a projected loss on the Annual Accounts far lower than initially anticipated, and the RMS Trustee Board has recognised the considerable work of the RMS staff and management team in achieving this. This outcome, coupled with RMS longer term reserves, means that RMS remains financially secure going forward.

This secure financial basis will allow Relate Mid Surrey to continue to play its part as an independent Federated Centre in the development the Relate Federation and the Relate 'brand'. It supports the National Relate organisation both with its financial contribution as a member of the Federation and with advice and active input as the national organisation goes through an extensive restructure. As Relate National has a major input into staff training and staff and systems development at RMS, its ability to meet the organisational needs of RMS is essential going forward. RMS will continue to work to ensure that the national organisation is aware of and responds to our needs, recognising that the pressures on Relate National of providing direct services may affect the access that Federated Centres have to central support services such as the Practice Help Line and staff training. Relate Mid Surrey has continued to play a part in the development of the Association of Relate Centre Trustees to ensure that it coordinates with other Centres in the Federation in advocating on behalf of these centres. The Board is very grateful to Trustee John Hill who has facilitated the Association and is its current Chairperson. From October 2019 John was elected to and continues as a Trustee of the Relate National Board.

Our six Service Areas continue to expand in size and scope, and to support this we continue to appoint and recruit more counsellors along with the supervisory team that plays such an important part in the maintenance of service quality. Relate Mid Surrey can subvent some of the direct costs of its counselling services for those people who are unable to bear the full costs themselves, thus facilitating access for the widest range of potential service users.

We seek to expand services more fully across the Mid Surrey and East Surrey area and opened an office in Dorking under the auspices of the CAB as a pilot project. This office has been closed for the lockdown period and the project will be reviewed going forward in the light of client need. We will look to opportunities to do this also in Tandridge.

A further challenge that results in part on the newly developed facility to communicate with service users 'online' is that RMS more directly must face the challenge from other organisations and private practitioners that offer their services online also. These services may cost less than a Relate service, may not have the same overheads and may not necessarily be local – they may in fact based in other

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part so the UK or abroad. RMS, in common with other Federated Centres will seek to refine and promote the benefits of face to face and locally based services for its clients.

A new Trustee Naomi Burger joined the Relate Mid Surrey Board in October 2019 to expand its skills and experience base and has since January 2020 become the RMS Treasurer. John McDonald resigned from the RMS Board on 20th January 2020, and the Board would like to thank John for his valuable advice and support throughout the period that he was with us.. The Board seeks regularly to refresh its Trustee membership in order to balance long-term experience of the operation with new relevant skills, experience and a variety of backgrounds.

The success of Relate Mid Surrey continues to rely heavily on the dedication of its staff; counsellors, supervisors, appointment secretaries, office staff, fundraisers, and managers; and on the large team of volunteers that operates its charity shop in Woodhatch on which so much of its secure funding is based. In addition, the time and resources offered by local businesses helps to maintain its counselling centres to a high standard, properly resourced with IT equipment. The fortnightly Newsletter illustrates the range and scope of the organisation's activities.

Relate Mid Surrey has responded to the evolution of data protection and its recent strengthening through the General Data Protection Regulations 2018 and is compliant with them.

We would like to thank those who have supported us through grants. Our main sponsors include.

- BBC CIN
- Community Foundation for Surrey
- Epsom & Ewell BC
- Tesco Bags of Help
- Reigate & Banstead BC – various discretionary Covid grants
- Surrey County Council
- The National Lottery
- Waitrose

In addition, we received several smaller donations, which are all very important to us and the funds are put to significant use at the Centre supporting vulnerable and less well-off clients.

On behalf of the Board

Director/Chair.....

Hugh Bucknill

Date..... 21st December 2021

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Statement of Directors' Responsibilities in respect of the Preparation of Financial Statements and the Directors' / Executive's report

The directors are responsible for preparing the Directors' / Executive's report and the financial statements for the financial year which give a true and fair view of the state of affairs of the Company and of the income and expenditure of the Company for that period, in accordance with applicable law and regulations.

In preparing these financial statements the directors are required to:

1. Select suitable accounting policies and then apply them consistently.
2. Make judgments and estimates that are reasonable and prudent.
3. 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 which disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the requirements of the Companies Act 1985 and the Charities Act 1993. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Company and to prevent and detect fraud and other irregularities.

The accounts reveal reserves of £319,308 as of 31st March 2021 compared to £325,090 as of 31st March 2020. Our reserves have been maintained in a healthy position.



Relate Mid Surrey: Management Report

Objectives for 2020-21

In line with our business development plan, we have 7 main areas which each have their own overall objectives with goals and strategies. This plan has of course been impacted by the Covid pandemic and the resulting adjustments and developments have been included in this report.

1. Service accessibility

To provide a flexible service that meets the diverse social and working demands of its clients.

Upon entry into the first lockdown, there was concern that client could not access our services during this difficult time. Within a month, a counselling and mediation on-line service was introduced. Systems, training, and procedures were set up so that all staff, including administrators and counsellors could work remotely. As some administrative staff and counsellors had had some experience of working remotely, there were some basic structures in place to assist with this transition.

Some services were that needed a robust safeguarding assessment were delayed. Systems and procedures were specifically designed to ensure that our work with young people was safe, and that issues around domestic violence could be managed carefully. Remote working has also improved the organization's ability to manage secure client information more efficiently and effectively. Remote clinical access to client information has been incredibly beneficial with client work.

There was an initial delay in client's uptake on webcam counselling, some clients did not realise that this service was being offered, other clients were generally tentative and holding out for the much-valued face to face counselling. Some clients did not have the space, privacy or adequate WIFI to have remote counselling. Some clients struggled financially, and Covid specific funding enabled them to access counselling. There has been a dramatic change in attitude over the last year towards webcam and telephone counselling and it will be interesting to see what the next year holds.

Recruitment is a continual challenge; 5 qualified counsellors have left due to a variety of reasons, and recruitment has been hampered by the lack of training available over the past year. Our own trainees experience with working with clients has been delayed due to safely working via webcam, however with additional training and support they are now working remotely as well. Despite this, clients have been able to access enough services.

Counselling services are provided between the hours of 9am and 10pm Monday to Thursday, and Fridays 10-2pm and Saturdays 9-1pm; however, we now have more flexibility with webcam counselling as there is no requirement to have another member of staff present in the offices where counselling is taking place. Last year an outpost in Dorking was opened on a Tuesday night for clients in Mole Valley; however, we do not envisage returning to the centre as we can now work remotely within Mole Valley without the overhead costs. We remain committed to providing young people's counselling in as many schools and colleges as possible, but it is becoming increasingly difficult to recruit locally trained YP counsellors that have had good quality training.

The last client survey we carried out to establish how accessible our service is to our clients was in July 2019. At that time, our results were positive. We have not been able to generate another survey this year, however we are pleased that webcam and telephone counselling can help those clients that struggle to physically attend appointments at the centre.

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2. Governance and Management

To continually strive to manage the operation to the highest standards of efficiency, integrity, and transparency, being cognisant at all times of legal, Charity Commission and Relate National requirements.

Relate Mid Surrey has continued to retain 8 trustees and the Chair is Hugh Bucknill. The board continues to meet four times a year. The Chair provides a fuller account in this operational report.

3. Financial Management

To optimise income, control costs and manage financial risk.

Financial stability continues to be maintained. There has been substantial success with our fundraising ventures, more specifically for young people, family, and domestic violence. As a charity, we have been financially impacted by Covid. Valuable income has been lost due to the closure of our charity shop for a long period of time. In addition, there has been the temporary cessation of gift aid contributions which have been difficult to apply due to the impracticalities of working remotely.

The overheads have increased due to improving digital technology, training, webcam licenses and digital marketing costs. Unfortunately, due to these rising costs, reduced income and a more streamlined way of working, the decision was made to cut office hours by 24%, leaving the office to be manned in the mornings and evenings. Our finances are detailed later in this report under the treasurer's report.

4. People and Organisation

To create, develop and motivate a team that is responsive to client needs and demands.

Recruitment and training are a slow process, and it is always a challenge to keep this in line with demand. Legal compliancy and the demand for feedback for funders alongside complex automated systems exacerbates recruitment and training. However once staff are fully trained, it's easier to run as a more effective, safe, and efficient service. This year additional training was provided so digitally remote and webcam services could be offered. The administrative team were streamlined with clearer line management and IT systems were automated to reduce workload. We value the opinion of our staff and gauge this through individual meetings and annual anonymous questionnaires, which consistently remains high in satisfaction.

Free and regular Continuous Professional Development courses is offered to ensure our counsellors are kept up to date with new developments in their work and to provide opportunities for our counsellors to enhance their skills and abilities. This year, CPD's were provided on the topics of vicarious trauma and self-care, Child Protection & safeguarding, mental health, domestic violence, suicide, and prevention. Course feedback questionnaires are disseminated after each course. The feedback on our CPD courses is positive with regards to the quality of the course and the knowledge of the trainer, who are either internal or external providers. Relate also offer a selection of online CPD courses for all staff.

We like to show our appreciation to outstanding members of staff and volunteers and this year we were able to join forces with Room for Reward to recognise and celebrate exceptional volunteers with a night at a luxury hotel. One of our long-standing volunteers, our shop manager has also been asked to attend the Queens garden party. Unfortunately, these acts of acknowledgement have been postponed until next year.

5. Service Development

To develop and enhance the range of services offered to meet all aspects of relationship conflict.

As previously discussed, due to Covid we have been able to enhance our webcam services throughout this period. We have experienced an overall 13% decrease in our services during this period.

Due to Covid we have been unable to update all the data in relation to our counselling services. Our Couples Report (December 2019) showed that our counselling services has had a significant impact on clients lives. The main reasons identified for couples attending counselling were communication (84%), managing conflict, their partners' behaviours and rows and arguments. After counselling 98% of our clients said that their communication had improved, 87% were better able to manage conflict, and 73% were less worried about their relationship ending.

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We also measure psychological distress, and our couples report 2020 shows 66% of our couples came to us with psychological distress and following counselling 625 of clients felt that counselling sessions had improved their psychological distress.

Our 2019 report showed that following the counselling sessions 90% of our clients felt able to cope with the difficulties that they may have had in their relationships. 81% felt confident in their relationships, and 98% agreed they would return to Relate in the future if they had any problems. 98% of clients agreed that they would recommend Relate to their family and friends.

Often our clients write an extra note in their final questionnaire, thanking a particular counsellor and it is these comments which really explain how counselling has helped. These are some of the comments from 2020:

- *"It was exactly what we needed, thanks so much"*
- *"Our Counsellor has been an enormous help and I am very grateful for everything she has done."*
- *"My relationship was over before I started at Relate"*
- *"Me and my husband was very happy with the support we received. We felt safe and relaxed to talk openly about things we wouldn't normally share. Thank you again."*
- *"Relate have really taught me a lot in 6 months and really helped me get over my personal difficulties. I am so grateful for the services they provide as they have helped me in my darkest times"*
- *"Very positive, safe environment – our counsellor has been most wonderful. Thank you"*
- *"It has been a very positive journey"*
- *"Our therapist was excellent. She saved our relationship."*
- *"Our counsellor has done a great job of guiding us through what could have been a very difficult process. Even through Covid and the restrictions of not being able to meet face to face the process has been very engaging and thought provoking and I now see a much more positive future for us as a couple."*

The general feedback from our YP counsellors is that Young people who have used our service really appreciate it and the data from our last Young Peoples report (September 2020) show that psychological distress improved in 80% of cases between the first and last session.

At the start of counselling 75% of young people had moderate to severe psychological distress, but this reduced to 50% by the last session. We also use a GBO (Goal Based objectives) form which allows the young person, with the help of the counsellor what they want from the counselling and to set achievable goals. Following counselling 96% of these goals were at least halfway to being achieved, with 39% achieved/almost achieved. The goals set by the young people mainly focussed around managing their emotions including anger and anxiety. Goals were also set in relation to how the young person wanted to change their attitude to themselves, for example to like ones self-more, to be happy with who they are, to be more confident and to build their self-esteem. Goals often focussed on their relationships with their parents.

Our mediation figures for 2019-20 shows 64% of our mediation clients have had a successful outcome with children and property. If we include mediation clients who have a successful outcome but have not had their documents formally written up, this figure increases to 80%. At the end of the mediation sessions, clients were asked to rate their outcome and 83% of clients rated the outcome of mediation a 4 or 5, the average score being 4.18. Finally, 94% of clients felt that mediation avoided contested court proceedings, reducing both financial and emotional stress.

We consistently make great efforts to improve the measuring of outcomes beyond using feedback forms, qualitative and quantitative questionnaires for adults, young people, family, mediation, and sex therapy. We also periodically survey staff, volunteers and distribute client surveys to assess our front of house service.

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6. Service Profile

To increase awareness of the services offered through pro-active promotion and key partnerships.

Due to the previously long waiting lists, there has never been a strong rationale to market our services. However, with the decrease in the waiting lists and the growth in counsellors we have been proactive with increasing our visibility by improving our website and using social media. This has been a substantive project this year. There has been a 13% decrease in the number of clients attending during this pandemic year.

7. Federation Collaboration

To actively support the vision and mission statements of Relate through information sharing, insights, and ideas generation.

Across the Relate Federation regional management meetings have been reduced as services have been rationalised. As a result, CEO's and managers have come together to form ARCCO. Association for Relate Centres Chief Officers; where we have been able to meet monthly through webcam to discuss improving practices and new ideas. This has been so successful that ARCT (Association for Relate Centre Trustees) has been formed for the Trustees of these centres. As a result, there is now more interaction and communication between the centres and much more collaboration and help when required.

Finally, COVID and its impact on our clients in our local community.

Covid -19 has presented huge challenges to our health and wellbeing and our relationships. Some of which we are seeing immediately, in our counselling work, in the news and in published research and surveys. Some of which we anticipate is yet to come. The pandemic brought an overnight change to our lifestyles, social restrictions and self-isolation, sudden fear about our health, fear about the economic outcome, uncertainty about the duration of the crisis, visible collapse of whole industries and many job losses.

A year later we are still living in this uncertain world with some restrictions still in place. Through our counselling service we are seeing the impact of the challenges of Covid on our clients. For all our clients, but particularly young people, there was a collapse of everything they knew to be safe, certain, and stable. Schools closed, exams cancelled, socialising illegal, even the safe hug of a grandparent forbidden. In many cases these changes exacerbated the difficulties and issues the young people were facing, in others it raised new problems.

Covid -19 has created a feeling of loss amongst many of the young people we see. Loss of friendships, loss of a relative, loss of their family's financial security, loss of the life they had before and loss of the future they had planned. It has also created much confusion and fear over exams, how and when will they be assessed. Remote learning has lacked interaction and support from classmates and teachers when they are "stuck". Many feel they have been significantly disadvantaged by remote learning and now worry about the future and whether they will be able to progress to the next stage. Some are feeling "what's the point?" Others have dropped out of their studies.

The lockdowns caused huge anxiety as young people feared missing out. Whilst social media has enabled and encouraged connectedness with friends and family it can also be a platform for bullying and leaving people out of conversations. It also creates a 24/7 constant reminder of the crisis and perpetuates any anxieties and fear. Our counselling service provides a safe space for a young person to talk about their thoughts and feelings in a non-judgemental environment. Our counselling service can help a young person to look at their situation differently, to change their attitude and behaviour, to build resilience and to have a more positive outlook on their future.

Covid -19 has also impacted the health and wellbeing of adults and their relationships. For families where couples have been working from home as well as home schooling this has put immense pressure on their relationship. In many cases there has been no time for any attention to their relationship and we are seeing clients who are coming to us at crisis point. Again, the pandemic and all the restrictions have often exacerbated issues that were there before, however in some cases it has also raised new issues such as the share of responsibilities, different views on Covid rules, no escape from 24/7 living together, all coping strategies removed such as the gym and socialising with friends.

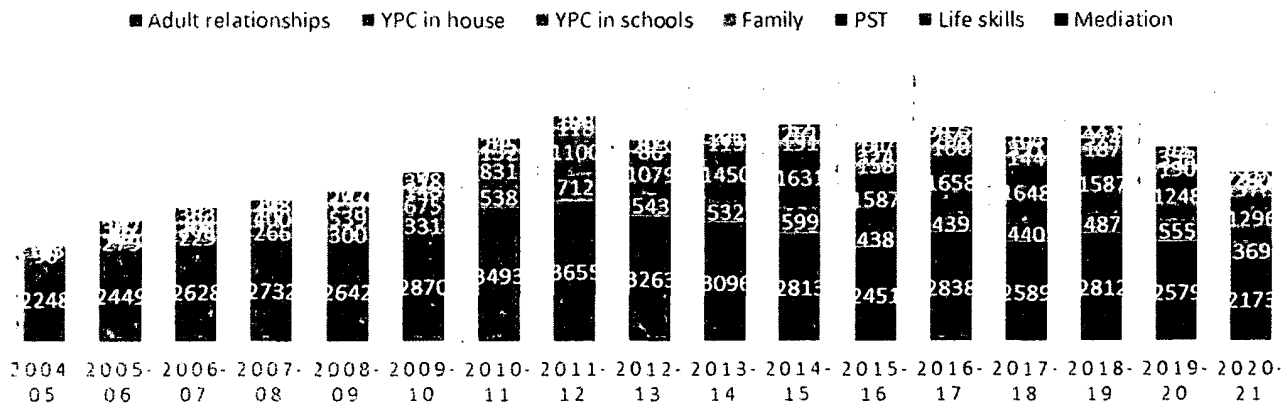
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We see many challenges to relationships that the pandemic has caused. For some, lockdown and social restrictions has caused isolation and loneliness; the uncertainty has caused worry and anxiety about the future; the economic and financial impact has resulted in job losses, redundancies, furlough, and reduced wages. For families, this financial hardship has impacted the couples' relationship and lockdown itself has impacted the family dynamic. We provide relationship counselling for couples who often want support with improving communication and reducing conflict and arguments to prevent divorce and separation. A survey in 2019 showed that following the counselling sessions 90% of our clients felt able to cope with difficulties that they may have in their relationships and 81% felt confident in their relationship. However, for some couples the process of counselling helps to make the decision that the relationship no longer works together, and they can plan the next steps to separate and move on with their lives.

As Covid restrictions ease we hope for a more positive outlook about the future; however, the effects of the pandemic on our emotional wellbeing and financial situation are likely to continue for a while longer.

Annual service delivery

Annual summary of client hours delivered.



Treasurer's Report

The accounts reveal reserves of £319,308 as of 31st March 2021 compared to £325,090 as of 31st March 2020. The financial year was hugely impacted by a complete change of working practices due to the Covid pandemic.

We maintain a conscientious approach in our appeal to clients for donations for the services they receive. However, it is always a struggle to support these specialist services and support the diverse range of clients that we see, whilst not compromising those unable to contribute by way of donation.

We are ever grateful to Epsom and Ewell Borough Council who continue to sponsor us by providing accommodation in Epsom High Street, without which our operation there would be jeopardized. A fuller list of sponsors is shown at the end of this report.

Review for 2020-21

- Overall, 2020-21 has seen a 1.78% decrease on reserves with a £6k deficit this year (2019-20 £40k surplus).
- Expenditure has reduced during 2020-21 by £11k (2.7%).
 - this was largely due to staff costs, mainly through reduced work.
- Income has reduced by £57k (12.8%).
 - delivery of remedial couple's work and mediation reduced by £46k 17% decrease £218k (2019-20 £264K).
 - School's work has seen a consistent level of activity and funding £62k (2019-20 £68k). School income covers the counsellor's fees, with a minimum amount towards administration.
 - Grants have been significant during 2020-21 £80k supporting the difficulties of Covid (2019-20 £34k) includes,
 - Community Foundation of Surrey £7.2k
 - Epsom and Ewell Borough Council £10k
 - Government community support fund £10k
 - Reigate and Banstead Borough Council £5k
 - Surrey County Council £10k
 - Tesco's bags for help £500
 - Waitrose Caterham Community matters £334
 - Coronavirus Job Retention Scheme £16.9k
 - Our charity shop has remained closed through most of 2020-21 income was £5k supported by £20k through local authority grants, Shop expenditure was £23k. (Income 2019-20 £60k offset by expense £28k, net income £32k)
 - Gift Aid raised £22k (£26k 2019-20)
- Our full cost of delivery is £85 per hour (2019-20 £80ph)

Planning for 2020-21

The impact of Covid on our service was significant, however overall, financially through prudent planning with the support of Furlough, balancing staff costs and grants, the CEO has achieved an overall successful year.

The recruitment of a new role Operations Manager has aided the transition to a digital service, which we hope will continue into the future. We hope to expand the services through to 2021-22. Although Digital has created a competitive market, we are enhancing our marketing to ensure our visibility securing our future.

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Treasurer's Report - continued

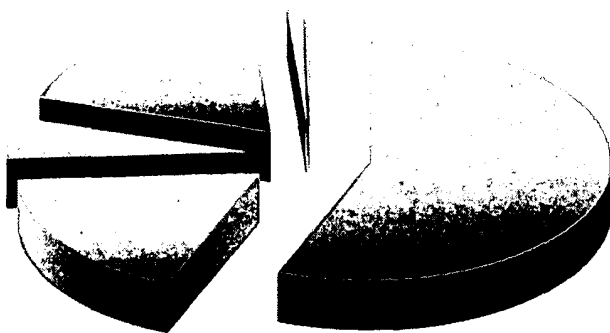
Risks for the foreseeable future will include the

- the downturn in client take up
- the ability of clients to afford counselling fees.
- loss of grant funding
- loss of key counselling staff
- the charity shop closure and subsequent lost income

Contingencies and consequences

- Counsellors, the supervisors, management and administration team quickly adopt new ways of working.
- Reopening of our shop.
- Schools continuing to give their students access to counselling and committed to fulfilling their current contract and paying for the service of Young Peoples Counselling.
- More dynamic working which could help expand our service, we were previously reaching the limit in our current offices.
- The new online service could be the new norm and could suit many more people who currently do not have access due to work, family, travel and other limitations.
- Many more people may need to access our client bursary
- Continued monitoring of client fees is required, to ensure that RMS offer a competitive service without falling behind market conditions, with what our Counsellors receive for the work they do.
- Recruitment and retention must remain a key priority. RMS will continue to develop improved ways for recruitment, with incentive schemes for the APEL facility, along with conventional trainees.
- There will be an investment in our internet profile, we hope this will drive additional delivery of services and marketing opportunities.

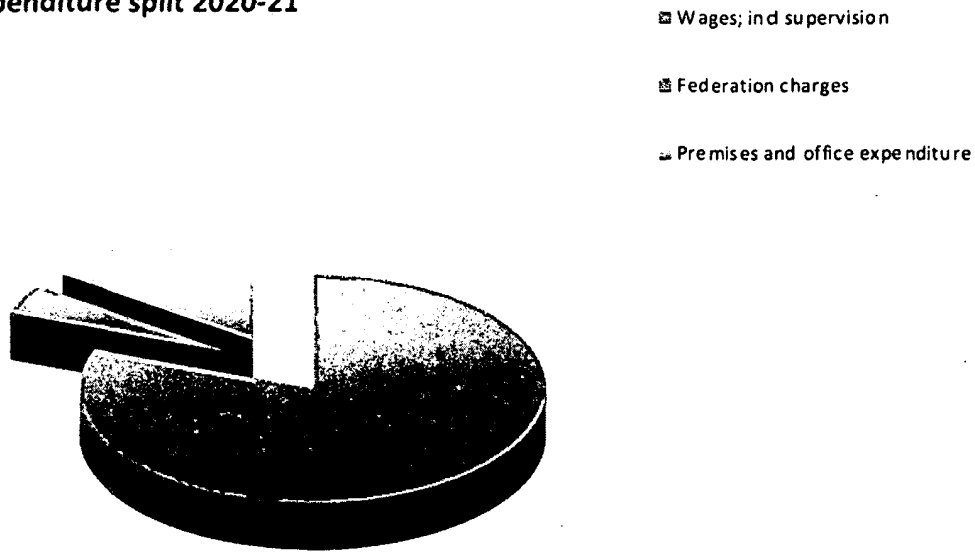
Income split 2020-21



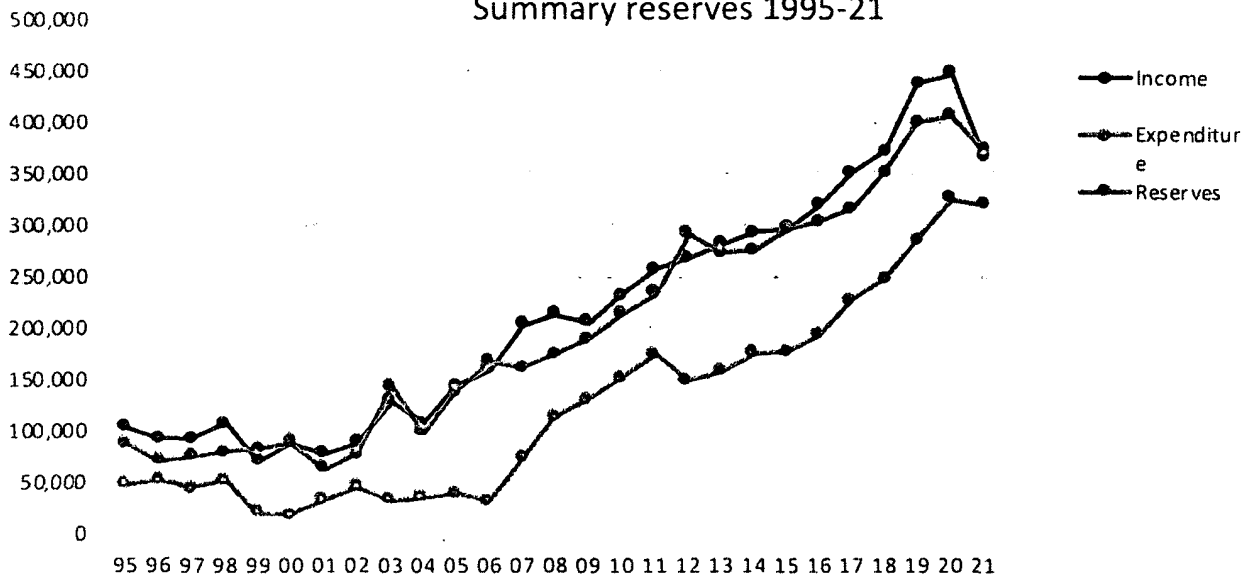
- Client
- Schools and Colleges
- Mediation
- Grants, Donations and misc
- Charity Shop NET of expenses
- Interest
- Other

RELATE MID SURREY

Expenditure split 2020-21



Summary reserves 1995-21



RELATE MID SURREY



INDEPENDENT EXAMINERS' REPORT TO THE MEMBERS OF RELATE MID SURREY

I report to the charity trustees on my examination of the accounts of Relate Mid Surrey ('the Company') for the year ended 31 March 2021

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Fiona Gent ACA

Charles and Company Accountancy Limited
The Cottage
2 Castlefield Road
Reigate
Surrey
RH2 0SH

Dated: 21 December 2021

Relate Mid Surrey
STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income from:							
Donations and legacies	2(a)	42,587	59,917	102,504	25,801	34,173	59,974
Charitable activities	2(b)	280,335	-	280,335	321,758	-	321,758
Other trading activities	2(c)	5,622	-	5,622	63,138	-	63,138
Investments	2(d)	1,224	-	1,224	1,996	-	1,996
Total income		329,768	59,917	389,685	412,693	34,173	446,866
Expenditure on:							
Charitable Activities	3(a)	313,030	59,917	372,947	354,585	22,656	377,241
Other trading activities	3(b)	22,520	-	22,520	29,323	-	29,323
Total expenditure		335,550	59,917	395,467	383,908	22,656	406,564
Net income/(expenditure)		(5,782)	-	(5,782)	28,785	11,517	40,302
Transfers between funds		-	-	-	-	-	-
Net movement in funds		(5,782)	-	(5,782)	28,785	11,517	40,302
Funds brought forward at 1 April 2020		313,573	11,517	325,090	284,788	-	284,788
Funds carried forward at 31 March 2021		307,791	11,517	319,308	313,573	11,517	325,090

All income arises from the continuing activities of the charity. The charity had no recognised gains or losses other than those dealt with in the Statement of Financial Activities. The notes on pages 22 to 28 form part of these accounts.

Relate Mid Surrey

BALANCE SHEET

31 March 2021

	Notes	2021 £	2020 £
Current assets			
Debtors	5	36,684	44,349
Cash at bank and in hand	6	308,119	298,864
		<u>344,803</u>	<u>343,213</u>
Liabilities: amounts falling due within one year			
Creditors	7	(25,495)	(18,123)
		<u>319,308</u>	<u>325,090</u>
Net current assets			
		<u>319,308</u>	<u>325,090</u>
Liabilities: amounts falling due after one year			
Creditors		-	-
		<u>319,308</u>	<u>325,090</u>
Net assets	8	<u>319,308</u>	<u>325,090</u>
Funds			
Unrestricted reserves		307,791	313,573
Restricted reserves		11,517	11,517
	9	<u>319,308</u>	<u>325,090</u>

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies' subject to the small companies' regime and in accordance with FRS 102 SORP.

Approved by the trustees on ^{25th} December 2021 and signed on its behalf by:


Hugh Bucknill
Chairperson


Clive Charig
Vice Chairperson

1. **Accounting Policies**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014

The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)

The Charities Act 2011

The charity constitutes a public benefit entity as defined by FRS 102.

Going concern

At the time the accounts were approved, the trustees have a reasonable expectation that the charity has adequate resources in order to continue for the foreseeable future. Therefore, the going concern basis of accounting has been used to prepare these accounts.

These considerations take into account the impact that Covid-19 has had on the charity. There has been a reduction in counselling activity but this is improving and Zoom is working well as a means of conducting counselling sessions. The Trehaven Parade shop was also closed for some months with the subsequent loss of income. However, we have been fortunate to receive a number of grants which have enabled us to cover our ongoing costs. The trustees have therefore concluded that it is appropriate to continue to adopt the going concern basis in preparing these accounts.

Change of accounting policy

The accounts present a true and fair view and no changes have been made to the accounting policies adopted.

Funds

General funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for application on the general purposes of the charity

Restricted funds are those monies received by the charity which have been given for a particular purpose, for example the Children in Need Grant.

Income

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP).

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP)

1. Accounting policies (continued)

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Donated goods

Due to the high volume of low value donated goods for resale it is impractical to estimate the fair value (the amount for which the asset could be exchanged) on receipt. Instead, the value to the charity of donated goods sold is recognised as income when sold. The proceeds from the sale are recognised as 'Income from other trading activities' in the SoFA.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Income from interest

This is included in the accounts when receipt is probable, and the amount receivable can be measured reliably.

Expenditure and Liabilities

Expenditure is accrued as soon as a liability is incurred.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Assets and Liabilities

Debtors

Income tax recoverable and other debtors are included at the amount due. Prepayments are valued at the amount prepaid. Cash at bank and in hand includes cash, and short-term deposits include short term highly liquid investments with a short maturity of three months or less from the date of opening of the deposit.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation arising from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Reserves Policy

RMS Reserves policy is to maintain funds to cover 6 months expenditure (£203k). This is to protect the charity in periods of downturn and to assist in providing services for the financially disadvantaged. This policy will be reviewed every year with the annual accounts.

Relate Mid Surrey
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021

1. Accounting Policies (continued)

Public Benefit

RMS purpose is to provide the public and local community with an easily accessible affordable counselling and mediation service. This includes the delivery of Young Peoples Counselling in the school settlement, enabling a confidential service, in the hopes of reducing mental health issues. RMS believes in stronger families and as such providing a public service in helping build stronger communities.

2 Income

	Unrestricted Funds £	Restricted Funds £	2021 £	Unrestricted Funds £	Restricted Funds £	2020 £
(a) Donations and legacies						
Donations and gifts	135	-	135	117	-	117
Income tax recovery (Gift Aid)	22,211	-	22,211	25,684	-	25,684
Legacies	-	-	-	-	-	-
Grants	20,241	59,917	80,158	-	34,173	34,173
Subscriptions and sponsorships	-	-	-	-	-	-
Donated goods, facilities and services	-	-	-	-	-	-
Other income from donors	-	-	-	-	-	-
	<u>42,587</u>	<u>59,917</u>	<u>102,504</u>	<u>25,801</u>	<u>34,173</u>	<u>59,974</u>
(b) Charitable activities						
Counselling fees	193,448	-	193,448	216,803	-	216,803
Mediation	24,804	-	24,804	37,146	-	37,146
Receipts from schools/colleges/ LA Locality teams	62,043	-	62,043	67,749	-	67,749
Other income	40	-	40	60	-	60
	<u>280,335</u>	<u>-</u>	<u>280,335</u>	<u>321,758</u>	<u>-</u>	<u>321,758</u>
(c) Other trading activities						
Charity Shop income	5,622	-	5,622	59,922	-	59,922
Fundraising income	-	-	-	300	-	300
Other income – room hire	-	-	-	2,916	-	2,916
	<u>5,622</u>	<u>-</u>	<u>5,622</u>	<u>63,138</u>	<u>-</u>	<u>63,138</u>
(d) Investments						
Interest	1,224	-	1,224	1,996	-	1,996
Total income	<u>329,768</u>	<u>59,917</u>	<u>389,685</u>	<u>412,693</u>	<u>34,173</u>	<u>446,866</u>

£72,124 was received in Government grants during the year (2020: Nil)

Relate Mid Surrey

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 March 2021

3 Expenditure

	Unrestricted Funds £	Restricted Funds £	2021 £	Unrestricted Funds £	Restricted Funds £	2020 £
(a) Charitable activities						
Staff costs	245,162	59,917	305,079	287,206	22,656	309,862
Premises and office overheads	53,358	-	53,358	53,083	-	53,083
Relate Federation Central cost	14,510	-	14,510	14,296	-	14,296
	<u>313,030</u>	<u>59,917</u>	<u>372,947</u>	<u>354,585</u>	<u>22,656</u>	<u>377,241</u>
(b) Other trading activities						
Charity Shop expenditure	22,520	-	22,520	27,733	-	27,733
Fundraising costs	-	-	-	1,590	-	1,590
	<u>22,520</u>	<u>-</u>	<u>22,520</u>	<u>29,323</u>	<u>-</u>	<u>29,323</u>
Total expenditure	<u>335,550</u>	<u>59,917</u>	<u>395,467</u>	<u>383,908</u>	<u>22,656</u>	<u>406,564</u>

4 Staff costs

	2021 £	2020 £
Wages and salaries	293,082	298,780
Social security costs	8,624	8,031
Pension costs (defined contribution pension plan)	3,373	3,051
	<u>305,079</u>	<u>309,862</u>

Average number of employees during the year:

The parts of the charity in which the employees work:

	2021	2020
Fundraising	1	1
Charitable Activities	43	49
Governance	8	8
Shop volunteers	35	46
	<u>87</u>	<u>104</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000

There were no payments, excluding reimbursement of expenses incurred on charitable business, made to trustees who comprise the key management personnel in the year (2021: Nil)

Relate Mid Surrey

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 March 2021

5 Debtors	2021	2020
	£	£
Gift aid recoverable		
Trade debtors	32,834	39,904
Interest due	-	595
Prepayments and accrued income	3,850	3,850
	<u>36,684</u>	<u>44,349</u>

6 Cash at bank and in hand	2021	2020
	£	£
Short term deposits	189,812	187,994
Cash at bank and in hand	118,307	110,870
	<u>308,119</u>	<u>298,864</u>

7 Liabilities: amounts falling due within one year	2021	2020
	£	£
Accruals	432	432
Other creditors	25,063	17,691
	<u>25,495</u>	<u>18,123</u>

8 Analysis of net assets by fund

	Unrestricted Funds	Restricted Funds	2021	Unrestricted Funds	Restricted Funds	2020
	£	£	£	£	£	£
Current assets	333,286	11,517	344,803	331,696	11,517	343,213
Current liabilities	(25,495)	-	(25,495)	(18,123)	-	(18,123)
	<u>307,791</u>	<u>11,517</u>	<u>319,308</u>	<u>313,573</u>	<u>11,517</u>	<u>325,090</u>

9 Analysis of fund movements during the year

2021	Bal b/fwd 1 Apr 2020	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/fwd 31 Mar 2021
	£	£	£	£	£	£
Reserves						
Unrestricted	313,573	329,768	(335,550)	-	-	307,791
Restricted	11,517	59,917	(59,917)	-	-	11,517
	<u>325,090</u>	<u>389,685</u>	<u>(395,467)</u>	<u>-</u>	<u>-</u>	<u>319,308</u>
2020	Bal b/fwd 1 Apr 2019	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/fwd 31 Mar 2020
	£	£	£	£	£	£
Reserves						
Unrestricted	284,788	412,693	(383,908)	-	-	313,573
Restricted		34,173	(22,656)	-	-	11,517
	<u>284,788</u>	<u>446,866</u>	<u>(406,564)</u>	<u>-</u>	<u>-</u>	<u>325,090</u>

10 Fees for examination of the accounts

The independent examiner's fees for examination of the accounts was £432 (2020: £432)

11 Taxation

The charity is a registered charity and as such its income and gains falling within Sections 471 to 489 of the Corporation Tax Act 2010 or Section of the Taxation of Chargeable Gains Act 1992 are exempt from corporation tax to the extent that they are applied to its charitable objects.

12 Commitments

There were no capital commitments at 31 March 2021 (2020 : Nil)

13 **Trustees and Related Party Transactions**

No Trustees expenses have been incurred.

Trustees are considered to be related parties. None of the trustees have received any remuneration or received any other benefits from an employment with Relate Mid Surrey or any other related entity.

David Craft, who was an executive trustee, resigned as a trustee on 29 January 2020. He is also a Director of Charles and Company Accountancy Limited which carried out the independent examination of these accounts. He has had no involvement in the independent examination and the examination fee is at a level at which he will not receive any financial gain.

There have been no other related party transactions in the period.

Trustees and individual liability insurance is covered under the Public Liability section of our charity's insurance.

14 **Defined contribution scheme**

Relate Mid Surrey operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost and charge represents contributions payable by the charity to the fund or to separate schemes in which employees are members and amounted to £3,373 (2020: £3,051).



RECOGNITION AND APPRECIATION OF SPONSERS

The Executive and staff would like to thank the following people and organisations for their support and donations during the year.

Community Foundation for Surrey - Emergency Coronavirus Fund

Community Foundation for Surrey - Laptops

Coronavirus Job Retention Scheme

● Epsom & Ewell Borough Council

Government Community Support Fund

Reigate & Banstead BC discretionary grant

Reigate & Banstead Borough Council

‡ Surrey County Council

‡ Tesco Bags of Help

‡ Waitrose Caterham Community Matters

● All other people who gave their time freely in support of Relate Mid Surrey

RELATE MID SURREY



INFORMATION

Relate Mid Surrey offers 6 key services in Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge.

- Relationship counselling (adults)
- Sexual Therapy (PST)
- Young Peoples Counselling (YPC) for young people aged 11 to 21
- Family counselling
- Education & Learning
- Mediation

Service Quality

All our practitioners are trained and supervised, and we work to Relate service specification standards. We work to Relate National Federation and BACP code of ethics. All our work is monitored, and we obtain feedback from our clients who consistently rate the service highly in respect of our capacity to increase their understanding and make positive changes in their relationships.

Epsom and Reigate's counselling hours are:

- 9am – 10pm Monday – Thursday
- 9am– 2pm Friday
- 9am– 1pm Saturday

Telephone:

- Reigate 01737 245212
- Epsom: 01372 722976

Addresses:

- Reigate: 44c Church Street, Reigate, Surrey RH2 0AJ
- Epsom: 92b High Street, Epsom, Surrey KT19 8BJ

Charity Shop

- Relate Mid Surrey Charity Shop, 2 Trehaven Parade, Woodhatch, Reigate, RH2 7LL
- Opening times 10am-4.30pm Monday to Friday and 10am-1pm Saturday

Schools & Colleges we offer counselling and courses in:

- The Beacon School
- East Surrey College
- Epsom and Ewell School
- Howard of Effingham School
- Oxted School
- Reigate College
- Warwick School

For further details please visit our web site

www.relate-mid-surrey.co.uk