

relate  
the relationship people

Bradford & Leeds

# Trustees annual report and accounts

FOR THE YEAR ENDED 31 MARCH 2021

CHARITY REGISTRATION NO. 1013811  
COMPANY REGISTRATION NO. 02652414  
(ENGLAND AND WALES)

[www.relatebradford.org](http://www.relatebradford.org)

## CONTENTS

---

A Message from Marilyn

Who are Relate Bradford?

Our Vision

Objectives and Activities

Services we Offer

Strategic Priorities

Strategic Highlights

The Difference we Make

Reflections from our Clinical Supervisor

Partnership Working Testimonial

A Summer Intern Experience

Key Priorities in Service Delivery and Development in 2021 - 2022

A Word from Finance

Marilyn

Trustees Report and Accounts



## A Message from Marilyn

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As this is my last message as Chair of Trustees, I would like to take a little time to reflect on my time with Relate Bradford and Leeds. If anybody had told me when I first joined Marriage Guidance (as it was then) at the beginning of the 1980s that I would be around in the 2020s, I would have found it hard to believe. It seems to find a way into your soul, which means there will always be an attachment for me wherever I am in the future.

I have been very proud to lead the organisation through its ups and downs over the years, it has been a big learning curve for me, but throughout all the challenges I have always retained my love of the organisation.

I was also expecting to report a tale of woe and negativity in my message for 2021. However, that couldn't be further from the truth, as we have managed to weather the storm of COVID with the commitment of everybody in the organisation.

As you will see from the Annual Report, we have had to use some of the reserves to help us be fit for purpose in a very different world. I don't think any of us thought that we would still be dealing with Covid after a full year, with no end in sight. Nevertheless, I feel that our staff have all worked amazingly hard to carry on the excellent service we have always offered.

It has been difficult for all our staff as they have had to cope with working from home, it has been particularly hard on staff with children, as they have all had to be more flexible and increasingly versatile to respond to all the changes. Our Business Continuity Plan has proved to be essential in pointing out more quickly the need to seek new technology to enable staff to work virtually. New telephone and computer systems were identified as necessary purchases, which was an expense we were not able to foresee.

I know that all our working practices have been scrutinised to see if there was any way in which we could work more smartly, and where possible these have been introduced.

I would also like to thank our commissioners for the flexible way that they worked with us to enable us to provide the best possible service in the circumstances, without this our story of survival could have had a very different ending.

We are still working towards providing more services in Leeds as we know that the need is as great as in Bradford. Tina our CEO (Chief Executive Officer),

and Hayley have been working very hard to put the service on a stable footing, and this seems now to be around the corner.

In closing, as I am now handing over to a new Chair this will be the last message I will write for our Report and accounts. So, I would once again like to thank my Board of Trustees for all the support they have given me over the years. I will miss you all, as I will miss all at Relate Bradford and Leeds. I have many good memories to take away, and as I have moved now to East Yorkshire you never know I might pop up over there, or with National in some capacity in the future.



Marilyn Foster, Chair of Trustees

## Who are Relate Bradford?

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The National Relate organisation first began life as the 'Marriage Guidance Council' in 1938, when clergyman Dr Herbert Gray and a group of his colleagues became concerned about the impact of modern-day life on marriage and began pioneering research into relationships. It was relaunched on Valentine's Day 1988 as 'Relate' in recognition of our wider relationship work with single, cohabiting couples, same sex couples, children, young people and families.

Relate Bradford is a charity registered in 1948, therefore with over 70 years' experience in providing specialist relationship support to people across the Bradford District. We have additionally been working in Leeds, since 2019.

We are part of the National Relate Federation; however, each Relate centre is independent, and responsible for its own income generation and fundraising. Relate is the country's largest supplier of relationship support.

As a small, passionate, and ambitious charity situated in the heart of Bradford, we provide a range of therapeutic counselling services, supporting young people, families, individuals, and couples. Our office is based in Bradford city centre with a vibrant team of 18 members of staff, several volunteers and a board of 10 active trustees.

The Board of Trustees lead the charity strategically and are an active and diverse group with complementary skills which enables them to provide comprehensive leadership to the organisation.

We strive to ensure that the services we offer are accessible to all.

## Our Vision

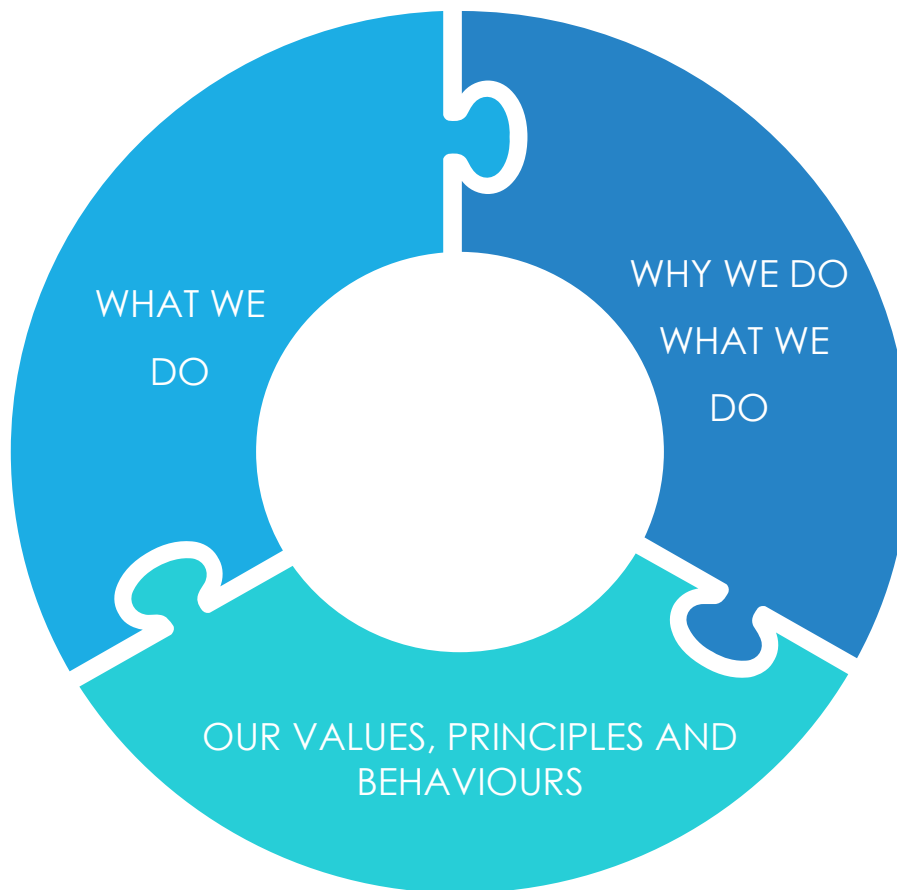
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At Relate Bradford, we aim to develop and support healthy relationships. We deliver inclusive, high-quality counselling services that are relevant at every life stage, helping heterosexual and same-sex couples, families, and individuals to make relationships work better, by improving their understanding of relationships and what makes them flourish.

We provide people with a breathing space where they can feel heard, valued, respected and understood, and are more in control of their feelings, and of their lives. In other words, to help people cope with the pain they are experiencing.

## Objectives and Activities

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### What we do

As a caring organisation, we give you the time, space, and support to explore relationships and help you see how you might be able to work through, and overcome, relationship challenges to move forward positively.

We put you at the heart of all that we do, by providing a confidential, ethical, and professional counselling service of the highest quality, exploring options, and individually tailored to your current situation.

We enable you to be more aware of feelings, to explore options, and to improve coping skills.

We work in partnership with other organisations to help advance our mutual aspirations and ambition.

### Why we do what we do

Because the relationships we have count, and good relationships help us all to live more fulfilled, healthier, and happier lives.

### Our values, principles and behaviours

We place kindness at our core and always strive to be respectful, supportive, professional, dependable, and empowering.

As a passionate, curious, and creative organisation looking to the future, we endeavour to develop, innovative, and create dynamic interventions, continually championing the importance of healthy relationships, and the role they play in ensuring good mental health.

With our partner organisations, we will be helpful, responsible, collaborative, and dynamic.

## Services we Offer

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### Relationship counselling/individual counselling/couples counselling

Personal relationships bring up all sorts of challenges and sometimes these can become problems. Many people come to us for relationship support on their own, so you don't have to be in a couple relationship. For instance, if you are in a relationship, you can attend individually or as a couple.

We help people who have come across issues in their personal relationships and want help to sort things out such as arguing, an affair, loss of interest in sex, taking each other for granted, problems communicating with each other and finding time for one for another or the impact of life events.



### Children, young people and family counselling

Family counselling can help adult family members with reducing conflict and improving communication, when siblings aren't getting on, or when parents and children are going through a divorce or separation. Because forming a new family is a challenge it's at this point that many parents contact Relate for some support to help everyone settle.

All families are unique and have unique problems and our professional counsellors are specially trained to work with families to help resolve difficulties and problems.



### Psychosexual therapy

All couples go through phases where they don't have the time or energy for regular sex. It's natural to want better sex and sometimes there are specific psychological or medical reasons for your difficulties.

Sex therapy can help you if you're experiencing difficulties in your love life and can help improve physical intimacy. We can help where people are having problems with their sex life due to physical or emotional reasons. Our sex therapists see lots of people with sexual difficulties such as loss of desire, erectile dysfunction, premature ejaculation, etc.



### IAPT couples therapy for depression

People experiencing symptoms of depression often find their relationships become affected because of it. In addition, sometimes problems with our relationships can lead to one or another partner becoming depressed or anxious.

Depression can affect people in lots of different ways, and we are focusing on increasing the stability of family life, improve communication, increase levels of couple intimacy, raise self-awareness and offering support with managing symptoms of depression.



### CALM

We are a delivery partner with the CALM service, Bradford Children's Trauma Therapy service, alongside Family Action (lead partner) and Step 2. We work with families where children have experienced one or more Adverse Childhood Experience (ACE's) and as a result the child is suffering trauma symptoms and the family are experiencing difficulties. We support parents to understand the trauma and behaviour of the child/children to recognise and support them with their own trauma symptoms.



### Reaching with Relate and school-based counselling

Working with primary and secondary schools in the City of Bradford, we deliver psychoeducation, focusing on healthy relationships and is helping to raise levels of confidence, self-esteem, increase resilience and emotional intelligence.

By empowering children and young people to learn how to manage and regulate their emotions and experiences we obtain an overall improvement in mental wellbeing.

We offer individual counselling in schools, to children and young people.





### Organisational based training

We help professionals better understand the impact talking therapy can have and how they can be more effective in using communication skills in engaging people, by increasing understanding of the quality of life and how our mindset can influence life experiences of those we work with, as well as ourselves.

Relate Bradford can also help people and organisations to build knowledge of the links between poverty and mental (and physical) ill health, understanding the effects and importance of helping people improve their self-esteem and confidence and how we work anger.



### National contracts

We provide counselling to a range of partners, via the Relate National contracts, for example, grocery aid, Royal Navy, support to accountants and bank workers.



### One Adoption counselling

Relate Bradford & Leeds and a neighbouring Relate, were awarded £10,000 by One Adoption to deliver support to adoptive families across West Yorkshire. Relate Bradford is the lead partner, and we monitor referrals into us and onwards to the neighbouring centre.

One Adoption is a regional adoption agency made up of local authority adoption services from West Yorkshire, North Yorkshire, The Humber and North East Lincolnshire.

The service we provide to One Adoption has a specific focus on supporting adoptive parents during the COVID19 crisis and takes the form of counselling, structured support, advice and/or guidance. The service is available to 20 adult couples, individuals and families across West Yorkshire and takes the form of six sessions of Relationship Counselling totalling 120 sessions.

We receive referrals from One adoption's social workers and we are not able to promote externally ourselves as the funding was specifically for the families supported by social workers at One Adoption.



### National Lottery COVID – 19 Fund

We were awarded £32,400 to spend on counselling for low-income couples/families in Leeds who were experiencing difficulties which arose due to confinement, financial worries, health anxiety/challenges and the general uncertainty and problems which have arisen as a result of COVID-19. We were awarded £18,000 to support young people and families

and £14,400 for the purpose of adult relationship counselling. In addition to these funds, £7500 corporate donation were used to enable existing clients to complete their sessions.



### Grief and Loss project

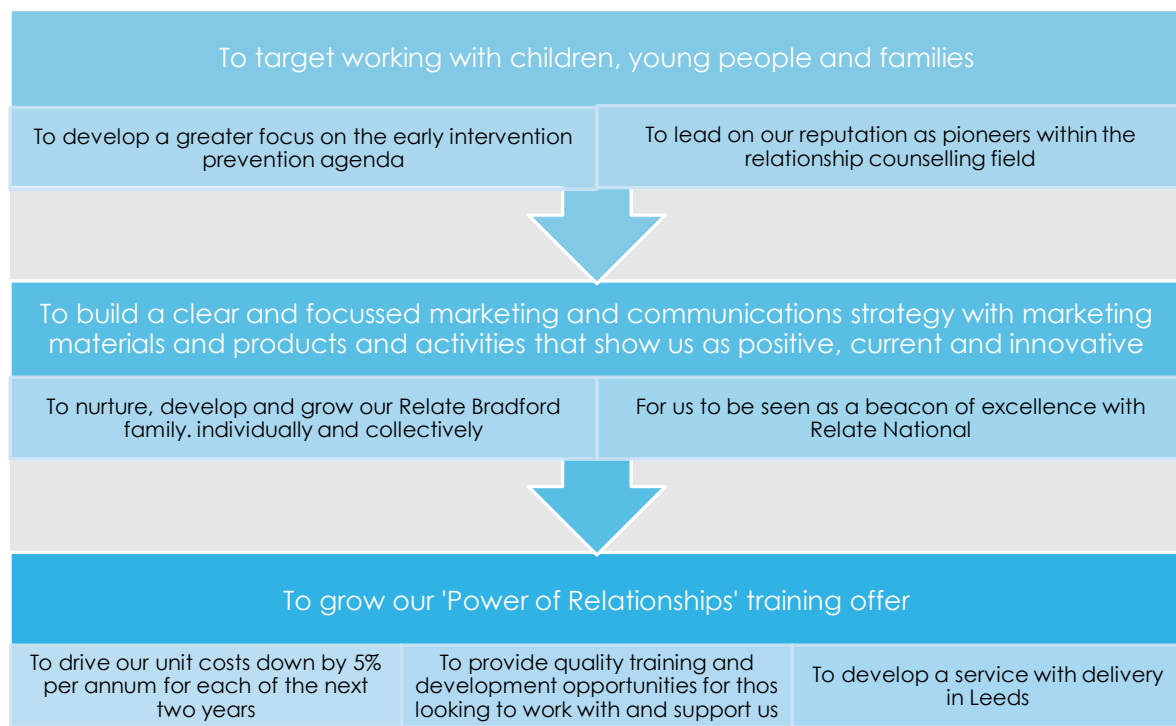
This project arose from Relate Bradford being part of the Bradford Counselling Collaborative COVID-19 Trauma Grief and Loss team. The project was set up in response to the COVID-19 pandemic and is supported by counselling organisations across the district.



### Parkinson's UK

Supported by Parkinson's UK, we provide a counselling service by a counsellor to a household, individually or as a couple, with a diagnosis of Parkinson's or Parkinsonism in the Leeds area. All referrals come from Parkinson's UK.

## Strategic Priorities



## Strategic Highlights

### Achievements, Performance and Service Delivery

- In preparation for the pandemic, we worked hard at business continuity planning, so that when we had to pause face-to-face counselling, we had no break in service and went into delivering counselling online or by telephone, immediately
- We saw the numbers of cancellations by clients increasing as the lockdown approached. This encouraged us to bring forward the telephone and video counselling training. Prior to the lockdown this year, our appointments were all face to face. Since lockdown we have offered telephone and video counselling and people have predominantly taken up telephone counselling.
- April 2020 saw our most productive month, where we had the highest utilisation of any month this year
- This suggested that online working has made us more productive than we've ever been
- Our average utilisation rates remained similar to the previous year, with data being closely analysed over subsequent months, in terms of implementing any changes to further increase productivity
- Since the start of the year, we have halved our waiting lists and we continued to work on driving these down.
- We have kept all commissioners updated with business continuity plans and all have been impressed with our efficiency in mobilising remote support via telephone and video counselling during lockdown.
- We continued to develop and build links with commissioners in Leeds
- We received funding from Leeds to support people and families on low-income Building networks within Leeds to become part of various Children's and YP Boards and networks for e.g., Children's and Families Scrutiny board -Building networks to become part of various Community Boards – presenting at these
- Using Councilors from Leeds City Council as a route into the community, as well as third sector agencies and social care.
- Increase in Domestic Abuse (DA) referrals Exploring supporting people where Domestic Abuse is involved & re-connecting with DA links in Leeds
- Joined key networks in Leeds, including the BAME (Black and Minority Ethnic) Hub/*Forum Central/Leeds Voices/Young Lives Leeds/Leeds Women and girls Hub*
- With another centre, we continued to work on One adoption and due to the pandemic, were given an extension for this to continue
- We recruited a new CALM clinician
- Due to the increase in Leeds, we utilised additional hours in the office administration team and a placement student in the interim

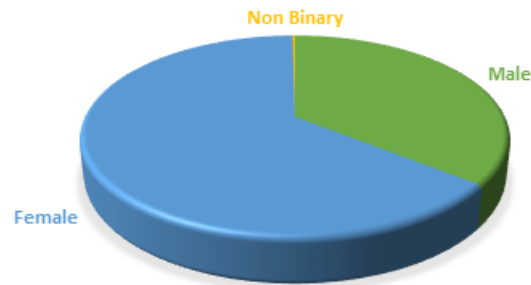
- To meet demand for counselling, we increased staffing hours as we felt our delivery was limited
- Refining and looking at our offer on Domestic Abuse
- We worked on our Relate roadmap to work on updating our plans for a return to the office and in looking at our premises needs
- Work was undertaken to look into corporate donations
- Schools based counselling - initially closed during lockdown, we implemented a flexible model in engaging with this group, assessing/triaging need and demand – complexities
- Due to the pandemic, GP access limited, there was a marked decrease in psychosexual referrals
- publicity and promotion
- IAPT couple therapy for depression - increasing promotion
- Reduction in GP referrals
- Initially delivery to 5-8-year-old was not possible remotely Implementing new children's specification to help 5–8-year-old clients
- Re-designing a remote COVID offer took time
- Increased drive-in maximising filled slots, with a weekly tracking system, which shows how many sessions we deliver for each service
- Targets assigned weekly to the admin office team – dependent on contractual obligations
- The office team work exceptionally hard in focusing on empty slots
- Flexibility has been key during the pandemic, from the team, there was real ambition and drive to adapt and adjust to the new ways of working
- Scoping out SPIP (Separated Parents Information Programme) contract, as we have a programme previously
- Throughout the last financial year, the vast majority of clients have not disclosed diversity monitoring information. Going forward, we are looking to address this and will enable us to better assess whether we are reaching out to the whole community
- Our postcode data highlights that geographically we have reach across Bradford, with particular postcodes having higher uptake. Again, we need to look to raise awareness of our services in the postcodes where we haven't had referrals from but are wary of our resource to scale up delivery
- We continue to ask for client contributions where possible, to enable us to help as many people as we can, with the resources we have
- It was pleasing that due to COVID-19, some funding was released from commissioners, to ease any cash flow pressures

- During the early stages of the pandemic, late cancellations were higher than expected, with the fourth highest number for the last 12-month period. Anecdotally, we know that this is due to anxiety surrounding COVID and lockdown. Last minute cancellations remain an area to monitor
- Since the start of the year, there have been a number of service developments in Bradford, including the CALM Project, partnership with Step 2 and Family Action – supporting families who have experienced Adverse Childhood Experiences (ACEs), One Adoption project, a partnership with Pennine & Keighley, a Grief and Loss service, a collaboration from the Counselling Collaborative and the National Citizenship Service workshop
- We were successful with the National Lottery for a 6-month period, to support people from low-income families, with their relationships, during the pandemic
- We recruited to the role of Office Coordinator, to support productivity and office functions
- A new delivery monitoring process has been implemented
- In order to be agile during COVID-19, we needed to invest in IT, including Microsoft Teams and soft telephones, to ensure we could continue to reach people and to continue to offer a high standard of service during the pandemic
- We constantly sought opportunities, local and national, in terms of funding support
- We were involved in several successful press releases, including a feature in North Leeds Life Magazine and a slot on BBC Radio Leeds and ensured our website had regular clinical blogs to support people
- We were part of the campaigns #NeverMoreNeeded and #StillHereToHelp as part of the charity sector
- We regularly promote our services on LinkedIn and built many local connections
- Created a new Facebook page due to practical problems with existing one, in order to generate greater reach and accessibility
- Pre lockdown, the team attended various networking events
- Sourced free training opportunities, for example, Adoption and LGBTQ+ training
- Team wellbeing remained a constant theme during the pandemic and post pandemic

## Our Clientele: Demographics and Service Delivery

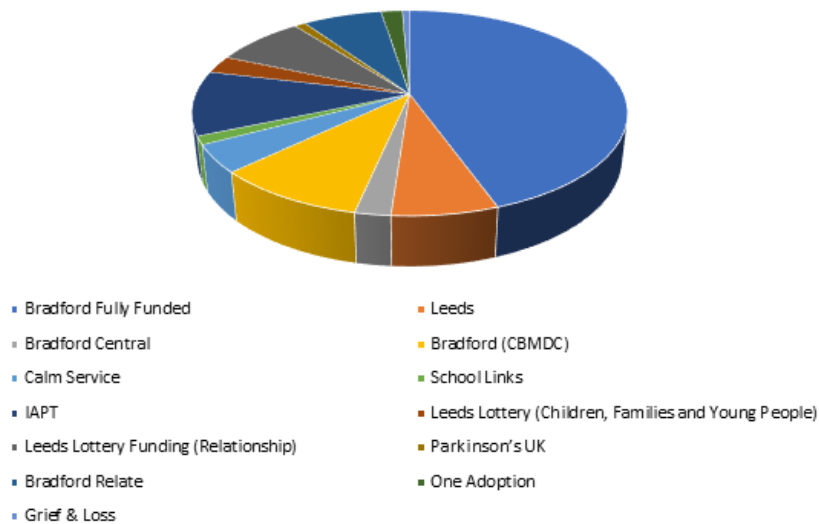
### CLIENT DEMOGRAPHICS

2020 - 2021



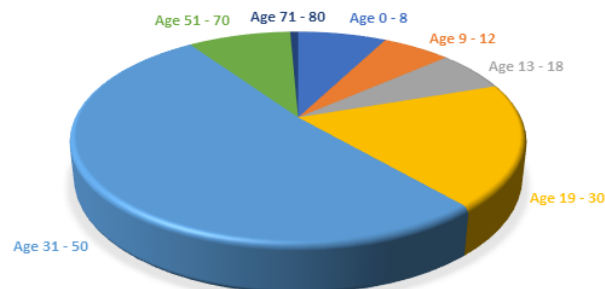
### Services provided by Relate Bradford & Leeds

2020 - 2021



### AGE OF OUR CLIENTS

2020 - 2021



## The Difference we Make

*'Coming to Relate and talking with a counsellor has helped me learn about myself, to value myself and actually start to find me, I'm much calmer and less stressed now.'*

*'I was apprehensive about coming to Relate as I felt that it would unnecessarily be intrusive. However, our counsellor's approach was very calming and reassuring. Thank you for your help.'*

*'Very helpful sessions with the Counsellor. This helped me look at my behaviour and how this affects my family situation. Thank you.'*

*I could not see how I could benefit from focussing on my needs or how that would help my family. I'm so glad that my counsellors' skilled approach enabled me to see what I needed to do in terms of my actions and thought process.'*

### **Two young people approached the service**

after losing their mum in the pandemic, one 15 and one 17. They were now living alone and needed support coping with their loss of their mother, and the loss of any other adult in the family home. Both girls had experienced domestic abuse in the home in the past and were experiencing unhealthy relationships within and outside the home. Each client was given their own counsellor to work with them in navigating their situation and helping them adapt to their new life and manage all the relationships in their life, including the one with their sister. Our clinicians worked with multiple professionals in Leeds to ensure joined up support and effective safeguarding for the girls who have really benefitted from our

“

Thank you so much for your help and support. It is very much appreciated. We are extremely grateful for the funding of our sessions. You are so lovely, kind and thoughtful and we couldn't have got this far without you. Thank you!

”

**A 13 -year-old young guy** presented with separation anxiety. His life was on hold as his anxiety of his mother not being at home when he returned from anywhere was affecting everything.

He couldn't socialise or go out with friends as he was pre-occupied with how his mother was.

School was suffering enormously. He was often in tears leaving the house as he thought about the prospect of his mother not being there on his return. When he did get to school, often very late, his attention span was fine for about an hour. After this he would start thinking about the end of the day and the fear that his mother would not be there. The impact on his academic achievement was giving everyone concern.

He was embarrassed and tried to keep his state away from his friends which meant making excuses and distancing himself from them.

In assessment for therapy there seemed to be no psychological history that might explain this or offer direction. That might have been the opening for treatment.

Through a process called 'externalisation' the therapist worked just with his anxiety as opposed to its origins. In five sessions the client and therapist were able to think about his anxiety as something that he could exercise influence over. That instead of him being at the mercy of his feelings that he could see them as something he could control and be in charge of. That his anxiety was a not a part of him but was something that came upon him like an unwelcome and unruly guest that had to be boundaried and managed and that all this was completely in the client's ability. It was a great outcome.

“

**A very warm, relaxing and open talking experience.** The counsellor is amazing and very helpful guide for my personal understanding of myself and my relationship.

”

**L, a 17-year-old, has been coming for face-to-face sessions.** There have been court proceedings but the details of what have happened have not been disclosed as yet. College wanted to allow her to offer this info as she is very disillusioned with 'professionals.'

L has been in CAMHS and has had other forms of support but feels they have all let her down. It has been very difficult to help her engage. We are on our fourth session, the last sessions was very much in silence aside from checking she was okay and whether she wished to remain in the session or leave. I feel the fact she stayed and is still coming is an indicator that she does want support, but it is very difficult for her to open up. This may take longer than the 10 sessions usually allocated, and this is an important point to take on board when working with childhood trauma, it is very complex. If I were to push her too hard we may lose her due to her current take on being let down by services.



**M, aged 17, has just begun with me.** Will be continuing face to face throughout summer holidays at the college.

Several ACES including his dad and twin brother being estranged from the family. Twin used to be extremely angry towards him and attack him, which is why he no longer lives in the family home. Saw his dad hit his mum, resulting in dad leaving and also deciding to no longer see my client. Grandma died last year in front of client, and he watched mum attempt to revive her.

He experiences depression and anxiety which cause him to also be angry, where he will punch things such as the kitchen cupboard leaving a hole. He also struggles to eat. He has noticed this from December and is aware that this behaviour is not okay and that he also does not enjoy being like this.

We will look at processing the ACE's he's experiences and help him recognise triggers sooner. He has decided to go back to boxing as he recognises that that has helped him previously.

“

**The counsellor has been very down to earth** and helped us to be open and honest in a non-judgemental environment so that's helped to process and us grow stronger and closer together as a couple - we are definitely better at listening and understanding each other and being less reactive. We learnt some good tools to practice, such as listening, understanding, feeling and compromising, also safe words and believing each other/trust has helped.

”

**Z, a young woman aged 19,** was referred to me by college pastoral team as they were concerned how withdrawn she had become during lockdown. Is continuing face to face counselling as she is worried her mental health will decline if she is at home over 6-week holidays.

Dad died of sepsis when in secondary school, there are now her and her brother along with mum in the family home. Parents were extremely busy with work in the family business and so were not available for my client which proved to be critical as my client was sexually assaulted at age 11 and was unable to tell anyone. Z feels guilt and shame about this as their behaviour then changed in school to become sexualised and angry. This is an extremely common trauma response but until now she has not had the means to understand this. Told mum this year who was very dismissive and invalidated her feelings about the incident.

Mum also allowed brother to beat client when they were younger once to the point of being unconscious.

Transpired that mum is extremely emotionally and mentally abusive. Often threatens suicide and runs away.

Z is very stuck as lives in mum's house. We have completed 10 sessions and are now into another set of 10 in order to keep my client safe, both mentally and with life circumstances. Now we have addressed the trauma we are working on self-esteem in order for her to take control of her life and make decisions to help her be independent of mum.

## Reflections from our Clinical Supervisor

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The 23rd of March will stay in most people's memory as they remember where they were when they heard of 'lockdown.'

It's thrown up a lot for all of us, personally and professionally, and it's difficult to think of an area of our lives that hasn't been impacted.

We at Relate Bradford & Leeds changed our service delivery platform quite literally overnight. It seems fair to acknowledge the teeth gnashing we went through as we all initially wrestled with Teams, Zoom, and seeing ourselves on screen!

There was some anxiety for some clinicians with working in this way as they wondered about the loss of transference and body language. Assessing for domestic abuse was a particular concern until we established what was possible and what we had to refer and to whom.

Work with children came to a halt effectively as they lack capacity for extended periods of online working.

I am deeply heartened that from a clinical perspective, service delivery and quality assurance was largely unaffected. All credit goes to clinicians who overcame their initial reservations and just got on and did what they do extremely well, making deep, meaningful and sometimes life changing connections with the clients at a time of need.

Whilst some centres lost practitioners who felt that they couldn't manage working in this way all of our practitioners transitioned with forbearance.

Different client issues came to the fore as couples navigated working and living at close quarters every day, whilst also trying to home school their children. Hard enough for any family but particularly where there were already tensions and friction. Think about those moments of tension that we all have with our loved ones that can linger for longer than we would like, and then think about that tension 24 hours a day, 7 days a week whilst doing everything else as well.

Our Young People clients often presented with loss of structure and friendships spending much of their time alone in their rooms with troubling thoughts in isolation. Many adolescents struggle with existential tussles about the meaning of life and their place in the world and it's easy to see how isolation makes that desperately worse.

Conversely, there were some positives.

Those clients that battle their ongoing difficulties with extreme anxiety and low mood reported that they felt less lonely as they witnessed the whole world in a state of heightened anxiety and fear. Finally, they said, other people 'got it.'

Some couples came forward for Psychosexual Therapy realising that they could use this time of being confined alone together to improve something that had never been previously tackled.

Much as we might want to be, we are not yet out of the 'viral woods.'

But the sky is definitely brighter. We know that our clinicians are versatile, resilient, tenacious, and committed enough to adapt service delivery to facilitate clients in both familiar and unfamiliar ways.

Tamara

## Partnership Working Testimonial

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“ As part of our Summer Experience internship programme at the University of Bradford we recruit employers to offer a 6-week opportunity to students in their first or second year to support in developing their employability skills. In 2020/2021 Relate were able to offer an opportunity working within Human Resources. This vacancy was advertised, students applied with their CV and cover letter then interviewed by colleagues at Relate who appointed Sofia (a second-year student studying Human Resource Management). Sofia was a real asset to the team, she thoroughly enjoyed every minute of the experience and on returning to University for her third year, based her final year project on the learning from her internship. The team at Relate were really supportive and she is now, after completing her final year, employed with them! Sofia thereafter joined me in sessions to promote the Summer Experience internship programme to other students and talked with such passion about her experience. ”

Helen

Employer and Placement Services Consultant  
University of Bradford

## A Summer Intern Experience

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My name is Sofia Ahmed. I am a recent graduate from the University of Bradford where I studied Human Resources Management. All was going well and I was looking into getting more experience alongside my degree. In my second year covid hit, which threw my ambitions a little off course. Like most I found myself unable to see my next steps. I then applied for my universities summer experience programme, where students could apply to workplaces who were willing to offer experience.

I applied and got a summer internship at '*Relate Bradford*'. I spent those weeks implementing our new HR system which is now fully up and operated by myself, alongside assisting with volunteer applications and interviews. I also successfully produced a volunteer handbook.

My final year began not too long afterwards and needless to say the pandemic was still at a strong point. As I was weighing my options for a possible project that would inevitably define my degree – and I thought of '*Relate*'. I opted to create a company's project which meant I would identify an area of improvement then dedicate time and resources to help find a solution. I pitched my idea to the Chief Executive Officer and Head of Service Delivery & Development, and they were thrilled.

My project was a dissertation on '*Relate Bradford & Leeds (RBL)*' employees wellbeing and productivity over the Coronavirus period. This work was exceptionally well received, and I graduated with a first and was shortly offered a job at *RBL*.

I am now the Human Resources and Governance Administrator at '*Relate Bradford & Leeds*'. It's such a brilliant environment and I have been able to grow and learn so much in my role. I am glad that through the pandemic I was offered an opportunity which let me unlock my future potential. I have no doubt that it is an incredible place to start my

## Timeline



## Key Priorities in Service Delivery and Development for 2021 - 2022

Our services are funded primarily through contracts with NHS Trusts, local authorities and CCG's and we have developed strong relationships with funders and commissioners. We are aware of the changing landscape of the NHS with the introduction of NHS Integrated Care Systems. During 2021 and 2022 we will strengthen and develop partnerships with the full range of commissioners and delivery partnerships to ensure we can work alongside them to fill gaps in provision and develop new services to support the mental health needs of our communities in Bradford and Leeds.

We successfully demonstrated our ability to adapt our services to meet the needs of our clients through the COVID-19 pandemic. During the coming

year it is our aim to ensure that Relate Bradford & Leeds retains our ability to be an agile and responsive organisation. The three pillars which will inform our decision-making process are our client led approach, the needs of our commissioners and our focus on the wellbeing of the team.

### Monitoring and Service Delivery

We have moved to a blended hybrid model of face-to-face sessions, webcam and telephone counselling sessions for our clients. During 2021 and 2022, we will continue to monitor the needs of our clients and funders we will ensure that we adapt the delivery of our services accordingly.

We will be working on developing solutions to reduce waiting times in some of our services and minimising any late cancellations.

We will continue to review our organisation's infrastructure such as the premises, IT equipment and processes to ensure operational efficiency and that the team are supported through any changes that are implemented.

We have introduced a number of digital feedback forms for our clients which will help us to drive service and process improvements. We have volunteered to run a pilot project at Relate Bradford & Leeds for Relate National during Q2 of 2021, with the aim of improving our online registration journey for clients during 2021.

### Service Development and Income Generation

In addition to maximising the income from existing service contracts we will be focusing on addressing gaps in the wider mental health system and identifying new sources of funding.

We have been delighted to secure a commission from the Leeds CCG NHS trust during 2021 for the provision of relationship counselling services in Leeds.

We have seen the positive difference that our counselling services have made to children, young people and families in Bradford through our feedback and case studies. We believe that we can also meet the wellbeing and mental health needs of children, young people, families and adults across Leeds.

We will also be developing our pitch documentation and targeting corporate organisations who are focused on the well-being of their teams and who are actively engaged in supporting business in the community to maximise corporate sponsorship and donations.

We will also be looking at developing and implementing our community fundraising activities which will also help raise awareness of our services.

## Strategic Planning

The last couple of years we have been through a massive amount of change and during 2021 – 2022 one of our key priorities is to develop our 3 to 5 year business plan to help extend our reach to more people and communities who need us. Once the plan is developed, we will ensure that the plan is communicated to our team and actioned.

We are continually working on improving our reporting mechanisms to enable the board to make informed decisions. Our new Chair of Trustees has agreed to support us with the development of our plan.

## Leadership and development of our team

We firmly believe that our team are what makes Relate Bradford & Leeds stand out and we are proud of their professionalism and kindness. One of our key priorities for 2021 – 2022 is to increase diversity and address inequalities in the make-up of our team.

One of our key focus areas for 2021-2022 is the recruitment of team members to support our delivery of all of our services and the development of our existing team.

The pandemic has been a challenging period for our team; however, they have remained motivated to make a positive difference to our clients. We will continue to focus on supporting their wellbeing and encouraging and inspiring our team.

Each member of the team has regular monthly 121's and we are working towards ensuring that they all have written personal development plans. Our clinicians are BHCP accredited or are working towards it. We are focused on making Relate Bradford & Leeds a great place to work and we will introduce a schedule of activities, including team building, wellbeing and team fun days.

## Ecosystem Development and Collaborations

We have an exciting opportunity during 2021 - 2022 to be proactively engaged in the strategic development of mental health and third-party sector services across Bradford and Leeds.

We will be working hard to maintain our strong relationship and partnerships with commissioners, funders and local authorities to enable us to extend the reach of our services in Leeds and Bradford. We will be working on raising the profile of our services in GP practices.



We are focused on tackling health inequalities, and we are looking at different ways to reach people that need us, for example liaising with faith and community leaders to help promote our services.

### Marketing our Services

Our key aims in relation to marketing are:

- To increase our visibility to our clients and funders
- To ensure our clients easily understand the services we offer and how to access them
- To attract new talent to the team

We have achieved a great deal with a limited budget, and we will continue to look at developing our website. In addition, we will be utilising different platforms to target our clients and funders.

We will be implementing a social media content calendar and ensuring that we maximise our opportunities to profile why there is a need for our services, what we do and how we deliver our services.

### A Word from Finance

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As we know, the impact of COVID-19 has been a challenge, for us and many in our sector. For the first time in three years, we have a deficit budget, a deficit that wasn't envisaged, pre pandemic. In order to be able to continue to deliver services, we needed to make significant investments, again not predicted, to support and enable agile working, essential, especially for people who needed to use our services.

Whilst a challenge, the year also brought us opportunities, the ability to move things more online/streamline our financial way of working and in adapting to an ever-changing world.

We anticipate the year ahead will continue to be challenging and we will need to continue to think deeply and, in a solution focussed way, to meet those challenges with resilience, focus, hard work and optimism.

### National Citizenship Service (NCS) (Leeds United Foundation)



*During the October half term, I was approached by a friend who organises the NCS at Leeds United Football Club (LUFC). She had seen the work I have posted on social media and wanted Relate Bradford to be involved in their program in Summer, originally for 150 young people but unfortunately this was cancelled due to the pandemic. The scaled down version took place over one day to four different 'teams' of*



young people who were taking part, each team of around 15. So over that day I delivered the workshop to around 60 young people. T, my contact at LUFC, had previously been concerned about some disturbing dynamics she saw between the young people and asked if I could deliver based around healthy relationships in particular coercive control and boundaries. It went down very well, every young person in each group offered something to the discussion.

Following this, three young people came forward to the NCS staff to speak about how they identified as being in an abusive relationship. One of whom had never spoken up about this before.

Due to the Head of Service Delivery & Development securing Lottery money for the Leeds area, we have been able to receive the referrals and offer sessions to these young people, which is brilliant and offers a full service. I think this is really important, as we may set something in motion for these young people in the workshops, so it only feels right that we are there to support them afterwards. I have approached T for feedback, but as I know her as a friend, I am going to ask that another officer there provides this, as it's important we get proper impartial views to improve and build on this. They have asked if we are available in spring half term for their next intake, which I provisionally said yes to, which all being well with the world, will be more like the 150 it was originally meant for. I know T feels the young people got something valuable from it on the whole.

Faye, Counsellor at Relate Bradford



## Marilyn

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It feels only right, when coming towards the end of this annual report, during a year like no other, in acknowledging our outgoing Chair, Marilyn. For so many years, Marilyn (and of course let us not forget the brilliant man by her side, Peter) has been the strong and constant figurehead of Relate Bradford, through thick and thin...and has led the organisation to where it is today, thanks to outstanding and deeply committed leadership.

We hear many stories from when Marilyn worked at the charity as a counsellor, over 40 years ago, where she was known back then, for her power dressing style and indomitable nature...a force to be reckoned with! I am sure we may same the same now? What has changed?

For Relate Bradford, to have had such a passionate and committed Chair, has been an incredible source of strength to the charity and she has remained enthusiastic and passionate for over 40 years, and it is with a great deal of pride that we take the time to say thank you in this annual report.

Marilyn, on behalf of everyone in the Relate family, for your tireless work, dedication, your heart and passion, thank you.



**RELATE BRADFORD**  
**TRUSTEES' REPORT AND ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

Charity Registration No. 1013811  
Company Registration No. 02652414 (England and Wales)

## RELATE BRADFORD

### CONTENTS

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	Page
Legal and administrative information	1
Trustees' report	2 – 4
Independent examiners' report	5
Statement of financial activities	6
Balance sheet	7
Statement of cashflows	8
Notes to the accounts	9 – 16

## RELATE BRADFORD

### LEGAL AND ADMINISTRATIVE INFORMATION

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#### Trustees

Marilyn Foster  
Peter Foster  
Carol Ann Duerden  
Paul Stockwell  
Jonathan Smith  
Hazel Jackson  
Catherine Jowitt  
Lynne Joyce  
Mohammed Khan  
Magdalena O'Connell

#### Charity number

1013811

#### Company number

02652414

#### Registered office

Bradford Trident Business Centre  
1<sup>st</sup> Floor  
11 Edward Street  
Bradford  
West Yorkshire  
BD4 7BH

#### Independent examiner

Kevin J Meddings MAAT  
Stuart B Lodge & Co  
Chartered Accountants  
44 Bradford Road  
Idle  
Bradford  
West Yorkshire  
BD10 9PE

#### Bankers

The Co-Operative Bank  
P O Box 101  
1 Balloon Street  
Manchester  
M60 4EP

## RELATE BRADFORD

### TRUSTEES' REPORT *FOR THE YEAR ENDED 31 MARCH 2021*

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The trustees present their report and accounts for the year ended 31 March 2021.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and Charities Act 2011.

#### **Structure, governance and management**

The company is a company limited by guarantee, incorporated on 8 October 1991 and registered as a charity with the Charity Commission on 20 August 1992. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The liability of the members in the event of the Centre being wound up is limited to a sum not exceeding £1. Relate Bradford's charitable objects were revised on 2 September 2008, in line with Relate Central Office's recommendations and the Articles of Association were amended on 2 September 2013.

The trustees, who are also directors for the purpose of company law, and who served during the year were:-

Marilyn Foster  
Peter Foster  
Carol Ann Duerden  
Paul Stockwell  
Jonathan Smith  
Hazel Jackson  
Catherine Jowitt  
Lynne Joyce  
Mohammed Khan (appointed 28 September 2020)  
Magdalena O'Connell (appointed 30 November 2020)

The directors of the company are also charity trustees for the purpose of charity law and under the company's Articles are known as Members of the Executive. One third (or the number nearest one third) of the Executive must retire each year or at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. A retiring member of the Executive who is eligible may be re-appointed.

The Executive seeks to maintain a broad mix of relevant skills amongst its members. In the event of particular skills being lost due to retirement, individuals are approached to offer themselves for election to the Executive.

A formal induction Policy Document; a Trustee Induction Pack and Trustee Code of Conduct for new and existing trustees are available.

The Executive must have a minimum of six members and a maximum of eighteen members. At present the Executive has eight members from a variety of professional backgrounds relevant to the work of the charity. The CEO also sits on the committee although has no voting rights.

We have a small dedicated set of Trustees and are keen to recruit new Trustees who will complement the current skill and experience profile of the Board and our succession planning.

Day to day responsibility is with the CEO, Tina Butler, who is responsible for ensuring that the charity delivered the services specified and that the key performance indicators are met. She is also responsible for the day to day operational management of the Centre and ensuring that the team continue to develop their skills and working practices in line with good practice. All practitioners receive supervision from the Clinical Supervisors.

## RELATE BRADFORD

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2021

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Relate Bradford, whilst being an autonomous organisation in its own right, is a member of the Relate Federation and operates to the standards set by the Council of Relate Central Office.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces.

#### Financial Review

This year the organisation can report a deficit of £14,548 (2020: surplus of £79,147).

Unrestricted reserves show a deficit of £50,231 (2020: surplus of £71,764) which reflects the impact of the pandemic in terms of the loss of both room hire and client income.

Designated reserves were required to support the Centre's deficit and as a result they fell by £14,548 in the year.

Total reserves at the end of the financial year were £249,735 (2020: £264,283).

Financially our aim is to return to a position whereby we can utilise income to increase the level of the Designated Fund to a point where the trustees can be confident that all future costs of any potential closure, have been set aside. Once this point has been reached our long term plan is to begin to rebuild our unrestricted reserves.

The trustees and senior leadership team meet on a regular basis to review budgeted income with actual expenditure and monitor closely any significant variations in anticipated cash-flow.

It is the policy of the organisation to aim to increase reserves to a level where we are able to continue, in the short term, to maintain and support existing services and users in the event of a loss of specific funding. To this end we believe that as an organisation we should be striving to ensure that our reserves at the end of any financial year are at least six months of total annual expenditure.

As an organisation we have still to achieve our targeted level of reserves.

Our principal unrestricted funding sources are:

1. We generate income for room hire to other agencies who wish to make use of our premises.
2. Donations from individuals and fundraising/corporate endeavours.

Details of our restricted funding is shown in Note 10.



## RELATE BRADFORD

### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2021

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#### Statement of Directors Responsibilities

The directors of Relate Bradford are responsible for preparing the Trustees' Annual report and accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare accounts for each financial year. Under company law the directors must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these accounts the directors are required to:-

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements that are reasonable and prudent;
- state whether UK accounting standards have been followed, subject to any departures disclosed and explained in the accounts; and
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in business.

The directors are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of accounts may differ from legislation in other jurisdictions.

The directors are responsible for maintaining proper accounting records which disclose at anytime the financial position of the charitable company and to enable them to ensure that the accounts comply with the Companies Act 2006, and the Charities Act 2011. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board of trustees



Trustee, Marilyn Foster

Dated: 3 November 2021

## RELATE BRADFORD

### INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RELATE BRADFORD

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I report on the accounts of the charity for the year ended 31 March 2021, which are set out on pages 6 to 16.

#### **Respective responsibilities of Trustees and Examiner**

The trustees, who are also the directors of Relate Bradford for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011, (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination it is my responsibility to:

- (i) examine the accounts under section 145 of the 2011 Act;
- (ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- (iii) to state whether particular matters have come to my attention.

#### **Basis of Independent Examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

#### **Independent Examiner's statement**

In connection with my examination, no matter has come to my attention:

- (a) which gives me reasonable cause to believe that in any material respect the requirements:
  - (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
  - (ii) to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;have not been met; or
- (b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Kevin J Meddings MAAT  
Stuart B Lodge & Co  
Chartered Accountants  
44 Bradford Road  
Idle  
Bradford  
West  
Yorkshire  
BD10 9PE



Dated: 3 November 2021

## RELATE BRADFORD

### STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2021 £	Total 2020 £
<b>Income</b>						
Donations		219	-	-	219	140
Fundraising		-	-	-	-	170
Income from charitable activities:						
Client income		17,445	-	-	17,445	25,566
Contract income		1,985	-	-	1,985	7,095
Other operating income		999	-	-	999	61,193
Investment income		298	-	-	298	347
Grants and related income	2	-	-	305,579	305,579	318,712
Job retention scheme		16,554	-	-	16,554	-
Other income		-	-	-	-	410
<b>Total Income</b>		<b>37,500</b>	<b>-</b>	<b>305,579</b>	<b>343,079</b>	<b>413,633</b>
<b>Expenditure</b>						
Charitable activities	3	87,731	-	269,896	357,627	334,486
<b>Total expenditure</b>		<b>87,731</b>	<b>-</b>	<b>269,896</b>	<b>357,627</b>	<b>334,486</b>
<b>Net (expenditure)/income/net movement in funds before transfers</b>		<b>(50,231)</b>	<b>-</b>	<b>35,683</b>	<b>(14,548)</b>	<b>79,147</b>
<b>Transfers between funds</b>		<b>50,231</b>	<b>(14,548)</b>	<b>(35,683)</b>	<b>-</b>	<b>-</b>
<b>Net (expenditure)/income/net movement in funds after transfers</b>		<b>-</b>	<b>(14,548)</b>	<b>-</b>	<b>(14,548)</b>	<b>79,147</b>
Total funds brought forward		-	264,283	-	264,283	185,136
<b>Total funds carried forward</b>		<b>-</b>	<b>249,735</b>	<b>-</b>	<b>249,735</b>	<b>264,283</b>

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

## RELATE BRADFORD

### BALANCE SHEET AS AT 31 MARCH 2021

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2021 £	Total 2020 £
<b>Current assets</b>						
Debtors	8	4,394	-	26,835	31,229	55,444
Cash at bank and in hand		4,005	249,735	11,235	264,975	242,866
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total assets</b>		8,399	249,735	38,070	296,204	298,310
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>Creditors: amounts falling due within one year</b>	9	(8,399)	-	(38,070)	(46,469)	(34,027)
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total assets less current liabilities</b>		-	249,735	-	249,735	264,283
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>The funds of the charity</b>						
Restricted funds	10	-	-	-	-	-
Unrestricted funds		-	-	-	-	-
Designated funds	11	-	249,735	-	249,735	264,283
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total charity funds</b>		-	249,735	-	249,735	264,283
		<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of those accounts.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

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

The accounts were approved by the Board on 3 November 2021.



Trustee, Marilyn Foster

**Company Registration No. 02652414**

## RELATE BRADFORD

### STATEMENT OF CASHFLOWS FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash generated in operating activities	13	21,811	45,807
Cashflow from investing activities		298	347
Increase in cash equivalents in the year		22,109	46,154
Cash equivalents at the beginning of the year		242,866	196,712
<b>Total cash equivalents at the end of the year</b>		<b>264,975</b>	<b>242,866</b>

**RELATE BRADFORD**  
**NOTES TO THE ACCOUNTS**  
***FOR THE YEAR ENDED 31 MARCH 2021***

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**1. Accounting policies**

**1.1 Basis of preparation**

The accounts have been prepared under the historical cost convention, unless otherwise stated.

The accounts are prepared in accordance with Accounting and Reporting by Charities; Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) published on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice as it applies from 1 January 2015.

The charity constitutes a public benefit entity as defined by FRS102.

Having considered future planned activities and the reserves available to the charity, the trustees are satisfied that the financial statements should be prepared on a going concern basis.

**1.2 Incoming resources**

Membership subscriptions, book sales and donations are accounted for when received by the Centre.

Grants of a revenue nature are also accounted for as and when received by the Centre, except where received in advance of the next year when they are deferred into the period to which they relate. Any unspent amounts are carried forward into the next financial year when considered appropriate.

**1.3 Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises, those costs incurred by the charity in the delivery of its activities and services for beneficiaries.

Governance costs includes those costs associated with meeting the constitutional and statutory requirement of the charity.

All costs are allocated between the expenditure categories on the SOFA on a basis designed to reflect the use of the resource.

#### 1.4 **Tangible fixed assets and depreciation**

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold improvements	3 years straight line
Equipment	3 years straight line

The directors have ratified a policy that only items of a capital nature with a cost in excess of £2,500 will be included in the balance sheet.

#### 1.5 **Fund accounting**

Restricted funds are subject to specific conditions by donors as to how they may be used. The purpose and uses of the restricted funds are set out in the notes to the accounts.

#### 1.6 **Pensions**

The charity pays contributions into The Peoples Pension which is a defined contribution workplace scheme.



**RELATE BRADFORD**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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2. **Grants and related income:**

	<b>2021</b> <b>£</b>	<b>2020</b> <b>£</b>
Bradford Council: Children, Young People and Family Counselling	38,300	38,299
BDCFT (NHS): Relationship and PST Counselling	161,720	161,720
BDCFT (NHS): IAPT Couple Therapy for Depression	29,160	45,438
CCG: School Links	18,171	45,171
Department of Health/CCG: CALM Counselling Service	19,055	16,417
National Lottery Covid-19 Fund	30,326	-
One Adoption West Yorkshire	6,032	-
Parkinson's UK	2,015	-
Grief & Loss Project	800	-
Bradford Council: Caring and Sharing	-	11,667
	<hr/>	<hr/>
	305,579	318,712
	<hr/>	<hr/>

## RELATE BRADFORD

### NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

#### 3. Charitable activities

	2021 £	2020 £
Counselling salaries	125,837	133,602
Travelling expenses	-	341
Training and supervision fees	1,045	2,112
Centre salaries	159,853	123,325
Rent and utilities	33,127	40,610
Rates	1,664	1,638
Insurance	2,215	2,052
Repairs and maintenance	-	192
Pension costs	7,285	6,177
Telephone	2,656	2,300
Centre running costs	2,994	3,935
Sundry expenses	356	256
Bank charges	333	838
Payroll costs	900	900
Advertising	-	108
Fundraising	-	100
Interpreter costs	-	255
DBS costs	-	103
Computer costs, IT and telephone upgrades	5,982	1,872
Governance costs (note 4)	13,380	13,770
	<hr/>	<hr/>
	357,627	334,486
	<hr/>	<hr/>

#### 4. Governance costs

	2021 £	2020 £
Relate federation charge	10,169	10,022
Independent examination fee	2,660	3,000
Annual return and Companies House costs	13	13
Legal fees	538	-
Attendance at Relate National AGM	-	735
	<hr/>	<hr/>
	13,380	13,770
	<hr/>	<hr/>

## RELATE BRADFORD

### NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

#### 5. Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year (2020 £nil).

We can confirm that there are no related party transactions that require disclosure in the accounts (2020: none).

#### 6. Employees

##### Number of employees

The average number of employees during the year was:

	2021 Number	2020 Number
Counselling	9	8
Administration and cleaning	8	8
	<u>17</u>	<u>16</u>

##### Employment costs

	2021 £	2020 £
Wages and salaries	270,223	243,849
Social security costs	15,467	13,078
Pension costs	7,285	6,177
	<u>292,975</u>	<u>263,104</u>

There were no employees whose annual emoluments were £60,000 or more.

#### 7. Tangible fixed assets

	Equipment £
<b>Cost</b>	
At 1 April 2020 and 31 March 2021	12,131
<b>Depreciation</b>	
At 1 April 2020 and 31 March 2021	12,131
<b>Net Book Value</b>	
At 31 March 2020 and 2021	<u>          </u>

## RELATE BRADFORD

### NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

#### 8. Debtors

	2021 £	2020 £
Prepayments	3,134	-
Trade debtors	28,095	55,444
	<u>31,229</u>	<u>55,444</u>

#### 9. Creditors: amounts falling due within one year

	2021 £	2020 £
Accruals	2,234	3,680
Trade creditors	6,165	6,764
Deferred income	38,070	23,583
	<u>46,469</u>	<u>34,027</u>

10. **Restricted funds**

The income funds of the charity include restricted funds comprising unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			
	Balance at	Incoming	Resources	Transfers
	Balance at 31 1 April 2020 March 2021	resources	expended	
	£	£	£	£ £
Bradford Council: Children, Young People and Family Counselling	-	38,300	(37,332)	(968)
- BDCFT (NHS): Relationship and PST Counselling	-	161,720	(136,138)	(25,582)
- BDCFT (NHS): IAPT Couple Therapy For Depression	-	29,160	(30,125)	965 -
CCG: School Links	-	18,171	(5,286)	(12,885) -
Department of Health/CCG: CALM Counselling Services	-	19,055	(19,055)	- -
National Lottery Covid-19 Fund	-	30,326	(30,326)	- -
One Adoption West Yorkshire	-	6,032	(6,032)	- -
Parkinson's UK	-	2,015	(3,446)	1,431 -
Grief & Loss Project	-	800	(2,156)	1,356 -
	<hr/>	<hr/>	<hr/>	<hr/>
	-	305,579	(269,896)	(35,683) -
	<hr/>	<hr/>	<hr/>	
	<hr/>			

## RELATE BRADFORD

### NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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**Bradford Council: Children, Young People and Family Counselling**

To provide family and young people's counselling service.

**BDCFT (NHS): Relationship and PST Counselling**

To provide counselling and psycho-sexual therapy services for people across the district.

**BDCFT (NHS): IAPT Couple Therapy for Depression**

Counselling service for couples where one or both partners are experiencing mild to moderate depression .

**CCG: School Links**

- To find ways of making sure that children and young people in Bradford Schools have access to useful and interesting information about mental health issues
- To take the stigma, shame and secrecy about mental health issues out of schools so that everyone, pupils, families and school staff can talk about mental health matters together
- To make it easier for children and young people, and their families to be able to ask for help with mental health issues

Mental Health Champions deliver to schools across the three Clinical Commissioning Groups at half termly meetings covering topics such as anxiety, self-harm and the mental health effects of bullying. We also organise extra training for school's mental health champions, to equip them to support pupils within school with mental and emotional difficulties.

**Department of Health/CCG: CALM Counselling Services**

This service will bring together and expand three existing therapeutic counselling services for children/young people in Bradford:

- Trauma – informed therapeutic support (Family Action)
- Relate Bradford
- Step 2

This is funded by the Department of Health and Social Care/Public Health and the NHS Bradford and Craven CCG for three years.

**National Lottery Covid-19 Fund**

We were awarded £32,400 to spend on 360 sessions of counselling for low-income couples/families in Leeds who were experiencing difficulties which arose due to confinement, financial worries, health anxiety/challenges and the general uncertainty and problems which have arisen as a result of COVID-19. We were awarded £18,000 to support young people and families and £14,400 for the purpose of adult relationship counselling £2,074 of this income was deferred into 2021/22. In addition to these funds, £7,500 corporate donations were used to enable existing clients to complete their sessions. These funds have now ceased and any clients who were on waiting lists are now being seen under our new Leeds CCG Relationship Counselling commission which is running from October 2021.

**One Adoption West Yorkshire**

Relate Bradford and Relate Pennine Keighley & Craven were awarded £10,000 by One Adoption to deliver support to adoptive families across West Yorkshire. Relate Bradford is the Lead Partner and we monitor referrals in to us and onwards to Pennine Keighley & Craven Relate.

One Adoption is a regional adoption agency made up of local authority adoption services from West Yorkshire, North Yorkshire, The Humber and North East Lincolnshire.

The service we provide to One Adoption has a specific focus on supporting adoptive parents during the COVID-19 crisis and takes the form of counselling, structured support, advice and/or guidance. The service is available to 20 adult couples, individuals and families across West Yorkshire and takes the form of six sessions of Relationship Counselling totalling 120 sessions.

## RELATE BRADFORD

### NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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We receive referrals from One Adoption's social workers and we are not able to promote externally ourselves as the funding was specifically for the families supported by social workers at One Adoption.

We have deferred £3,968 of funds from One Adoption into this financial year to enable us to continue helping adoptive families in partnership with one adoption. We will take referrals and help their families until the remaining monies have been used.

#### **Parkinson's UK**

A contract was originally awarded to Relate Bradford on 1 January 2019 by Parkinson's UK to provide a counselling service by a counsellor to a household (individual/couple) with a diagnosis of Parkinson's or Parkinsonism in the Leeds area. We offer a maximum of 6 sessions at £65 each per referral. All referrals come from Parkinson's UK and we are continuing to provide the service until funds have been utilised.

#### **Grief & Loss Project**

This project arose from Relate Bradford being part of the Counselling Collaborative COVID-19 Trauma Grief & Loss Team. The project was set up in response to the COVID-19 pandemic and is supported by counselling organisations across the district. We have delivered 20 sessions under the project and will continue to do so until funding has been utilised in full.



## RELATE BRADFORD

### NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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#### 11. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

Balance at 1 April 2020	Movement in funds		Transfers	Balance at 31 March 2021	
	Incoming resources £	Resources expended £		£	£
Liabilities Fund	120,000	-	-	12,885	132,885
Organisational Growth and Development Fund	144,283	-	-	(27,433)	116,850
	<u>264,283</u>	<u>-</u>	<u>-</u>	<u>(14,548)</u>	<u>249,735</u>

#### 12. Commitments under operating leases

At 31 March 2021 the company had annual commitments under non-cancellable operating leases as follows:-

	Land and Buildings	
	2021 £	2020 £
<b>Expiry date:</b>		
Within one year		30,000
Between two and five years		30,000
		<u>60,000</u>
	60,000	<u>60,000</u>

#### 13. Reconciliation of net movement in funds to net cashflow from operating activities

	2021 £	2020 £
Net movement in funds	(14,548)	79,147
Deduct interest income	(298)	(347)
Decrease/(increase) in debtors	24,215	(35,794)
Increase in creditors	12,442	2,801
	<u>21,811</u>	<u>45,807</u>
<b>Net cash generated in operating activities</b>	<u>21,811</u>	<u>45,807</u>