# The Relationships Counselling, Therapy and Mediation Service

England & Wales · Charity number 1053223

## Details

| | |
|---|---|
| **Other names** | RELATE CENTRAL MIDDLESEX, RELATE LONDON NORTH WEST, RELATE LONDON NORTH WEST AND HERTFORDSHIRE, Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire, FAMILY MEDIATION LONDON NORTH WEST, The Relationships Service |
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 03141164 |
| **Registered** | 1996-02-29 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | The Relationships Service<br>The Gables<br>3 St. Marys Road<br>Hemel Hempstead<br>Hertfordshire<br>HP2 5HL |
| **Phone** | 03000032324 |
| **Email** | ewanm@relationships-service.org.uk |
| **Website** | https://www.relationships-service.org.uk/ |

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## Activities

**Objects:** 1. TO EDUCATE THE PUBLIC CONCERNING THE BENEFITS OF SECURE COUPLE RELATIONSHIPS, MARRIAGE AND FAMILY LIFE IN ORDER TO IMPROVE THE EMOTIONAL, SEXUAL AND SPIRITUAL WELL-BEING OF INDIVIDUALS WHICH IS DERIVED FROM COMMITTED RELATIONSHIPS;2. TO SEEK TO ENHANCE, THE GOOD HEALTH, BOTH MENTAL AND PHYSICAL, OF ADULTS AND CHILDREN BY:2.1. INCREASING PUBLIC AWARENESS OF THE BENEFIT OF COMMITTED COUPLE RELATIONSHIPS, MARRIAGE, AND FAMILY LIFE; AND2.2. WORKING TO PREVENT POVERTY, HARDSHIP AND DISTRESS CAUSED BY THE BREAKDOWN OF SUCH RELATIONSHIPS;3. TO PROVIDE COUNSELLING, ADVICE, EDUCATION, GUIDANCE AND RELIEF TO ADULTS AND/OR CHILDREN IN RELATION TO ANY ASPECT OF CONTEMPORARY LIFE OR WORK WHICH:3.1. MAY PREJUDICE THEIR PHYSICAL OR MENTAL WELL BEING; OR3.2. INFLUENCE, EITHER DIRECTLY OR INDIRECTLY, THEIR PRESENT OR FUTURE FAMILY OR COUPLE RELATIONSHIP;4. TO RELIEVE THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE; AND5. TO PROMOTE RESEARCH INTO ALL OF THE ABOVE OBJECTS AND TO MAKE THE RESULTS AVAILABLE TO THE PUBLIC.

**Activities:** The services are in 3 main areas:Counselling - relationship, individual, family and children's counselling, psychosexual therapyMediation - family, workplace and housing mediationEducation - training, CPD and peer listening for schools and life skills for individualsAlso run a child contact centre

## Classification

- **How:** Provides Services
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, The General Public/mankind

## Geography

- **Area of benefit:** LONDON BOROUGHS OF BARNET, BRENT, EALING, HARROW, HILLINGDON, ISLINGTON, CAMDEN, WESTMINSTER, MERTON, WANDSWORTH, CROYDON, RICHMOND UPON THAMES, HAMMERSMITH & FULHAM, KENSINGTON & CHELSEA, HOUNSLOW, KINGSTON AND SUTTON TOGETHER WITH ALL PARTS OF THE COUNTIES OF HERTFORDSHIRE BUCKINGHAMSHIRE (EXCLUDING MILTON KEYNES) BERKSHIRE, NORTHAMPTONSHIRE AND OXFORDSHIRE.
- Buckinghamshire
- Hertfordshire
- Northamptonshire
- Oxfordshire
- Windsor And Maidenhead
- Throughout London

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## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-03-31 | £1,115,190 | £1,234,303 | £986,795 | 57 |
| 2024-03-31 | £1,148,444 | £1,260,033 | £1,138,576 | 61 |
| 2023-03-31 | £1,297,222 | £1,279,533 | £1,192,500 | 72 |
| 2022-03-31 | £1,264,226 | £1,005,383 | £685,062 | 70 |
| 2021-03-31 | £1,264,226 | £1,005,383 | £685,062 | 70 |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **Philip Waller CBE** | Chair | 2020-09-23 |
| Carolyn Fallon | | 2024-06-26 |
| Dr John Baruch | | 2021-03-24 |
| Fatima Patel | | 2021-12-08 |
| Jean Lammiman | | 2019-12-11 |
| Meghan Luton | | 2022-12-07 |
| Michael Young | | 2021-03-24 |
| Nicola Tavender | | 2020-03-11 |
| Petra Booth | | 2024-12-11 |
| Rose Bentley | | 2018-12-12 |
| Sarita Dent | | 2023-12-06 |
| Simon Lascelles | | 2023-06-28 |

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**The Relationships Counselling, Therapy and Mediation Service**

England & Wales - Charity number 1053223

# Accounts

Registered number: 03141164
Charity number: 1053223

# THE RELATIONSHIPS COUNSELLING, THERAPY AND MEDIATION SERVICE LTD (FORMERLY RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD)

(A Company Limited by Guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

Feltons
Chartered Accountants
Birmingham
B1 3JR

THE RELATIONSHIPS COUNSELLING, THERAPY AND MEDIATION SERVICE LTD (FORMERLY RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD)

(A Company Limited by Guarantee)

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# THE RELATIONSHIPS COUNSELLING, THERAPY AND MEDIATION SERVICE LTD (FORMERLY RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD)

**(A Company Limited by Guarantee)**

## REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2025

| | |
|---|---|
| **Trustees** | Philip Waller CBE, Chair<br>Michael Young, Treasurer<br>John Baruch<br>Rose Bentley<br>Sarita Dent<br>Carolyn Fallon (appointed 26 June 2024)<br>Jean Lammiman<br>Simon Lascelles<br>Meghan Luton<br>Fatima Patel<br>Nicola Tavender<br>Lana Wood (resigned 11 December 2024)<br>Petra Booth (appointed 11 December 2024) |
| **Company registered number** | 03141164 |
| **Charity registered number** | 1053223 |
| **Registered office** | The Gables<br>St Marys Road<br>Hertfordshire<br>HP2 5HL |
| **Independent auditors** | Feltons<br>8 Sovereign Court<br>8 Graham Street<br>Birmingham<br>B1 3JR |
| **Bankers** | Charities Aid Foundation Bank Limited<br>25 Kings Hill Avenue<br>King Hill<br>West Malling<br>Kent<br>ME19 4JQ |
| **Solicitors** | Radar Limited<br>6 Beacon Way<br>Hull<br>East Yorkshire<br>HU3 4AE |

# TRUSTEES' REPORT
# FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the audited financial statements of the company for the 1 April 2024 to 31 March 2025. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The charity also trades under the names Relate North Thames and Chilterns and Relate London NW, Herts, Berks & Bucks.

## Introduction

The Board of Trustees of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire (note paragraph below - the charity's name was changed to The Relationships Counselling, Therapy and Mediation Service Ltd by special resolution on 1st July 2025.) ("the charity") presents its annual report and accounts for the year ended 31 March 2025. The Board is satisfied with the performance of the charity during the year and its financial position as at 31 March 2025. The Trustees consider that the charity is well placed to continue its activities during the coming year and that its assets are adequate to fulfil its obligations.

## Name, registered office and constitution of the charity

The charity constitutes a registered company, limited by guarantee, as defined by the Companies Act 2006. During the period of this report, the full name of the charitable company is **Relate London North West, and Hertfordshire, Mid Thames and Buckinghamshire Ltd**. The full name of the charity was changed to **The Relationships Counselling, Therapy and Mediation Service Ltd** by special resolution on 1st July 2025. The Charity has traded as **The Relationships Service** since 1st June 2025.

The national organisation Relate Ltd went into administration on 29th November 2024. The charity led a consortium of Relate federated centres and submitted a bid to the administrator to buy the Relate brand which they had built together and to maintain the national benevolent contracts, predominantly delivered by the federated centres. This bid was unsuccessful.

The Administrator accepted an offer for the Relate brand and other assets from Family Action (Company number 01068186). It is understood that this purchase was completed on 1st January 2025. In March 2025, Family Action issued non-negotiable terms for continued use of the Relate brand. The Trustees of the charity concluded that these non-negotiable terms were unacceptable, being not in the best interests of the beneficiaries of the charity. Solicitors acting for Family Action issued to the charity a 'cease and desist' letter requiring the charity inter alia to stop trading under the Relate brand by no later than 2nd July 2025.

The charity worked with 20 other Relate federated centres to form the Relationships England and Wales network. This network, working in collaboration with Relationships Scotland, is now the largest provider of relationships counselling in the United Kingdom.

The legal registration details are :

- Date of incorporation - 22 December 1995
- Company registration number - 03141164
- Registered office address - The Gables, St Marys Road, Hemel Hempstead HP2 5HL

- Charity registrations number - 1053223
- Telephone number - 0300 003 2324

**Objectives and activities**

**a. Policies and objectives**

A summary of the objectives of the charity as set out in its governing documents follows.

In terms of its Memorandum and Articles, the charitable company exists to :

- educate the public concerning the benefits of secure and committed relationships;
- seek to enhance the good health, both mental and physical, of adults and children;
- provide counselling, mediation, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work.

The charity operated until the 1st July 2025 in the London Boroughs of Barnet, Brent, Camden, Ealing, Harrow, Hillingdon, Islington and Westminster and across the counties of Hertfordshire, Buckinghamshire and the eastern parts of Berkshire. By special resolution on 1st July 2025, the charity resolved to operate in areas of the London Boroughs of Barnet, Brent, Ealing, Harrow, Hillingdon, Islington, Camden, Westminster, Merton, Wandsworth, Croydon, Richmond Upon Thames, Hammersmith & Fulham, Kensington & Chelsea, Hounslow, Kingston and Sutton together with all parts of the counties of Hertfordshire Buckinghamshire (excluding Milton Keynes) Berkshire, Northamptonshire and Oxfordshire.

The trustees have throughout the year paid regard to the Charity Commission's guidance on public benefit in dealing with the aims and activities of the charity.

Our vision is a future with thriving relationships in every aspect of life.

Our mission it to provide accessible support in the ways that people want it so everyone can enjoy thriving relationships.

Our values are:

- Accessibility - We believe in the possibility of every individual to have thriving relationships, irrespective of their background or identity.

- Continuous improvement - We are committed to staying ahead of the curve, anticipating the evolving relationship and wellbeing needs of our communities, and continuously innovating. We ask questions, seek feedback, and adapt to ensure we remain significant and meaningful.

- Excellence - With a foundation rooted in expert knowledge and deep skills, we measure our success by the tangible, transformative outcomes we achieve. Every initiative is undertaken with a commitment to excellence and making a lasting difference.

- Safety - At the heart of our work lies a commitment to safeguarding every individual's well-being, dignity, and rights. We emphasise the paramount importance of consent, creating an environment where personal boundaries are respected and upheld.

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

**Objectives and activities (continued)**

The charity's main objective for the year was to promote the objectives set out in its governing document and to provide such further related services that will enhance the range and effectiveness of those objectives.

**b. Strategies for achieving objectives**

The charity is a member of the Relate Federation and works within its framework and in accordance with the strategy set out in its own business plan.

The charity's STRATEGIC PILLARS for 2024-2027 are:

- GROWTH through PARTNERSHIPS - to reach more diverse communities, strengthening relationships with partners and communities and diversify what we offer;
- ENGAGEMENT and INCLUSION - to focus on what works, ensuring our plans are valid offering what clients want and need by providing accessible and inclusive services for all;
- TECHNOLOGY with RELATE NATIONAL – to make online working easier and smoother;
- INNOVATION - to maximise our appeal, support different approaches and automate our systems;
- QUALITY ASSURANCE & CREDENTIALS/ACCREDITATION of practitioners, systems and services;
- SUSTAINABILITY for employees including practitioners, for our organisation financially and for the environment.

**c. Activities undertaken to achieve objectives**

The company's services are in three main areas:

1. Counselling - couple counselling, family counselling, adult relationships counselling including one session therapy, psychosexual therapy and counselling for children and young people.

2. Mediation - family mediation and group mediation.

3. Education - courses for individuals, including delivering the Planning Together for Children programme

**d. Social investment policies**

There is no programme related investment.

**e. Grant-making policies**

The company does not make grants.

**f. Volunteers**

The charity has placement student counsellors who work in a voluntary capacity.

All Trustees are volunteers.

**Objectives and activities (continued)**

**g. Main activities undertaken to further the charity's purposes for the public benefit**

During 2024/25, about 65% of our counselling sessions and all of our mediation services have continued to be delivered via Zoom. In person counselling has been building in our offices in Maidenhead and Hemel Hempstead. We also deliver face to face counselling in a counselling venue in Museum Street, Westminster, as well as in counsellors' home practice rooms in Bushey, Hampstead and Ruislip. As at 31st March 2025, our venues were as follows. All other venues are sublet on a sessional basis.

(C) = Counsellor's home practice room (O) = Office occupied full time by the charity

| | | |
|---|---|---|
| 1. | Archway | Islington |
| 2. | Bushey (C) | Hertfordshire |
| 3. | Hampstead Garden Suburb (C) | Barnet |
| 4. | Hemel Hempstead (O) | Hertfordshire |
| 5. | Museum St | Westminster |
| 6. | St Albans | Hertfordshire |
| 7. | Maidenhead (O) | Berkshire |
| 8. | Harrow | Harrow |
| 9. | Aylesbury | Buckinghamshire |

The services that the charity provides focus on relationships at all stages of life and families. These services are:

- Adult Relationship counselling - For couples or individuals who experience difficulties in their adult relationships. Clients are seen for an Initial Assessment (IA) session of one hour. Following on from this, they usually attend a series of fifty-minute counselling sessions, typically for 10 consecutive weeks.

- Family counselling - This is a service for people who wish to attend as a family group. Clients are seen together or separately for sessions of varying lengths, as agreed with the counsellor, to work through issues that are affecting their family and other relationships.

- Psychosexual therapy - For individuals or couples for whom the main identified problem is a sexual one. This programme aims to help the individual or couple relearn more satisfying sexual behaviour and to develop a mutual sense of confidence and enjoyment in lovemaking.

- Family mediation - This is for people who are separating or divorcing. Each party attends an initial assessment meeting (MIAM) at which suitability for mediation and eligibility for Legal Aid are assessed. If both agreed to come to a joint session, they are able to talk through issues affecting their children, financial arrangements and property in order to find a mutually acceptable way forward. The charity also offers other conflict resolution services such as neighbourhood, intergenerational and workplace mediation.

- Children and Young Peoples counselling - The charity is no longer contracted to provide counsellors in local schools as their budgets have been cut in recent years. Young people experiencing a range of difficulties including bereavement and depression may contact us directly for free individual counselling from our specialist counsellors. Usually, family counselling is also appropriate.

- Education and training services - Our counsellors provide relationship training in the contact of our collaboration with Hertfordshire based addiction recovery charities The Livingroom and Family Lives. The service is called Families Living in Recovery. https://www.livingroomherts.org/families-living-in-recovery Our Trainers also deliver the CAFCASS Planning Together for Children as subcontractors for Action for Children https://www.planningtogether.cafcass.gov.uk.

**Objectives and activities (continued)**

The charitable company acts in accordance with its three year Forward Plan and its annual Business Plan and Budget, which is reviewed by the Executive Committee and Board of Trustees on a regular basis.

**Achievements and performance**

**a. Main achievements of the charity**

A review of charitable activities and main achievements undertaken by the charity revealed the following performance highlights over the course of the year:

Counselling

- Relationship counselling was used by beneficiaries for 7311 sessions each of 50 mins long (2024 - 8321 sessions).
- Family counselling was provided for 555 sessions (2024 - 549 sessions).
- Children and young people's counselling was carried out for 199 sessions with young people between the ages of 11 and 18 years (2024 - for 181 sessions).
- Psychosexual therapy was used by beneficiaries for 593 sessions (2024 - for 858 sessions).

Mediation

- Mediation Information and Advice (Assessment) Meetings (MIAM) - a total of 403 (2024 - 365).
- 295 referrals were received (2024 - 299).
- A total of 100 cases were started, (2024 - 148) of which 34 were Legal Aided Funded and 66 were funded privately by the clients.

Education and training services

- An extensive CPD programme was run for counsellors, mediators, support staff and advertised across the Relate federation with the majority delivered on Zoom. We ran a number of online Across Teams Gatherings which were well attended and very popular with all staff. It was a chance to explore any issues we have in common or impact across different roles. These are now offered quarterly.

- The Annual Gathering titled "Crafting Relationships" for practitioners, staff and Trustees was very successful when approximately 40 practitioners, support staff and Trustees attended in Maidenhead.

- The CPD programme offered five full day CPDs, which were open to other Relate centres covering subjects such as: 'Understanding the Brain', 'Polyamory and Open Relationships', 'Thinking Difference Differently', 'Working Systemically with Severe Parental Conflict' and 'Working with Issues around Shame'.

- Our Clinical Lead delivered a number of training sessions for counsellors and trainees which included 'Relational Risk Assessment training', 'Working with Mental Health Issues', 'Counselling with Sexual Focus', 'Domestic Abuse workshops', 'Developing and Understanding Our Clinical Practice', 'EFT' and a 'Compulsive Sexual Behaviour workshop'. External Workshops included Antisemitism, Addiction, One Wizard Mediation platform tutorials, EDI, Saying No to Clients, and Transgender, Transition and the changes this bring to Relationships.

**Achievements and performance (continued)**

External Accreditation

- In January 2024, our counselling service was re-accredited by the British Association of Counselling and Psychotherapy (BACP). The report from the independent assessors stated:

  *"This service was a delight to visit, and the assessors would like to formally thank all the staff for the giving of their time and their full engagement with the visit. During the visit there were numerous examples from all the staff that the service was delivering a high standard of ethical and professional service. It would seem all staff are working flat out to provide a caring and compassionate service to an increasingly complex range of clients. Of particular note, was the level of staff support and the sense of having strong, collaborative relationships across teams. Alongside this, the level of supervision and free CPD was greatly appreciated by the practitioners. Some of the challenges discussed was how to increase client feedback and go back more fully to face to face work. In conclusion, the assessors enjoyed meeting with the team and hearing more about the ongoing challenges for this service. There was much to celebrate within the service and clients can be assured the service they receive is professional, compassionate and ethical. We wish you well for the coming year."*

Fundraising activities

- Charges are made for the provision of counselling and psychosexual therapy services based on the clients' income and their ability to pay. Only one of the twenty seven local authorities in our territory (8 boroughs , 10 Herts councils, 6 in Buckinghamshire and 3 in Berkshire i.e. Dacorum and Hillingdon) provided a grant, which partially assisted the charitable company to provide services to those clients who could not afford to pay either all or part of the charge.

- Counselling clients who cannot afford to pay the full cost of their session may apply for financial assistance. During the year, the number of people applying and the amount of assistance has increased. We believe that this reflects the impact of the 'cost of living crisis' in the UK which as affected people living in the communities we serve.

- The charity's counsellors explain to all clients that the basic cost of each session is £92. Applying a sliding scale, counselling clients who have a household income of more than £40,000 are invited to contribute more than the base cost. Around 20% of our clients donate more than £92 in order to support the charity. This allows us to provide financial support to about a quarter of the charities clients who cannot afford the full cost of a session. Fewer people are able to pay more than the cost of the service

- Family mediation is funded by the Legal Services Commission in the case of clients who are eligible for public funding and by private clients according to incomes. When a dispute involved arrangements for children, mediation clients are eligible for a £500 mediation voucher which is not means tested

Client contributions

- All clients pay their contributions by credit/debit card or bank transfer.

Relationships with other groups, charities and individuals

- The charity works closely with other members of The Relationships England and Wales network and the Relate Federation until 2nd July 2025, and with related government agencies, charities and local community groups. The charity is a founding member of the Relationships England and Wales network.

## Financial review

### a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

### b. Reserves policy

The Board consider that reserves required to provide:

1. Working capital to ensure operating liquidity
2. Resilience against risks such as
2.1 Loss of services and support of Relate National through insolvency
2.2 Economic downturn in our communities resulting from events like Brexit, the Covid 19 pandemic and the cost of living crisis related to the war in Ukraine.
2.3 Impact Project funds for:
2.3.1 Greater impact in line with our charitable purposes
2.3.2 Improved experiences for our clients

The income generated by the investment of the reserves is also required to cover some of the cost of our programme of financial assistance for reduced cost counselling sessions.

The charity operated online accounts with two banks, CAF bank and Barclays. Our finance team work to ensure that the balance held with CAF bank does not exceed £85,000 in line with the limit of the Financial Services Compensation Scheme.

Trustees consider that an unrestricted reserve of 4 months of expenditure is required for financial resilience and flexibility.

Restricted funds from grants, contracts, consortiums and previous mergers require to be held separately.

Trustees agreed that the current reserves are allocated as follows:

- Working Capital - £200,000
- Resilience against risk - £397,500
- Restricted funds for grants and contracts (as budgeted) - £161,000.

For funds exceeding the required reserves, the charity's management will present to Trustees costed proposals for projects that will provide:

- Greater impact in line with our charitable purposes
- Improved experiences for our clients

Trustees have agreed to invest in a phased investment in improved Information Technology hardware and upgrades in supporting software. Also, the income from these invested funds are required to cover the shortfall resulting from providing reduced cost counselling.

The reserves policy is reviewed annually and the risk register is reviewed quarterly.

**c. Deficit and financial review**

The Statement of Financial Activities shows net outflow of resources for the year of a revenue nature of £151,791 (2024 - outflow £53,924) and no realised resources of a capital nature, making a net overall decrease in resources of £151,791 (2024 - outflow £53,924).

The total reserves at the year end stand at £986,795 of which £71,410 are restricted funds (2024 - £1,138,576 of which £85,851 are restricted funds).

A majority of the expenditure is spent on salaries, for practitioners (counsellors, mediators and trainers), management and administration staff.

Specific changes to fixed assets - The additions to fixed assets are computer and other office equipment costing £9,431 (2024 - £12,177).

Share capital - The company is limited by guarantee and therefore has no share capital.

**d. Material investments policy**

The investment policy and objectives, including the extent (if any) to which social, environmental or ethical considerations, are taken into account.

Trustees have agreed that invested funds should aim for steady growth and sensible income based on a moderate to medium risk appetite. When possible, Trustees have agreed that Ethical funds should be selected for investment of reserves. These funds where transferred from the CCLA Charity Investment Fund to the CCLA Charities Ethical Investment Fund on 6th August 2024.

**e. Principal risks and uncertainties**

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed, and systems have been established to mitigate those risks, as far as it practicable. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the Trustees to ensure that they will meet the needs of the charity.

The principal strategic risks identified during the year are listed below. All these risks have materialised. The charity has taken proactive action by building the new Relationships England and Wales network and investing in a marketing strategy which aims to ensure that people who need our help will find us. While this marketing and promotion activity builds demand, the charity will use some of its reserves to continue to operate.

- Loss of the Relate brand: The Charity was formerly requested by Family Action to stop trading under the Relate brand by no later than 2nd July 2025 (including loss of the Relate website listing of the charity's venues which attracts self-referral clients). The charity has rebranded as The Relationships Service and launched an independent website, linked to the Relationships England & Wales website. The charity is working with freelance experts to build Search Engine Optimisation for this site. It is also making its services visible by using Google grant and paid advertising.

- Loss of the use of Relate National services and systems on 2nd July 2025 (including reduction or loss of support from Relate National for telephone and case management systems). The Charity moved its telephone systems to Zoom in early 2025. In June 2025, like most of the other former Relate centres, the charity moved its client records from Penelope to a more modern case management system called Zanda. Zanda has allowed the charity to offer online bookings to clients.

- Financial underperformance due to not meeting income forecasts: Leading up to and following the national organisation Relate Ltd going into the administration on the 29th November 2024, demand for the charity's counselling services have fallen resulting in significant reduction in earned income.

- Following the loss of the Relate brand on the 2nd July 2025, the new customer business/pipeline has reduced, which is impacting the revenues in the 2025/26 financial year, and therefore a short to medium term Marketing Strategy has been instigated to ensure that people who need our help can find us. Also, the charity is restructuring its support and operations teams in order to reduce overheads.

The charity has taken action to monitor, mitigate and actively manage these strategic risks. Trustees have also considered the reliability of income and the extent to which expenditure is committed.

**Structure, governance and management**

**a. Constitution**

The Relationships Counselling, Therapy and Mediation Service Ltd (formerly Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd) is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

**b. Methods of appointment or election of Trustees**

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

**c. Organisational structure and decision-making policies**

All new Trustees receive an induction which includes briefings on finance and safeguarding. Ongoing training for trustees is overseen by the Trustee Recruitment and Development Committee.

The Board of Trustees sets the pay and remuneration of the charity's CEO as its key manager and benchmarks their pay against other similar roles in the charitable sector.

The charitable company's current policy concerning the payment of trade creditors is to:

- Settle the terms of payment with suppliers when agreeing the terms of each transaction.
- Ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the company's contractual and other legal obligations.

**d. Policies adopted for the induction and training of Trustees**

All new Trustees receive an induction which includes briefings on finance and safeguarding. Ongoing training for trustees is overseen by the Trustee Recruitment and Development Committee.

**e. Pay policy for key management personnel**

The Board of Trustees sets the pay and remuneration of the charity's CEO as its key manager and benchmarks their pay against other similar roles in the charitable sector.

**Structure, governance and management (continued)**

**f. Financial risk management**

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

**Plans for future periods**

In future periods, the charity intends to continue to provide existing service in an accessible and sustainable way. A forward plan for the period 2024-2027 was prepared and approved by the Trustees. The strategic pillars are noted above. Given the required rebranding and the formation of the Relationships England and Wales network, the strategic forward plan will be reviewed during the year.

Business Plans and budgets are prepared annually. 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. These risks will be reviewed in detail during the year.

**Members' liability**

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

**Statement of Trustees' responsibilities**

The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## TRUSTEES' REPORT (CONTINUED)
## FOR THE YEAR ENDED 31 MARCH 2025

### Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

### Auditors

The auditors, Feltons, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees on 12/11/2025 and signed on their behalf by:

Philip Waller

.....
**Philip Waller CBE**
**Chair of Trustees**

# INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE RELATIONSHIPS COUNSELLING, THERAPY AND MEDIATION SERVICE LTD (FORMERLY RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD)

## Opinion

We have audited the financial statements of The Relationships Counselling, Therapy and Mediation Service Ltd (formerly Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd) (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

**Other information**

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept; or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We reviewed the company's control and risk management procedures and planned our work based on our assessment of those controls and procedures;
- This review included an assessment of the risk of material misstatement due to errors, fraud and management override of controls for all material areas in the financial statements;
- We made enquiries of management and the company's lawyers regarding any actual or potential litigation and/or claims;
- Financial statements disclosures were reviewed and checked for compliance with applicable laws;
- Detailed testing was conducted on balances and transactions including unusual items and those of individual significance to the financial statements;
- Data analytics were used in order to identify unusual or significant trends;
- Communications with management and those charged with governance regarding relevant matters was undertaken throughout the audit and on completion.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE RELATIONSHIPS COUNSELLING, THERAPY AND MEDIATION SERVICE LTD (FORMERLY RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD) (CONTINUED)

### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Feltons

**David W Farnsworth FCA (Senior Statutory Auditor)**
**For and on behalf of Feltons**

8 Sovereign Court

8 Graham Street

Birmingham

B1 3JR

Date: 12/11/2025

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

| | Note | Unrestricted funds 2025 £ | Restricted funds 2025 £ | Total funds 2025 £ | *Total funds 2024 £* |
|---|---|---|---|---|---|
| **Income from:** | | | | | |
| Donations and legacies | 3 | **5,891** | **-** | **5,891** | *8,603* |
| Charitable activities | | **969,949** | **91,887** | **1,061,836** | *1,102,514* |
| Other trading activities | | **11,140** | **-** | **11,140** | *1,418* |
| Investments | 4 | **36,323** | **-** | **36,323** | *35,909* |
| **Total income** | | **1,023,303** | **91,887** | **1,115,190** | *1,148,444* |
| **Expenditure on:** | | | | | |
| Charitable activities | | **1,127,975** | **106,328** | **1,234,303** | *1,260,033* |
| **Total expenditure** | | **1,127,975** | **106,328** | **1,234,303** | *1,260,033* |
| **Net expenditure before net (losses)/gains on investments** | | **(104,672)** | **(14,441)** | **(119,113)** | *(111,589)* |
| Net (losses)/gains on investments | | **(32,668)** | **-** | **(32,668)** | *57,665* |
| **Net movement in funds** | | **(137,340)** | **(14,441)** | **(151,781)** | *(53,924)* |
| **Reconciliation of funds:** | | | | | |
| Total funds brought forward | | **1,052,725** | **85,851** | **1,138,576** | *1,192,500* |
| Net movement in funds | | **(137,340)** | **(14,441)** | **(151,781)** | *(53,924)* |
| **Total funds carried forward** | | **915,385** | **71,410** | **986,795** | *1,138,576* |

All of the charity's activities derive from continuing operations during the above two financial periods.

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 21 to 35 form part of these financial statements.

THE RELATIONSHIPS COUNSELLING, THERAPY AND MEDIATION SERVICE LTD (FORMERLY RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD)

(A Company Limited by Guarantee)
REGISTERED NUMBER: 03141164

## BALANCE SHEET
## AS AT 31 MARCH 2025

| | Note | 2025 £ | 2025 £ | 2024 £ | 2024 £ |
|---|---|---|---|---|---|
| **Fixed assets** | | | | | |
| Tangible assets | 9 | | **23,977** | | *30,509* |
| Investments | 10 | | **993,691** | | *1,100,201* |
| | | | **1,017,668** | | *1,130,710* |
| **Current assets** | | | | | |
| Debtors | 11 | **51,660** | | *114,929* | |
| Cash at bank and in hand | | **31,231** | | *13,171* | |
| | | **82,891** | | *128,100* | |
| **Current liabilities** | | | | | |
| Creditors: amounts falling due within one year | 12 | **(113,764)** | | *(120,234)* | |
| **Net current liabilities / assets** | | | **(30,873)** | | *7,866* |
| **Total assets less current liabilities** | | | **986,795** | | *1,138,576* |
| **Total net assets** | | | **986,795** | | *1,138,576* |
| **Charity funds** | | | | | |
| Restricted funds | 13 | | **71,410** | | *85,851* |
| Unrestricted funds | 13 | | **915,385** | | *1,052,725* |
| **Total funds** | | | **986,795** | | *1,138,576* |

## BALANCE SHEET (CONTINUED)
## AS AT 31 MARCH 2025

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 12/11/2025 and signed on their behalf by:

Philip Waller

.....
**Philip Waller CBE**
**Chair of Trustees**

The notes on pages 21 to 35 form part of these financial statements.

## STATEMENT OF CASH FLOWS
## FOR THE YEAR ENDED 31 MARCH 2025

| | 2025<br>£ | *2024*<br>*£* |
|---|---|---|
| **Cash flows from operating activities** | | |
| Net cash used in operating activities | **(82,674)** | *(136,247)* |
| **Cash flows from investing activities** | | |
| Purchase of tangible fixed assets | **(9,431)** | *(12,177)* |
| Other movements in investments | **73,842** | *(8,707)* |
| Investment income received | **36,323** | *35,909* |
| **Net cash provided by investing activities** | **100,734** | **15,025** |
| **Change in cash and cash equivalents in the year** | **18,060** | **(121,222)** |
| Cash and cash equivalents at the beginning of the year | **13,171** | *134,393* |
| **Cash and cash equivalents at the end of the year** | **31,231** | *13,171* |

The notes on pages 21 to 35 form part of these financial statements

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

### 1. General information

The Relationships Counselling, Therapy and Mediation Service Ltd (formerly Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd) is a registered company, limited by guarantee, and a charity registered with the Charity Commission. It is incorporated in England, company registration number 03141164 and charity registration number 1053223. The registered office is The Gables, St Mary's Road, Hemel Hempstead, England, HP2 5HL. The liability in respect of the guarantee is limited to £1 per member of the charity.

### 2. Accounting policies

#### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Relationships Counselling, Therapy and Mediation Service Ltd (formerly Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in sterling and rounded to the nearest £1.

#### 2.2 Going concern

The Trustees have assessed that the basis of going concern is appropriate in preparing these financial statements. The Trustees make this assessment in respect of a period of at least twelve months from the date of approving the financial statements, taking into consideration future cashflow forecasts. The Trustees have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern basis of accounting in preparing the financial statements.

#### 2.3 Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Amount received in advance relating the following year are deferred until the criteria for income recognition are met. For counselling and mediation services, income is recognised when the appointment occurs or when the conditions of any third-party agreement are met. For education courses, income is recognised when the training course take place.

**Donations and legacies**

Donations are recognised when the charity has been notified in writing of both the amount and the settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

## 2. Accounting policies (continued)

### 2.3 Income (continued)

**Grants receivable**

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant are yet to be met, the income is recognised as a liability and included on the Statement of Financial Position as deferred income to be released.

**Investment income**

Investment income is included in the accounts when receivable. Investment gains and losses include any gain or loss on the sale of investments and any gain or loss resulting from revaluing investments to market value.

**Rental income**

Rental income is accounted for on a receivable basis, net of value added tax.

**Volunteers and donation of service**

Donated services and facilities are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received. The value of any services provided by volunteers are not incorporated into these financial statements. Further details of any contributions can be found in the trustees report.

### 2.4 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of the resources, with central staff costs allocated on the basis of the time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of the staff costs.

**Charitable activities**

Charitable expenditure comprises costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Support costs**

Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of resources, for example, allocating property costs by the floor areas, or per capita, staff costs by the time spent and other costs by their usage.

## 2. Accounting policies (continued)

### 2.5 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

### 2.6 Tangible fixed assets and depreciation

Tangible fixed assets are capitalised and recognised when future economic benefit are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition are included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided based on the following on a straight line basis:

| | |
|---|---|
| Leasehold improvements | - over the period of the lease |
| Furniture and equipment | - 2-5 years over the life of the asset |

### 2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities.

### 2.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### 2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

## 2. Accounting policies (continued)

### 2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

### 2.11 Financial instruments

The charity only has financial assets and financial 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

### 2.12 Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the lease term.

### 2.13 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

### 2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

## 3. Income from donations and legacies

| | Unrestricted funds 2025 £ | Total funds 2025 £ | *Total funds 2024 £* |
|---|---|---|---|
| Donations | 5,891 | **5,891** | *8,603* |

Office space has been rented from Dacorum Borough Council for a £250 peppercorn rent per annum until 2028 and from the Royal Borough of Windsor and Maidenhead for a £1 peppercorn rent per annum until 2028. On the basis that the value of the use of these facilities cannot be reliably determined, no income and equivalent expense has been recognised in the Statement of Financial Activities.

## 4. Investment income

| | Unrestricted funds 2025 £ | Total funds 2025 £ | *Total funds 2024 £* |
|---|---|---|---|
| Income from investments | 36,158 | **36,158** | *35,795* |
| Bank interest | 165 | **165** | *114* |
| **Total 2025** | 36,323 | **36,323** | *35,909* |

## 5. Analysis of expenditure on charitable activities

| | Activities undertaken directly 2025 £ | Support costs 2025 £ | Total funds 2025 £ | *Total funds 2024 £* |
|---|---|---|---|---|
| Counselling, mediation and training | 784,859 | 449,444 | **1,234,303** | *1,260,033* |
| *Total 2024* | *505,297* | *754,736* | *1,260,033* | |

## 5. Analysis of expenditure on charitable activities (continued)

### Analysis of direct costs

| | Activities 2025 £ | Total funds 2025 £ | *Total funds 2024 £* |
|---|---|---|---|
| Staff costs | 644,958 | **644,958** | *401,734* |
| Supervision, counselling and mediation expenses | 80,887 | **80,887** | *103,563* |
| Legal, consulting and professional fees | 35,836 | **35,836** | - |
| Membership and subscription | 1,124 | **1,124** | - |
| Premises costs | 6,532 | **6,532** | - |
| Bank charges and interest | 9,216 | **9,216** | - |
| Telephone | 2,512 | **2,512** | - |
| Other support services | 3,794 | **3,794** | - |
| **Total 2025** | 784,859 | **784,859** | *505,297* |

### Analysis of support costs

| | Activities 2025 £ | Total funds 2025 £ | *Total funds 2024 £* |
|---|---|---|---|
| Staff costs | 294,007 | **294,007** | *573,972* |
| Depreciation | 15,963 | **15,963** | *11,144* |
| Supervision, counselling and mediation expenses | 70,798 | **70,798** | *36,112* |
| Legal, consulting and professional fees | - | **-** | *36,533* |
| Membership and subscription | 348 | **348** | *731* |
| Advertising | 2,961 | **2,961** | *1,587* |
| Printing, postage and stationery | 686 | **686** | *1,219* |
| Insurance | 9,880 | **9,880** | *11,449* |
| Premises costs | 15,363 | **15,363** | *15,048* |
| Bank charges and interest | 27 | **27** | *12,629* |
| Telephone | - | **-** | *626* |
| Other support services | 29,577 | **29,577** | *29,341* |
| Governance costs | 9,834 | **9,834** | *24,345* |
| **Total 2025** | 449,444 | **449,444** | *754,736* |

## 5. Analysis of expenditure on charitable activities (continued)

### Analysis of support costs (continued)

The charity's activities consist of counselling, mediation and training.

## 6. Net expenditure for the year

| | 2025<br>£ | *2024*<br>*£* |
|---|---|---|
| Net expenditure is stated after charging: | | |
| Auditor's remuneration | **7,000** | *12,300* |
| Depreciation of tangible fixed assets | **15,963** | *11,144* |
| Operating lease rentals | **250** | *250* |

## 7. Staff costs

| | 2025<br>£ | *2024*<br>*£* |
|---|---|---|
| Wages and salaries | **862,100** | *893,169* |
| Social security costs | **55,388** | *61,004* |
| Pension costs | **21,477** | *21,533* |
| | **938,965** | *975,706* |

The average number of persons employed by the charity during the year was as follows:

| | 2025<br>No. | *2024*<br>*No.* |
|---|---|---|
| Employees | **57** | *61* |

The average headcount expressed as full-time equivalents was:

| | 2025<br>No. | *2024*<br>*No.* |
|---|---|---|
| Employees | **17.5** | *18.0* |

## 7. Staff costs (continued)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 2025 No. | *2024 No.* |
|---|---|---|
| In the band £60,001 - £70,000 | 1 | *1* |

The key management personnel of the charity comprise the Chief Executive Officer, the Head of Finance, the Heads of Client Services and the Head of Operations. The total employee benefits of key management personnel of the charity were £225,620 (2024 - £227,557).

## 8. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £nil).

During the year ended 31 March 2025, no Trustee expenses have been incurred *(2024 - £41 reimbursed to one trustee)*.

## 9. Tangible fixed assets

| | Leasehold improvements £ | Fixtures and equipment £ | Total £ |
|---|---|---|---|
| **Cost or valuation** | | | |
| At 1 April 2024 | **19,886** | **91,845** | **111,731** |
| Additions | **-** | **9,431** | **9,431** |
| At 31 March 2025 | **19,886** | **101,276** | **121,162** |
| **Depreciation** | | | |
| At 1 April 2024 | **19,886** | **61,336** | **81,222** |
| Charge for the year | **-** | **15,963** | **15,963** |
| At 31 March 2025 | **19,886** | **77,299** | **97,185** |
| **Net book value** | | | |
| At 31 March 2025 | **-** | **23,977** | **23,977** |
| *At 31 March 2024* | - | *30,509* | *30,509* |

## 10. Fixed asset investments

| | Investments £ |
|---|---|
| **Cost or valuation** | |
| At 1 April 2024 | **1,100,201** |
| Cash movement | **(73,842)** |
| Losses | **(32,668)** |
| At 31 March 2025 | **993,691** |
| **Net book value** | |
| At 31 March 2025 | **993,691** |
| *At 31 March 2024* | *1,100,201* |

The Investments represent holdings managed by CCLA Investment Management in the following funds:

| | Endowment funds 2025 £ | Total funds 2025 £ | *Total funds 2024 £* |
|---|---|---|---|
| COIF Charities Ethical Investment Funds (251,869.03 units) | 747,069 | **747,069** | *848,038* |
| COIF Charities Property Fund (226,061.74 units) | 237,298 | **237,298** | *233,967* |
| COIF Charities Deposit Fund | 9,324 | **9,324** | *18,196* |
| **Total 2025** | 993,691 | **993,691** | *1,100,201* |

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

### 11. Debtors

| | 2025 £ | 2024 £ |
|---|---|---|
| **Due within one year** | | |
| Trade debtors | **21,242** | *48,256* |
| Other debtors | **-** | *2,724* |
| Prepayments and accrued income | **30,418** | *63,949* |
| | **51,660** | *114,929* |

### 12. Creditors: Amounts falling due within one year

| | 2025 £ | 2024 £ |
|---|---|---|
| Trade creditors | **25,309** | *23,893* |
| Other taxation and social security | **18,845** | *16,915* |
| Other creditors | **4,447** | *4,625* |
| Accruals and deferred income | **65,163** | *74,801* |
| | **113,764** | *120,234* |

| | 2025 £ | 2024 £ |
|---|---|---|
| **Deferred income** | | |
| Deferred income at the start of the year | **11,738** | - |
| Resources deferred during the year | **15,554** | *11,738* |
| Amounts released from previous periods | **(11,738)** | - |
| **Deferred income at the end of the year** | **15,554** | *11,738* |

At the Balance Sheet date, the charity was holding funds received in advance where the qualifying expenditure is expected to be incurred in a future year.

## 13. Statement of funds

### Statement of funds - current year

| | Balance at 1 April 2024 £ | Income £ | Expenditure £ | Gains/ (Losses) £ | Balance at 31 March 2025 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General funds | **1,052,725** | **1,023,303** | **(1,127,975)** | **(32,668)** | **915,385** |
| **Restricted funds** | | | | | |
| Dacorum | **81,901** | **91,887** | **(106,328)** | **-** | **67,460** |
| Eric Young donation | **3,950** | **-** | **-** | **-** | **3,950** |
| | **85,851** | **91,887** | **(106,328)** | **-** | **71,410** |
| **Total of funds** | **1,138,576** | **1,115,190** | **(1,234,303)** | **(32,668)** | **986,795** |

**Restricted funds**

The Dacorum contract represents an agreement with Dacorum Borough Council to provide services to residents within its area. As part of the Dacorum contract, the charity received amounts totalling £41,496 (2024 - £34,932) on behalf of Mediation Hertfordshire which was paid to them in quarterly payments during the year.

The other items represent grants and donations received for specific purposes which have not yet been fully spent in relation to counselling and court mediation service

**Unrestricted funds**

The free reserves of the charity which are not designated for particular purposes.

## 13. Statement of funds (continued)

### Statement of funds - prior year

| | *Balance at 1 April 2023* £ | *Income* £ | *Expenditure* £ | *Gains/ (Losses)* £ | *Balance at 31 March 2024* £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General funds | *1,090,199* | *1,067,266* | *(1,162,405)* | *57,665* | *1,052,725* |
| **Restricted funds** | | | | | |
| Dacorum | *94,110* | *77,178* | *(89,387)* | - | *81,901* |
| ADVC Bursary | *3,844* | *4,000* | *(7,844)* | - | - |
| Eric Young donation | *4,347* | - | *(397)* | - | *3,950* |
| | *102,301* | *81,178* | *(97,628)* | - | *85,851* |
| **Total of funds** | *1,192,500* | *1,148,444* | *(1,260,033)* | *57,665* | *1,138,576* |

## 14. Summary of funds

### Summary of funds - current year

| | **Balance at 1 April 2024** £ | **Income** £ | **Expenditure** £ | **Gains/ (Losses)** £ | **Balance at 31 March 2025** £ |
|---|---|---|---|---|---|
| General funds | **1,052,725** | **1,023,303** | **(1,127,975)** | **(32,668)** | **915,385** |
| Restricted funds | **85,851** | **91,887** | **(106,328)** | **-** | **71,410** |
| | **1,138,576** | **1,115,190** | **(1,234,303)** | **(32,668)** | **986,795** |

## 14. Summary of funds (continued)

### Summary of funds - prior year

| | *Balance at 1 April 2023* £ | *Income* £ | *Expenditure* £ | *Gains/ (Losses)* £ | *Balance at 31 March 2024* £ |
|---|---|---|---|---|---|
| General funds | *1,090,199* | *1,067,266* | *(1,162,405)* | *57,665* | *1,052,725* |
| Restricted funds | *102,301* | *81,178* | *(97,628)* | - | *85,851* |
| | *1,192,500* | *1,148,444* | *(1,260,033)* | *57,665* | *1,138,576* |

## 15. Analysis of net assets between funds

### Analysis of net assets between funds - current year

| | **Unrestricted funds 2025 £** | **Restricted funds 2025 £** | **Total funds 2025 £** |
|---|---|---|---|
| Tangible fixed assets | 23,977 | - | **23,977** |
| Fixed asset investments | 993,691 | - | **993,691** |
| Current assets | 11,481 | 71,410 | **82,891** |
| Creditors due within one year | (113,764) | - | **(113,764)** |
| **Total** | 915,385 | 71,410 | **986,795** |

### Analysis of net assets between funds - prior year

| | *Unrestricted funds 2024* £ | *Restricted funds 2024* £ | *Total funds 2024* £ |
|---|---|---|---|
| Tangible fixed assets | *30,509* | - | *30,509* |
| Fixed asset investments | *1,100,201* | - | *1,100,201* |
| Current assets | *42,249* | *85,851* | *128,100* |
| Creditors due within one year | *(120,234)* | - | *(120,234)* |
| **Total** | *1,052,725* | *85,851* | *1,138,576* |

## 16. Reconciliation of net movement in funds to net cash flow from operating activities

| | 2025 £ | *2024 £* |
|---|---|---|
| Net expenditure for the year (as per Statement of Financial Activities) | **(151,781)** | *(53,924)* |
| **Adjustments for:** | | |
| Depreciation charges | **15,963** | *11,084* |
| Gains/(losses) on investments | **32,668** | *(57,665)* |
| Investment income | **(36,323)** | *(35,909)* |
| Decrease/(increase) in debtors | **63,269** | *(34,227)* |
| Increase/(decrease) in creditors | **(6,470)** | *34,394* |
| **Net cash used in operating activities** | **(82,674)** | *(136,247)* |

## 17. Analysis of cash and cash equivalents

| | 2025 £ | *2024 £* |
|---|---|---|
| Cash at bank and in hand | **31,231** | *13,171* |
| **Total cash and cash equivalents** | **31,231** | *13,171* |

## 18. Analysis of changes in net debt

| | At 1 April 2024 £ | Cash flows £ | At 31 March 2025 £ |
|---|---|---|---|
| Cash at bank and in hand | **13,171** | **18,060** | **31,231** |
| | **13,171** | **18,060** | **31,231** |

## 19. Pension commitments

The charity 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 charge represents contributions payable by the charity to the fund and amounted to £21,477 (2024 - £21,533). Contributions totalling £4,447 (2024 - £4,625) were payable to the fund at the balance sheet date and are included in creditors.

## 20. Operating lease commitments

At 31 March 2025 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

| | 2025<br>£ | *2024*<br>*£* |
|---|---|---|
| Not later than 1 year | **250** | *250* |
| Later than 1 year and not later than 5 years | **500** | *750* |
| | **750** | *1,000* |

## 21. Related party transactions

The company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the company at 31 March 2025.

**The Relationships Counselling, Therapy and Mediation Service**

England & Wales - Charity number 1053223

# Accounts

**Registered number: 03141164**
**Charity number: 1053223**

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

**(A company limited by guarantee)**

## TRUSTEES' REPORT AND FINANCIAL STATEMENTS

## FOR THE YEAR ENDED 31 MARCH 2024

**RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD**
**(A company limited by guarantee)**

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**RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD**
**(A company limited by guarantee)**

## REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2024

| | |
|---|---|
| **Trustees** | Philip Waller CBE, Chair<br>John Baruch<br>Rose Bentley<br>Bep Dhaliwal (Resigned 6 December 2023)<br>Jean Lammiman<br>Simon Lascelles (Appointed 28 June 2023)<br>Meghan Luton<br>Tom Moore (Resigned 6 December 2023)<br>Robert Neil OBE (Resigned 6 December 2023)<br>Fatima Patel<br>Janet Sharp<br>Nicola Tavender<br>Lana Wood<br>Michael Young, Treasurer<br>Carolyn Fallon (Appointed 26 June 2024)<br>Sarita Dent (Appointed 6 December 2023) |
| **Company registered number** | 03141164 |
| **Charity registered number** | 1053223 |
| **Registered office** | The Gables<br>St Marys Road<br>Hemel Hempstead<br>Hertfordshire<br>HP2 5HL |
| **Independent auditors** | Larking Gowen LLP<br>Chartered Accountants<br>1 Claydon Business Park<br>Great Blakenham<br>Ipswich<br>IP6 0NL |
| **Bankers** | Charities Aid Foundation Bank Limited<br>25 Kings Hill Avenue<br>King Hill<br>West Malling<br>Kent<br>ME19 4JQ |
| **Solicitors** | Radar Limited<br>6 Beacon Way<br>Hull<br>East Yorkshire<br>HU3 4AE |

# TRUSTEES' REPORT
# FOR THE YEAR ENDED 31 MARCH 2024

## Introduction

The Board of Trustees of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire ("the charity") presents its annual report and accounts for the year ended 31 March 2024. The Board is satisfied with the performance of the charity during the year and its financial position as at 31 March 2024. The Trustees consider that the charity is well placed to continue its activities during the coming year, and that its assets are adequate to fulfil its obligations.

## Name, registered office and constitution of the charity

The charity constitutes a registered company, limited by guarantee, as defined by the Companies Act 2006. The full name of the charitable company is **Relate London North West, and Hertfordshire, Mid Thames and Buckinghamshire Ltd**. The full name was changed from Relate London North West & Hertfordshire by special resolution on 9th December 2020. The Charity is also known as Relate North Thames and Chilterns and Relate London NW, Herts, Berks & Bucks, the charity was previously known by the names Relate Central Middlesex and Relate London North West.

The legal registration details are:-

| | |
|---|---|
| Date of incorporation: | 22 December 1995 |
| Company registration number: | 03141164 |
| The Registered Office is: | The Gables, St. Marys Road, Hemel Hempstead, HP2 5HL |
| Charity Registration Number: | 1053223 |
| The telephone number is: | 0300 003 2324 |

## Objectives and activities of the charity

A summary of the objectives of the charity as set out in its governing document.

In terms of its Memorandum and Articles, the charitable company exists to;

– educate the public concerning the benefits of secure and committed relationships;
– seek to enhance the good health, both mental and physical, of adults and children;
– provide counselling, mediation, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work.

The charity operates in the London Boroughs of Barnet, Brent, Camden, Ealing, Harrow, Hillingdon, Islington and Westminster and across the counties of Hertfordshire, Buckinghamshire and the eastern parts of Berkshire.

The trustees have throughout the year paid regard to the Charity Commission's guidance on public benefit in dealing with the aims and activities of the charity.

Our Relate federation shares a vision, mission and values:

- Our vision is a future with thriving relationships in every aspect of life.
- Our mission it to provide accessible support in the ways that people want it so everyone can enjoy thriving relationships.
- Our values are:

Accessibility
We believe in the possibility of every individual to have thriving relationships, irrespective of their background or identity.

Continuous improvement
We are committed to staying ahead of the curve, anticipating the evolving relationship and wellbeing needs of our communities, and continuously innovating. We ask questions, seek feedback, and adapt to ensure we remain significant and meaningful.

Excellence
With a foundation rooted in expert knowledge and deep skills, we measure our success by the tangible, transformative outcomes we achieve. Every initiative is undertaken with a commitment to excellence and making a lasting difference.

Safety
At the heart of our work lies a commitment to safeguarding every individual's well-being, dignity, and rights. We emphasise the paramount importance of consent, creating an environment where personal boundaries are respected and upheld.

**An explanation of the charity's main aims and objectives for the year**

The charity's main objective for the year was to promote the objectives set out in its governing document and to provide such further related services that will enhance the range and effectiveness of those objectives.

**An explanation of the charity's main strategies for achieving its stated objectives**
The charity is a member of the Relate Federation and works within its framework and in accordance with the strategy set out in its own business plan.

Relate LNWHMTB's STRATEGIC PILLARS for 2024-2027 are:

- GROWTH through PARTNERSHIPS - to reach more diverse communities, strengthening relationships with partners and communities and diversify what we offer.
- ENGAGEMENT and INCLUSION - to focus on what works, ensuring our plans are valid offering what clients want and need by providing accessible and inclusive services for all.
- TECHNOLOGY with RELATE NATIONAL – to make online working easier and smoother
- INNOVATION - to maximise our appeal, support different approaches and automate our systems
- QUALITY ASSURANCE & CREDENTIALS/ACCREDIATION of practitioners, systems and services
- SUSTAINABLITY For employees including practitioners, for our organisation financially and for the environment

**Details of significant activities**

The company's services are in three main areas:

1. Counselling - couple counselling, family counselling, adult relationships counselling including one session therapy, psychosexual therapy and counselling for children and young people.
2. Mediation - family mediation and group mediation
3. Education - courses for individuals, including delivering the Planning Together for Children programme.

Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire also supported the volunteers who run the Uxbridge Child Contact Centre. However, as a result of loss of grant funding and a drop in demand the contact centre was closed in March 2024.

**The contribution of volunteers**

The charity has placement student counsellors who work in a voluntary capacity. All Trustees are volunteers. The Uxbridge Child Contact Centre was staffed by volunteers.

**Summary of main activities of the charity in relation to its objects**

During 2023/24 the majority of our counselling and all of our mediation services have continued to be delivered via Zoom. In person counselling has been building in our offices in Maidenhead and Hemel Hempstead. We also deliver face to face counselling on one day a week in a counselling venue in Museum Street, Westminster as well as in counsellors' home practice rooms in Bushey, Hampstead and Ruislip.

The services that the charity provides focus on relationships at all stages of life and families. These services are;

Adult Relationship counselling
For couples or individuals who experience difficulties in their adult relationships. Clients are seen for an Initial Assessment (IA) session of one hour. Following on from this they usually attend a series of fifty-minute counselling sessions, typically for 10 consecutive weeks.

Family counselling
This is a service for people who wish to attend as a family group. Clients are seen together or separately for sessions of varying lengths, as agreed with the counsellor, to work through issues that are affecting their family and other relationships.

Psychosexual therapy
For individuals or couples for whom the main identified problem is a sexual one. This programme aims to help the individual or couple relearn more satisfying sexual behaviour and to develop a mutual sense of confidence and enjoyment in lovemaking.

Family mediation
This is for people who are separating or divorcing. Each party attends an initial assessment meeting (MIAM) at which suitability for mediation and eligibility for Legal Aid are assessed. If both agreed to come to a joint session, they are able to talk through issues affecting their children, financial arrangements and property in order to find a mutually acceptable way forward. The charity also offers other conflict resolution services such as neighbourhood, intergenerational and workplace mediation.

Children and Young Peoples counselling

The charity is no longer contracted to provide counsellors in local schools as their budgets have been cut in recent years. Young people experiencing a range of difficulties including bereavement and depression may contact us directly for free individual counselling from our specialist counsellors. Usually, family counselling is also appropriate.

Education and training services

Our counsellors provide relationship training in the contact of our collaboration with Hertfordshire based addiction recovery charities The Livingroom and Family Lives. The service is called Families Living in Recovery. https://www.livingroomherts.org/families-living-in-recovery

The charitable company acts in accordance with its three year Forward Plan and its annual Business Plan and Budget, which is reviewed by the Executive Committee and Board of Trustees on a regular basis.

**Achievements and Performance of the Charity**

A review of charitable activities and main achievements undertaken by the charity revealed the following performance highlights over the course of the year:

Counselling

- Relationship counselling was used by 1378 people for 8321 sessions 50 mins long (2022/23 1,689 people for 11,667 sessions)
- Family counselling was provided to 249 people for 549 sessions (2022/23: 370 people for 739 sessions).
- Children and young people's counselling benefited 44 people for 181 sessions (2022/23: 24) young people between the ages of 11 and 18 years
- Psychosexual therapy was used by 208 people for 858 sessions (2022/23: 296) people for 1,079 sessions

Supporting Children

Uxbridge Child Contact Centre enabled contact for 20 families (2022/23: 25) families, including 28 children (2022/23: 30) where there is a non-resident parent

Mediation

Mediation Information and Advice (Assessment) Meetings (MIAM) - a total of 365 (2022/23: 403) 295 referrals were received. This includes 3 (2022/23: 16) housing MIAMs.

Education and training services

An extensive CPD programme was run for counsellors, mediators, support staff and advertised across our Relate federation with the majority delivered on Zoom. An in-person gathering was well received in the Summer, when staff gathered for a Tea & Talk session on Mediation.

The annual Conference titled ‘Insights into Differences’ for practitioners, staff and Trustees was very successful when more than forty practitioners, support staff and Trustees attended in Harrow. The CPD programme covered subjects such as: ’Solution Focused Therapy’, ‘Addiction CPD’, ‘Working with Autism Spectrum Condition’, ‘ Advanced Training on Domestic Abuse’, ‘Diversity, Equality, and Intersectionality’, ‘ Transactional Analysis’, ‘Narrative Ideas in Practice’ and ‘Mental Health Awareness’.

We also ran specific training for supervisors 'Reflecting on Power and Intersectionality in Clinical Supervision'. We organised several 'lunch and learn' sessions which included three Macmillan workshops and a 'Managing Critical Feedback' workshop. Our Clinical Lead delivered a number of training sessions for counsellors and trainees which included 'Relational Risk Assessment training', 'CSG with Sexual Focus' and 'DA Support group sessions'. We were also able to offer 'Introduction to Office 365 and MS Teams' training for all support staff.

**External Accreditation**

In January 2024, our counselling service was re-accredited by the British Association of Counselling and Psychotherapy (BACP). The report from the independent assessors stated:

"This service was a delight to visit, and the assessors would like to formally thank all the staff for the giving of their time and their full engagement with the visit. During the visit there were numerous examples from all the staff that the service was delivering a high standard of ethical and professional service. It would seem all staff are working flat out to provide a caring and compassionate service to an increasingly complex range of clients. Of particular note, was the level of staff support and the sense of having strong, collaborative relationships across teams. Alongside this, the level of supervision and free CPD was greatly appreciated by the practitioners. Some of the challenges discussed was how to increase client feedback and go back more fully to face to face work. In conclusion, the assessors enjoyed meeting with the team and hearing more about the ongoing challenges for this service. There was much to celebrate within the service and clients can be assured the service they receive is professional, compassionate and ethical. We wish you well for the coming year."

**Fundraising activities**

Charges are made for the provision of counselling and psychosexual therapy services based on the clients' income and their ability to pay. Only one of the twenty seven local authorities in our territory (8 boroughs , 10 Herts councils, 6 in Buckinghamshire and 3 in Berkshire i.e. Dacorum and Hillingdon) provided a grant, which partially assisted the charitable company to provide services to those clients who could not afford to pay either all or part of the charge.

Counselling clients who cannot afford to pay the full cost of their session may apply for financial assistance. During the year, the number of people applying and the amount of assistance has increased. We believe that this reflects the impact of the 'cost of living crisis' in the UK which as affected people living in the communities we serve.

The charity's counsellors explain to all clients that the basic cost of each session is £92. Applying a sliding scale, counselling clients who have a household income of more than £40,000 are invited to contribute more than the base cost. 20-25% of our clients donate more than £92 in order to support the charity. This allows us to provide financial support to about a quarter of the charities clients who cannot afford the full cost of a session.

Family mediation is funded by the Legal Services Commission in the case of clients who are eligible for public funding and by private clients according to incomes. When a dispute involved arrangements for children, mediation clients are eligible for a £500 mediation voucher which is not means tested.

**Relationships with other groups, Charities and individuals**

The charity works closely with other members of the Relate Federation and with related government agencies, charities and local community groups.

During the period, the Charity had a strong relationship with Relate National (Relate Ltd), which provided significant services to the Charity. On 26 November 2024, Relate Ltd went into administration. The Charity is part of a consortium of federated centres that is working together to secure the future of the Relate brand, training and transitional arrangements for the Penelope CRM system. The board of Trustees do not believe this to present a material uncertainty related to going concern.

**Financial Review**

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks, as far as it practicable. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the Trustees to ensure that they will meet the needs of the charity.

The principal strategic risks identified during the year are;

– Loss of the Relate brand (including loss of the Relate website listing of Relate LNWHMTB venues which attracts self-referral clients)
– Loss of the use of Relate National services and systems (including reduction or loss of support from Relate national for telephone and case management systems)
– Financial underperformance due to not meeting income forecasts (including the loss of grant and contract income)

The charity has taken action to monitor, mitigate and actively manage these strategic risks. Trustees have also considered the reliability of income and the extent to which expenditure is committed.

**Steps taken to establish the level of reserves:**

Based on the recommendations of a Subcommittee chaired by the Treasurer the Board of Trustees adopted the following approach.

The Board consider that reserves required to provide:

- Working capital to ensure operating liquidity
- Resilience against risks such as:
  - loss of services and support of Relate National through insolvency
  - economic downturn in our communities resulting from events like Brexit, the Covid 19 pandemic and the cost of living crisis related to the war in Ukraine.
- Impact Project funds for:
  - Greater impact in line with our charitable purposes
  - Improved experiences for our clients

The income generated by the investment of the reserves is also required to cover some of the cost of our programme of financial assistance for reduced cost counselling sessions.

The charity operated online accounts with two banks, CAFBank and Barclays. Our finance team work to ensure that the balance held with CAFbank does not exceed £85,000 in line with the limit of the Financial Services Compensation Scheme.

Trustees consider that an unrestricted reserve of 4 months of expenditure is required for financial resilience and flexibility. The Charity's Budgeted expenditure for 2024-2025 is approximately £1,192,000. 4 months of budgeted expenditure is £397,500. As at 31 March 2024, free reserves (calculated as unrestricted reserves less amounts relating to tangible fixed assets) totalled £1,022,216 (2022/2023: £1,060,783) which is above target.

Restricted funds from grants, contracts, consortiums and previous mergers require to be held separately.

Trustees agreed that the current reserves are allocated as follows:

| | |
|---|---|
| Working Capital | £200,000 |
| Resilience against risk | £397,500 |

The investment policy and objectives, including the extent (if any) to which social, environmental or ethical considerations are taken into account

Trustees have agreed that invested funds should aim for steady growth and sensible income based on a moderate to medium risk appetite. When possible, Trustees have agreed that Ethical funds should be selected for investment of reserves. These funds where transferred from the CCLA Charity Investment Fund to the CCLA Charities Ethical Investment Fund on 6th August 2024

For funds exceeding the required reserves, the Charity's management will present to Trustees costed proposals for projects that will provide:

- Greater impact in line with our charitable purposes
- Improved experiences for our clients

Trustees have agreed to invest in a phased investment in improved Information Technology hardware and upgrades in supporting software.

Also the income from these invested funds are required to cover the shortfall resulting from providing reduced cost counselling.

**How and when the reserves policy will be reviewed:**

The reserves policy is reviewed annually and the risk register is reviewed quarterly.

**Availability and adequacy of assets of each of the funds:**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to have been satisfactory.

The Statement of Financial Activities shows net outflow of resources for the year, before net gains/losses on investments, of £111,589 (2022/2023 £17,689 inflow) and a net outflow of £53,924 (2022/2023: £56,100 outflow) after net gains/losses on investments.

The total reserves at the year end stand at £1,138,576 of which £85,851 are restricted funds (2022/2023: £1,192,000 of which £102,301 are restricted funds).

A majority of the expenditure is spent on salaries, for practitioners (counsellors, mediators and trainers), management and administration staff.

**Specific changes to fixed assets**
The additions to fixed assets are computer and other office equipment costing £12,177 (2022/2023: £28,964).

**Share capital**
The company is limited by guarantee and therefore has no share capital.

**Plans for future periods**
In future periods the charity intends to continue to provide existing service in an accessible and sustainable way. A forward plan for the period 2024-2027 was prepared and approved by the Trustees. The strategic pillars are noted above.

Business Plans and budgets are prepared annually. 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.

**Trustee Recruitment**

The Board periodically reviews the skills, knowledge and experience of the Trustees. The range of skills is assessed to ensure a diverse range of perspectives as well as knowledge in specialist subjects relevant to our organisation. This information is considered by the Trustee Recruitment and Development Committee which is currently chaired by Fatima Patel.

The Committee's recommendations are presented for approval to the Board and implemented by CEO. Recruitment of Trustees is openly advertised on our website, social media and Trustee recruitment platforms. Suitable candidates are interviewed by the Chair of Trustees, Chair of the Committee and CEO. Before co-option, suitable candidates are invited to observe a board meeting and meet the Board. After appointment, Trustees a given induction briefing which include viewing a suite of our own training videos.

**Structure, governance and management**

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

All new Trustees receive an induction which includes briefings on finance and safeguarding. Ongoing training for trustees is overseen by the Trustee Recruitment and Development Committee.
The Board of Trustees sets the pay and remuneration of the charity's CEO as its key manager and benchmarks their pay against other similar roles in the charitable sector. .
The charitable company's current policy concerning the payment of trade creditors is to:

- settle the terms of payment with suppliers when agreeing the terms of each transaction;
- ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the company's contractual and other legal obligations.

## TRUSTEES' REPORT (CONTINUED)
## FOR THE YEAR ENDED 31 MARCH 2024

### Statement of Trustees' responsibilities

The Trustees (who are also the directors of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire for the purpose of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the charity to prepare financial statements for each financial year which 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 year.

In preparing these financial statements, they are required to:

– select suitable accounting policies and then apply them consistently;
– observe the methods and principles in the Charities SORP;
– make judgements and estimates that are reasonable and prudent;
– state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
– prepare the financial statements on the going concern basis unless it is inappropriate to presume that the will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### Disclosure of information to auditors

Insofar as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware, and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The members and board of trustees will review the appointment of auditors for the next period.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Philip Waller

.....
**Philip Waller CBE**

Date: 11 Dec 2024

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD

### Opinion

We have audited the financial statements of Relate London North West, Hertfordshire, Mid thames and Buckinghamshire Ltd (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

**Other information**

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

**Responsibilities of trustees**

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Due to the field in which the company operates, we identified the following areas as those most likely to have a material impact on the financial statements: health and safety; employment law; GDPR and compliance with the UK Companies Act.

The specific procedures for this engagement and the extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry with management regarding any known or suspected instances of non-compliance with laws and regulations, accidents in the workplace and fraud;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Larking Gowen LLP

**Giles Kerkham FCA DChA (Senior statutory auditor)**

for and on behalf of
**Larking Gowen LLP**

Chartered Accountants
Statutory Auditors

Ipswich

Date: 13/12/2024

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

| | Note | Unrestricted funds 2024 £ | Restricted funds 2024 £ | Total funds 2024 £ | *Total funds 2023 £* |
|---|---|---|---|---|---|
| **Income from:** | | | | | |
| Donations and legacies | 3 | **8,603** | **-** | **8,603** | *25,712* |
| Charitable activities | | **1,021,336** | **81,178** | **1,102,514** | *1,194,192* |
| Other trading activities | | **1,418** | **-** | **1,418** | *4,464* |
| Investments | 4 | **35,909** | **-** | **35,909** | *34,849* |
| Other income | 5 | **-** | **-** | **-** | *38,005* |
| **Total income** | | **1,067,266** | **81,178** | **1,148,444** | *1,297,222* |
| **Expenditure on:** | | | | | |
| Charitable activities | 6 | **1,162,405** | **97,628** | **1,260,033** | *1,279,533* |
| **Total expenditure** | | **1,162,405** | **97,628** | **1,260,033** | *1,279,533* |
| **Net (expenditure)/income before net gains/(losses) on investments** | | **(95,139)** | **(16,450)** | **(111,589)** | *17,689* |
| Net gains/(losses) on investments | | **57,665** | **-** | **57,665** | *(73,789)* |
| **Net movement in funds** | | **(37,474)** | **(16,450)** | **(53,924)** | *(56,100)* |
| **Reconciliation of funds:** | | | | | |
| Total funds brought forward | | **1,090,199** | **102,301** | **1,192,500** | *1,248,600* |
| Net movement in funds | | **(37,474)** | **(16,450)** | **(53,924)** | *(56,100)* |
| **Total funds carried forward** | | **1,052,725** | **85,851** | **1,138,576** | *1,192,500* |

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 18 to 32 form part of these financial statements.

**RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD**
**(A company limited by guarantee)**
**REGISTERED NUMBER: 03141164**

## BALANCE SHEET
## AS AT 31 MARCH 2024

| | Note | | 2024 £ | | *2023 £* |
|---|---|---|---|---|---|
| **Fixed assets** | | | | | |
| Tangible assets | 10 | | **30,509** | | *29,416* |
| Investments | 11 | | **1,100,201** | | *1,033,829* |
| | | | **1,130,710** | | *1,063,245* |
| **Current assets** | | | | | |
| Debtors | 12 | **114,929** | | *80,702* | |
| Cash at bank and in hand | | **13,171** | | *134,393* | |
| | | **128,100** | | *215,095* | |
| Creditors: amounts falling due within one year | 13 | **(120,234)** | | *(85,840)* | |
| **Net current assets** | | | **7,866** | | *129,255* |
| **Total assets less current liabilities** | | | **1,138,576** | | *1,192,500* |
| **Total net assets** | | | **1,138,576** | | *1,192,500* |
| **Charity funds** | | | | | |
| Restricted funds | 14 | | **85,851** | | *102,301* |
| Unrestricted funds | 14 | | **1,052,725** | | *1,090,199* |
| **Total funds** | | | **1,138,576** | | *1,192,500* |

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Philip Waller

.....
**Philip Waller CBE**

Date: 11 Dec 2024

The notes on pages 18 to 32 form part of these financial statements.

## STATEMENT OF CASH FLOWS
## FOR THE YEAR ENDED 31 MARCH 2024

| | 2024<br>£ | *2023*<br>*£* |
|---|---|---|
| **Cash flows from operating activities** | | |
| Net cash used in operating activities | **(136,247)** | *(46,588)* |
| **Cash flows from investing activities** | | |
| Purchase of property, plant and equipment | **(12,177)** | *(28,964)* |
| Purchase of investments | **-** | *(138,256)* |
| Other movements in investments | **(8,707)** | *73,000* |
| Investment income received | **35,909** | *34,849* |
| **Net cash provided by/(used in) investing activities** | **15,025** | **(59,371)** |
| **Change in cash and cash equivalents in the year** | **(121,222)** | **(105,959)** |
| Cash and cash equivalents at the beginning of the year | **134,393** | *240,352* |
| **Cash and cash equivalents at the end of the year** | **13,171** | *134,393* |

The notes on pages 18 to 32 form part of these financial statements

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 1. General information

Relate London North West, Hertfordshire, Mid Thames And Buckinghamshire Ltd. is a registered company, limited by guarantee, and a charity registered with the Charity Commission. It is incorporated in England, company registration number 03141164 and charity registration number 1053223. The registered office is The Gables, St. Mary's Road, Hemel Hempstead, England, HP2 5HL.

### 2. Accounting policies

#### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Relate London North West, Hertfordshire, Mid Thames And Buckinghamshire Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in sterling and rounded to the nearest £.

#### 2.2 Going concern

The Trustees have assessed that the basis of going concern is appropriate in preparing these financial statements. The trustees make this assessment in respect of a period of at least 12 months from the date of approving the financial statements, taking into consideration future cashflow forecasts. The Trustees have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern basis of accounting in preparing the financial statements.

## 2. Accounting policies (continued)

### 2.3 Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Amounts received in advance relating to the following year are deferred until the criteria for income recognition are met. For counselling and mediation services, income is recognised when the appointment occurs or when the conditions of any third-party agreements are met. For education courses, income is recognised when the training course takes place.

**Donations and legacies**

Donations are recognised when the charity has been notified in writing of both the amount and the settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fullfiled in the reporting period.

**Grants receivable**

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant are yet to be met, the income is recognised as a liability and included on the Statement of Financial Position as deferred income to be released.

**Investment income**

Investment income is included in the accounts when receivable. Investment gains and losses includes any gain or loss on the sale of investments and any gain or loss resulting from revaluing investments to market value.

**Rental income**

Rental income is accounted for on a receivable basis, net of value added tax.

**Volunteers and donation of service**

Donated services and facilities are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.The value of any services provided by volunteers are not incorporated into these financial statements. Further details of any contributions can be found in the trustees report.

## 2. Accounting policies (continued)

### 2.4 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of the resources, with central staff costs allocated on the basis of the time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of the staff costs.

**Charitable activities**

Charitable expenditure comprises these costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Support costs**

Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of resources, for example, allocating property costs by the floor areas, or per capita, staff costs by the time spent and other costs by their usage.

### 2.5 Tangible fixed assets and depreciation

Tangible fixed assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition are included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

| | |
|---|---|
| Leasehold improvements | - Over the period of the lease |
| Furniture and equipment | - 2-5 years over the life of the asset |
| Cabling and CCTV | - 8 years over the life of the asset |

### 2.6 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as ‘Gains/(Losses) on investments’ in the Statement of financial activities.

## 2. Accounting policies (continued)

### 2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### 2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### 2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

### 2.10 Financial instruments

The Company only has financial assets and financial 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

### 2.11 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

### 2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

## 3. Income from donations and legacies

| | Unrestricted funds 2024 £ | Total funds 2024 £ | *Total funds 2023 £* |
|---|---|---|---|
| Donations | 8,603 | **8,603** | *20,712* |
| Government grants | - | **-** | *5,000* |
| **Total 2024** | 8,603 | **8,603** | *25,712* |

Office space has been rented from Dacorum Borough Council for £250 peppercorn rent per annum until 2028 and from the Royal Borough of Windsor and Maidenhead for £1 peppercorn rent per annum until 2028. On the basis that the value of the use of these facilities cannot be reliably determined, no income and equivalent expense have been recognised in the Statement of Financial Activities.

## 4. Investment income

| | Unrestricted funds 2024 £ | Total funds 2024 £ | *Total funds 2023 £* |
|---|---|---|---|
| Income from investments | 35,795 | **35,795** | *34,577* |
| Bank interest | 114 | **114** | *272* |
| **Total 2024** | 35,909 | **35,909** | *34,849* |

## 5. Other incoming resources

| | Unrestricted funds 2024 £ | Total funds 2024 £ | *Total funds 2023 £* |
|---|---|---|---|
| Insurance proceeds | - | **-** | *38,005* |

## 6. Analysis of expenditure on charitable activities

| | Support costs 2024 £ | Total funds 2024 £ | *Total funds 2023 £* |
|---|---|---|---|
| Charitable activities | 1,260,033 | **1,260,033** | *1,279,533* |

### Analysis of support costs

| | Activities 2024 £ | Total funds 2024 £ | *Total funds 2023 £* |
|---|---|---|---|
| Staff costs | 975,706 | **975,706** | *991,834* |
| Depreciation | 11,144 | **11,144** | *21,493* |
| Supervision, counselling and mediation expenses | 139,675 | **139,675** | *126,621* |
| Legal, consulting and professional fees | 36,533 | **36,533** | *84,082* |
| Membership and subscription | 731 | **731** | *678* |
| Advertising | 1,587 | **1,587** | *526* |
| Printing, postage and stationery | 1,219 | **1,219** | *3,038* |
| Insurance | 11,449 | **11,449** | *7,774* |
| Rent and rates | 15,048 | **15,048** | *5,007* |
| Bank charges and interest | 12,629 | **12,629** | *15,488* |
| Telephone | 626 | **626** | *1,987* |
| Other support costs | 29,341 | **29,341** | *9,192* |
| Governance costs | 24,345 | **24,345** | *11,813* |
| **Total 2024** | 1,260,033 | **1,260,033** | *1,279,533* |

The charity's charitable activities consist of counselling, mediation and training.

## 7. Auditors' remuneration

| | 2024 £ | *2023 £* |
|---|---|---|
| Fees payable to the Company's auditor for the audit of the Company's annual accounts | **12,300** | *7,250* |

## 8. Staff costs

| | 2024<br>£ | *2023*<br>*£* |
|---|---|---|
| Wages and salaries | **893,169** | *918,438* |
| Social security costs | **61,004** | *52,080* |
| Contribution to defined contribution pension schemes | **21,533** | *21,316* |
| | **975,706** | *991,834* |

The average number of persons employed by the Company during the year was as follows:

| | 2024<br>No. | *2023*<br>*No.* |
|---|---|---|
| Employees | **61** | *72* |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 2024<br>No. | *2023*<br>*No.* |
|---|---|---|
| In the band £60,000 - £69,999 | **1** | *1* |

The key management personnel of the charity comprise the Chief Executive Officer, the Head of Finance, the Heads of Client Services and the Head of Operations. The total employee benefits of key management personnel of the charity were £227,557 (2023 - £217,729).

## 9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2023 - £NIL)*.

During the year ended 31 March 2024, expenses totalling £41 were reimbursed or paid directly to 1 Trustee *(2023 - £61 to 3 Trustees)*, relating to mileage claims and parking reimbursement.

## 10. Tangible fixed assets

| | Long-term leasehold property £ | Fixtures and fittings £ | Total £ |
|---|---|---|---|
| **Cost or valuation** | | | |
| At 1 April 2023 | **19,886** | **204,238** | **224,124** |
| Additions | **-** | **12,177** | **12,177** |
| Disposals | **-** | **(124,570)** | **(124,570)** |
| At 31 March 2024 | **19,886** | **91,845** | **111,731** |
| **Depreciation** | | | |
| At 1 April 2023 | **19,886** | **174,822** | **194,708** |
| Charge for the year | **-** | **11,084** | **11,084** |
| On disposals | **-** | **(124,570)** | **(124,570)** |
| At 31 March 2024 | **19,886** | **61,336** | **81,222** |
| **Net book value** | | | |
| At 31 March 2024 | **-** | **30,509** | **30,509** |

## 11. Fixed asset investments

| | Other investments £ |
|---|---|
| **Cost or valuation** | |
| At 1 April 2023 | **1,033,829** |
| Cash movement | **8,707** |
| Gains | **57,665** |
| At 31 March 2024 | **1,100,201** |
| **Net book value** | |
| At 31 March 2024 | **1,100,201** |
| *At 31 March 2023* | *1,033,829* |

The investments represent holdings managed by CCLA Investment Management in the following funds:

.

| | Endowment funds 2024 £ | Total funds 2024 £ | *Total funds 2023 £* |
|---|---|---|---|
| COIF Charities Investment Funds 41,504.15 units | 848,038 | **848,038** | *777,647* |
| COIF Charities Property Fund 226,061.74 units | 233,967 | **233,967** | *246,724* |
| Deposit Account | 18,167 | **18,167** | *9,458* |
| | 1,100,172 | **1,100,172** | *1,033,829* |

## 12. Debtors

| | 2024 £ | 2023 £ |
|---|---|---|
| **Due within one year** | | |
| Trade debtors | **48,256** | *15,835* |
| Other debtors | **2,724** | *38,005* |
| Prepayments and accrued income | **63,949** | *26,862* |
| | **114,929** | *80,702* |

## 13. Creditors: Amounts falling due within one year

| | 2024 £ | 2023 £ |
|---|---|---|
| Trade creditors | **23,893** | *6,621* |
| Other taxation and social security | **16,915** | *17,343* |
| Other creditors | **4,625** | - |
| Accruals and deferred income | **74,801** | *61,876* |
| | **120,234** | *85,840* |

## 14. Statement of funds

### Statement of funds - current year

| | Balance at 1 April 2023 £ | Income £ | Expenditure £ | Gains/ (Losses) £ | Balance at 31 March 2024 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General Funds | **1,090,199** | **1,067,266** | **(1,162,405)** | **57,665** | **1,052,725** |

| | Balance at 1 April 2023 £ | Income £ | Expenditure £ | Gains/ (Losses) £ | Balance at 31 March 2024 £ |
|---|---|---|---|---|---|
| **Restricted funds** | | | | | |
| Dacorum | **94,110** | **77,178** | **(89,387)** | **-** | **81,901** |
| ADVC Bursary | **3,844** | **4,000** | **(7,844)** | **-** | **-** |
| Eric Young donation | **4,347** | **-** | **(397)** | **-** | **3,950** |
| | **102,301** | **81,178** | **(97,628)** | **-** | **85,851** |
| **Total of funds** | **1,192,500** | **1,148,444** | **(1,260,033)** | **57,665** | **1,138,576** |

The Dacorum contract represents an agreement with Dacorum Borough Council to provide services to residents within its area.

As part of the Dacorum contract the charity received amounts totalling £34,932 (2023: £34,932) on behalf of Mediation Hertfordshire which was paid to them in quarterly payments during the year.

The other items represent grants and donations received for specific purposes which has not yet been fully spent in relation to counselling and court mediation services.

## 14. Statement of funds (continued)

### Statement of funds - prior year

| | *Balance at 1 April 2022* £ | *Income* £ | *Expenditure* £ | *Balance at 31 March 2023* £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General Funds - all funds | *1,135,755* | *1,206,222* | *(1,251,778)* | *1,090,199* |
| **Restricted funds** | | | | |
| Dacorum | *100,498* | *83,000* | *(89,388)* | *94,110* |
| ADVC Bursary | *8,000* | *8,000* | *(12,156)* | *3,844* |
| Eric Young donation | *4,347* | - | - | *4,347* |
| | *112,845* | *91,000* | *(101,544)* | *102,301* |
| **Total of funds** | *1,248,600* | *1,297,222* | *(1,353,322)* | *1,192,500* |

## 15. Summary of funds

### Summary of funds - current year

| | **Balance at 1 April 2023** £ | **Income** £ | **Expenditure** £ | **Gains/ (Losses)** £ | **Balance at 31 March 2024** £ |
|---|---|---|---|---|---|
| General funds | **1,090,199** | **1,067,266** | **(1,162,405)** | **57,665** | **1,052,725** |
| Restricted funds | **102,301** | **81,178** | **(97,628)** | **-** | **85,851** |
| | **1,192,500** | **1,148,444** | **(1,260,033)** | **57,665** | **1,138,576** |

## 15. Summary of funds (continued)

### Summary of funds - prior year

| | *Balance at 1 April 2022* | *Income* | *Expenditure* | *Balance at 31 March 2023* |
|---|---|---|---|---|
| | *£* | *£* | *£* | *£* |
| General funds | *1,135,755* | *1,206,222* | *(1,251,778)* | *1,090,199* |
| Restricted funds | *112,845* | *91,000* | *(101,544)* | *102,301* |
| | *1,248,600* | *1,297,222* | *(1,353,322)* | *1,192,500* |

## 16. Analysis of net assets between funds

### Analysis of net assets between funds - current period

| | **Unrestricted funds 2024** | **Restricted funds 2024** | **Total funds 2024** |
|---|---|---|---|
| | **£** | **£** | **£** |
| Tangible fixed assets | 30,509 | - | **30,509** |
| Fixed asset investments | 1,100,201 | - | **1,100,201** |
| Current assets | 42,249 | 85,851 | **128,100** |
| Creditors due within one year | (120,234) | - | **(120,234)** |
| **Total** | 1,052,725 | 85,851 | **1,138,576** |

### Analysis of net assets between funds - prior period

| | *Unrestricted funds 2023* | *Restricted funds 2023* | *Total funds 2023* |
|---|---|---|---|
| | *£* | *£* | *£* |
| Tangible fixed assets | *29,416* | *-* | *29,416* |
| Fixed asset investments | *1,033,829* | *-* | *1,033,829* |
| Current assets | *112,794* | *102,301* | *215,095* |
| Creditors due within one year | *(85,840)* | *-* | *(85,840)* |
| **Total** | *1,090,199* | *102,301* | *1,192,500* |

## 17. Reconciliation of net movement in funds to net cash flow from operating activities

| | 2024<br>£ | *2023*<br>*£* |
|---|---|---|
| Net expenditure for the period (as per Statement of Financial Activities) | **(53,924)** | *(56,100)* |
| **Adjustments for:** | | |
| Investment income recognised in statement of financial activities | **(35,909)** | *(34,849)* |
| Fair value gains and losses on investment | **(57,665)** | *73,789* |
| Depreciation and impairment of property, plant and equipment | **11,084** | *21,494* |
| Movements in working capital: | | |
| (Increase)/Decrease in trade and other receivables | **(34,227)** | *15,087* |
| Increase/(Decrease) in trade and other payables | **34,394** | *(66,009)* |
| **Net cash used in operating activities** | **(136,247)** | *(46,588)* |

## 18. Analysis of cash and cash equivalents

| | 2024<br>£ | *2023*<br>*£* |
|---|---|---|
| Cash in hand | **13,171** | *134,393* |
| **Total cash and cash equivalents** | **13,171** | *134,393* |

## 19. Analysis of changes in net debt

| | At 1 April 2023<br>£ | Cash flows<br>£ | At 31 March 2024<br>£ |
|---|---|---|---|
| Cash at bank and in hand | **134,393** | **(121,222)** | **13,171** |
| | **134,393** | **(121,222)** | **13,171** |

## 20. Pension commitments

The Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the Company to the fund and amounted to £21,533 *(2023: £21,316)*. Contributions totalling £4,625 *(2023: £Nil)* were payable to the fund at the balance sheet date.

## 21. Operating lease commitments

At 31 March 2024 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

| | **2024** | *2023* |
|---|---|---|
| | **£** | *£* |
| Not later than 1 year | **250** | *250* |
| Later than 1 year and not later than 5 years | **750** | *1,000* |
| | **1,000** | *1,250* |

## 22. Related party transactions

Other than certain transactions with Trustees described in Note 11, the Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2024.

**The Relationships Counselling, Therapy and Mediation Service**

England & Wales - Charity number 1053223

# Accounts

Charity Registration No. 1053223

Company Registration No. 03141164 (England and Wales)

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.
## (A company limited by guarantee)

# ANNUAL REPORT AND FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2023


Sobell Rhodes LLP
The Kinetic Centre
Theobald Street
Elstree
Borehamwood
Hertfordshire
WD6 4PJ

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## LEGAL AND ADMINISTRATIVE INFORMATION

| | |
|---|---|
| **Trustees** | John Baruch<br>Rose Bentley<br>Bep Dhaliwal<br>Maxine Henson (resigned 27 April 2022)<br>Jean Lammiman<br>Simon Lascelles (Appointed 28 June 2023)<br>Meghan Luton (Appointed 7 December 2022)<br>Stuart Mathers (resigned 29 June 2022)<br>Philip McDaid (resigned 7 December 2022)<br>Tom Moore<br>Robert Neil OBE<br>Susan O'Brien (resigned 29 June 2022)<br>Fatima Patel<br>Janet Sharp<br>Nicola Tavender<br>Vimal Tiwari (resigned 7 December 2022)<br>Philip Waller CBE - Chair of Trustees<br>Lana Wood<br>Michael Young - Treasurer |
| **Senior Management Team** | Ewan Malcolm, Chief Executive<br>Nicola Cunniffe, Joint Head of Client Services<br>Rachel Hemphill, Joint Head of Client Services<br>Sue Smith, Head of Finance<br>Emma Winter, Head of Operations<br>Maria Evans, Joint Clinical Lead<br>Belinda Ford, Joint Clinical Lead |
| **Charity number** | 1053223 |
| **Company number** | 03141164 |
| **Principal address** | The Gables<br>St Marys Road<br>Hemel Hempstead<br>Hertfordshire<br>HP2 5HL |
| **Registered office** | The Gables<br>St Marys Road<br>Hemel Hempstead<br>Hertfordshire<br>HP2 5HL |
| **Solicitors** | Rradar Limited<br>6 Beacon Way<br>Hull<br>East Yorkshire<br>HU3 4AE |

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## LEGAL AND ADMINISTRATIVE INFORMATION

| | |
|---|---|
| **Bankers** | Charities Aid Foundation Bank Limited<br>25 Kings Hill Avenue<br>King Hill<br>West Malling<br>Kent<br>ME19 4JQ |
| **Auditor** | Butt Miller<br>Chartered Accountants and Statutory Auditor<br>1 Minster Court<br>Tuscam Way<br>Camberley, Surrey<br>GU15 3YY |

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

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# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

## *FOR THE YEAR ENDED 31 MARCH 2023*

---

**Introduction**

The Board of Trustees of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd ("the charity") presents its annual report and accounts for the year ended 31 March 2023. The Board is satisfied with the performance of the charity during the year and its financial position as at 31 March 2023. The Trustees consider that the charity is well placed to continue its activities during the coming year, and that its assets are adequate to fulfil its obligations.

**Name, registered office and constitution of the charity**

The charity constitutes a registered company, limited by guarantee, as defined by the Companies Act 2006. The full name of the charitable company is Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd (The Charity is also known as Relate North Thames and Chilterns).

The legal registration details are:-

Date of incorporation: 22 December 1995
Company registration number: 3141164
The Registered Office is (as at 31.03.23): The Gables St. Marys Road Hemel Hempstead HP2 5HL
Charity Registration Number 105322
The telephone number is: 0300 003 2324

**Structure, Governance and Management**

The members of the charity annually appoint Trustees who are also Directors of the company. The Trustees appoint one of their number as a Chair, at least one Vice Chair and a Treasurer. These office bearers form the Executive Committee. The full Board of Trustees meets quarterly and the Executive Committee meets in the intervening months. The Chief Executive is accountable to Trustees at these meetings. The Trustees delegate the day to day running of the charity to the Chief Executive and the management team. Trustees are all volunteers. They are recruited with a view to their relevant skills, knowledge and experience. None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

All new Trustees receive an induction which includes briefings on finance and safeguarding. Ongoing training for trustees is overseen by the Trustee Recruitment and Development Committee.

The Board of Trustees sets the pay and remuneration of the charity's CEO as its key manager and benchmarks their pay against similar roles in the charitable sector

The charitable company’s current policy concerning the payment of trade creditors is to settle the terms of payment with suppliers when agreeing the terms of each transaction; ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and pay in accordance with the company's contractual and other legal obligations.

**Objectives and activities of the charity**

A summary of the objectives of the charity is set out in its governing document.
In terms of its Memorandum and Articles, the charitable company exists to;
-educate the public concerning the benefits of secure and committed relationships;

-seek to enhance the good health, both mental and physical, of adults and children;

-provide counselling, mediation, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work.

The charity operates in the London Boroughs of Barnet, Brent, Camden, Ealing, Harrow, Hillingdon, Islington and Westminster and across the counties of Hertfordshire, Buckinghamshire and the eastern parts of Berkshire.

The trustees have throughout the year paid regard to the Charity Commission's guidance on public benefit in dealing with the aims and activities of the charity.

**An explanation of the charity's main aims and objectives for the year**

The charity's main objective for the year was to promote the objectives set out in its governing document and to provide such further related services that will enhance the range and effectiveness of those objectives.

**An explanation of the charity's main strategies for achieving its stated objectives**

The charity is a member of the Relate Federation and works within its framework and in accordance with the strategy set out in its own business plan.

**Details of significant activities**

The company's services are in three main areas:
1. Counselling - couple counselling, family counselling, adult relationships counselling, psychosexual therapy and counselling for children and young people.
2. Mediation - family mediation.
3. Education - courses for individuals.

Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire also supports volunteers who run the Uxbridge Child Contact Centre.

**The company's grant making policies**
The company does not make grants.

**Social or programme-related investments**
There are no programme related investments.

**The contribution of volunteers**
The charity has placement student counsellors who work in a voluntary capacity. All Trustees are volunteers. The Uxbridge Child Contact Centre is staffed by volunteers

**Summary of main activities of the charity in relation to its objects**
On 1st April 2021 the charity merged with its neighbouring Relate centre, Relate Mid Thames & Buckinghamshire (Relate MTB). The merger was effected by Relate MTB transferring its whole undertaking including all its total net assets to the charity. These assets were shown as a donation of £355,463 (see note 3). Five of Relate MTB's Trustees joined the Board of the Charity. Relate MTB has now been wound up and removed from the registers at Companies House and the Charity Commission.

During 2022/23 most of our counselling and mediation services have continued to be delivered via Zoom. In person sessions at the Uxbridge Child Contact Centre resumed in the summer of 2022. Some counselling has resumed in our offices in Maidenhead. Resumption of counselling in our Hemel Hempstead office was delayed due to flood cause by a burst mains water pipe during a cold spell in December 2022. We have also resumed face to face counselling on one day a week in a counselling venue in Museum Street, in Westminster. Several of our experienced counsellors are also working with Relate clients in person in their home practice rooms. Throughout the year, an average of 15% of clients booking an Initial Assessment expressed a preference for in person counselling if this option were available. Most of these clients go on to book Zoom appointments. Virtually none of our family mediation clients wish to meet in person.

The services provided focus on relationships at all stages of life and families. These services are;

Adult Relationship counselling
For couples or individuals who experience difficulties in their adult relationships. Clients are seen for an Initial Assessment (IA) session of one hour. Following on from this they usually attend a series of fifty-minute counselling sessions, typically for 10 consecutive weeks.

Family counselling
This is a service for people who wish to attend as a family group. Clients are seen together or separately for sessions of varying lengths, as agreed with the counsellor, to work through issues that are affecting their family and other relationships.

Psychosexual therapy
For individuals or couples for whom the main identified problem is a sexual one. This programme aims to help the individual or couple relearn more satisfying sexual behaviour and to develop a mutual sense of confidence and enjoyment in love-making.

Family mediation
This is for people who are separating or divorcing. Each party attends an initial assessment meeting (MIAM) at which suitability for mediation and eligibility for Legal Aid are assessed. If both agreed to come to a joint session, they are able to talk through issues affecting their children, financial arrangements and property in order to find a mutually acceptable way forward. The charity also offers other conflict resolution services such as neighbourhood, intergenerational and workplace mediation.

Children and Young Peoples counselling
The charity is no longer contracted to provide counsellors in local schools as their budgets have been cut in recent years. Young people experiencing a range of difficulties including bereavement and depression may contact us directly for free individual counselling from our specialist counsellors. Usually family counselling is also appropriate.

Education and training services
Relate's Counselling Skills for Non counsellors course was previously offered free to eligible people with the assistance of a grant from Harrow Council. This grant was not available to the charity in 2020/21. The course was delivered once during 2022/23 via Zoom.

The charitable company acts in accordance with its three year Forward Plan and its annual Business Plan and Budget, which is reviewed by the Executive Committee and Board of Trustees on a regular basis.

Achievements and Performance of the Charity
A review of charitable activities and main achievements undertaken by the charity revealed the following performance highlights over the course of the year:

**Counselling**

- Relationship counselling was used by 1,689 people for 11,667 sessions (2021/22: 1,732 people for 11,793 sessions).
- Family counselling was provided to 370 people for 739 sessions (2021/22: 393 people for 678 sessions).
- Children and young people's counselling benefited 24 people (2021/22 29) for 93 sessions young people between the ages of 11 and 18 years
- Psychosexual therapy was used by 296 people for 1,079 sessions (2021/22: 354 for 1,179 sessions)

**Supporting Children**

- Uxbridge Child Contact Centre has enabled contact for 25 families, including 30 children (2021/22: 40 families, including 48 children) where there is a non-resident parent.

**Mediation**

Mediation Information and Advice (Assessment) Meetings (MIAM) - a total of 403 (2021/22: 427) referrals were received. This includes 16 (2021/22: 9) housing MIAMs. 876 mediation hours were delivered (2021/22: 928)

**Education and training services**

The one day Introduction to Counselling Skills (ICS) course was due to run in June 2022 via zoom and November 2022 face to face at the Hemel office, however both were cancelled due to low numbers.

**Training**

An extensive CPD programme was run for counsellors, mediators, support staff and advertised externally, all delivered on Zoom. An in-person Conference for practitioners, staff and Trustees was very successful where 40+ staff attended. The CPD programme provided subjects such as: 'The Cost of Caring', 'Non Violent Communication', 'Anger & Boredom in Systemic Clinical Work', 'Violence in Families', 'The Race Conversation', 'Suicide and Self-harm', 'Systemic Understandings of Trauma'. We also ran an Advanced Domestic Violence CPD, a Counting the Cost Workshop and a number of New Divorce Law sessions.

**Fundraising activities**

Charges are made for the provision of counselling and psychosexual therapy services based on the clients' income and their ability to pay. Only two of the twenty seven local authorities in our territory (8 boroughs , 10 Herts councils, 6 in Buckinghamshire and 3 in Berkshire i.e. Dacorum and Hillingdon) provided grants, which partially assisted the charitable company to provide services to those clients who could not afford to pay either all or part of the charge.

Family mediation is funded by the Legal Services Commission in the case of clients who are eligible for public funding and by private clients according to incomes.

The charity's counsellors explain to all clients that the basic cost of each session is £83. Applying a sliding scale, counselling clients who have a household income of more than £40,000 are invited to contribute more than the base cost. 20-25% of our clients donate more than £83 in order to support the charity. This allows us to provide financial support to about a quarter of the charities clients who cannot afford the full cost of a session.

**Client contributions**

All clients pay their contributions by credit/debit card or bank transfer.

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks, as far as it practicable. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the Trustees to ensure that they will meet the needs of the charity.

**Relationships with other groups, Charities and individuals**

The charity works closely with other members of the Relate Federation and with related government agencies, charities and local community groups.

**Financial Review**

The Trustees regularly review the risks facing the Charity. The principal strategic risks identified during the year are;

-Loss of the Relate brand (including reduction or Loss of the Relate website listing of Relate LNWHMTB venues which attracts self-referral clients)

-Loss of the use of Relate National services and systems (including reduction or loss of support from Relate national for telephone and case management systems)

-Financial underperformance due to not meeting income forecasts (including the loss of grant and contract income)

The charity has taken action to monitor, mitigate and actively managing these strategic risks. Trustees have also considered the reliability of income and the extent to which expenditure is committed.

Steps taken to establish the level of reserves:
Based on the recommendations of a Subcommittee chaired by the Treasurer which reviewed the combined reserves after the merger of Relate LNWH and Relate MTB on 1st April 2021, the Board of Trustees adopted the following approach.

The Board consider that reserves are required to provide:

1. Working capital to ensure operating liquidity
2. Resilience against risks such as
2.1 loss of services and support of Relate National through insolvency
2.2 economic downturn in our communities resulting from events like Brexit and the Covid 19 pandemic and the cost of living crisis related to the war in Ukraine.
2.3 Impact Project funds for:
2.3.1 Greater impact in line with our charitable purposes
2.3.2 Improved experiences for our clients

The charity operated online accounts with two banks, CAFBank and Barclays. In error, Barclays closed the charity's account with them so we now operate only with our CAFBank accounts. Our finance team work to ensure that the balance held with CAFbank does not exceed £85,000 in line with the limit of the Financial Services Compensation Scheme.

Trustees consider that an unrestricted reserve of 4 months of expenditure is required for financial resilience and flexbility. The Charity's Budgeted expenditure for 2023-2024 is approximately £1,357,000. 4 months of budgeted expenditure is £452,500.

Restricted funds from grants, contracts, consortiums and previous mergers are required to be held separately.

Trustees agreed that the current reserves are allocated as follows:

| | |
|---|---|
| Working Capital | £200,000 |
| Resilience against risk | £452,500 |
| Restricted funds for grants and contracts (as budgeted) | £161,000 |

The investment policy and objectives, including the extent (if any) to which social, environmental or ethical considerations are taken into account.
Trustees have agreed that invested funds should aim for steady growth and sensible income based on a moderate to medium risk appetite. When possible, Trustees have agreed that Ethical funds should be selected for investment of reserves.

For funds exceeding the required reserves, the Charity's management will present to Trustees costed proposals for projects that will provide:
•Greater impact in line with our charitable purposes
•Improved experiences for our clients
Trustees have agreed to invest in a phased investment in improved Information Technology hardware and upgrades in supporting software.

How and when the reserves policy will be reviewed:
The reserves policy is reviewed annually and the risk register is reviewed quarterly.

Availability and adequacy of assets of each of the funds.
The financial statements are set out on pages 13 to 28. They have been prepared in accordance with the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to have been satisfactory.

The Statement of Financial Activities shows net outflow of resources for the year of a revenue nature of £56,100 (2021/2022 inflow: £563,538) and no realised resources of a capital nature, making a net overall decrease in resources of £56,100 (2021/2022 inflow: £563,538).

The total reserves at the year end stand at £1,192,500 (2021/2022: £1,248,600) of which £102,301 are restricted funds (2021/22: £112,845).

A majority of the expenditure is spent on salaries, for practitioners (counsellors, mediators and trainers), management and administration staff.

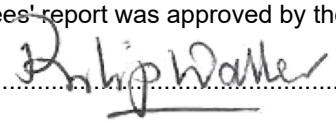
**Specific changes to fixed assets**
The additions to fixed assets are computer and other office equipment costing £28,964 (2021/2022: - £14,396).

**Share capital**
The company is limited by guarantee and therefore has no share capital.

**Plans for future periods**
In future periods the charity intends to continue to provide existing service in an accessible and sustainable way. A forward plan for the period 2020-2023 was prepared and approved by the Trustees. A new plan is being prepared for 2024-2027. It is likely that most of our staff will continue to work from home and that the charities counselling and mediation services will be offered primarily by way of webcam (‘Zoom first’). A Strategic Framework for the Relate federation has been prepared. Trustees and management from the charity have been actively involved in the preparation of this framework. The framework compliments and enhances our Forward Plan.
Business Plans and budgets are prepared annually. 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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

The Trustees' report was approved by the Board and signed on its behalf by: Philip Waller CBE



.....
**Chair**

Dated: 21st November 2023

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

## *FOR THE YEAR ENDED 31 MARCH 2023*

The Trustees, who are also the directors of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd. for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which 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 year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

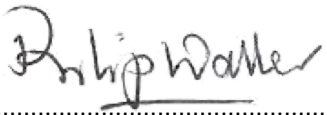
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. 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.

In so far as the trustees are aware:

-there is no relevant audit information of which the charitable company's auditors are unaware; and
-the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by the trustees of the charity on ..21st November 2023and signed on its behalf by:



.....
Philip Waller CBE, Chair

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## INDEPENDENT AUDITOR'S REPORT

## TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

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**Opinion**

We have audited the financial statements of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd. (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, Statement of Cash Flows and the notes to the Financial Statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

**Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

**Other information**
The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Matters on which we are required to report by exception**
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the trustees' Report.

**Responsibilities of Trustees**
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:
- The nature of the industry and sector the charitable company is in, its control environment and business performance including the design of the charitable company's policies and staff remuneration;
- Results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- Any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- The matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

Our procedures to respond to risks identified included the following:
- Enquiries of management and staff including concerning actual and potential litigation and claims and any instances of non-compliance with laws;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Obtained an understanding of provisions and held discussions with management to understand the basis of recognition or non-recognition of provisions; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; checking internal controls are being followed are as per its policies and assessing suitability; assessing the judgements made in making accounting estimates; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

## TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Susan Ambrose FCCA FCA (Senior Statutory Auditor)**
**for and on behalf of Butt Miller**
**Chartered Accountants**
**Statutory Auditor**

22/11/2023

1 Minster Court
Tuscam Way
Camberley
Surrey
GU15 3YY

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

### *FOR THE YEAR ENDED 31 MARCH 2023*

| | Notes | Unrestricted funds 2023 £ | Restricted funds 2023 £ | Total 2023 £ | Unrestricted funds 2022 £ | Restricted funds 2022 £ | Total 2022 £ |
|---|---|---|---|---|---|---|---|
| **Income and endowments from:** | | | | | | | |
| Donations and legacies | **3** | 25,712 | - | 25,712 | 389,140 | - | 389,140 |
| Charitable activities | **2** | 1,103,192 | 91,000 | 1,194,192 | 1,265,167 | 96,000 | 1,361,167 |
| Investments | **4** | 34,849 | - | 34,849 | 18,997 | - | 18,997 |
| Other trading actvities | | 4,464 | - | 4,464 | 5,640 | - | 5,640 |
| Other income | **5** | 38,005 | - | 38,005 | 14,070 | - | 14,070 |
| **Total income** | | 1,206,222 | 91,000 | 1,297,222 | 1,693,014 | 96,000 | 1,789,014 |
| **Expenditure on:** | | | | | | | |
| Charitable activities | **6** | 1,177,989 | 101,544 | 1,279,533 | 1,165,114 | 84,938 | 1,250,052 |
| Net gains/(losses) on investments | **12** | (73,789) | - | (73,789) | 24,576 | - | 24,576 |
| **Net movement in funds** | | (45,556) | (10,544) | (56,100) | 552,476 | 11,062 | 563,538 |
| Fund balances at 1 April 2022 | | 1,135,755 | 112,845 | 1,248,600 | 583,279 | 101,783 | 685,062 |
| **Fund balances at 31 March 2023** | | 1,090,199 | 102,301 | 1,192,500 | 1,135,755 | 112,845 | 1,248,600 |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF FINANCIAL POSITION

### *AS AT 31 MARCH 2023*

| | Notes | 2023 £ | 2023 £ | 2022 £ | 2022 £ |
|---|---|---|---|---|---|
| **Fixed assets** | | | | | |
| Property, plant and equipment | **13** | | 29,416 | | 21,945 |
| Investments | **14** | | 1,033,829 | | 1,042,363 |
| | | | 1,063,245 | | 1,064,308 |
| **Current assets** | | | | | |
| Trade and other receivables | **15** | 80,702 | | 95,789 | |
| Cash at bank and in hand | | 134,393 | | 240,352 | |
| | | 215,095 | | 336,141 | |
| **Current liabilities** | **16** | (85,840) | | (151,849) | |
| Net current assets | | | 129,255 | | 184,292 |
| **Total assets less current liabilities** | | | 1,192,500 | | 1,248,600 |
| **Income funds** | | | | | |
| Restricted funds | **18** | | 102,301 | | 112,845 |
| Unrestricted funds | | | 1,090,199 | | 1,135,755 |
| | | | 1,192,500 | | 1,248,600 |

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements 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 sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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

The financial statements were approved by the Trustees on 21st November 2023

.....

Philip Waller CBE, Chair

**Company Registration No. 03141164**

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF CASH FLOWS

### *FOR THE YEAR ENDED 31 MARCH 2023*

| | Notes | 2023 £ | 2023 £ | 2022 £ | 2022 £ |
|---|---|---|---|---|---|
| **Cash flows from operating activities** | | | | | |
| Cash (absorbed by)/generated from operations | **22** | | (46,588) | | 160,929 |
| **Investing activities** | | | | | |
| Purchase of property, plant and equipment | | (28,964) | | (14,396) | |
| Purchase of investments | | (138,256) | | (678,096) | |
| Proceeds on disposal of investments | | 73,000 | | - | |
| Investment income received | | 34,849 | | 18,997 | |
| **Net cash used in investing activities** | | | (59,371) | | (673,495) |
| Donation from MTB | | - | | 23,987 | |
| **Net cash (used in)/generated from financing activities** | | | - | | 23,987 |
| **Net decrease in cash and cash equivalents** | | | (105,959) | | (488,579) |
| Cash and cash equivalents at beginning of year | | | 240,352 | | 728,931 |
| **Cash and cash equivalents at end of year** | | | 134,393 | | 240,352 |

### 1 Accounting policies

**Charity information**

The charity is a private limited company, limited by guarantee incorporated in England and Wales.

The address of its registered office is:
The Gables St. Marys Road,
Hemel Hempstead
HP2 5HL

The principal place of business is:
The Gables St. Marys Road,
Hemel Hempstead
HP2 5HL

### 1.1 Accounting convention

The financial statements of the charitable company, which is a public benefit entity under FRS 102 have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

The financial statements have been prepared under the historical cost convention., with the exception of investments which are included at market value, as modified by the revaluation of certain assets. The principal accounting policies adopted are set out below.

The presentation currency of the financial statements is the Pound Sterling (£).

### 1.2 Going concern

The trustees have undertaken an assessment of the viability of the charity for a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The trustees therefore continue to adopt the going concern basis of accounting in preparing the financial statements.

### 1.3 Income and endowements funds

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Amounts received in advance relating to the following year are deferred until the criteria for income recognition are met. For counselling and mediation services, income is recognised when the appointment occurs or when the conditions of any third-party agreements are met. For education courses, income is recognised when the training course takes place.

***Donations and legacies***

Donations are recognised when the charity has been notified in writing of both the amount and the settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fullfiled in the reporting period.

**1 Accounting policies** **(Continued)**

***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant are yet to be met, the income is recognised as a liability and included on the Statement of Financial Position as deferred income to be released.

**Investment income**

Investment income is included in the accounts when receivable. Investment gains and losses includes any gain or loss on the sale of investments and any gain or loss resulting from revaluing investments to market value.

**Rental income**

Rental income is accounted for on a receivable basis, net of value added tax.

**Volunteers and donation of service**

Donated services and facilities are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

The value of any services provided by volunteers are not incorporated into these financial statements. Further details of any contributions can be found in the trustees report.

**1.4 Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of the resources, with central staff costs allocated on the basis of the time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of the staff costs.

***Charitable activities***

Charitable expenditure comprises these costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Support costs**

Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of resources, for example, allocating property costs by the floor areas, or per capita, staff costs by the time spent and other costs by their usage.

**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

**1 Accounting policies** **(Continued)**

**1.5 Government grants**

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

**1.6 Property, plant and equipment**

Property, plant and equipment are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

| | |
|---|---|
| Leasehold improvements | Over the period of lease |
| Furniture and equipment | 2-5 years over the life of the asset |
| Cabling and CCTV | 8 years over the life of the asset |

**1.7 Non-current investments**

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

**1.8 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

**Trade Debtors**

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

**Trade Creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least 12 months after the reporting date, they are presented as non-current liabilities.

**1.9 Financial instruments**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

**1 Accounting policies** **(Continued)**

**1.10 Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**1.11 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

**1.12 Fund structure**

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose. See note 18 for further details of the restricted funds in the financial statement.

**1.13 Pension**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**1.14 Operating lease**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**2 Charitable activities**

| | Charitable Income 2023 £ | Charitable Income 2022 £ |
|---|---|---|
| Income from charitable activities | 1,194,192 | 1,361,167 |
| Analysis by fund | | |
| Unrestricted funds | 1,103,192 | 1,265,167 |
| Restricted funds | 91,000 | 96,000 |
| | 1,194,192 | 1,361,167 |

### 3 Donations and legacies

| | **Unrestricted funds** | Unrestricted funds |
|---|---|---|
| | **2023** | 2022 |
| | **£** | £ |
| Donations and gifts | 20,712 | 21,677 |
| Government grants | 5,000 | 12,000 |
| Donation from Relate Mid Thames and Buckinghamshire | - | 355,463 |
| | 25,712 | 389,140 |

The donation from Relate Mid Thames and Buckinghamshire represents the transfer of undertaking to the charity on 1st April 2021. See note 21 for more details.

During the prior and current period, consultancy worth £20,000pa was provided by Lane4 via the form of a workshop to the board and management.

Office space has been rented from Dacorum Borough Council for £250 peppercorn rent per annum until 2028 and from the Royal Borough of Windsor and Maidenhead for £1 peppercorn rent per annum until 2028. On the basis that the value of the use of these facilities cannot be reliably determined, no income and equivalent expense have been recognised in the Statement of Financial Activities.

### 4 Investments

| | **Unrestricted funds** | Unrestricted funds |
|---|---|---|
| | **2023** | 2022 |
| | **£** | £ |
| Other investment income | 34,577 | 18,967 |
| Interest receivable | 272 | 30 |
| | 34,849 | 18,997 |

### 5 Other income

| | **Unrestricted funds** | Unrestricted funds |
|---|---|---|
| | **2023** | 2022 |
| | **£** | £ |
| Furlough government support | - | 14,070 |
| Other income | 38,005 | - |
| | 38,005 | 14,070 |

**5 Other income** **(Continued)**

Other income represents the provision for the finalised insurance proceeds due in relation to a flood at one of the offices during December 2022.

**6 Charitable activities**

| | Charitable Expenditure 2023 £ | Charitable Expenditure 2022 £ |
|---|---|---|
| Share of support costs | 1,267,720 | 1,238,652 |
| Share of governance costs | 11,813 | 11,400 |
| | 1,279,533 | 1,250,052 |
| **Analysis by fund** | | |
| Unrestricted funds | 1,177,989 | 1,165,114 |
| Restricted funds | 101,544 | 84,938 |
| | 1,279,533 | 1,250,052 |

## 7 Support costs

| | Support costs | Governance costs | 2023 | Support costs | Governance costs | 2022 |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Staff costs | 991,834 | - | 991,834 | 994,832 | - | 994,832 |
| Depreciation | 21,493 | - | 21,493 | 8,644 | - | 8,644 |
| Supervision, counselling and mediation expenses | 126,621 | - | 126,621 | 104,774 | - | 104,774 |
| Legal, consulting and professional fees | 84,082 | - | 84,082 | 72,486 | - | 72,486 |
| Membership and subscriptions | 678 | - | 678 | 637 | - | 637 |
| Advertising | 526 | - | 526 | 296 | - | 296 |
| Printing, postage and stationery | 3,038 | - | 3,038 | 3,204 | - | 3,204 |
| Insurance | 7,774 | - | 7,774 | 5,395 | - | 5,395 |
| Rent and rates | 5,007 | - | 5,007 | 3,986 | - | 3,986 |
| Bank charges and interest | 15,488 | - | 15,488 | 19,110 | - | 19,110 |
| Telephone | 1,987 | - | 1,987 | 4,359 | - | 4,359 |
| Other support costs | 9,192 | - | 9,192 | 20,931 | - | 20,931 |
| Audit fees | - | 11,813 | 11,813 | - | 11,400 | 11,400 |
| | 1,267,720 | 11,813 | 1,279,533 | 1,238,652 | 11,400 | 1,250,052 |
| Analysed between | | | | | | |
| Charitable activities | 1,267,720 | 11,813 | 1,279,533 | 1,238,652 | 11,400 | 1,250,052 |

## 8 Auditor's remuneration

| Fees payable to the charitable company's auditor and associates: | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Audit of the charitable company's annual accounts | 7,250 | 6,750 |

## 9 Net movement in funds

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Net movement in funds is stated after charging/(crediting) | | |
| Depreciation of fixed assets | 21,493 | 8,644 |

## 10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year.

During the year 3 trustees were reimbursed for expenses totalling £61 (2022: £nil) in relation to travel and statutory charges.

## 11 Employees

The average monthly number of employees during the year was:

| | 2023 Number | 2022 Number |
|---|---|---|
| | 72 | 79 |

| Employment costs | 2023 £ | 2022 £ |
|---|---|---|
| Wages and salaries | 918,438 | 918,255 |
| Social security costs | 52,080 | 54,946 |
| Other pension costs | 21,316 | 21,631 |
| | 991,834 | 994,832 |

The number of employees whose annual remuneration was £60,000 or more were:

| | 2023 Number | 2022 Number |
|---|---|---|
| Band £60,000 - £69,999 | 1 | 1 |

## 12 Net gains/(losses) on investments

| | Unrestricted funds 2023 £ | Unrestricted funds 2022 £ |
|---|---|---|
| Revaluation of investments | (73,789) | 24,576 |

## 13 Property, plant and equipment

| | Leasehold improvements | Furniture and equipment | Total |
|---|---|---|---|
| | £ | £ | £ |
| **Cost** | | | |
| At 1 April 2022 | 19,886 | 188,241 | 208,127 |
| Additions | - | 28,964 | 28,964 |
| Disposals | - | (12,967) | (12,967) |
| At 31 March 2023 | 19,886 | 204,238 | 224,124 |
| **Depreciation and impairment** | | | |
| At 1 April 2022 | 19,886 | 166,296 | 186,182 |
| Depreciation charged in the year | - | 21,493 | 21,493 |
| Eliminated in respect of disposals | - | (12,967) | (12,967) |
| At 31 March 2023 | 19,886 | 174,822 | 194,708 |
| **Carrying amount** | | | |
| At 31 March 2023 | - | 29,416 | 29,416 |
| At 31 March 2022 | - | 21,945 | 21,945 |

## 14 Fixed asset investments

| | Other investment |
|---|---|
| | £ |
| **Cost or valuation** | |
| At 1 April 2022 | 1,042,363 |
| Valuation changes | (40,173) |
| Business combinations | 31,639 |
| At 31 March 2023 | 1,033,829 |
| **Carrying amount** | |
| At 31 March 2023 | 1,033,829 |
| At 31 March 2022 | 1,042,363 |

The investments represent holdings managed by CCLA Investment Management in the following funds:

| | £ |
|---|---|
| COIF Charities Investments Fund 41,504.15 units | 777,647 |
| COIF Charities Property Fund 226,061.74 units | 246,724 |
| Deposit Account | 9,458 |
| Total | 1,033,829 |

**14 Fixed asset investments** **(Continued)**

**15 Trade and other receivables**

| | 2023 | 2022 |
|---|---|---|
| **Amounts falling due within one year:** | **£** | **£** |
| Trade receivables | 15,835 | 39,498 |
| Other receivables | 38,005 | - |
| Prepayments and accrued income | 26,862 | 56,291 |
| | 80,702 | 95,789 |

**16 Current liabilities**

| | 2023 | 2022 |
|---|---|---|
| | **£** | **£** |
| Other taxation and social security | 17,343 | 17,642 |
| Trade payables | 6,621 | 30,983 |
| Accruals and deferred income | 61,876 | 103,224 |
| | 85,840 | 151,849 |

Deferred income comprises amounts received in advance of appointments or where conditions of agreements have not yet been wholly met. It is included within accruals and deferred income.

Deferred Income

| | 2023 (£) | 2022 (£) |
|---|---|---|
| Balance at beginning of the year | 72,973 | 49,878 |
| Amount released to income in the year | (72,973) | (39,878) |
| Amount deferred in the year | 16,794 | 62,793 |
| Balance at end of year | 16,794 | 72,973 |

**17 Operating lease commitments**

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Within one year | 250 | 910 |
| Between two and five years | 1,000 | 1,000 |
| In over five years | - | 250 |
| | 1,250 | 2,160 |

**18 Funds**

| | | Movement in funds | | | Movement in funds | | |
|---|---|---|---|---|---|---|---|
| | Balance at 1 April 2021 | Incoming resources | Resources expended | Balance at 1 April 2022 | Incoming resources | Resources expended | Balance at 31 March 2023 |
| | £ | £ | £ | £ | £ | £ | £ |
| **Unrestricted funds** | | | | | | | |
| General | 583,279 | 1,697,590 | (1,145,114) | 1,135,755 | 1,206,222 | (1,251,778) | 1,090,199 |
| **Restricted funds** | 101,783 | 96,000 | (84,938) | 112,845 | 91,000 | (101,544) | 102,301 |
| | 685,062 | 1,793,590 | (1,230,052) | 1,248,600 | 1,297,222 | (1,353,322) | 1,192,500 |

**Restricted fund breakdown**

| | | Movement in funds | | | Movement in funds | | |
|---|---|---|---|---|---|---|---|
| | Balance at 1 April 2021 | Incoming resources | Resources expended | Balance at 1 April 2022 | Incoming resources | Resources expended | Balance at 31 March 2023 |
| | £ | £ | £ | £ | £ | £ | £ |
| Dacorum | 101,783 | 83,000 | (84,285) | 100,498 | 83,000 | (89,388) | 94,110 |
| AVDC Bursary | | 8,000 | | 8,000 | 8,000 | (12,156) | 3,844 |
| Eric Young donation | | 5,000 | (653) | 4,347 | - | - | 4,347 |
| Total | 101,783 | 96,000 | (84,938) | 112,845 | 91,000 | (101,544) | 102,301 |

The Dacorum contract represents an agreement with Dacorum Borough Council to provide services to residents within it's area.

As part of the Dacorum contract the charity received amounts totalling £34,930 (2022: £34,932) on behalf of Mediation Hertfordshire which was paid to them in quarterly payments during the year.

**18 Funds** **(Continued)**

The other items represent grants and donations received for specific purposes which has not yet been fully spent. (Counselling and court mediation)

**19 Analysis of net assets between funds**

| | **Unrestricted funds 2023** | **Restricted funds 2023** | **Total 2023** | Unrestricted funds 2022 | Restricted funds 2022 | Total 2022 |
|---|---|---|---|---|---|---|
| | **£** | **£** | **£** | £ | £ | £ |
| Fund balances at 31 March 2023 are represented by: | | | | | | |
| Property, plant and equipment | 29,416 | - | 29,416 | 21,945 | - | 21,945 |
| Investments | 1,033,829 | - | 1,033,829 | 1,042,363 | - | 1,042,363 |
| Current assets/(liabilities) | 26,954 | 102,301 | 129,255 | 71,447 | 112,845 | 184,292 |
| | 1,090,199 | 102,301 | 1,192,500 | 1,135,755 | 112,845 | 1,248,600 |

**20 Analysis of net funds**

| | **As at 1 April 2022** | **Cash flow** | **As at 31 March 2023** |
|---|---|---|---|
| | **£** | **£** | **£** |
| Cash at bank and in hand | 240,352 | (105,959) | 134,393 |
| Net debt | 240,352 | (105,959) | 134,393 |

**21 Merger**

There was a Merger which took place on 1st April 2021 in terms of a Merger Agreement between the Trustees for Relate Mid Thames and Buckinghamshire (Relate MTB) and Trustees of Relate LNWHMTB (the charity). The whole assets and undertakings of Relate MTB were transferred to the charity. All contracts of employment were transferred under the TUPE regulations, leases were novated, capital balances transferred and investments transferred to be the name of the charity. Five of the Trustees of Relate MTB joined the Board of the charity.

| 22 | Cash generated from operations | 2023 | 2022 |
|---|---|---|---|
| | | £ | £ |
| | (Deficit)/surpus for the year | (56,100) | 563,538 |
| | Adjustments for: | | |
| | Investment income recognised in statement of financial activities | (34,849) | (18,997) |
| | Fair value gains and losses on investments | 73,789 | (24,576) |
| | Donation from MTB | - | (355,463) |
| | Depreciation and impairment of property, plant and equipment | 21,494 | 8,644 |
| | Movements in working capital: | | |
| | Decrease in trade and other receivables | 15,087 | 8,810 |
| | (Decrease) in trade and other payables | (66,009) | (21,027) |
| | **Cash (absorbed by)/generated from operations** | (46,588) | 160,929 |

**The Relationships Counselling, Therapy and Mediation Service**

England & Wales - Charity number 1053223

# Accounts

Charity Registration No. 1053223

Company Registration No. 03141164 (England and Wales)

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.
## (A company limited by guarantee)

# ANNUAL REPORT AND FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2022

Sobell Rhodes LLP
The Kinetic Centre
Theobald Street
Elstree
Borehamwood
Hertfordshire
WD6 4PJ

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## LEGAL AND ADMINISTRATIVE INFORMATION

| | |
|---|---|
| **Trustees** | P Waller CBE - Chair<br>L Wood - Vice Chair (resigned as Vice Chair 21 Sept 2022)<br>T J Moore - Vice Chair<br>P McDaid - Treasurer (resigned as Treasurer 1 Apr 2022)<br>M M Young - Treasurer (appointed as Treasurer 1 Apr 2022)<br><br>J D R Baruch<br>J Campbell (died 21 Aug 2021)<br>B Dhaliwal<br>Cllr M C Henson (resigned as Trustee 27 Apr 2022)<br>Cllr J Lammiman<br>Cllr S P Mathers (resigned as Trustee 29 Jun 2022)<br>R Neil OBE<br>Cllr S O'Brien (resigned as Trustee 29 Jun 2022)<br>J G Sharp<br>F Patel (elected as Trustee 8 Dec 2021)<br>N Tavender<br>Dr V N Tiwari<br>R Bentley |
| **Senior Management Team** | E Malcolm, Chief Executive<br>N Cunniffe, Joint Head of Client Services<br>R Hemphill, Joint Head of Client Services<br>S Smith, Head of Finance<br>E Winter, Head of Operations<br>M Evans, Joint Clinical Lead<br>B Ford, Joint Clinical Lead |
| **Charity number** | 1053223 |
| **Company number** | 03141164 |
| **Principal office** | The Gables<br>St Marys Road<br>Hemel Hempstead<br>Hertfordshire<br>HP2 5HL |
| **Registered office** | The Gables<br>St Marys Road<br>Hemel Hempstead<br>Hertfordshire<br>HP2 5HL |
| **Solicitors** | Rradar Limited<br>6 Beacon Way<br>Hull<br>East Yorkshire<br>HU3 4AE |

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## LEGAL AND ADMINISTRATIVE INFORMATION

| | |
|---|---|
| **Bankers** | Charities Aid Foundation Bank Limited<br>25 Kings Hill Avenue<br>King Hill<br>West Malling<br>Kent<br>ME19 4JQ<br>Bank of Scotland<br>33 Old Broad Street<br>London<br>BX2 1LB |
| **Auditors** | Butt Miller<br>Chartered Accountants and Statutory Auditor<br>92 Park Street<br>Camberley<br>Surrey<br>GU15 3NY |

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

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# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

## *FOR THE YEAR ENDED 31 MARCH 2022*

---

**Introduction**

The Board of Trustees of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd ("the charity") presents its annual report and accounts for the year ended 31 March 2022. The Board is satisfied with the performance of the charity during the year and its financial position as at 31 March 2022. The Trustees consider that the charity is well placed to continue its activities during the coming year, and that its assets are adequate to fulfil its obligations.

**Name, registered office and constitution of the charity**

The charity constitutes a registered company, limited by guarantee, as defined by the Companies Act 2006. The full name of the charitable company is Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd (The Charity is also known as Relate North Thames and Chilterns). The full name was changed from Relate London North West & Hertfordshire by special resolution on 9th December 2020. The charity was previously known by the names Relate Central Middlesex and Relate London North West

The legal registration details are:-

Date of incorporation: 22 December 1995
Company registration number: 3141164
The Registered Office is (as at 31.03.22): The Gables St. Marys Road Hemel Hempstead HP2 5HL
Charity Registration Number 105322
The telephone number is: 0300 003 2324

**Structure, Governance and Management**

The members of the charity annually appoint Trustees who are also Directors of the company. The Trustees appoint one of their number as a Chair, at least one Vice Chair and a Treasurer. These office bearers form the Executive Committee. The full Board of Trustees meets quarterly and the Executive Committee meets in the intervening months. The Chief Executive is accountable to Trustees at these meetings. The Trustees delegate the day to day running of the charity to the Chief Executive and the management team. Trustees are all volunteers. They are recruited with a view to their relevant skills, knowledge and experience. Harrow and Hillingdon Councils annually nominate Councillors to be co-opted to the Board. None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

All new Trustees receive an induction which includes briefings on finance and safeguarding. Ongoing training for trustees is overseen by the Trustee recruitment and Development Committee.

The full board of Trustees sets the pay and remuneration of the charity's CEO as its key manager and benchmarks their pay against similar roles in the charitable sector

The charitable company’s current policy concerning the payment of trade creditors is to settle the terms of payment with suppliers when agreeing the terms of each transaction;
ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and pay in accordance with the company's contractual and other legal obligations.

Trade creditors of the company at the year end were equivalent to 34 day's purchases, based on the average daily amount invoiced by suppliers during the year.

**Objectives and activities of the charity**

A summary of the objectives of the charity as set out in its governing document.
In terms of its Memorandum and Articles, the charitable company exists to;
-educate the public concerning the benefits of secure and committed relationships;

-seek to enhance the good health, both mental and physical, of adults and children;

-provide counselling, mediation, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work.

The charity operates in the London Boroughs of Barnet, Brent, Camden, Ealing, Harrow, Hillingdon, Islington and Westminster and across the counties of Hertfordshire, Buckinghamshire and the eastern parts of Berkshire.

The trustees have throughout the year paid regard to the Charity Commission's guidance on public benefit in dealing with the aims and activities of the charity.

**An explanation of the charity's main aims and objectives for the year**

The charity's main objective for the year was to promote the objectives set out in its governing document and to provide such further related services that will enhance the range and effectiveness of those objectives.

**An explanation of the charity's main strategies for achieving its stated objectives**

The charity is a member of the Relate Federation and works within its framework and in accordance with the strategy set out in its own business plan.

**Details of significant activities**

The company's services are in three main areas:
1. Counselling - couple counselling, family counselling, adult relationships counselling, psychosexual therapy and counselling for children and young people.
2. Mediation - family mediation.
3. Education - courses for individuals.

Relate London North West and Hertfordshire also supports volunteers who run the Uxbridge Child Contact Centre.

**The company's grant making policies**
The company does not make grants.

**Social or programme-related investments**
There is no programme related investment.

**The contribution of volunteers**
The charity has placement student counsellors who work in a voluntary capacity. All Trustees are volunteers. The Uxbridge Child Contact Centre is staffed by volunteers

**Summary of main activities of the charity in relation to its objects**
On 1st April 2021 the charity merged with its neighbouring Relate centre, Relate Mid Thames & Buckinghamshire (Relate MTB). The merger was effected by Relate MTB transferring its whole undertaking including all its total net assets to the charity. These assets are show as a donation in these accounts of £355,463 (see note 2). Five of Relate MTB's Trustees had already joined the Board of the Charity.

Until 31st March 2021 the organisation had its principal office in Harrow with another administrative hub in Hemel Hempstead. Until 24th March 2020, it provided services from venues in Barnet, Brent, Camden, Ealing, Hillingdon, Islington, Westminster and across Hertfordshire. As a result of the Covid-19 pandemic the charity moved all its counselling and mediation work to webcam so that practitioners and clients were safe at home. The charity agreed to terminate the lease early on its office in Harrow with its landlord Harrow Council. The registered office of the Charity was transferred to its Hemel office address on 15th January 2021. During 2021/22 most of our counselling and mediation services have continued to be delivered via Zoom. In person session at the Uxbridge Child Contact Centre resumed. In the summer of 2022 some counselling resumed in our offices in Maidenhead.

The services provided focus on relationships at all stages of life and families. These services are;

Adult Relationship counselling
For couples or individuals who experience difficulties in their adult relationships. Clients are seen for initial assessment sessions of one hour. Following on from this they usually attend a series of fifty-minute counselling sessions, typically for 10 weeks.

Family counselling
This is a service for people who wish to attend as a family group. Clients are seen together or separately for sessions of varying lengths, as agreed with the counsellor, to work through issues that are affecting their family and other relationships.

Psychosexual therapy
For individuals or couples for whom the main identified problem is a sexual one. This programme aims to help the individual or couple relearn more satisfying sexual behaviour and to develop a mutual sense of confidence and enjoyment in love-making.

Family mediation
This is for people who are separating or divorcing. Each party attends an initial assessment meeting (MIAM) at which suitability for mediation and eligibility for Legal Aid are assessed. If both agreed to come to a joint session, they are able to talk through issues affecting their children, financial arrangements and property in order to find a mutually acceptable way forward. The charity also offers other conflict resolution services such as neighbourhood, intergenerational and workplace mediation.

Children and Young Peoples counselling
The charity is no longer contracted to provide counsellors in local schools as their budgets have been cut in recent years. Young people experiencing a range of difficulties including bereavement and depression may contact us directly for free individual counselling from our specialist counsellors. Usually family counselling is also appropriate.

Education and training services
Relate's Counselling Skills for Non counsellors course was previously offered free to eligible people with the assistance of a grant from Harrow Council. This grant was not available to the charity in 2020/21. The course was delivered once during 2021/22 via Zoom.

The charitable company acts in accordance with its business plan, which is reviewed by the Executive Committee and Board of Trustees on a regular basis.

Achievements and Performance of the Charity
A review of charitable activities and main achievements undertaken by the charity revealed the following performance highlights over the course of the year:

**Counselling**

- Relationship counselling was used by 1732 people for 11,793 sessions (2020/21: 1464 people For a total of 10,543 hour long sessions).
- Family counselling was provided to 393 people for 678 sessions (2020/21: 457 people).
- Children and young people's counselling benefited 29 (2020/21 219) young people between the ages of 11 and 18 years
- Psychosexual therapy was used by 354 people for 1179 sessions (2020/21: 537) people.

**Supporting Children**

- Uxbridge Child Contact Centre has enabled contact for 40 families (2020/21: 8) families, including 48 children (2020/21: 8) where there is a non-resident parent.

**Mediation**

-Family mediation 360 (2020/21: 350) new referrals were received.

Mediation Information and Advice (Assessment) Meetings (MIAM) - a total of 427 (2020/21: 432) referrals were received. This includes 9 housing MIAMs.

**Education and training services**

Relate's Counselling Skills for Non counsellors course was previously offered free to eligible people with the assistance of a grant from Harrow Council. This grant was not available to the charity in 2020/21.

The one day Introduction to Counselling Skills course was delivered 4 times during 21/22 via zoom. This included two sessions for Victims First, one session for SILVA and one session which included a variety of organisations

**Training**

Training has provided opportunities for 52 (66 in 2020/21) people, through 24 (72 in 2020/21) training hours to develop counselling skills through our one day Introduction to Counselling Skills course An extensive CPD programme was run on Zoom and an in person conference for practitioners, staff and Trustee. The CPD programme provided subjects such as: ‘The Place of Forgiveness’ ‘Working with Anger & Rage’ ‘Sexual Pain’ ‘Working with bereavement’. Training also provided three Mental Health Awareness workshops.

**Fundraising activities**

Charges are made for the provision of counselling and psychosexual therapy services based on the clients' income and their ability to pay. Only two of the twenty seven local authorities in our territory (8 boroughs, 10 Herts councils, 6 in Buckinghamshire and 3 in Berkshire i.e. Dacorum and Hillingdon) provided grants, which partially assisted the charitable company to provide services to those clients who could not afford to pay either all or part of the charge.

Family mediation is funded by the Legal Services Commission in the case of clients who are eligible for public funding and by private clients according to incomes.

The charity’s counsellors explain to all clients that the basic cost of each session is £75. Applying a sliding scale, counselling clients who have a household income of more than £40,000 are invited to contribute more than the base cost. 20-25% of our clients donate more than £75 in order to support the charity. This allows us to provide financial support to about a quarter of the charities clients who cannot afford the full cost of a session.

**Client contributions**

All clients pay their contributions by credit/debit card or bank transfer.

The Executive Committee has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks, as far as it practicable. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the Trustees to ensure that they will meet the needs of the charity.

**Relationships with other groups, Charities and individuals**
The charity works closely with other members of the Relate Federation and with related government agencies, charities and local community groups.

**Financial Review**
The Trustees regularly review the risks facing the Charity. The principal strategic risks identified during the year are;
-Loss of the Relate brand (including reduction or Loss of the Relate website listing of Relate LNWHMTB venues which attracts self-referral clients)
-Loss of the use of Relate National services and systems (including reduction or loss of support from Relate national for telephone and case management systems)
-Financial underperformance due to not meeting income forecasts (including the loss of grant and contract income)

The charity has taken action to monitor, mitigate and actively managing these strategic risks. Trustees have also considered the reliability of income and the extent to which expenditure is committed.

Steps taken to establish the level of reserves:
Based on the recommendations of a Subcommittee chaired by the Treasurer which reviewed the combined reserves after the merger of Relate LNWH and Relate MTB on 1st April 2021, the Board of Trustees adopted the following approach.

The Board consider that reserves required to provide:

1. Working capital to ensure operating liquidity
2. Resilience against risks such as
2.1 loss of services and support of Relate National through insolvency
2.2 economic downturn in our communities resulting from events like Brexit and the Covid 19 pandemic and the cost of living crisis related to the war in Ukraine.
2.3 Impact Project funds for:
2.3.1 Greater impact in line with our charitable purposes
2.3.2 Improved experiences for our clients

The charity operates online accounts with two banks (CAFBank and Barclays). Our finance team will aim to ensure that the balance held with either bank does not exceed £85,000 in line with the limit of the Financial Services Compensation Scheme.

Trustees consider that an unrestricted reserve of 4 months of expenditure is required to be invested. The Charity's Budgeted expenditure for 2022-2023 is approximately £1,242,000. 4 months of budgeted expenditure is £414,000.

Restricted funds from grants, contracts, consortiums and previous mergers require to be held separately.

Trustees agreed that the current reserves are allocated as follows:

| | |
|---|---|
| Working Capital | £170,000 |
| Resilience against risk | £414,000 |
| Restricted funds for grants and contracts (as budgeted) | £135,000 |

The investment policy and objectives, including the extent (if any) to which social, environmental or ethical considerations are taken into account

Trustees have agreed that invested funds should aim for steady growth and sensible income based on a moderate to medium risk appetite.

For funds exceeding the required reserves, the Charity's management will present to Trustees costed proposals for projects that will provide:

•Greater impact in line with our charitable purposes

•Improved experiences for our clients

In Q3 and Q4 of 2022/23 Trustees have agreed in principle to invest in improved Information Technology.

How and when the reserves policy will be reviewed:

The reserves policy is reviewed annually and the risk register is reviewed quarterly.

Availability and adequacy of assets of each of the funds.

The financial statements are set out on pages 12 to 27. They have been prepared in accordance with the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to have been satisfactory.

The Statement of Financial Activities shows net inflow of resources for the year of a revenue nature of £563,538 (2020/2021 inflow: £258,843) and no realised resources of a capital nature, making a net overall addition in resources of £563,538 (2020/2021: £258,843).

The total reserves at the year end stand at £1,248,600 (2020/2021: £685,062) of which £112,845 are restricted. (2020/2021: £101,783).

A majority of the expenditure is spent on salaries, for practitioners (counsellors, mediators and trainers), management and administration staff.

**Specific changes to fixed assets**

The additions to fixed assets are computer and other office equipment costing £14,396 (2020/2021: - £1,197).

**Share capital**

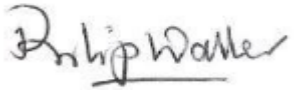
The company is limited by guarantee and therefore has no share capital.

**Plans for future periods**

In future periods the charity intends to continue to provide existing service in an accessible and sustainable way. A forward plan for the period 2020-2023 was prepared and approved by the Trustees. A new plan will be prepared for 2023-2026. It is likely that most of our staff will continue to work from home and that the charities counselling and mediation services will be offered primarily by way of webcam (‘Zoom first’).

Business Plans and budgets are prepared annually. 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.

The Trustees' report was approved by the Board and signed on its behalf by: P Waller



.....

**Chair**

Dated: 24th Nov 2022.....

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

## *FOR THE YEAR ENDED 31 MARCH 2022*

The trustees (who are also the directors of Relate London North West and Hertfordshire for the purpose of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, they are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

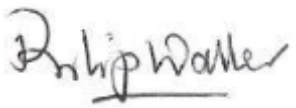
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the trustees of the charity on .....24th Nov 2022.....and signed on its behalf by:



.....

P Waller, Chair

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## INDEPENDENT AUDITOR'S REPORT

## TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

---

**Opinion**

We have audited the financial statements of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd. (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Financial Position, Statement of Cash Flows and the notes to the Financial Statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

**Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

**Other information**
The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Matters on which we are required to report by exception**
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the trustees' Report.

**Responsibilities of Trustees**
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:
- The nature of the industry and sector the charitable company is in, its control environment and business performance including the design of the charitable company's policies and staff remuneration;
- Results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- Any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- The matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

Our procedures to respond to risks identified included the following:
- Enquiries of management and staff including concerning actual and potential litigation and claims and any instances of non-compliance with laws;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Obtained an understanding of provisions and held discussions with management to understand the basis of recognition or non-recognition of provisions; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; checking internal controls are being followed are as per its policies and assessing suitability; assessing the judgements made in making accounting estimates; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

## TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

SAmbrose

**Susan Ambrose FCCA FCA (Senior Statutory Auditor)**
**for and on behalf of Butt Miller**
**Chartered Accountants**
**Statutory Auditor**

25/11/2022

92 Park Street
Camberley
Surrey
GU15 3NY

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

### *FOR THE YEAR ENDED 31 MARCH 2022*

| | | **Unrestricted funds 2022** | **Restricted funds 2022** | **Total 2022** | Unrestricted funds 2021 | Restricted funds 2021 | Total 2021 |
|---|---|---|---|---|---|---|---|
| | | **£** | **£** | **£** | **£** | **£** | **£** |
| **Income and endowments from:** | | | | | | | |
| Donations and legacies | **2** | 389,140 | - | 389,140 | 27,046 | - | 27,046 |
| Charitable activities | **3** | 1,265,167 | 96,000 | 1,361,167 | 1,036,713 | 83,000 | 1,119,713 |
| Investments | **4** | 18,997 | - | 18,997 | 2,361 | - | 2,361 |
| Other trading actvities | | 5,640 | - | 5,640 | - | - | - |
| Other income | **5** | 14,070 | - | 14,070 | 115,106 | - | 115,106 |
| **Total income** | | 1,693,014 | 96,000 | 1,789,014 | 1,181,226 | 83,000 | 1,264,226 |
| **Expenditure on:** | | | | | | | |
| Charitable activities | **6** | 1,165,114 | 84,938 | 1,250,052 | 921,721 | 83,662 | 1,005,383 |
| Net gains/(losses) on investments | **12** | 24,576 | - | 24,576 | - | - | - |
| **Net movement in funds** | | 552,476 | 11,062 | 563,538 | 259,505 | (662) | 258,843 |
| Fund balances at 1 April 2021 | | 583,279 | 101,783 | 685,062 | 323,774 | 102,445 | 426,219 |
| **Fund balances at 31 March 2022** | | 1,135,755 | 112,845 | 1,248,600 | 583,279 | 101,783 | 685,062 |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF FINANCIAL POSITION

### *AS AT 31 MARCH 2022*

| | Notes | 2022 £ | 2022 £ | 2021 £ | 2021 £ |
|---|---|---|---|---|---|
| **Fixed assets** | | | | | |
| Property, plant and equipment | **13** | | 21,945 | | 8,223 |
| Investments | **14** | | 1,042,363 | | - |
| | | | 1,064,308 | | 8,223 |
| **Current assets** | | | | | |
| Trade and other receivables | **15** | 95,789 | | 79,163 | |
| Cash at bank and in hand | | 240,352 | | 728,931 | |
| | | 336,141 | | 808,094 | |
| **Current liabilities** | **16** | (151,849) | | (131,255) | |
| Net current assets | | | 184,292 | | 676,839 |
| **Total assets less current liabilities** | | | 1,248,600 | | 685,062 |
| **Income funds** | | | | | |
| Restricted funds | **18** | | 112,845 | | 101,783 |
| Unrestricted funds | | | 1,135,755 | | 583,279 |
| | | | 1,248,600 | | 685,062 |

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements 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 sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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

The financial statements were approved by the Trustees on 24th Nov 2022.....

P Waller, Chair

**Company Registration No. 03141164**

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF CASH FLOWS

### *FOR THE YEAR ENDED 31 MARCH 2022*

| | Notes | 2022 £ | 2022 £ | 2021 £ | 2021 £ |
|---|---|---|---|---|---|
| **Cash flows from operating activities** | | | | | |
| Cash generated from operations | **22** | | 160,929 | | 255,977 |
| **Investing activities** | | | | | |
| Purchase of property, plant and equipment | | (14,396) | | (1,197) | |
| Purchase of investments | | (678,096) | | - | |
| Investment income received | | 18,997 | | 2,361 | |
| **Net cash (used in)/generated from investing activities** | | | (673,495) | | 1,164 |
| Donation from MTB | | 23,987 | | - | |
| **Net cash generated from/(used in) financing activities** | | | 23,987 | | - |
| **Net (decrease)/increase in cash and cash equivalents** | | | (488,579) | | 257,141 |
| Cash and cash equivalents at beginning of year | | | 728,931 | | 471,790 |
| **Cash and cash equivalents at end of year** | | | 240,352 | | 728,931 |

### 1 Accounting policies

**Charity information**

The charity is a private limited company, limited by guarantee incorporated in England and Wales.

The address of its registered office is:
The Gables St. Marys Road,
Hemel Hempstead
HP2 5HL

The principal place of business is:
The Gables St. Marys Road,
Hemel Hempstead
HP2 5HL

### 1.1 Accounting convention

The financial statements of the charitable company, which is a public benefit entity under FRS 102 have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

The presentation currency of the financial statements is the Pound Sterling (£).

### 1.2 Going concern

The trustees have undertaken an assessment of the viability of the charity for a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The trustees therefore continue to adopt the going concern basis of accounting in preparing the financial statements.

### 1.3 Income and endowements funds

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Amounts received in advance relating to the following year are deferred until the criteria for income recognition are met. For counselling and mediation services, income is recognised when the appointment occurs or when the conditions of any third-party agreements are met. For education courses, income is recognised when the training course takes place.

***Donations and legacies***

Donations are recognised when the charity has been notified in writing of both the amount and the settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fullfiled in the reporting period.

**1 Accounting policies** **(Continued)**

***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant are yet to be met, the income is recognised as a liability and included on the Statement of Financial Position as deferred income to be released.

**Investment income**

Investment income is included in the accounts when receivable. Investment gains and losses includes any gain or loss on the sale of investments and any gain or loss resulting from revaluing investments to market value.

**Rental income**

Rental income is accounted for on a receivable basis, net of value added tax.

**Volunteers and donation of service**

Donated services and facilities are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

The value of any services provided by volunteers are not incorporated into these financial statements. Further details of any contributions can be found in the trustees report.

**1.4 Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of the resources, with central staff costs allocated on the basis of the time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of the staff costs.

***Charitable activities***

Charitable expenditure comprises these costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Support costs**

Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of resources, for example, allocating property costs by the floor areas, or per capita, staff costs by the time spent and other costs by their usage.

**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

**1 Accounting policies** **(Continued)**

**1.5 Government grants**

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

**1.6 Property, plant and equipment**

Property, plant and equipment are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

| | |
|---|---|
| Leasehold improvements | Over the period of lease |
| Furniture and equipment | 2-5 years over the life of the asset |
| Cabling and CCTV | 8 years over the life of the asset |

**1.7 Non-current investments**

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

**1.8 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

**Trade Debtors**

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

**Trade Creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least 12 months after the reporting date, they are presented as non-current liabilities.

**1.9 Financial instruments**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

**1 Accounting policies** **(Continued)**

**1.10 Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**1.11 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

**1.12 Fund structure**

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose. see note 18 for further details of the restricted funds in the financial statement.

**1.13 Pension**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**1.14 Operating lease**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

## 2 Donations and legacies

| | **Unrestricted funds** | Unrestricted funds |
|---|---|---|
| | **2022** | 2021 |
| | **£** | £ |
| Donations and gifts | 21,677 | 11,546 |
| Government grants | 12,000 | 15,500 |
| Donation from Relate Mid Thames and Buckinghamshire | 355,463 | - |
| | 389,140 | 27,046 |

The donation from Relate Mid Thames and Buckinghamshire represents the transfer of undertaking to the charity on 1st April 2021. See note 21 for more details.

During the period consultancy worth £20,000 was provided by Lane4 via the form of a workshop to the board and management with a further £20,000 committed in 2022/23, again to be delivered via a workshop.

Office space has been rented from Dacorum Borough Council for £250 peppercorn rent per annum until 2028 and from the Royal Borough of Windsor and Maidenhead for £1 peppercorn rent per annum until 2028. On the basis that the value of the use of these facilities cannot be reliably determined, no income and equivalent expense have been recognised in the Statement of Financial Activities.

## 3 Charitable activities

| | **Charitable Income 2022 £** | **Charitable Income 2021 £** |
|---|---|---|
| Income from charitable activities | 1,361,167 | 1,119,713 |
| Analysis by fund | | |
| Unrestricted funds | 1,265,167 | 1,036,713 |
| Restricted funds | 96,000 | 83,000 |
| | 1,361,167 | 1,119,713 |

## 4 Investments

| | **Unrestricted funds** | Unrestricted funds |
|---|---|---|
| | **2022** | 2021 |
| | **£** | £ |
| Other investment income | 18,967 | - |
| Interest receivable | 30 | 2,361 |
| | 18,997 | 2,361 |

## 5 Other income

| | **Unrestricted funds** | Unrestricted funds |
|---|---|---|
| | **2022** | 2021 |
| | **£** | £ |
| Furlough government support | 14,070 | 115,106 |

## 6 Charitable activities

| | **Charitable Expenditure 2022** | **Charitable Expenditure 2021** |
|---|---|---|
| | **£** | **£** |
| Share of support costs | 1,238,652 | 991,062 |
| Share of governance costs | 11,400 | 14,321 |
| | 1,250,052 | 1,005,383 |
| **Analysis by fund** | | |
| Unrestricted funds | 1,165,114 | 921,721 |
| Restricted funds | 84,938 | 83,662 |
| | 1,250,052 | 1,005,383 |

## 7 Support costs

| | Support costs | Governance costs | 2022 | Support costs | Governance costs | 2021 |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Staff costs | 994,832 | - | 994,832 | 800,007 | - | 800,007 |
| Depreciation | 8,644 | - | 8,644 | 5,080 | - | 5,080 |
| Supervision, counselling and mediation expenses | 104,774 | - | 104,774 | 73,857 | - | 73,857 |
| Legal, consulting and professional fees | 72,486 | - | 72,486 | 31,065 | - | 31,065 |
| Membership and subscriptions | 637 | - | 637 | 918 | - | 918 |
| Advertising | 296 | - | 296 | 865 | - | 865 |
| Printing, postage and stationery | 3,204 | - | 3,204 | 701 | - | 701 |
| Insurance | 5,395 | - | 5,395 | 3,709 | - | 3,709 |
| Rent and rates | 3,986 | - | 3,986 | 31,807 | - | 31,807 |
| Bank charges and interest | 19,110 | - | 19,110 | 16,507 | - | 16,507 |
| Telephone | 4,359 | - | 4,359 | 7,270 | - | 7,270 |
| Other support costs | 20,931 | - | 20,931 | 19,276 | - | 19,276 |
| Audit fees | - | 11,400 | 11,400 | - | 14,321 | 14,321 |
| | 1,238,652 | 11,400 | 1,250,052 | 991,062 | 14,321 | 1,005,383 |
| Analysed between | | | | | | |
| Charitable activities | 1,238,652 | 11,400 | 1,250,052 | 991,062 | 14,321 | 1,005,383 |

## 8 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

| **Fees payable to the charitable company's auditor and associates:** | **2022** | **2021** |
|---|---|---|
| | £ | £ |
| Audit of the charitable company's annual accounts | 6,750 | 9,500 |

## 9 Net movement in funds

| | **2022** | **2021** |
|---|---|---|
| | £ | £ |
| Net movement in funds is stated after charging/(crediting) | | |
| Depreciation of fixed assets | 8,644 | 5,080 |

**10 Trustees**

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year.

In addition, no trustees were reimbursed for any expenses during the year

**11 Employees**

The average monthly number of employees during the year was:

| | 2022 Number | 2021 Number |
|---|---|---|
| | 79 | 57 |

| Employment costs | 2022 £ | 2021 £ |
|---|---|---|
| Wages and salaries | 918,255 | 746,843 |
| Social security costs | 54,946 | 38,298 |
| Other pension costs | 21,631 | 14,866 |
| | 994,832 | 800,007 |

The number of employees whose annual remuneration was £60,000 or more were:

| | 2022 Number | 2021 Number |
|---|---|---|
| Band £60,000 - £69,999 | 1 | - |

**12 Net gains/(losses) on investments**

| | Unrestricted funds | Total |
|---|---|---|
| | 2022 £ | 2021 £ |
| Revaluation of investments | 24,576 | - |

## 13 Property, plant and equipment

| | Leasehold improvements | Furniture and equipment | Total |
|---|---|---|---|
| | £ | £ | £ |
| **Cost** | | | |
| At 1 April 2021 | - | 139,878 | 139,878 |
| Additions | - | 14,396 | 14,396 |
| Business combinations | 19,886 | 33,967 | 53,853 |
| At 31 March 2022 | 19,886 | 188,241 | 208,127 |
| **Depreciation and impairment** | | | |
| At 1 April 2021 | - | 131,655 | 131,655 |
| Depreciation charged in the year | - | 8,644 | 8,644 |
| Business combinations | 19,886 | 25,997 | 45,883 |
| At 31 March 2022 | 19,886 | 166,296 | 186,182 |
| **Carrying amount** | | | |
| At 31 March 2022 | - | 21,945 | 21,945 |
| At 31 March 2021 | - | 8,223 | 8,223 |

## 14 Fixed asset investments

| | Other investment |
|---|---|
| | £ |
| **Cost or valuation** | |
| At 1 April 2021 | - |
| Additions | 678,096 |
| Valuation changes | 24,576 |
| Business combinations | 339,691 |
| At 31 March 2022 | 1,042,363 |
| **Carrying amount** | |
| At 31 March 2022 | 1,042,363 |
| At 31 March 2021 | - |

**14 Fixed asset investments** **(Continued)**

The investments represent holdings managed by CCLA Investment Management in the following funds:

| | £ |
|---|---|
| COIF Charities Investments Fund 38,834.26 units | 756,239 |
| COIF Charities Property Fund 186,836.70 units | 242,365 |
| Depsoit Account | 43,759 |
| Total | 1,042,363 |

**15 Trade and other receivables**

| | 2022 | 2021 |
|---|---|---|
| **Amounts falling due within one year:** | **£** | **£** |
| Trade receivables | 39,498 | 37,248 |
| Prepayments and accrued income | 56,291 | 41,915 |
| | 95,789 | 79,163 |

**16 Current liabilities**

| | 2022 | 2021 |
|---|---|---|
| | **£** | **£** |
| Other taxation and social security | 17,642 | 16,272 |
| Trade payables | 30,983 | 49,865 |
| Accruals and deferred income | 103,224 | 65,118 |
| | 151,849 | 131,255 |

Deferred income comprises amounts received in advance of appointments or where conditions of agreements have not yet been wholly met. It is included within accruals and deferred income.

Deferred Income

| | 2022 (£) | 2021 (£) |
|---|---|---|
| Balance at beginning of the year | 49,878 | 53,060 |
| Amount released to income in the year | (39,878) | (53,060) |
| Amount deferred in the year | 62,973 | 49,878 |
| Balance at end of year | 72,973 | 49,878 |

**17 Operating lease commitments**

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Within one year | 910 | 910 |
| Between two and five years | 1,000 | 1,660 |
| In over five years | 250 | 500 |
| | 2,160 | 3,070 |

**18 Funds**

| | | Movement in funds | | | Movement in funds | | |
|---|---|---|---|---|---|---|---|
| | Balance at 1 April 2020 | Incoming resources | Resources expended | Balance at 1 April 2021 | Incoming resources | Resources expended | Balance at 31 March 2022 |
| | £ | £ | £ | £ | £ | £ | £ |
| **Unrestricted funds** | | | | | | | |
| General | 323,774 | 1,181,226 | (921,721) | 583,279 | 1,697,590 | (1,145,114) | 1,135,755 |
| **Restricted funds** | 102,445 | 83,000 | (83,662) | 101,783 | 96,000 | (84,938) | 112,845 |
| | 426,219 | 1,264,226 | (1,005,383) | 685,062 | 1,793,590 | (1,230,052) | 1,248,600 |

**Restricted fund breakdown**

| | | Movement in funds | | | Movement in funds | | |
|---|---|---|---|---|---|---|---|
| | Balance at 1 April 2020 | Incoming resources | Resources expended | Balance at 1 April 2021 | Incoming resources | Resources expended | Balance at 31 March 2022 |
| | £ | £ | £ | £ | £ | £ | £ |
| Dacorum | 102,445 | 83,000 | (83,662) | (83,662) | 83,000 | (84,285) | 100,498 |
| AVDC Bursary | | | | - | 8,000 | | 8,000 |
| Eric Young donation | | | | - | 5,000 | (653) | 4,347 |
| Total | 102,445 | 83,000 | (83,662) | (83,662) | 96,000 | (84,938) | 112,845 |

The Dacorum contract represents an agreement with Dacorum borough council to provide services to residents within it's area.

As part of the Dacorum contract the charity received amounts totalling £34,932 (2021: £34,930) on behalf of Mediation Hertfordshire which was paid to them in quarterly payments during the year.

**18 Funds** **(Continued)**

The other items represent grants and donations received for specific purposes which has not yet been fully spent. (Counselling and court mediation)

**19 Analysis of net assets between funds**

| | **Unrestricted funds 2022** | **Restricted funds 2022** | **Total 2022** | Unrestricted funds 2021 | Restricted funds 2021 | Total 2021 |
|---|---|---|---|---|---|---|
| | **£** | **£** | **£** | £ | £ | £ |
| Fund balances at 31 March 2022 are represented by: | | | | | | |
| Property, plant and equipment | 21,945 | - | 21,945 | 8,223 | - | 8,223 |
| Investments | 1,042,363 | - | 1,042,363 | - | - | - |
| Current assets/(liabilities) | 71,447 | 112,845 | 184,292 | 575,056 | 101,783 | 676,839 |
| | 1,135,755 | 112,845 | 1,248,600 | 583,279 | 101,783 | 685,062 |

**20 Analysis of net funds**

| | **As at 1 April 2021** | **Cash flow** | **As at 31 March 2022** |
|---|---|---|---|
| | **£** | **£** | **£** |
| Cash at bank and in hand | 728,931 | (488,579) | 240,352 |
| Net debt | 728,931 | (488,579) | 240,352 |

**21 Merger**

There was a Merger which took place on 1st April 2021 in terms of a Merger Agreement between the Trustees for Relate Mid Thames and Buckinghamshire (Relate MTB) and Trustees of Relate LNWHMTB (the charity). The whole assets and undertakings of Relate MTB were transferred to the charity. All contracts of employment were transferred under the TUPE regulations, leases were novated, capital balances transferred and investments transferred to be the name of the charity. Five of the Trustees of Relate MTB joined the Board of the charity.

| 22 | Cash generated from operations | 2022 | 2021 |
|---|---|---|---|
| | | £ | £ |
| | Surplus for the year | 563,538 | 258,843 |
| | Adjustments for: | | |
| | Investment income recognised in statement of financial activities | (18,997) | (2,361) |
| | Fair value gains and losses on investments | (24,576) | - |
| | Donation from MTB | (355,463) | - |
| | Depreciation and impairment of property, plant and equipment | 8,644 | 5,080 |
| | Movements in working capital: | | |
| | Decrease/(increase) in trade and other receivables | 8,810 | (21,685) |
| | (Decrease)/increase in trade and other payables | (21,027) | 16,100 |
| | **Cash generated from operations** | 160,929 | 255,977 |

**The Relationships Counselling, Therapy and Mediation Service**

England & Wales - Charity number 1053223

# Accounts

Charity Registration No. 1053223

Company Registration No. 03141164 (England and Wales)

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.
## (A company limited by guarantee)

# ANNUAL REPORT AND FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2021

Sobell Rhodes LLP
The Kinctic Centre
Theobald Street
Elstree
Borehamwood
Hertfordshire
WD6 4PJ

THURSDAY
*AAJZDMP4*
A06 23/12/2021 #206
COMPANIES HOUSE

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## LEGAL AND ADMINISTRATIVE INFORMATION

| | |
|---|---|
| **Trustees** | P Lawder, Chair (resigned 9 December 2020)<br>R Bentley<br>M J Hemming CB (resigned 9 December 2020)<br>M C Henson<br>J Lammiman<br>S Mathers<br>P McDaid<br>T J Moore, Vice Chair<br>R Neil OBE<br>S O'Brien<br>N Tavender<br>V N Tiwari<br>L Wood, Vice chair<br>P Waller CBE (appointed 23 September 2020) - elected Chair 9th Dec 2020<br>J D R Baruch (appointed 24 March 2021)<br>D Dhaliwal (appointed on 24 March 2021)<br>J G Sharp (appointed on 24 March 2021)<br>M M Young (appointed 24 March 2021) |
| **Senior Management Team** | E Malcolm, Chief Executive<br>N Cunniffe, Services Manager<br>J Lewis, Clinical Manager<br>S Smith, Financial and Monitoring Manager |
| **Charity number** | 1053223 |
| **Company number** | 03141164 |
| **Principal office** | 1st Floor, Civic 9 Milton Road<br>Civic Centre<br>Harrow<br>HA1 1GT |
| **Registered office** | The Gables<br>St Marys Road<br>Hemel Hempstead<br>Hertfordshire<br>HP2 5HL |
| **Solicitors** | Rradar Limited<br>6 Beacon Way<br>Hull<br>East Yorkshire<br>HU3 4AE |
| **Bankers** | Charities Aid Foundation Bank Limited<br>25 Kings Hill Avenue<br>King Hill<br>West Malling |

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## LEGAL AND ADMINISTRATIVE INFORMATION

| | |
|---|---|
| | Kent<br>ME19 4JQ<br>Bank of Scotland<br>33 Old Broad Street<br>London<br>BX2 1LB |
| **Auditors** | Sobell Rhodes LLP<br>The Kinetic Centre<br>Theobald Street<br>Elstree<br>Borehamwood<br>Hertfordshire<br>United Kingdom<br>WD6 4PJ |

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

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# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

## *FOR THE YEAR ENDED 31 MARCH 2021*

---

### Introduction

The Board of Trustees of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire ("the charity") presents its annual report and accounts for the year ended 31 March 2021. The Board is satisfied with the performance of the charity during the year and its financial position as at 31 March 2021. The Trustees consider that the charity is well placed to continue its activities during the coming year, and that its assets are adequate to fulfil its obligations.

### Name, registered office and constitution of the charity

The full name of the charitable company is Relate London North West, and Hertfordshire, Mid Thames and Buckinghamshire Ltd. The full name was changed from Relate London North West & Hertfordshire by special resolution on 9th December 2020. The charity was previously known by the names Relate Central Middlesex and Relate London North West

The legal registration details are:-

Date of incorporation: 22 December 1995
Company registration number: 3141164
The Registered Office is (as at 31.03.21): The Gables St. Marys Road Hemel Hempstead HP2 5HL
Charity Registration Number 105322
The telephone number is: 020 8427 8694

### Structure, Governance and Management

The members of the charity annually appoint Trustees who are also Directors of the company. The Trustees appoint one of their number as a Chair, at least one Vice Chair and a Treasurer. These office bearers form the Executive Committee. The full Board of Trustees meets quarterly and the Executive Committee meets in the intervening months. The Chief Executive is accountable to Trustees at these meetings. The Trustees delegate the day to day running of the charity to the Chief Executive and the management team. Trustees are all volunteers. They are recruited with a view to their relevant skills, knowledge and experience. Harrow and Hillingdon Councils annually nominate Councillors to be co-opted to the Board.

### Objectives and activities of the charity

A summary of the objectives of the charity as set out in its governing document.
The charitable company exists to;
-educate the public concerning the benefits of secure and committed relationships;

-seek to enhance the good health, both mental and physical, of adults and children;

-provide counselling, mediation, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work.

The charity operates in the London Boroughs of Barnet, Brent, Camden, Ealing, Harrow, Hillingdon, Islington and Westminster and across the county of Hertfordshire.

**An explanation of the charity's main aims and objectives for the year**

The charity's main objective for the year was to promote the objectives set out in its governing document and to provide such further related services that will enhance the range and effectiveness of those objectives.

**An explanation of the charity's main strategies for achieving its stated objectives**

The charity is a member of the Relate Federation and works within its framework and in accordance with the strategy set out in its own business plan.

**Details of significant activities**

The company's services are in three main areas:
1. Counselling - couple counselling, family counselling, adult relationships counselling, psychosexual therapy and counselling for children and young people.
2. Mediation - family mediation.
3. Education - courses for individuals.

Relate London North West and Hertfordshire also supports volunteers who run the Uxbridge Child Contact Centre.

**The company's grant making policies**
The company does not make grants.

**Social or programme-related investments**
There is no programme related investment.

**The contribution of volunteers**
The charity has some counselling practitioners who work in a purely voluntary capacity. All Trustees are volunteers.

**Summary of main activities of the charity in relation to its objects**
Until 31st March 2021 the organisation had its principal office in Harrow with another administrative hub in Hemel Hempstead. Until 24th March 2020, it provided services from venues in Barnet, Brent, Camden, Ealing, Hillingdon, Islington, Westminster and across Hertfordshire. As a result of the Covid-19 pandemic the charity moved all its counselling and mediation work to webcam so that practitioners and clients are safe at home. The charity agreed to terminate the lease a year early on its office in Harrow with its landlord Harrow Council. The registered office of the Charity was transferred to its Hemel office address on 15th January 2021.

The services provided focus on relationships at all stages of life and families. These services are;

Adult Relationship counselling
For couples or individuals who experience difficulties in their adult relationships. Clients are seen for initial assessment sessions of one hour. Following on from this they usually attend a series of fifty-minute counselling sessions, typically for 10 weeks.

Family counselling
This is a service for people who wish to attend as a family group. Clients are seen together or separately for sessions of varying lengths, as agreed with the counsellor, to work through issues that are affecting their family and other relationships.

Psychosexual therapy
For individuals or couples for whom the main identified problem is a sexual one. This programme aims to help the individual or couple relearn more satisfying sexual behaviour and to develop a mutual sense of confidence and enjoyment in love-making.

Family mediation
This is for people who are separating or divorcing. Each party attends an initial assessment meeting (MIAM) at which suitability for mediation and eligibility for Legal Aid are assessed. If both agreed to come to a joint session, they are able to talk through issues affecting their children, financial arrangements and property in order to find a mutually acceptable way forward. The charity also offers other conflict resolution services such as neighbourhood, intergenerational and workplace mediation.

Children and Young Peoples counselling
The charity is no longer contracted to provide counsellors in local schools as their budgets have been cut in recent years. Young people experiencing a range of difficulties including bereavement and depression may contact us directly for free individual counselling from our specialist counsellors. Usually family counselling is also appropriate.

Education and training services
Relate's Counselling Skills for Non counsellors course was previously offered free to eligible people with the assistance of a grant from Harrow Council. This grant was not available to the charity in 2020/21. Work has been undertaken to make it possible to deliver the course via Zoom.

The charitable company acts in accordance with its business plan, which is reviewed by the Executive Committee and Board of Trustees on a regular basis.

Achievements and Performance of the Charity
A review of charitable activities and main achievements undertaken by the charity revealed the following performance highlights over the course of the year:

**Counselling**

**Supporting Children**
- Uxbridge Child Contact Centre has enabled contact for 8 families (2019/2020: 48) families, including 8 children (2019/2020: 60) where there is a non-resident parent.

**Mediation**
-Family mediation 350 (2019/2020: 390) new referrals were received.
Mediation Information and Advice (Assessment) Meetings (MIAM) - a total of 432 (2019/2020: 526) referrals were received.

**Training**
Unfortunately we lost our contract with Learn Harrow in 2020 and so when we started to look at running the courses ourselves we were hit with the pandemic. We were unable to run our Introduction to Counselling Skills (1day) and Counselling Skills for Non-Counsellors (4day) over zoom at this point but were looking to introduce online training and pilot a one day course at some point.

The CPD programme for our practitioners didn't start until later in 2020 due to the pandemic. We ran three main CPD sessions which were successful and were welcomed after a tough start to the year.

Titles include:

'Attachment Narrative Therapy (ANT) : Integrating Systemic, Attachment and Narrative Approaches', 'Constructing a systemic interview', 'Working with Anxiety'

We also ran our annual conference for Trustees, staff and all practitioners. Relate LNWH Annual Conference 2020 "Relationships Unlocked" on 4th September 2020 which was a very successful online event.

**Fundraising activities**

Charges are made for the provision of counselling and psychosexual therapy services based on the clients' income and their ability to pay. Only two of the eighteen local authorities in our territory (8 boroughs and 10 Herts councils, i.e. Dacorum and Hillingdon) provided grants, which partially assisted the charitable company to provide services to those clients who could not afford to pay either all or part of the charge.

Family mediation is funded by the Legal Services Commission in the case of clients who are eligible for public funding and by private clients according to incomes.

The charity's counsellors explain to all clients that the basic cost of each session is £75. Applying a sliding scale, counselling clients who have a household income of more than £40,000 are invited to contribute more than the base cost. 20-25% of our clients donate more in order to support the charity. This allows us to provide financial support to about a quarter of the charities clients who cannot afford the full cost of a session.

**Client contributions**

Most clients pay their contributions by credit/debit card and a very small proportion by cheque and cash.

The Executive Committee has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks, as far as it practicable. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the Trustees to ensure that they will meet the needs of the charity.

**Relationships with other groups, Charities and individuals**

The charity works closely with other members of the Relate Federation and with related government agencies, charities and local community groups.

**Financial Review**

The Trustees regularly review the risks facing the Charity. The principal strategic risks identified during the year are;

-Loss of the Relate brand (including reduction or loss of the Relate website listing of Relate LNWH venues which attracts self-referral clients)

-Loss of the use of Relate National services and systems (including reduction or loss of support from Relate national for telephone and case management systems)

-Financial underperformance due to not meeting income forecasts (including the loss of grant and contract income)

The charity has taken action to monitor, mitigate and actively managing these strategic risks. Trustees have also considered the reliability of income and the extent to which expenditure is committed.

Steps taken to establish the level of reserves:

Based on the recommendations of a Subcommittee chaired by the Treasuer which reviewed the combined reserves after the merger of Relate LNWH and Relate MTB on 1st April 2021, the Board of Trustee adopted the following approach.

The Board consider that reserves required to provide:

1. Working capital to ensure operating liquidity
2. Resilience against risks such as
2.1 loss of services and support of Relate National through insolvency
2.2 economic downturn in our communities resulting from events like Brexit and the Covid 19 pandemic

2.3 Impact Project funds for:
2.3.1 Greater impact in line with our charitable purposes
2.3.2 Improved experiences for our clients

The charity operates online accounts with two banks (CAFBank and Barclays). Our finance team will aim to ensure that the balance held with either bank does not exceed £85,000 in line with the limit of the Financial Services Compensation Scheme.

Trustees consider that an unrestricted reserve of 4 months of expenditure is required to be invested. The Charity's Budgeted expenditure for 2021-2022 is approximately £1,212,000. 4 months of budgeted expenditure is £404,000.

Restricted funds from grants, contracts, consortiums and previous mergers require to be held separately.

Trustees agreed that the current reserves are allocated as follows:

| | |
|---|---|
| Working Capital | £170,000 |
| Resilience against risk | £404,000 |
| Restricted funds for grants and contracts (as budgeted) | £135,000 |

**The investment policy and objectives, including the extent (if any) to which social, environmental or ethical considerations are taken into account**
Trustees have agreed that invested funds should aim for steady growth and sensible income based on a moderate to medium risk appetite.

For funds exceeding the required reserves, the Charity's management will present to Trustees costed proposals for projects that will provide:
Greater impact in line with our charitable purposes
Improved experiences for our clients

How and when the reserves policy will be reviewed:
The reserves policy is reviewed annually and the risk register is reviewed quarterly.

**Availability and adequacy of assets of each of the funds.**
The financial statements are set out on pages 14 to 24. They have been prepared implementing the 2005 Revision of the Statement of Recommended Practice for Accounting and Reporting by Charities issued by the Charity Commission for England and Wales (effective April 2005) and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008). As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to have been satisfactory.

The Statement of Financial Activities shows net inflow of resources for the year of a revenue nature of £258,843 (2019/2020 outflow: £38,455) and no realised resources of a capital nature, making a net overall reduction in resources of £258,842 (2019/2020: £38,455).

The total reserves at the year end stand at £685,062 (2019/2020: £426,219).

A majority of the expenditure is spent on salaries, for practitioners (counsellors, mediators and trainers), management and administration staff.

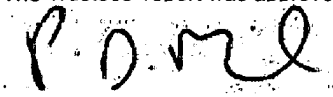
**Specific changes to fixed assets**
The additions to fixed assets are computer and other office equipment costing £1,197 (2019/2020: - £2,960).

**Share capital**
The company is limited by guarantee and therefore has no share capital.

**Impact of Covid 19 pandemic on the charity**
On 24th March 2020 the charity closed all its venues and arranged for all counselling and mediation practitioners to work from home using webcam and Zoom. All of the support staff, and management team were furloughed in the Government's Job Retention Scheme for at least 3 weeks. Demand for counselling and mediation dropped significantly in March, April and May 2020. However, from June to October the charity has delivered more counselling sessions each month than for the same periods in 2019/2020. Rent holidays for most venues were agreed and where necessary leases were terminated. The Trustees consider that the new digital 'Zoom First' delivery model may be sustainable and the management are developing a transition programme to ensure the technical infrastructure and administration systems are sufficiently robust to support this change.

**Plans for future periods**
In future periods the charity intends to continue to provide existing service in an accessible and sustainable way. A forward plan for the period 2020-2023 was prepared and approved by the Trustees. This plan is under review in light of the significant changes necessitated by the Covid 19 pandemic. It is likely that most, if not all, of our staff will continue to work at home for the foreseeable future and that the charities counselling and mediation services will be offered primarily by way of webcam ('Zoom first').
Business Plans and budgets are prepared annually. 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.

The Trustees' report was approved by the Board and signed on its behalf by: P McDaid



**Trustee**

Dated: 22/12/2021

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

### *FOR THE YEAR ENDED 31 MARCH 2021*

The trustees (who are also the directors of Relate London North West and Hertfordshire for the purpose of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, they are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 22/12/2021 and signed on its behalf by:

P McDaid
Trustee

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## INDEPENDENT AUDITOR'S REPORT

## TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

---

**Opinion**

We have audited the financial statements of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd. (the '') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the 's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

**Other information**

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

## TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of Trustees**

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

We enquired of Management to obtain an understanding of the legal and regulatory frameworks that are applicable to the Entity. The most significant that are relevant to the Entity are United Kingdom Generally Accepted Accounting Practice, The Companies Act 2006, Charities Statement of Recommended Practice (SORP) and the tax legislation. We understood how the Entity complies with these through enquiries of management and asked of any instances of non-compliance in these areas.

We assessed the susceptibility of the Entity's financial statements to material misstatements, including how fraud might occur through enquiries of Management and to understand where they considered there was susceptibility to fraud. We obtained an understanding of the controls that the Entity has established to address the risk to prevent, deter, and detect fraud.

Based on this understanding we designed our audit procedures to detect irregularities including fraud which primarily consisted of the following:

1. Identifying and testing of journal entries including large and unusual transactions to understand their rationale.
2. Enquiries of management and those charged with governance on instances any known fraud and around actual and potential litigation claims.

The Senior Statutory Auditor reviewed the experience and expertise of the audit engagement team to ensure that they had the appropriate competence and capabilities to identify any instances of fraud and non-compliance with the relevant laws and regulations.

The objective of our audit, in respect to fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risk of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

## TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

**Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Adam Shelley (Senior Statutory Auditor)**
**for and on behalf of Sobell Rhodes LLP**

22/12/2021

**Chartered Accountants**
**Statutory Auditor**

The Kinetic Centre
Theobald Street
Elstree
Borehamwood
Hertfordshire
United Kingdom
WD6 4PJ

Sobell Rhodes LLP is eligible for appointment as auditor of the by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

### *FOR THE YEAR ENDED 31 MARCH 2021*

| | | Unrestricted funds 2021 | Restricted funds 2021 | Total 2021 | Unrestricted funds 2020 | Restricted funds 2020 | Total 2020 |
|---|---|---|---|---|---|---|---|
| | | £ | £ | £ | £ | £ | £ |
| **Income and endowments from:** | | | | | | | |
| Donations and legacies | 2 | 27,046 | - | 27,046 | 14,698 | - | 14,698 |
| Charitable activities | 3 | 1,036,713 | 83,000 | 1,119,713 | 911,385 | 48,070 | 959,455 |
| Investments | 4 | 2,361 | - | 2,361 | 2,894 | - | 2,894 |
| Other income | 5 | 115,106 | - | 115,106 | - | - | - |
| **Total income** | | 1,181,226 | 83,000 | 1,264,226 | 928,977 | 48,070 | 977,047 |
| **Expenditure on:** | | | | | | | |
| Charitable activities | 6 | 921,721 | 83,662 | 1,005,383 | 967,719 | 47,783 | 1,015,502 |
| **Net income/(expenditure) for the year/ Net movement in funds** | | 259,505 | (662) | 258,843 | (38,742) | 287 | (38,455) |
| Fund balances at 1 April 2020 | | 323,774 | 102,445 | 426,219 | 362,516 | 102,158 | 464,674 |
| **Fund balances at 31 March 2021** | | 583,279 | 101,783 | 685,062 | 323,774 | 102,445 | 426,219 |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## BALANCE SHEET

### *AS AT 31 MARCH 2021*

| | Notes | 2021 £ | £ | 2020 £ | £ |
|---|---|---|---|---|---|
| **Fixed assets** | | | | | |
| Tangible assets | 10 | | 8,223 | | 12,106 |
| **Current assets** | | | | | |
| Debtors | 11 | 79,163 | | 57,478 | |
| Cash at bank and in hand | | 728,931 | | 471,790 | |
| | | 808,094 | | 529,268 | |
| **Creditors: amounts falling due within one year** | 12 | (131,255) | | (115,155) | |
| Net current assets | | | 676,839 | | 414,113 |
| **Total assets less current liabilities** | | | 685,062 | | 426,219 |
| **Income funds** | | | | | |
| Restricted funds | 13 | | 101,783 | | 102,445 |
| Unrestricted funds | | | 583,279 | | 323,774 |
| | | | 685,062 | | 426,219 |

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements 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 sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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

The financial statements were approved by the Trustees on 22/12/2021

Philip McDaid
**Trustee**

**Company Registration No. 03141164**

# RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

## STATEMENT OF CASH FLOWS

*FOR THE YEAR ENDED 31 MARCH 2021*

| | Notes | 2021 £ | 2021 £ | 2020 £ | 2020 £ |
|---|---|---|---|---|---|
| **Cash flows from operating activities** | | | | | |
| Cash generated from operations | | | 255,977 | | 12,742 |
| **Investing activities** | | | | | |
| Purchase of tangible fixed assets | | (1,197) | | (2,960) | |
| Investment income received | | 2,361 | | 2,894 | |
| **Net cash generated from/(used in) investing activities** | | | 1,164 | | (66) |
| **Net cash used in financing activities** | | | - | | - |
| **Net increase in cash and cash equivalents** | | | 257,141 | | 12,676 |
| Cash and cash equivalents at beginning of year | | | 471,790 | | 459,114 |
| **Cash and cash equivalents at end of year** | | | 728,931 | | 471,790 |

### 1 Accounting policies

**Charity information**

The charity is limited by guarantee, incorporated in England and Wales.

The address of its registered office is:
The Gables St. Marys Road,
Hemel Hempstead
HP2 5HL

The principal place of business is:
The Gables St. Marys Road,
Hemel Hempstead
HP2 5HL

### 1.1 Accounting convention

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

### 1.2 Going concern

At the time of approving the financial statements, trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

In view of the current COVID-19 pandemic the trustees have undertaken an assessment of the viability of the charity for a period of 12 months from the date of approval of these financial statements and are of the opinion the preparation of them as a going concern is appropriate for the charity.

### 1.3 Income and endowements funds

All income is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

***Donations and legacies***

Donations are recognised when the charity has been notified in writing of both the amount and the settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fullfiled in the reporting period.

***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

**1 Accounting policies** **(Continued)**

**1.4 Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of the resources, with central staff costs allocated on the basis of the time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of the staff costs.

***Charitable activities***

Charitable expendinture comprises these costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Support costs**

Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of resources, for example, allocating property costs by the floor areas, or per capita, staff costs by the time spent and other costs by their usage.

**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

**1.5 Government grants**

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

**1.6 Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

| | |
|---|---|
| Furniture and equipment | 2-5 years over the life of the asset |
| Cabling and CCTV | 8 years over the life of the asset |

**1 Accounting policies** **(Continued)**

**1.7 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

**Trade Debtors**

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

**Trade Creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least 12 months after the reporting date, they are presented as non-current liabilities.

**1.8 Financial instruments**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

**1.9 Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**1.10 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

**1.11 Fund structure**

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose. Restricted funds in the financial statements relate to those which will be used in the Dacorum project.

## 2 Donations and legacies

| | Unrestricted funds 2021 £ | Unrestricted funds 2020 £ |
|---|---|---|
| Donations and gifts | 11,546 | 2,698 |
| Government grants | 15,500 | 12,000 |
| | 27,046 | 14,698 |

## 3 Charitable activities

| | Charitable Income 2021 £ | Charitable Income 2020 £ |
|---|---|---|
| Income from charitable activities | 1,119,713 | 959,455 |
| Analysis by fund | | |
| Unrestricted funds | 1,036,713 | 911,385 |
| Restricted funds | 83,000 | 48,070 |
| | 1,119,713 | 959,455 |

## 4 Investments

| | Unrestricted funds 2021 £ | Unrestricted funds 2020 £ |
|---|---|---|
| Interest receivable | 2,361 | 2,894 |

## 5 Other income

| | Unrestricted funds | Total |
|---|---|---|
| | **2021** | 2020 |
| | **£** | £ |
| Furlough government support | 115,106 | - |

## 6 Charitable activities

| | Charitable Expenditure 2021 | Charitable Expenditure 2020 |
|---|---|---|
| | **£** | **£** |
| Share of support costs | 991,062 | 1,010,981 |
| Share of governance costs | 14,321 | 4,521 |
| | 1,005,383 | 1,015,502 |
| **Analysis by fund** | | |
| Unrestricted funds | 921,721 | 967,719 |
| Restricted funds | 83,662 | 47,783 |
| | 1,005,383 | 1,015,502 |

The restricted fund of £83,000 (2020: £48,070) represents Dacorum contract. As part of the Dacorum contract the charity received amounts totalling £34,930 (2020: £34,930) on behalf of Mediation Hertfordshire which was paid to them in quarterly payments during the year.

## 7 Net movement in funds

| | 2021 | 2020 |
|---|---|---|
| | **£** | **£** |
| Net movement in funds is stated after charging/(crediting) | | |
| Depreciation of fixed assets | 5,080 | 5,471 |

## 8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the during the year.

## 9 Taxation

The charity is registered charity and is therefore exempt from taxation.

## 10 Tangible fixed assets

| | Furniture and equipment |
|---|---|
| | £ |
| **Cost** | |
| At 1 April 2020 | 138,681 |
| Additions | 1,197 |
| At 31 March 2021 | 139,878 |
| **Depreciation and impairment** | |
| At 1 April 2020 | 126,575 |
| Depreciation charged in the year | 5,080 |
| At 31 March 2021 | 131,655 |
| **Carrying amount** | |
| At 31 March 2021 | 8,223 |
| At 31 March 2020 | 12,106 |

## 11 Debtors

| | 2021 | 2020 |
|---|---|---|
| **Amounts falling due within one year:** | £ | £ |
| Trade debtors | 37,248 | 24,820 |
| Prepayments and accrued income | 41,915 | 32,658 |
| | 79,163 | 57,478 |

## 12 Creditors: amounts falling due within one year

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Other taxation and social security | 16,272 | 12,455 |
| Trade creditors | 49,865 | 41,899 |
| Accruals and deferred income | 65,118 | 60,801 |
| | 131,255 | 115,155 |

## 13 Funds

| | Balance at 1 April 2019 | Movement in funds: Incoming resources | Movement in funds: Resources expended | Balance at 1 April 2020 | Movement in funds: Incoming resources | Movement in funds: Resources expended | Balance at 31 March 2021 |
|---|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ | £ |
| **Unrestricted funds** | | | | | | | |
| General | 362,516 | 928,977 | (967,719) | 323,774 | 1,181,226 | (921,721) | 583,279 |
| **Restricted funds** | 102,158 | 48,070 | (47,783) | 102,445 | 83,000 | (83,662) | 101,783 |
| | 464,674 | 977,047 | (1,015,502) | 426,219 | 1,264,226 | (1,005,383) | 685,062 |

## 14 Analysis of net assets between funds

| | Unrestricted funds 2021 | Total 2021 | Unrestricted funds 2020 | Total 2020 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Fund balances at 31 March 2021 are represented by: | | | | |
| Tangible assets | 8,223 | 8,223 | 12,106 | 12,106 |
| Current assets/(liabilities) | 676,839 | 676,839 | 414,113 | 414,113 |
| | 685,062 | 685,062 | 426,219 | 426,219 |

## 15 Analysis of net funds

| | As at 1 April 2020 | Cash flow | As at 31 March 2021 |
|---|---|---|---|
| | £ | £ | £ |
| Cash at bank and in hand | 471,790 | 257,141 | 728,931 |
| Net debt | 471,790 | 257,141 | 728,931 |

**16 Post Balance Sheet Events**

There was Post Balance Sheet Event which took place on 1st April 2021 in terms of a Merger Agreement between the Trustees for Relate Mid Thames and Buckinghamshire (Relate MTB) and Trustees of Relate LNWHMTB (the charity). The whole assets and undertakings of Relate MTB were transferred to the charity. All contracts of employment were transferred under the TUPE regulations, leases were novated, capital balances transferred and investments transferred to be the name of the charity. Five of the Trustees of Relate MTB joined the Board of the charity.