SearchLight Counselling & Therapy

England & Wales · Charity number 1079270

Details

Other names	RELATE WEST SURREY
Status	Registered
Legal form	Charitable company
Company number	03909277
Registered	2000-02-04
Register	View on the Charity Commission register

Contact

Address	Moorcroft Centre For The Community Old School Place Woking GU22 9PB
Phone	01483602998
Email	info@relatewestsurrey.org.uk
Website	relatewestsurrey.org.uk

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.

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Activities: Relationship Counselling for individuals and couples, Family Counselling, Young Persons Counselling, Psychosexual Therapy and Learning and Education service.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Other Charitable Purposes
- **Who:** Children/young People, The General Public/mankind

Geography

- **Area of benefit:** SURREY
- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£481,233	£545,194	-	-
2024-03-31	£478,269	£480,613	-	-
2023-03-31	£451,517	£450,674	-	-
2022-03-31	£443,070	£451,033	-	-
2021-03-31	£419,166	£375,286	-	-

Trustees

Name	Role	Appointed
Alastair Evans-Gordon		2023-11-20
Alison MACLENNAN		2023-06-08
Frank Cunnane		2024-11-26
Grahame Snelling		2024-06-05
Rosie Mckimmie		2023-06-08

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SearchLight Counselling & Therapy

England & Wales - Charity number 1079270

Accounts

Charity registration number 1079270 (England and Wales)

Company registration number 3909277

RELATE WEST SURREY

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

RELATE WEST SURREY

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Frank Cunnane (Chair) (Appointed 26 November 2024) Gary Couch (Vice Chair and Treasurer) Alastair Evans-Gordon Alison MacLennan Rosie McKimmie Grahame Snelling (Appointed 5 June 2024) Amy Stephens
Company Secretary	Rosie McKimmie
Joint Chief Executives	Helen Dicketts, Christina Taylor
Charity number	1079270
Company number	3909277
Registered office	Moorcroft Centre for the Community Old School Place Westfield Woking Surrey GU22 9PB
Independent examiner	Frances Wilde FCCA DChA Warner Wilde Limited Chartered Certified Accountants 4 Marigold Drive Bisley Surrey GU24 9SF

RELATE WEST SURREY

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RELATE WEST SURREY

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their report and accounts for the year ended 31 March 2025.

CHAIR'S INTRODUCTION

The year 2024/25 has been one of the most challenging in the history of Relate West Surrey. The sudden collapse of Relate National into administration in December 2024 created significant uncertainty for all Federated Centres, including our own. While potential mergers were explored with Family Action and another centre, neither ultimately proceeded. As a result, Relate West Surrey is now preparing to transition into a fully independent charity, with a new identity and rebrand planned for January 2026.

Against this difficult backdrop, our staff demonstrated remarkable resilience. Demand for our services continued to rise, with total counselling hours reaching 5,443 – an 8% increase on the previous year. Most notably, 57% of these hours were devoted to young people's counselling, reflecting the urgent and growing need for mental health support among children and young people. We introduced a counselling service for under-10s, expanded our CAMHS provision, and opened a new outpost in Haslemere to make services more accessible.

These achievements were made possible by the commitment of our highly skilled counsellors and the support of our community partners. We are deeply grateful to organisations such as Elmbridge Borough Council, whose grants and service agreements enable us to subsidise services for those on low incomes. And the Woking Rotary grant which helped us to train an Urdu-speaking counsellor for the community. Despite reduced grant income and increasing payroll costs, we continued to waive over £18,000 in fees to ensure access for those in need.

We do not underestimate the financial and operational challenges we face as we move forward. Rising costs, staff turnover, and the loss of nationally managed referral pipelines have placed considerable pressure on the charity. Yet, thanks to prudent financial management, we closed the year with reserves of £82,435 and remain committed to building a sustainable future.

On behalf of the Board of Trustees, I want to thank our staff, funders, and partners for their unwavering dedication during this turbulent year. Together, we are laying the foundations for a new chapter in our charity's history—one that will see us emerge as a stronger, more agile, and fully independent organisation, steadfast in our mission to support relationships and strengthen the wellbeing of our community.

Frank Cunnane

Chair of Trustees

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's governing document, the Companies Act 2006 and "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 (FRS102)(effective 1 January 2019)".

Vision

The vision of Relate West Surrey is: a future where healthy relationships are actively promoted as the heart of a thriving society.

Mission

The mission of Relate West Surrey is to make support for healthy relationships available to everyone by:

- Helping couples, families and individuals to make relationships work better;
- Helping children and young people to ensure their mental wellbeing in their daily lives;
- Delivering inclusive, high-quality services that are relevant at every stage of life

Equality and Diversity

Relate West Surrey recognises and accepts its legal obligations under the Equality Act 2010. Under this Act, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation are protected characteristics. Employees, volunteers and applicants for employment who have one or more of these characteristics are protected from all forms of unlawful discrimination in the workplace, including: direct and indirect discrimination; discrimination by association; discrimination by perception; discrimination arising from disability; harassment and victimisation.

Relate West Surrey seeks to employ a workforce that reflects the diverse community at large because Relate West Surrey values the individual contribution of people irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Relate West Surrey will use its best endeavours to provide a working environment free from unlawful discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Relate West Surrey undertakes to review periodically its recruitment and selection criteria and procedures to maintain a system where individuals are selected solely on the basis of their merits and abilities.

Relate West Surrey undertakes to review its employment practices, policies and procedures, including opportunities for training and promotion, pay and benefits, discipline, selection for redundancy and retirement, to ensure that it avoids all forms of unlawful discrimination in the workplace.

All employees, volunteers and clients will be treated with dignity and respect. Relate West Surrey recognises that harassment, bullying and victimisation are forms of unlawful discrimination and has a separate policy statement on dignity at work which deals with these issues.

Relate West Surrey will make reasonable adjustments to its recruitment and selection arrangements and procedures to ensure that no applicant for employment is disadvantaged because of a disability. Whenever reasonable and practicable, Relate West Surrey will make adjustments to retain disabled employees in its workforce. This may include making reasonable adjustments to working arrangements and practices, making changes to the physical environment and/or providing auxiliary aids and services.

Relate West Surrey will not tolerate acts which breach this policy and all instances of such behaviour or alleged behaviour will be taken seriously, fully investigated and may be subject to the Disciplinary Procedure. Relate West Surrey further seeks to give all employees equal opportunity and encouragement to progress within the organisation.

Objectives and Activities

The objectives of Relate West Surrey are:

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:
    a. Increasing public awareness of the benefit of committed couple relationships, marriage and family life; and
    a. 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:
    a. May prejudice their physical or mental wellbeing; or
    a. Influence, either directly or indirectly, their present or future family or couple relationship;
    b. To relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage; and
    c. To promote research into all of the above Objects and to make the result available to the public.

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Risk Management

The Directors/Trustees are responsible for the management of the risks faced by the organisation. Risks are identified annually by each of the sub-committees who then assess, review and take any necessary remedial action prior to recommendation to the Executive Committee. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Through the risk management process the Trustees are satisfied that all major risks have been identified and action taken where necessary. It is recognised that systems can only provide reasonable, not absolute, assurance that major risks have been adequately managed.

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.

What we do

Relate West Surrey helps people to work through their relationship difficulties and reach their own decisions about the best way forward. There are six ways in which we provide this service:

- Relationship counselling
- Children and young people's counselling
- Individual counselling
- Family counselling
- Family mediation
- Psychosexual therapy

Clients can move seamlessly from one service to another as counselling proceeds. For example, a couple with relationship difficulties can be seen as a family, where the problems between them are affecting their children. A Continuing Professional Development (CPD) programme maintains quality standards for counsellors.

The Year in Review

In 2024/25 our services accounted for a combined total of 5,443 hours, an 8% increase on 2023/24. Most of this increase was attributable to young peoples' counselling hours. We introduced a counselling service for Under 10's and delivered significantly more CAMHS counselling to young people than we were contracted by the Surrey Wellbeing Partnership to provide, reflecting the high level of demand in Surrey. This additional counselling came at a cost to the charity of around £18,000. 57% of our total hours were devoted to young peoples' counselling either in our centres in person, online or in schools.

The hours split between services is itemised below:

	2024/5	2023/4
Adult Relationship Counselling	2,231	2,365
Young People's Counselling	3,098	2,584
Psychosexual Therapy	55	81
Mediation	59	18
Total	5,443	5,048

DEVELOPMENTS IN 2024/25

Site Changes

We opened an outpost in Haslemere for clients to more easily access in-person adult relationship and family counselling in the south of Surrey.

CAMHS

We started Year 4 of a 7 to 10 year Mindworks (CAMHS) contract on the 1 April 2024. We are part of Surrey Wellbeing Partnership formed by 12 voluntary sector organisations. We counsel more than 400 young people per year and in 2025 we increased the upper age range of those we counsel to 25, so we now see 10-25 year olds under this contract. We also offer family counselling support. We work with presenting issues which range from anxiety to self-harm and suicidal ideation; safeguarding plays a big part in our work with young people.

Children's Counselling

Due to the demand for counselling 5-10 year olds in Surrey, we obtained a grant from Surrey Wellbeing Partnership's Innovation Fund to start an 18 month project to undertake 850 hours of counselling from February 2025. We have employed specially trained counsellors to undertake this work.

Staff

We employed an average of 25 highly trained counsellors during the year who all have a minimum of a diploma in their chosen speciality but most of whom also have post-graduate qualifications in specialities such as child and adolescent mental health or psychosexual therapy. The turnover of skilled counsellors accelerated over the year with many setting up in private practice to earn a higher income.

Funding

Raising money to help clients on low incomes to access counselling continued to be a challenge but we are very grateful for the continued support of Elmbridge Borough Council with whom we have a service level agreement to support local residents.

We were also fortunate during the year to receive a grant of £4,000 from Woking Rotary towards the cost of training an Urdu-speaking adult relationship counsellor to help address relationship problems in the large Asian community in our area .

The year proved challenging financially for the Charity for many reasons:

- Our Adult Relationship Counselling services were severely disrupted by Relate National falling into administration. Our counselling volumes were 9% up year on year by the end of November, 2024 but the subsequent lack of referrals from the Relate National website meant at we ended the year some 6% down;
- We delivered services to young people over and above our CAMHS contractual obligations at a cost to the Charity of some £18,000;
- Our grant income fell by more than £12,000 as the budgets of our long time supporters came under pressure;
- Grant funds help us provide the bursary support to clients in need. With grant income under pressure, we were reluctantly forced to cut back our bursary support but nevertheless still waived more than £18,000 in fees to clients who might otherwise have been unable to afford our services;
- Whilst staff numbers remained flat, payroll costs increased by 7% as a consequence of our counselling hours increasing by 8%;
- We made significant investments in IT, marketing and premises.

The Charity ended the year with reserves of £82,435 and cash of £107,235.

ACKNOWLEDGEMENTS

The Trustees and staff would like to thank the following people and organisations for their support during the year:

Arnold Clarke
Aviva
Community Foundation Surrey
Edward Gosling
Elmbridge Borough Council
Mortgage Bureau
Persimmon
Sovereign Houses
Woking Borough Council
Woking Rotary Club

London Marathon Runners:
Hashidee Hassim
Matt Hill
Rehan Ahmed Syed
Matthew Stuart
Andrew Swindlehurst
Charlie Muldowney

Structure, governance and management

Relate West Surrey is a company limited by guarantee registered in England and Wales (Company no. 3909277) and is also an independent registered charity (Charity registration no. 1079270). The Company is bound by its Memorandum & Articles of Association and by the bylaws of Relate National.

Relate West Surrey has a Board made up of Directors/Trustees who are jointly responsible for strategic direction, decision making and policies of the organisation. The centre Chief Executive Officers (CEOs) and senior staff attend Board meetings. The CEOs have day to day responsibility for operational implementation and for meeting agreed objectives and provides regular reports to the Board. In order to enhance the governance of the Company three sub-committees of the Board operate in key areas: Finance, Governance and Marketing. These meetings are attended by Board members with relevant experience, together with the CEOs and other members of staff as required.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Frank Cunnane (Chair)	
Gurpreet Singh Dehal	(Resigned 10 September 2024)
Gary Couch (Vice Chair and Treasurer)	
Simon Collins	(Resigned 12 June 2024)
Alison MacLennan	
Rosie McKimmie	
Alex Nairn (Vice Chair)	
Ajitpal Rekhi	(Resigned 27 March 2025)
Kapil Bakshi	(Resigned 26 September 2025)
Alastair Evans-Gordon	
Amy Stephens	
Shallu Behar-Sheehan	(Appointed 23 May 2024 and resigned 27 March 2025)
Sophie Jenkins	(Appointed 23 May 2024 and resigned 24 July 2025)
Graham Snelling	(Appointed 5 June 2024)

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.

The trustees' report was approved by the Board of Trustees.

.....
Frank Cunnane (Chair)
Trustee

Date: .....

RELATE WEST SURREY

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF RELATE WEST SURREY

I report to the trustees on my examination of the financial statements of Relate West Surrey (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006.

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

Independent examiner's statement

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

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

1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.
2 the financial statements do not accord with those records; or
3 the financial statements do not comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination; or
4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Frances Wilde FCCA DChA
Warner Wilde Limited
Chartered Certified Accountants
4 Marigold Drive
Bisley
Surrey
GU24 9SF
Date: .....

RELATE WEST SURREY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £
Income from:					
Counselling Fees	4	234,955	-	234,955	221,175
Contract income	4	217,757	-	217,757	217,636
Investments	5	2,877	-	2,877	1,432
Total income		455,589	-	455,589	440,243
Expenditure on:					
Raising funds	6	9,004	-	9,004	1,950
Charitable activities	7	536,190	-	536,190	478,664
Total expenditure		545,194	-	545,194	480,614
Operating Loss		(89,605)		(89,605)	(40,371)
Grants		13,540		13,540	24,990
Donations		6,133	5,972	12,105	13,036
Income from grants and donations		19,673		25,645	38,026
Net movement in funds		(69,932)	5,972	(63,625)	(2,345)
Fund balances at 1 April 2024		146,060	-	146,060	148,405
Fund balances at 31 March 2025		76,463	5,972	82,435	146,060

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

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 WEST SURREY

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Current assets					
Debtors	**13**	17,714		18,412	
Cash at bank and in hand		107,235		149,773	
		124,949		168,185	
Creditors: amounts falling due within one year	**14**	(42,514)		(22,125)	
Net current assets			82,435		146,060
The funds of the charity					
Restricted income funds	**17**		5,972		-
Unrestricted funds	**18**		76,463		146,060
			82,435		146,060

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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 .....

.....	.....
Frank Cunnane (Chair)	Gary Couch (Vice Chair and Treasurer)
Trustee	**Trustee**

Company registration number 3909277 (England and Wales)

1 Accounting policies

Charity information

Relate West Surrey is a private company limited by guarantee incorporated in England and Wales. The registered office is Moorcroft Centre for the Community, Old School Place, Westfield, Woking, Surrey, GU22 9PB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

When amounts are received in advance for delivery of service, such amount is recorded as and when the service is performed rather than when the amount is contractually earned.

1 Accounting policies **(Continued)**

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

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.

Tangible fixed assets are stated at cost less depreciation. Assets are capitalised over £1000. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Fixtures, fittings & equipment	Straight line over three years.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

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.

1 Accounting policies **(Continued)**

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	6,133	5,972	12,105	10,036	-	10,036
Donated goods and services	-	-	-	3,000	-	3,000
	6,133	5,972	12,105	13,036	-	13,036

4 Income from charitable activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Charitable Activities		
Counselling fees	234,955	221,175
Services provided under contract	218,092	217,636
Performance related grants	13,540	24,990
	466,587	463,801

Charitable trading income
iRelate and PST income are included.

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	2,877	1,432

6 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Other fundraising costs	9,004	1,950

7 Expenditure on charitable activities

	Charitable Activities 2025 £	Charitable Activities 2024 £
Direct costs		
Staff costs	405,238	363,507
Quality assurance and support	28,157	36,064
Office overheads	51,502	36,540
Premises costs	21,909	24,637
Relate Federation Central cost	16,866	16,598
Donated counselling services	10,586	-
	534,258	477,346
Share of support and governance costs (see note 8)		
Support	-	70
Governance	1,932	1,248
	536,190	478,664
Analysis by fund		
Unrestricted funds	536,190	478,664

8 Support costs allocated to activities

	2025	2024
	£	£
Depreciation	-	70
Governance costs	1,932	1,248
	1,932	1,318
Analysed between:		
Charitable Activities	1,932	1,318

9 Net movement in funds

	2025	2024
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the independent examination of the charity's financial statements	1,932	-
Depreciation of owned tangible fixed assets	-	70

10 Trustees

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

None of the Trustees (2024: none) were reimbursed a total of £nil (2024: nil) travel expenses.

11 Employees

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
Counselling	27	24
Reception	7	6
Support	3	3
Total	37	33

11 Employees **(Continued)**

Employment costs	**2025**	**2024**
	£	**£**
Wages and salaries	381,207	344,880
Social security costs	18,979	14,599
Other pension costs	5,052	4,028
	405,238	363,507

All 37 (2023: 31) staff were part time employees, The table represents the average number of posts for the year.

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025	**2024**
	£	**£**
Aggregate compensation	117,964	115,049

12 Taxation

The charity is exempt from corporation tax on its charitable activities.

13 Debtors

Amounts falling due within one year:	**2025**	**2024**
	£	**£**
Trade debtors	250	2,880
Other debtors	5,399	2,802
Prepayments and accrued income	12,065	12,730
	17,714	18,412

14 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		6,695	8,186
Deferred income	15	30,997	8,656
Trade creditors		2,345	1,086
Other creditors		893	1,316
Accruals		1,584	2,881
		42,514	22,125

15 Deferred income

	2025 £	2024 £
Other deferred income	30,997	8,656

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	30,997	8,656
Movements in the year:		
Deferred income at 1 April 2024	8,656	20,685
Released from previous periods	(8,656)	(20,685)
Resources deferred in the year	30,997	8,656
Deferred income at 31 March 2025	30,997	8,656

16 Retirement benefit schemes

Defined contribution schemes	2025 £	2024 £
Charge to profit or loss in respect of defined contribution schemes	5,052	4,028

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	At 31 March 2025
	£	£	£
National Lottery	-	5,972	5,972

18 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024	Incoming resources	Resources expended	At 31 March 2025
	£	£	£	£
General funds	146,060	475,597	(545,194)	76,463

Previous year:	At 1 April 2023	Incoming resources	Resources expended	At 31 March 2024
	£	£	£	£
General funds	148,405	478,269	(480,614)	146,060

19 Analysis of net assets between funds

	Unrestricted funds 2025	Restricted funds 2025	Total 2025
	£	£	£
At 31 March 2025:			
Current assets/(liabilities)	76,463	5,972	82,435
	76,463	5,972	82,435

19 Analysis of net assets between funds **(Continued)**

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Current assets/(liabilities)	146,060	-	146,060
	146,060	-	146,060

20 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

SearchLight Counselling & Therapy

England & Wales - Charity number 1079270

Accounts

Relate
West Surrey

Relate West Surrey

Annual Report and Unaudited Financial Statements

For the Year Ended 31 March 2024

Charity Registration Number 1079270

Company Registration Number 3909277 (England and Wales)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Gurpreet Singh Dehal (Chair)	(Appointed 8 June 2023)
	Gary Couch (Vice Chair and Treasurer)	
	Kapil Bakshi	(Appointed 16 January 2024)
	Shallu Behar-Sheehan	(Appointed 16 April 2024)
	Alastair Evans-Gordon	(Appointed 16 January 2024)
	Sophie Jenkins	(Appointed 23 May 2024)
	Alison MacLennan	(Appointed 8 June 2023)
	Rosie McKimmie	(Appointed 8 June 2023)
	Ajitpal Rekhi	
	Graham Snelling	(Appointed 5 June 2024)
	Amy Stephens	(Appointed 1 November 2023)
Company Secretary	Rosie McKimmie	
Chief Executive Officer	Jill Rawling	
Charity Number	1079270	
Company Number	3909277	
Registered Office	Moorcroft Centre for the Community Old School Place Westfield Woking Surrey GU22 9PB	
Independent Examiner	Frances Wilde FCCA DChA Warner Wilde Chartered Certified Accountants 4 Marigold Drive Bisley Surrey GU24 9SF	

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CHAIR'S INTRODUCTION

A post-COVID world is now firmly upon us, requiring organisations to manage client demands in both physical and online settings, and recognise that staff have greater flexibility in choosing their working environment. The UK 'cost of living crisis' also receded in headline terms, but the impact of sustained higher inflation remains and affects charities disproportionately, as grant giving suffers significantly. Against this backdrop, it's pleasing to report that Relate West Surrey provided its core range of counselling services through the year – delivering a virtually flat financial outcome for the period.

A total of 5,063 counselling hours were delivered over the year (prior year at 5,127 hours), with 48% delivered face-to-face and 52% delivered online. The same prior year split was 28% / 72%, thus demonstrating a shift to increasing face-to-face demand. Sessions were delivered through the core working hours of Monday to Friday (9am to 5pm) as well as through evening and weekend periods.

A particular focus area for the Board and Senior Leadership was to develop strategies to increase the overall hours delivered by the organisation over the year – including deeper analysis of counsellor availability by location, time, service and training level versus client demand, and also using local marketing. Hence, while the overall hours for the year are very close to the prior year, there was a slight reduction in the first half of the year, but then January to March 2024 adult relationship counselling hours were over 10% higher than the same prior year period as strategic changes began to make an operational impact.

We continue to benefit from a number of grants, with one major donor being Elmbridge Borough Council. This area has been challenging given the widespread cost increases affecting all organisations.

Relate West Surrey (RWS) continued to play its part as an independent Federated Centre within the Relate Federation. It supports the Relate National organisation both through a financial contribution as a member of the Federation and through collegiate working practices. RWS recognises in particular the value offered by the National organisation in areas such as the Practice Helpline, the Penelope IT system, and Insurance support.

There have been a number of trustee changes over the year. Regarding leavers, particular thanks to Jim Mussett who stepped down as Chair in June 2023 after 9 years of service, to Alex Nairn who stepped down as Vice-Chair in October 23 after 5 years of service, and also to Laura di Bonaventura who left in June 2023. Regarding joiners, myself, Alison MacLennan, Rosie McKimmie (as Company Secretary) all joined in June 2023; Amy Stephens joined in November 2023; Alastair Evans-Gordon and Kapil Bakshi joined in January 2024. Through the year, we have also added the Counsellor Supervisors to all Board meetings, and looked for opportunities to engage with counsellors via 'meet and greet' sessions to ensure the Board obtains as broad a feel as possible for the organisation.

Looking ahead to the coming year, we will be paying particular attention to continued strategic development. This year has seen a clearer focus on key performance indicators around overall hours and finances, client and staff satisfaction – allowing insights on longer term planning. There has also been attention to new types of counselling support (a greater focus on individual counselling, development of a single session counselling approach) which will play into future planning.

I continue to be struck by the dedication of staff and trustees to the organisation and would like to thank everyone for their ongoing commitment to the Charity.

G S Dehal

Chair

OBJECTIVIES AND ACTIVITIES

The objectives of Relate West Surrey are:

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:
    a. Increasing public awareness of the benefit of committed couple relationships, marriage and family life; and
    b. 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:
    a. May prejudice their physical or mental wellbeing; or
    b. Influence, either directly or indirectly, their present or future family or couple relationship;
    c. To relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage; and
    d. To promote research into all of the above Objects and to make the result available to the public.

OPERATIONAL REVIEW

What we do

Relate West Surrey is part of the largest, most professional and most experienced relationship counselling service in the country, Relate National. We help people to work through their relationship difficulties and reach their own decisions about the best way forward. There are six ways in which we provide this service:

- Relationship counselling
- Children and young people's counselling
- Individual counselling
- Family counselling
- Family mediation
- Psychosexual therapy

Clients can move seamlessly from one service to another as counselling proceeds. For example, a couple with relationship difficulties can be seen as a family, where the problems between them are affecting their children. A Continuing Professional Development (CPD) programme maintains quality standards for counsellors.

THE YEAR IN REVIEW

During the year Relate West Surrey continued to provide services online, with increased face to face counselling in line with returning demand. We started a project in 2023 looking at the utilisation of the hours offered by counsellors in order to match changing demand times/modes of delivery with counsellors offered hours. This has resulted in a 10% increase in hours of adult relationship counselling provided from January to March 2024 compared with January to March 2023.

In 2023/24, our core services accounted for a combined total of 5,063 counselling hours, a small decrease on 2022/23. The balance of our services changed, with services for young people now accounting for more than half of our total hours and new services such as individual counselling growing as a share of the total, as shown in the chart below:

	2023/2024	2022/2023
Adult Relationship Counselling	1,753	1,758
Young People Counselling	2,595	2,885
Individual Counselling	554	245
PST	82	189
Other	79	95
Total	**5,063**	**5,127**

DEVELOPMENTS IN 2023/24

Below is a summary of the main developments during the year:

- SITE CHANGES

We moved out of our Woking town centre suite of offices to a suite to offices at Moorcroft Centre for the Community in Westfield, Woking in January 2023 in order to save costs. We also took on a new lease on offices in Esher in January 2023 to cater for the increased demand for in-person counselling in Elmbridge. We now have offices in Woking and Esher and the use of an office in Farnham. We see clients from 9am to 9pm from Monday to Friday and on Saturday mornings from 9am to 1pm.

- CLIENTS

We saw 1,111 clients in the year ending the 31 March 2024, with 530 clients seen in person and 581 clients seen via Zoom. The number of in person sessions increased by more than 200 over 2022/23 as more normal working conditions returned. Our clients reported a high level of satisfaction with the service they received.

- CAMHS

We started year 3 of a new Mindworks (CAMHS) contract on 1 April 2023. We are part of Surrey Wellbeing Partnership formed by 12 voluntary sector organisations. We counsel more than 400 young people aged 10 – 18 every year as part of the CAMHS Early Intervention service to help prevent more serious mental health issues. We also offer family counselling to support young people and their families with any difficulties they may encounter at home. We work with presenting issues that range from mild anxiety to self-harm and suicidal ideation; safeguarding plays a big part in our work with young people.

- INDIVIDUAL COUNSELLING

We launched this new service for adult individuals with mild to moderate mental health issues in January, 2023. Sessions provided more than doubled during the year compared with 2022/23. We have seen those with anxiety, low mood, loneliness and bereavement.

- STAFF

We employ an average of 30 highly trained and qualified counsellors who all have post-graduate qualifications in specialisms such as child and adolescent mental health or psycho-sexual therapy. The turnover of skilled counsellors accelerated during the year and we took on more trainee counsellors due to the difficulty of recruiting qualified Adult Relationship counsellors. We also took on our first trainee young people's counsellor. We polled staff satisfaction levels during the year with a staff survey, the results of which showed a high level of satisfaction. 100% of staff were "happy" or "very happy"

- FUNDING

Raising money from grant funding to help support clients on low incomes continued to be challenging but we are very grateful for the continued support from Elmbridge Borough Council with which we have a service level agreement

- WEBSITE

We launched our new website in April 2023 with new content and design features to follow the re-branding of the Relate National website.

- PROMOTION OF OUR SERVICES

In the face of increasing competition from other providers, we instigated a series of local promotions to increase awareness of our services.

- We ran a successful "Shout-Out" promotion with Eagle Radio in January
- We trialled a Facebook advertising campaign targeting local post-coded West Surrey residents in February to drive demand
- We are planning to run a 3 month Google advertising campaign using our charity Google grant to drive enquiries through our website next year

FINANCIAL REVIEW

The Charity once again reduced the Operating Loss to £40,371 in 2023/24, down from £54,802 the previous year. Total Income was up by £44,211 (11.2%) in spite of a small reduction in counselling hours, helped by increased fee charges in certain service lines. Even after these increases, our charges are at the lower end of market rates and we have every intention of continuing to ensure that cost is not a barrier to access to the Charity's services.

Costs were up by £29,780 (6.6%) to £480,455 but much of this increase resulted from increased support for clients who might otherwise find difficulty in meeting our fees. We waived £26,498 in fees in 2023/24, up by more than 50% from the £17,015 waived in the previous year.

Grant income fell to £24.990 (down 19.3%) and donations to £13,036 (down 47.1%) as our traditional providers came under financial pressure themselves. These funds help us provide the bursary support described above and staff work diligently to source new donors to enable us to continue to offer financial support to clients in need.

Unrestricted funds stood at £146,060 at 31 March, 2024 (2023: £148,805). These funds represent the equivalent of just over three months of operating costs. The Trustees believe it prudent to retain the majority of these reserves, with flexibility to carry out investment to support strategic development.

ACKNOWLEDGEMENTS

The Trustees and staff would like to thank the following people and organisations for their support during the year:

Arnold Clarke
Aviva
Community Foundation Surrey
Edward Gosling
Elmbridge Borough Council
Mortgage Bureau
Persimmon
Sovereign Houses
Woking Borough Council

London Marathon Runners:
Max Danter – virtual
Matt Hawkins
Simon Wilson

STRUCTURE, GOVERNANCE AND MANAGEMENT

Relate West Surrey is a company limited by guarantee registered in England and Wales (Company no. 3909277) and is also an independent registered charity (Charity registration no. 1079270). The Company is bound by its Memorandum & Articles of Association and by the bylaws of Relate National.

Relate West Surrey has a Board made up of Directors/Trustees who are jointly responsible for strategic direction, decision making and policies of the organisation. The centre Chief Executive Officer (CEO) and senior staff attend Board meetings. The CEO has day to day responsibility for operational implementation and for meeting agreed objectives and provides regular reports to the Board. In order to enhance the governance of the Company three sub-committees of the Board operate in key areas: Finance, Governance and Marketing. These meetings are attended by Board members with relevant experience, together with the CEO and other members of staff as required.

The trustees, who are also the directors for the purposes of company law, and who served during the year and up to the date of the signature of the financial statements were:

Gurpreet Singh Dehal (Chair)	(Appointed 8 June 2023)
Gary Couch (Vice Chair and Treasurer)	
Kapil Bakshi	(Appointed 16 January 2024)
Shallu Behar-Sheehan	(Appointed 16 April 2024)
Simon Collins	(Resigned 12 June 2024)
Laura Di Bonaventura	(Resigned 29 June 2023)
Alastair Evans-Gordon	(Appointed 16 January 2024)
Sophie Jenkins	(Appointed 23 May 2024)
Alison MacLennan	(Appointed 8 June 2023)
Rosie McKimmie	(Appointed 8 June 2023)
Jim Mussett	(Resigned 7 June 2023)
Alex Nairn	(Resigned 19 October 2023)
Ajitpal Rekhi	
Amit Shah	(Appointed 6 November 2023; resigned 31 December 2023)
Grahame Snelling	(Appointed 5 June 2024)
Amy Stephens	(Appointed 1 November 2023)

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.

The trustees' report was approved by the Board of Trustees.

G S Dehal
.....
Gurpreet Singh Dehal (Chair)
Trustee

Date: 10/9/24

RELATE WEST SURREY

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF RELATE WEST SURREY

I report to the trustees on my examination of the financial statements of Relate West Surrey (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Frances Wilde FCCA DChA

Warner Wilde
Chartered Certified Accountants
4 Marigold Drive
Bisley
Surrey
GU24 9SF

Dated: 25 September 2024

RELATE WEST SURREY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Income from:			
Counselling Fees	4	221,175	202,168
Contract income	4	217,636	193,434
Investments	5	1,432	270
Total income		440,243	395,872
Expenditure on:			
Raising funds	6	1,950	3,384
Charitable activities	7	478,664	447,290
Total expenditure		480,614	450,674
Operating Loss		(40,371)	(54,802)
Grants		24,990	30,985
Donations		13,036	24,660
Income from grants and donations		38,026	55,645
Net movement in funds		(2,345)	843
Fund balances at 1 April 2023		148,405	147,562
Fund balances at 31 March 2024		146,060	148,405

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

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 WEST SURREY

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	13		-		69
Current assets					
Debtors	14	15,462		14,444	
Cash at bank and in hand		149,773		174,652	
		165,235		189,096	
Creditors: amounts falling due within one year	15	(19,175)		(40,760)	
Net current assets			146,060		148,336
Total assets less current liabilities			146,060		148,405
The funds of the charity					
Unrestricted funds	18		146,060		148,405
			146,060		148,405

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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 10 Sept 24

G. S Dehal.

Gurpreet Singh Dehal (Chair)
Trustee

Gary Couch (Treasurer)
Trustee

Company registration number 3909277 (England and Wales)

1 Accounting policies

Charity information

Relate West Surrey is a private company limited by guarantee incorporated in England and Wales. The registered office is Moorcroft Centre for the Community, Old School Place, Westfield, Woking, Surrey, GU22 9PB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

When amounts are received in advance for delivery of service, such amount is recorded as and when the service is performed rather than when the amount is contractually earned.

1 Accounting policies **(Continued)**

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

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.

Tangible fixed assets are stated at cost less depreciation. Assets are capitalised over £1000. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Fixtures, fittings & equipment	Straight line over three years.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

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.

1 Accounting policies **(Continued)**

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Donations and gifts	10,036	4,370
Donated goods and services	3,000	20,290
	13,036	24,660

4 Income from charitable activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Charitable Activities		
Counselling fees	221,175	202,168
Services provided under contract	217,636	193,434
Performance related grants	24,990	30,985
	463,801	426,587

Charitable trading income
iRelate and PST income are included.

5 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	1,432	270

6 Expenditure on raising funds

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Fundraising and publicity		
Other fundraising costs	1,950	3,384

7 Expenditure on charitable activities

	Charitable Activities 2024 £	Charitable Activities 2023 £
Direct costs		
Staff costs	363,507	313,533
Quality assurance and support	36,064	24,640
Office overheads	36,540	29,916
Premises costs	24,637	60,524
Relate Federation Central cost	16,598	16,901
	477,346	445,514
Share of support and governance costs (see note 8)		
Support	70	168
Governance	1,248	1,608
	478,664	447,290
Analysis by fund		
Unrestricted funds	478,664	447,290

8 Support costs allocated to activities

	2024 £	2023 £
Depreciation	70	168
Governance costs	1,248	1,608
	1,318	1,776
Analysed between:		
Charitable Activities	1,318	1,776

9 Net movement in funds

	2024 £	2023 £
The net movement in funds is stated after charging/(crediting):		
Depreciation of owned tangible fixed assets	70	168

10 Trustees

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

None of the Trustees (2023: none) were reimbursed a total of £nil (2023: nil) travel expenses.

11 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Counselling	24	24
Reception	6	4
Support	3	3
Total	33	31

Employment costs	2024 £	2023 £
Wages and salaries	344,880	300,186
Social security costs	14,599	10,385
Other pension costs	4,028	2,962
	363,507	313,533

11 Employees

(Continued)

All 37 (2023: 31) staff were part time employees, The table represents the average number of posts for the year.

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel
The remuneration of key management personnel was as follows:

	2024	2023
	£	£
Aggregate compensation	115,049	99,857

12 Taxation

The charity is exempt from corporation tax on its charitable activities.

13 Tangible fixed assets

	Fixtures, fittings & equipment
	£
Cost	
At 1 April 2023	3,730
At 31 March 2024	3,730
Depreciation and impairment	
At 1 April 2023	3,660
Depreciation charged in the year	70
At 31 March 2024	3,730
Carrying amount	
At 31 March 2024	-
At 31 March 2023	69

14 Debtors

Amounts falling due within one year:	2024 £	2023 £
Trade debtors	2,880	-
Other debtors	2,802	6,691
Prepayments and accrued income	9,780	7,753
	15,462	14,444

15 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Other taxation and social security		8,186	4,449
Deferred income	16	8,656	20,685
Trade creditors		1,086	22,914
Other creditors		1,316	1,070
Accruals		(69)	(8,358)
		19,175	40,760

16 Deferred income

	2024 £	2023 £
Other deferred income	8,656	20,685

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Deferred income is included within:		
Current liabilities	8,656	20,685
Movements in the year:		
Deferred income at 1 April 2023	20,685	9,297
Released from previous periods	(20,685)	(9,297)
Resources deferred in the year	8,656	20,685
Deferred income at 31 March 2024	8,656	20,685

17 Retirement benefit schemes

Defined contribution schemes	2024 £	2023 £
Charge to profit or loss in respect of defined contribution schemes	4,028	2,962

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

18 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
General funds	148,405	478,269	(480,614)	146,060

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	At 31 March 2023 £
General funds	147,562	451,517	(450,674)	148,405

19 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

SearchLight Counselling & Therapy

England & Wales - Charity number 1079270

Accounts

Charity registration number 1079270

Company registration number 3909277 (England and Wales)

RELATE WEST SURREY

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

RELATE WEST SURREY

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Gurpreet Singh Dehal (Chair)	(Appointed 8 June 2023)
	Simon Collins	
	Gary Couch (Treasurer)	
	Alison MacLennan	(Appointed 8 June 2023)
	Rosie McKimmie	(Appointed 8 June 2023)
	Alex Nairn (Vice Chair)	
	Ajitpal Rekhi	
Secretary	Elizabeth Taylor	
Chief Executive Officer	Jill Rawling	
Charity number	1079270	
Company number	3909277	
Registered office	Moorcroft Centre for the Community Old School Place Westfield Woking Surrey GU22 9PB	
Independent examiner	Frances Wilde FCCA DChA Warner Wilde Chartered Certified Accountants 4 Marigold Drive Bisley Surrey GU24 9SF	

RELATE WEST SURREY

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RELATE WEST SURREY

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report and accounts for the year ended 31 March 2023.

CHAIR'S INTRODUCTION – FOR THE YEAR ENDED March 31st, 2023

The year under review has seen the emergence of a 'post-Covid' world, where new ways of online and hybrid working have developed (for clients, potential clients and our counselling staff). The year will also be remembered as one where a 'cost of living crisis' developed in the UK, with contributing factors to double digit inflation including events in Ukraine. It is therefore pleasing to report that, despite these significant developments, Relate West Surrey continued to provide its core range of counselling services through the year - delivering a full year small operating surplus in the process.

A flexible approach to client delivery has been key, and remains so going forward. Of the 5,127 hours of counselling hours provided over the year, 28 % were delivered face-to-face and 72% online. Sessions were delivered through the core working hours of Monday to Friday (9am to 5pm) as well as through evening and weekend periods.

In terms of service quality and provision, our counsellors are trained to a minimum of a Level 5 qualification (with most having first and second degrees also), and our waiting lists during the year have been low - allowing clients to book their initial appointment within the order of 7 days in the majority of cases.

Regarding overall demand, traditional couples counselling continued to reduce (and was lower than budgeted), while our work with young people through the Surrey Wellbeing Partnership (with Surrey and Borders Partnership NHS Foundation Trust) increased.

We continue to benefit from a number of grants, with major donors being Elmbridge Borough Council and The Community Foundation for Surrey. This area has been challenging given the widespread cost increases affecting all organisations. We had been notified in the prior year about significant service charge increases in our Commercial Way office in Woking – subsequent discussions then led to our moving to new more affordable premises in The Moorcroft Centre (in the Westfield area of Woking) in January 2023.

Relate West Surrey continued to play its part as an independent Federated Centre within the Relate Federation. It supports the Relate National organisation both through a financial contribution as a member of the Federation and through collegiate working practices. RWS recognises in particular the value offered by the National organisation in areas such as the Practice Helpline, the Penelope IT system, and Insurance support.

There have been several trustee changes over the year, with particular thanks to Elizabeth Taylor leaving after 8 years of service (as trustee and Company Secretary). It should also be noted that Jim Mussett stepped down as chair in June 2023 after 9 years of service as Chair of Relate West Surrey. On behalf of the Board and all staff, I would like to thank Jim for his stewardship of the organisation over that period.

Looking ahead to the coming year, we will be paying particular attention to strategic development (leveraging work underway at Relate National) – including marketing, website redesign, a focus on the most appropriate key performance indicators and how that may lead to improved and more appropriate services.

As the recent incoming Chair (from June 2023), I have been struck by the dedication of staff and trustees as I get to know the organisation – very inspiring to see, and I would like to thank everyone for their commitment to the charity.

G S Dehal

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's governing document, the Companies Act 2006 and "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 (FRS102)(effective 1 January 2019)".

Vision
The vision of Relate West Surrey is: a future where healthy relationships are actively promoted as the heart of a thriving society.

Mission

The mission of Relate West Surrey is to make support for healthy relationships available to everyone by:

- Helping couples, families and individuals to make relationships work better;
- Helping children and young people to ensure their mental wellbeing in their daily lives;
- Delivering inclusive, high-quality services that are relevant at every stage of life

Equality and Diversity
Relate West Surrey recognises and accepts its legal obligations under the Equality Act 2010. Under this Act, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation are protected characteristics. Employees, volunteers and applicants for employment who have one or more of these characteristics are protected from all forms of unlawful discrimination in the workplace, including: direct and indirect discrimination; discrimination by association; discrimination by perception; discrimination arising from disability; harassment and victimisation.

Relate West Surrey seeks to employ a workforce that reflects the diverse community at large because Relate West Surrey values the individual contribution of people irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Relate West Surrey will use its best endeavours to provide a working environment free from unlawful discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Relate West Surrey undertakes to review periodically its recruitment and selection criteria and procedures to maintain a system where individuals are selected solely on the basis of their merits and abilities.

Relate West Surrey undertakes to review its employment practices, policies and procedures, including opportunities for training and promotion, pay and benefits, discipline, selection for redundancy and retirement, to ensure that it avoids all forms of unlawful discrimination in the workplace.

All employees, volunteers and clients will be treated with dignity and respect. Relate West Surrey recognises that harassment, bullying and victimisation are forms of unlawful discrimination and has a separate policy statement on dignity at work which deals with these issues.

Relate West Surrey will make reasonable adjustments to its recruitment and selection arrangements and procedures to ensure that no applicant for employment is disadvantaged because of a disability. Whenever reasonable and practicable, Relate West Surrey will make adjustments to retain disabled employees in its workforce. This may include making reasonable adjustments to working arrangements and practices, making changes to the physical environment and/or providing auxiliary aids and services.

Relate West Surrey will not tolerate acts which breach this policy and all instances of such behaviour or alleged behaviour will be taken seriously, fully investigated and may be subject to the Disciplinary Procedure. Relate West Surrey further seeks to give all employees equal opportunity and encouragement to progress within the organisation.

Objectives and activities
The objectives of Relate West Surrey are:

- 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;
- To seek to enhance the good health, both mental and physical, of adults and children by increasing public awareness of the benefit of committed couple relationships, marriage, and family life and working to prevent poverty, hardship and distress caused by the breakdown of such relationships;
- To provide counselling, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work which may prejudice their physical and mental well- being, or influence either directly or indirectly, their present or future family or couple relationships;
- To relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Risk Management
The Directors/Trustees are responsible for the management of the risks faced by the organisation. Risks are identified annually by each of the sub-committees who then assess, review and take any necessary remedial action prior to recommendation to the Executive Committee. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Through the risk management process the Trustees are satisfied that all major risks have been identified and action taken where necessary. It is recognised that systems can only provide reasonable, not absolute, assurance that major risks have been adequately managed.

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.

What we do
Relate West Surrey is part of the largest, most professional and most experienced relationship counselling service in the country, Relate National. We help people to work through their relationship difficulties and reach their own decisions about the best way forward. There are six ways in which we provide this service:

- Relationship counselling
- Children and young people’s counselling
- Individual counselling
- Family counselling
- Family mediation
- Psychosexual therapy

Clients can move seamlessly from one service to another as counselling proceeds. For example, a couple with relationship difficulties can be seen as a family, where the problems between them are affecting their children. A Continuing Professional Development (CPD) programme maintains quality standards for counsellors.

Achievements and performance

The year in review
During the year Relate West Surrey continued to provide services online, with increased face to face counselling in line with returning demand.

In 2022/23, these services accounted for a combined total of 5,127 counselling hours, a small decrease on 2021/22. The balance of our services changed, with services for young people now accounting for more than half of our total hours and new services such as individual counselling growing as a share of the total, as shown in the chart below:

	2022/2023	**2021/2022**
Adult Relationship Counselling	1,758	2,280
Young People Counselling	2,885	2,820
Individual Counselling	245	0
PST	189	195
Other	50	99
Total	**5,127**	**5,394**

Developments in 2022/23
Below is a summary of the main developments during the year:

- Site Changes
  We moved out of our Woking town centre suite of offices to a suite to offices at Moorcroft Centre for the Community in Westfield, Woking in January 2023 in order to save costs. We also took on a new lease on offices in Esher in January 2023 to cater for the increased demand for in-person counselling in Elmbridge. We now have offices in Woking and Esher and the use of an office in Farnham. We see clients from 9am to 9pm from Monday to Friday and on Saturday mornings from 9am to 1pm.

- CLIENTS
  We saw 1,114 clients in the year ending the 31 March 2023, with 310 clients seen in person and 804 clients seen via Zoom. The number of in person sessions increased by more than 1,000 over 2021/22 as more normal working conditions returned. Our clients reported a high level of satisfaction with the service they received.

- CAMHS
  We started year 2 of a new Mindworks (CAMHS) contract on 1 April 2022. We are part of Surrey Wellbeing Partnership formed by 12 voluntary sector organisations. We counsel more that 400 young people aged 10-18 every year as part of the CAMHS Early Intervention service to help prevent more serious mental health issues. We also offer family counselling to support young people and their families with any difficulties they may encounter at home. We work with presenting issues that range from mild anxiety to self-harm and suicidal ideation; safeguarding plays a big part in our work with young people.

- Individual Counselling
  We launched this new service for adult individuals with mild to moderate mental health issues in January, 2023. We have seen those with anxiety, low mood, loneliness and bereavement.

- Counsellors
  We employ an average of 30 highly trained and qualified counsellors who all have post-graduate qualifications in specialisms such as child and adolescent mental health or psycho-sexual therapy .The turnover of skilled counsellors accelerated during the year and we took on more trainee counsellors due to the difficulty of recruiting qualified Adult Relationship counsellors. We also took on our first trainee young people's counsellor.

- Funding
  Raising money from grant funding to help support clients on low incomes continued to be challenging. We also lost all funding from Woking Borough Council.

- Website
  We launched our new website in April 2023 with new content and design features to follow the re-branding of the Relate National website.

Financial review

The Charity reduced the Operating Loss to £54,802 in 2022/23, down from £79,153 the previous year. Total Income was up by £23,937 (6.4%) in spite of a small reduction in counselling hours, helped by increased fee charges in certain service lines. Even after these increases, our charges are at the lower end of market rates and we have every intention of continuing to ensure that cost is not a barrier to access to the Charity's services.

Costs were virtually constant at £450,674 although significant increases in occupancy costs resulted in us moving our head office from central Woking to smaller, more economic premises. We also increased our support for clients who might otherwise find difficulty in meeting our fees by more than 50%, waiving £17,015 in fees in 2022/23 up from £11,040 in the previous year.

Grant income fell to £30,985 (down 11.5%) and donations to £24,660 (down 31.8%) as our traditional providers came under financial pressure themselves. These funds help us to meet our occupancy costs and provide the bursary support described above. Our staff work diligently to source new donors to enable us to continue to offer financial support to clients in need.

Unrestricted funds stood at £148,405 at 31 March, 2023 (2022: £147,562). These funds represent the equivalent of approximately four months of operating costs. The Trustees believe it prudent to retain this level of reserves to enable the charity to weather the current uncertain environment and continue to serve our clients.

Acknowledgements

The Trustees and staff would like to thank the following people and organisations for their support during the year:
Arnold Clarke
Aviva
Community Foundation Surrey
Edward Gosling
Elmbridge Borough Council
Mortgage Bureau
Persimmon
Sovereign Houses
Woking Borough Council

London Marathon Runners:
Max Danter – virtual
Matt Hawkins
Simon Wilson

Structure, governance and management

Relate West is a company limited by guarantee, registered in England and Wales (Company no. 3909277) and is also an independent registered charity (Charity Registration no. 1079270). The Company is bound by its Memorandum & Articles of Association and the bylaws of Relate National.

Relate West Surrey has an Executive Committee made up of Directors/Trustees who are jointly responsible for strategic direction, decision making and policy of the organisation. The centre Chief Executive Officer (CEO) has day to day responsibility for operational implementation and for meeting agreed objectives and provides regular reports to the Executive Committee and attends the Board Meetings. In order to enhance the governance of the Company three sub-committees of the Board operate in key areas namely Finance, Marketing, and Governance and have specific terms of reference. These meetings are attended by members of the Executive Committee, who have relevant experience, together with the CEO and other members of staff as required.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Gurpreet Singh Dehal (Chair)	(Appointed 8 June 2023)
Simon Collins	
Gary Couch (Treasurer)	
Alison MacLennan	(Appointed 8 June 2023)
Rosie McKimmie	(Appointed 8 June 2023)
Leslie J Mussett (Chair to 07/06/23)	(Resigned 7 June 2023)
Alex Nairn (Vice Chair)	
Ajitpal Rekhi	
Elizabeth Taylor (Company Secretary)	(Resigned 26 January 2023)
L Di Bonaventura	(Appointed 1 November 2022 and resigned 29 June 2023)
I Wilder	(Appointed 1 October 2022 and resigned 27 March 2023)

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.

The trustees' report was approved by the Board of Trustees.

G.S. Dehal

.....

Gurpreet Singh Dehal (Chair)
Trustee

Date: 16/12/23

RELATE WEST SURREY

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF RELATE WEST SURREY

I report to the trustees on my examination of the financial statements of Relate West Surrey (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report
As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

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

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

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

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Frances Wilde FCCA DChA

Warner Wilde
Chartered Certified Accountants
4 Marigold Drive
Bisley
Surrey
GU24 9SF

Dated: 30 October 2023

RELATE WEST SURREY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Income from:			
Counselling Fees	**4**	202,168	205,866
Contract income	**4**	193,434	164,280
Other trading activities	**5**	-	1,000
Investments	**6**	270	735
Total income		395,872	371,881
Expenditure on:			
Raising funds	**7**	3,384	8
Charitable activities	**8**	447,290	451,025
Total expenditure		450,674	451,033
Operating Loss		(54,802)	(79,152)
Grants		30,985	35,013
Donations		24,660	36,176
Income from grants and donations		55,645	71,189
Net movement in funds		843	(7,963)
Fund balances at 1 April 2022		147,562	155,525
Fund balances at 31 March 2023		148,405	147,562

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 WEST SURREY

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	13		69		237
Current assets					
Debtors	14	14,444		14,454	
Cash at bank and in hand		174,652		155,522	
		189,096		169,976	
Creditors: amounts falling due within one year	15	(40,760)		(22,651)	
Net current assets			148,336		147,325
Total assets less current liabilities			148,405		147,562
Income funds					
Unrestricted funds			148,405		147,562
			148,405		147,562

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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 19.Oct.22

Gurpreet Singh Dehal (Chair)
Trustee

Gary Couch (Treasurer)
Trustee

Company registration number 3909277

1 Accounting policies

Charity information

Relate West Surrey is a private company limited by guarantee incorporated in England and Wales. The registered office is Moorcroft Centre for the Community, Old School Place, Westfield, Woking, Surrey, GU22 9PB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

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

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

When amounts are received in advance for delivery of service, such amount is recorded as and when the service is performed rather than when the amount is contractually earned.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

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.

Tangible fixed assets are stated at cost less depreciation. Assets are capitalised over £1000. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Fixtures, fittings & equipment	Straight line over three years.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

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.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies **(Continued)**

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2023	2022
	£	£
Donations and gifts	4,370	8,303
Donated goods and services	20,290	27,873
	24,660	36,176

4 Charitable activities

	2023	2022
	£	£
Counselling fees	202,168	205,866
Services provided under contract	193,434	164,280
Performance related grants	30,985	35,013
	426,587	405,159
Woking Borough Council	5,000	15,000
Elmbridge Borough Council	8,970	8,970
National Lottery Community Fund	-	3,043
High Sheriff Youth Awards	4,000	2,000
Edward Gostling	8,000	5,000
Persimmon	1,000	1,000
Other	4,015	70,026
	30,985	35,013

iRelate and PST income are included within 'Counselling Fees'.

5 Other trading activities

	Total	Unrestricted funds
	2023	2022
	£	£
Fundraising events	-	1,000

6 Investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Rental income	-	735
Interest receivable	270	-
	270	735

7 Raising funds

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Fundraising and publicity		
Other fundraising costs	3,384	8
	3,384	8

8 Charitable activities

	Counselling Services 2023	**Counselling Services 2022**
	£	**£**
Staff costs	313,533	322,593
Quality assurance and support	24,640	20,840
Office overheads	29,916	30,328
Premises costs	60,524	56,345
Relate Federation Central cost	16,901	15,710
Donated counselling services	-	3,525
	445,514	449,341
Share of support costs (see note 9)	168	168
Share of governance costs (see note 9)	1,608	1,516
	447,290	451,025

9 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Depreciation	168	-	168	168	-	168
Independent Examiner's Fee	-	1,608	1,608	-	1,516	1,516
	168	1,608	1,776	168	1,516	1,684
Analysed between						
Charitable activities	168	1,608	1,776	168	1,516	1,684

10 Trustees

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

None of the Trustees (2022: none) were reimbursed a total of £nil (2022: nil) travel expenses.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Counselling	24	25
Reception	4	6
Support	3	3
	31	34

Employment costs	2023 £	2022 £
Wages and salaries	300,186	307,866
Social security costs	10,385	11,686
Other pension costs	2,962	3,040
	313,533	322,592

All 31 (2022: 34) staff were part time employees, The table represents the average number of posts for the year.

The cost of Key Management Personnel during the year was £99,857 (2022: £95,555) including Employers National Insurance contributions.

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

12 Taxation

The charity is exempt from corporation tax on its charitable activities.

13 Tangible fixed assets

	Fixtures, fittings & equipment
	£
Cost	
At 1 April 2022	7,333
Disposals	(3,602)
At 31 March 2023	3,731
Depreciation and impairment	
At 1 April 2022	7,096
Depreciation charged in the year	168
Eliminated in respect of disposals	(3,602)
At 31 March 2023	3,662
Carrying amount	
At 31 March 2023	69
At 31 March 2022	237

14 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Other debtors	6,691	9,031
Prepayments and accrued income	7,753	5,423
	14,444	14,454

15 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Other taxation and social security		4,449	4,753
Deferred income	**16**	20,685	9,297
Trade creditors		22,914	6,299
Other creditors		1,070	796
Accruals		(8,358)	1,506
		40,760	22,651

16 Deferred income

	2023	2022
	£	£
Other deferred income	20,685	9,297

Deferred income is included in the financial statements as follows:

	2023	2022
	£	£
Deferred income is included within:		
Current liabilities	20,685	9,297
Movements in the year:		
Deferred income at 1 April 2022	9,297	2,356
Released from previous periods	(9,297)	(2,356)
Resources deferred in the year	20,685	9,297
Deferred income at 31 March 2023	20,685	9,297

17 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £2,962 (2022 - £3,040).

18 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

SearchLight Counselling & Therapy

England & Wales - Charity number 1079270

Accounts

Charity Registration No. 1079270

Company Registration No. 3909277 (England and Wales)

RELATE WEST SURREY

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 22

RELATE WEST SURREY

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LEGAL AND ADMINISTRATIVE INFORMATION

Directors/Trustees	Simon Collins Gary Couch (Treasurer) Leslie J Mussett (Chair) Alex Nairn (Vice Chair) Ajitpal Rekhi Elizabeth Taylor (Company Secretary)
Secretary	Elizabeth Taylor
Chief Executive Officer	Jill Rawling
Registered Charity number	1079270
Company registration number	3909277
Registered office	Provincial House 26 Commercial Way Woking Surrey GU21 6EN
Independent examiner	Frances Wilde FCCA DChA Warner Wilde Chartered Certified Accountants 4 Marigold Drive Bisley Surrey GU24 9SF

RELATE WEST SURREY

CHAIR'S REPORT FOR THE YEAR ENDED 31 MARCH 2022

The year reported has seen a continuation in the impact of Covid with all counselling sessions being carried out through the web This has meant most staff working from home which they have done with great commitment and for which I offer thanks on behalf of my Board colleagues. Not surprisingly our counselling staff, like our potential clients, have suffered from Covid which has impacted on availability of counselling hours.

Undoubtedly the impact of the various lockdown periods has also impacted on the demand for service with traditional couple counselling at lower than hoped for levels. We have also seen increasing demand for bursaries as personal budgets have been under pressure. However, we have been fortunate in receiving additional one-off grants to support the demand.

As I reported last year our work with young people is mainly contracted through Surrey Wellbeing Partnership with Surrey and Borders Partnership NHS Foundation Trust and demand continues unabated. However, the contract has created some issues for us in the promptness of agreeing budgets and the increasing demand for data which has exceeded the original expectations. This has meant increased workload for our administrative staff resulting in increased costs against those originally anticipated.

We continue to benefit from grants from both Woking Borough Council and Elmbridge. However, it was disappointing to learn towards the year end that our Woking grant would be reduced for 2022-23 by two thirds. At the same time, we were notified of a significant increase in our service charge for our Woking offices, which are council owned. This has necessitated discussions with council representatives in an attempt to reach an acceptable solution. Dependent on the outcome of those discussion we may have to consider possible alternatives.

During the year three longstanding trustees left the Board. Simon Atkinson and Alison McLennan retired, having completed their maximum terms of 8 years' service and Fengyang Zou resigned as a trustee through pressure of her outside work. I should like to thank each of them for their outstanding contribution to the Charity.

The coming year will hopefully see a gradual return to face-to-face counselling, but it is unlikely that we will return to the number of outposts previously provided. The pandemic has undoubtedly had an impact on the way in which we operate. I should like to thank all staff and Trustees for their commitment to the Charity during these difficult times.



L J Mussett

Chair

The Trustees present the report and accounts for Relate West Surrey for the year ended 31 March 2022.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's governing document, the Companies Act 2006 and "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 (FRS102)(effective 1 January 2019)".

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees (who are also the Directors of the Company) currently comprises nine members, and for the purpose of company law, those who served during the year were:

Simon Atkinson (resigned 30 September 2021)

Simon Collins

Gary Couch (Treasurer)

Alison McLennan (resigned 31 March 2022)

Leslie J Mussett (Chair)

Alex Nairn (Vice Chair)

Joss Patterson (appointed 28 March 2022; resigned 27 April 2022)

Ajitpal Rekhi

Elizabeth Taylor (Company Secretary)

Fengyang Zou (resigned 14 October 2021)

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.

Governing Document

Relate West Surrey (the Company/the Charity) is a company limited by guarantee, registered in England and Wales (Company no. 3909277) and is also an independent registered charity (Charity Registration no. 1079270). The Company is bound by its Memorandum & Articles of Association and the bylaws of Relate National.

Equality and Diversity

Relate West Surrey recognises and accepts its legal obligations under the Equality Act 2010. Under this Act, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation are protected characteristics. Employees, volunteers and applicants for employment who have one or more of these characteristics are protected from all forms of unlawful discrimination in the workplace,

including: direct and indirect discrimination; discrimination by association; discrimination by perception; discrimination arising from disability; harassment and victimisation.

Relate West Surrey seeks to employ a workforce that reflects the diverse community at large because Relate West Surrey values the individual contribution of people irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Relate West Surrey will use its best endeavours to provide a working environment free from unlawful discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Relate West Surrey undertakes to review periodically its recruitment and selection criteria and procedures to maintain a system where individuals are selected solely on the basis of their merits and abilities.

Relate West Surrey undertakes to review its employment practices, policies and procedures, including opportunities for training and promotion, pay and benefits, discipline, selection for redundancy and retirement, to ensure that it avoids all forms of unlawful discrimination in the workplace.

All employees, volunteers and clients will be treated with dignity and respect. Relate West Surrey recognises that harassment, bullying and victimisation are forms of unlawful discrimination and has a separate policy statement on dignity at work which deals with these issues.

Relate West Surrey will make reasonable adjustments to its recruitment and selection arrangements and procedures to ensure that no applicant for employment is disadvantaged because of a disability. Whenever reasonable and practicable, Relate West Surrey will make adjustments to retain disabled employees in its workforce. This may include making reasonable adjustments to working arrangements and practices, making changes to the physical environment and/or providing auxiliary aids and services.

Relate West Surrey will not tolerate acts which breach this policy and all instances of such behaviour or alleged behaviour will be taken seriously, fully investigated and may be subject to the Disciplinary Procedure. Relate West Surrey further seeks to give all employees equal opportunity and encouragement to progress within the organisation.

Relate West Surrey will monitor and review the operation of this policy and will implement any changes required by law or to improve its effectiveness.

Organisational Structure

Relate West Surrey has an Executive Committee made up of Directors/Trustees who are jointly responsible for strategic direction, decision making and policy of the organisation. The centre Chief Executive Officer (CEO) has day to day responsibility for operational implementation and for meeting agreed objectives and provides regular reports to the Executive Committee and attends the Board Meetings. In order to enhance the governance of the Company three sub-

committees of the Board operate in key areas namely Finance, Marketing, and Governance and have specific terms of reference. These meetings are attended by members of the Executive Committee, who have relevant experience, together with the CEO and other members of staff as required.

VISION

The vision of Relate West Surrey is: a future where healthy relationships are actively promoted as the heart of a thriving society.

Mission

The mission of Relate West Surrey is to make support for healthy relationships available to everyone by:

- Helping couples, families and individuals to make relationships work better;
- Helping children and young people to ensure their mental wellbeing in their daily lives;
- Delivering inclusive, high-quality services that are relevant at every stage of life;

Objectives and Activities

The objectives of Relate West Surrey are:

- 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;
- To seek to enhance the good health, both mental and physical, of adults and children by increasing public awareness of the benefit of committed couple relationships, marriage, and family life and working to prevent poverty, hardship and distress caused by the breakdown of such relationships;
- To provide counselling, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work which may prejudice their physical and mental well- being, or influence either directly or indirectly, their present or future family or couple relationships;
- To relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake and there has been no change in these during the year.

Risk Management

The Directors/Trustees are responsible for the management of the risks faced by the organisation. Risks are identified annually by each of the sub-committees who then assess,

review and take any necessary remedial action prior to recommendation to the Executive Committee.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Through the risk management process the Trustees are satisfied that any major risks have been identified and action taken where necessary. It is recognised that systems can only provide reasonable, not absolute assurance that major risks have been adequately managed.

OPERATIONAL REVIEW

What we do

Relate West Surrey is part of the largest, most professional and most experienced relationship counselling service in the country, Relate National. We help people to work through their relationship difficulties and reach their own decisions about the best way forward. There are six ways in which we provide this service:

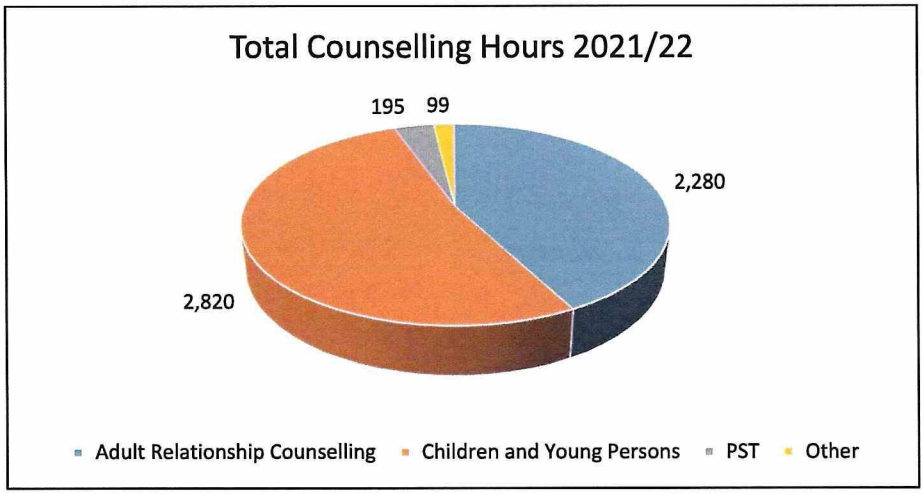
- Relationship counselling
- Children and young people's counselling
- Family counselling
- Family mediation
- Psychosexual therapy

Clients can move seamlessly from one service to another as counselling proceeds. For example, a couple with relationship difficulties can be seen as a family, where the problems between them are affecting their children. A Continuing Professional Development (CPD) regime delivers our core training programme for counsellors.

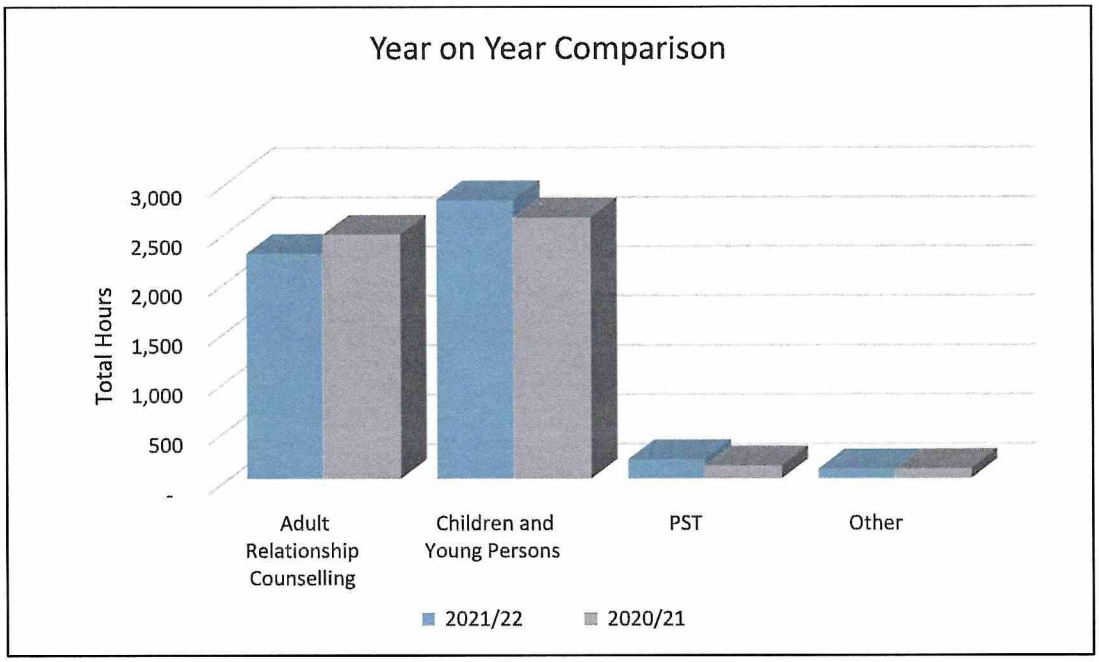
The year in review

Due to the COVID-19 pandemic, Relate West Surrey continued to adapt digital tools to provide services online, with limited face to face counselling resuming in March, 2022.

In 2021/22, these services accounted for a combined total of 5,394 counselling hours, a small increase on 2020/21. The balance of our services changed, with services to children and young people's counselling now accounting for more than half of our total hours, as shown in the chart below:



The chart below shows our service delivery has changed between over the last two years



Developments in 2021/22

Below is a summary of the main developments over the year:

- Site Changes

We closed our Walton office on 1 January, 2022 as there were restrictions in place to prevent face to face counselling. Our main office in Woking remained open for admin purposes and re-opened for face to face counselling in April, 2022 on a limited basis.

- CAMHS

We started a new 7 year CAMHS contract on 1 April, 2021 as part of a partnership of 13 voluntary sector organisations. We will be counselling more than 400 young people and their families each year to help prevent more serious mental health issues.

- Individual Counselling

We launched a new service for adult individuals whose mental health has been affected by the pandemic in January, 2022. We have seen those with anxiety, low mood, loneliness and bereavement.

- Counsellors

We suffered a significant loss of adult relationship counsellors during the year, as many set up private practices to satisfy the demand for counselling, much of which was provided by video. These skilled practitioners have been difficult to replace.

- Funding

Our grant funding fell by almost £14,000 last year, despite our best efforts. This reflected the growing demand for funding from all in the charity sector.

FINANCIAL REVIEW

The Operating Loss increased to £79,152 in 2021/22 from £13,885 the previous year. Revenues were up by £31,571 (9%) reflecting increased fee charges in certain service lines, whilst costs rose by £96,475 (27%) as a result of the set up costs associated with our new long term CAMHS contract, the withdrawal of furlough payments and significantly increased occupancy costs on our Woking head office.

We suffered a major fall in grant income of £13,957 (29%), which was partially offset by donations rising by £6,290 (21%), leading to a loss for the year of £7,963 (2020/21: £64,971 surplus). Many of our traditional grant providers appear to be under some financial pressure

and the Directors recognise that in the absence of grant support, it may be necessary to curtail some of the less economic services we currently deliver.

Unrestricted funds stood at £147,562 at 31 March, 2022 (2021: £155,525). These funds represent the equivalent of approximately four months of operating costs. The Trustees believe it prudent to retain this level of reserves to enable the charity to weather the current uncertain environment and continue to serve our clients.

Leslie J Mussett
Chair and Trustee
Dated 29/9/22.

ACKNOWLEDGEMENTS

The Trustees and staff would like to thank the following people and organisations for their support during the year:

Arnold Clark

Community Foundation Surrey

Elmbridge Borough Council

Edward Gostling Foundation

High Sherriff of Surrey Youth Awards

National Lottery Community Fund

Persimmon

Woking Borough Council

RELATE WEST SURREY

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF RELATE WEST SURREY

I report to the trustees on my examination of the financial statements of Relate West Surrey (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Frances Wilde FCCA DChA

Warner Wilde
Chartered Certified Accountants
4 Marigold Drive
Bisley
Surrey
GU24 9SF

Dated: 29 September 2022

RELATE WEST SURREY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Income from:			
Counselling fees	4	205,866	210,052
Contract income	4	164,280	130,188
Other trading activities	5	1,000	-
Investments	6	735	71
Total income		371,881	340,311
Expenditure on:			
Raising funds	7	8	(355)
Charitable activities	8	451,025	354,550
Total expenditure		451,033	354,195
Operating loss		(79,152)	(13,884)
Grants		35,013	48,970
Donations and legacies		36,176	29,886
Net movement in funds		(7,963)	64,972
Fund balances at 1 April 2021		155,525	90,553
Fund balances at 31 March 2022		147,562	155,525

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 WEST SURREY

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	2022 £	2021 as restated £	2021 as restated £
Fixed assets					
Tangible assets	13		237		405
Current assets					
Debtors	14	14,454		43,171	
Cash at bank and in hand		155,522		125,142	
		169,976		168,313	
Creditors: amounts falling due within one year	15	(22,651)		(13,193)	
Net current assets			147,325		155,120
Total assets less current liabilities			147,562		155,525
Income funds					
Unrestricted funds			147,562		155,525
			147,562		155,525

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

The trustees 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 accounts were approved by the Trustees on 29 September 2022

Leslie J Mussett (Chair)
Trustee

Trustee

Company Registration No. 3909277

1 Accounting policies

Charity information

Relate West Surrey is a private company limited by guarantee incorporated in England and Wales. The registered office is Provincial House, 26 Commercial Way, Woking, Surrey, GU21 6EN.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

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

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

When amounts are received in advance for delivery of service, such amount is recorded as and when the service is performed rather than when the amount is contractually earned.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

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.

Tangible fixed assets are stated at cost less depreciation. Assets are capitalised over £100. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Fixtures, fittings & equipment	Straight line over three years.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

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.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies **(Continued)**

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2022	2021
	£	£
Donations and gifts	8,303	2,580
Donated goods and services	27,873	27,306
	36,176	29,886

4 Charitable activities

	2022	2021
	£	£
Counselling fees	205,866	210,052
Services provided under contract	164,280	130,188
Performance related grants	35,013	48,970
	405,159	389,210
Woking Borough Council	15,000	15,000
Elmbridge Borough Council	8,970	8,970
Community Foundation Surrey	-	15,000
National Lottery Community Fund	3,043	10,000
High Sheriff Youth Awards	2,000	-
Edward Gostling	5,000	-
Persimmon	1,000	-
	35,013	48,970

iRelate and PST income £28,670 (2021: £19,498) are included within 'Counselling Fees'. The 2021 income has been reclassified from 'Contract income'.

5 Other trading activities

	Unrestricted funds	Total
	2022	2021
	£	£
Fundraising events	1,000	-

6 Investments

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Rental income	735	70
Interest receivable	-	1
	735	71

7 Raising funds

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Fundraising and publicity		
Other fundraising costs (including refunded Marathon fee)	8	(355)
	8	(355)

8 Charitable activities

	Counselling Services 2022 £	Counselling Services 2021 £
Staff costs	322,593	258,179
Quality assurance and support	20,840	29,774
Office overheads	30,328	22,298
Premises costs	56,345	27,241
Relate Federation Central cost	15,710	12,406
Donated counselling services	3,525	2,958
	449,341	352,856
Share of support costs (see note 9)	168	98
Share of governance costs (see note 9)	1,516	1,596
	451,025	354,550

9 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Depreciation	168	-	168	98	-	98
Independent Examiner's Fee	-	1,516	1,516	-	1,596	1,596
	168	1,516	1,684	98	1,596	1,694
Analysed between						
Charitable activities	168	1,516	1,684	98	1,596	1,694

10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration during the year, but nil (2021: nil) of them were reimbursed a total of £nil (2021: nil) travel expenses.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Counselling	25	29
Reception	6	11
Support	3	3
	34	43

Employment costs	2022 £	2021 £
Wages and salaries	307,867	246,566
Social security costs	11,686	8,969
Other pension costs	3,040	2,643
	322,593	258,178

All 34 (2021: 43) staff were part time employees, The table represents the average number of posts for the year.

The cost of Key Management Personnel during the year was £95,555 (2021: £85,885) including Employers National Insurance contributions.

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

12 Taxation

The charity is exempt from corporation tax on its charitable activities.

13 Tangible fixed assets

	Fixtures, fittings & equipment
	£
Cost	
At 1 April 2021	21,368
Disposals	(14,035)
At 31 March 2022	7,333
Depreciation and impairment	
At 1 April 2021	20,963
Depreciation charged in the year	168
Eliminated in respect of disposals	(14,035)
At 31 March 2022	7,096
Carrying amount	
At 31 March 2022	237
At 31 March 2021	405

14 Debtors

	2022	2021
Amounts falling due within one year:	£	£
Trade debtors	-	13,309
Other debtors	9,031	25,322
Prepayments and accrued income	5,423	4,540
	14,454	43,171

15 Creditors: amounts falling due within one year

	Notes	2022	2021
		£	£
Other taxation and social security		4,753	5,319
Deferred income	16	9,297	2,356
Trade creditors		6,299	3,297
Other creditors		796	821
Accruals		1,506	1,400
		22,651	13,193

16 Deferred income

	2022	2021
	£	£
Other deferred income	9,297	2,356

Deferred income is included in the financial statements as follows:

	2022	2021
	£	£
Deferred income is included within:		
Current liabilities	9,297	2,356
Movements in the year:		
Deferred income at 1 April 2021	2,356	4,261
Released from previous periods	(2,356)	(1,905)
Resources deferred in the year	9,297	-
Deferred income at 31 March 2022	9,297	2,356

17 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £3,040 (2021 - £2,643).

18 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

19 Prior period adjustment

Changes to the balance sheet

	At 31 March 2021		
	As previously reported	Adjustment	As restated
	£	£	£
Current assets			
Debtors due within one year	22,078	21,093	43,171
Capital funds			
Income funds			
Unrestricted funds	134,432	21,093	155,525
Total equity	134,432	21,093	155,525

Changes to the profit and loss account

	Period ended 31 March 2021		
	As previously reported	Adjustment	As restated
	£	£	£
Charitable activities	375,643	(21,093)	354,550
Net movement in funds	43,879	21,093	64,972

SearchLight Counselling & Therapy

England & Wales - Charity number 1079270

Accounts

Charity Registration No. 1079270

Company Registration No. 3909277 (England and Wales)

RELATE WEST SURREY

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 21

LEGAL AND ADMINISTRATIVE INFORMATION

Directors/Trustees	Simon Atkinson Simon Collins Gary Couch (Treasurer) Paul Crooks (resigned 26 November 2020) Alison McLennan Leslie J Mussett (Chair) Alex Nairn (Vice Chair) Ajitpal Rekhi Elizabeth Taylor (Company Secretary) Fengyang Zou
Secretary	Elizabeth Taylor
Chief Executive Officer	Jill Rawling
Registered Charity number	1079270
Company registration number	3909277
Registered office	Provincial House 26 Commercial Way Woking Surrey GU21 6EN
Independent examiner	Frances Wilde FCCA DChA Warner Wilde Chartered Certified Accountants 4 Marigold Drive Bisley Surrey GU24 9SF

RELATE WEST SURREY

CHAIRS' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The past year has been difficult for staff, clients and the Charity as a whole, due to the pandemic.

We began the year in lockdown and despite some relaxation during the year have remained so throughout. This meant a complete change in the way that we provided support to clients and in the way that our counsellors delivered that support. We rapidly needed to rethink how we were going to operate in this new and unexpected environment and with commitment from our staff and clients we moved from a face to face organisation to one delivering service remotely. As a result we decided to concentrate our administrative activities through two offices, Woking and Walton.

Unfortunately, this meant that we were faced with making a number of redundancies whilst putting others on furlough. As the year developed, and with suitable training for staff, we were pleasantly surprised to see that client demand was still evident and that the new approach of remote counselling was widely accepted by both adult and young clients. Due to the impact on clients of the pandemic we were faced with a higher demand for financial support through our bursary scheme and we are grateful for the additional grants that we received to enable us to meet clients' expectations. Despite the problems resulting from the pandemic we were able to end the year with a satisfactory surplus and to bolster our reserves that had been under some pressure

During the year, along with 11 other providers, we became a member of a new partnership organisation, The Surrey Well Being Partnership. This partnership was formed to be in a position to pitch for a new 7 year contract to provide service to SABP, Surrey Children's Emotional Wellbeing and Mental Health Service, which I am pleased to say it was successful in winning. The gaining of this new contract required considerable work on behalf of our management and staff to enable us to be in a position to commence delivery in April 2021. Particular thanks go to our CEO Jill Rawling and to one of our supervisors Christina Powell who has subsequently taken on a directorial role with the Surrey Wellbeing Partnership. Although we have been providing a similar service for the past few years the new arrangement will require greater levels of administrative support which will require some change to the way we work.

We continue to deliver our key service of support to couples although we are concerned that we may be losing some market share due to lack of awareness amongst possible clients of what Relate does, and the quality of its service. Relate West Surrey is a Federated Centre operating under an agreement with Relate National who take on the overall mantle of promoting the brand. Due to major restructuring within the National body this is an area that requires attention for the future.

I should like to thank my fellow Trustees for the time given to the Charity and particular thanks to all our staff without whom the service would not be possible. Similarly my thanks go to Woking Borough Council and Elmbridge Borough Council whose support has been instrumental in our being able to continue providing service to those adults and young people who need our support.

L J Mussett (Chair)

The Trustees present the report and accounts for Relate West Surrey for the year ended 31 March 2021.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's governing document, the Companies Act 2006 and "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)".

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees (who are also the Directors of the Company) currently comprises nine members, and for the purpose of company law, those who served during the year were:

Simon Atkinson

Simon Collins

Gary Couch (Treasurer)

Paul Crooks (resigned 26 November 2020)

Alison McLennan

Leslie J Mussett (Chair)

Alex Nairn (Vice Chair)

Ajitpal Rekhi

Elizabeth Taylor (Company Secretary)

Fengyang Zou

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.

Governing Document

Relate West Surrey (the Company/the Charity) is a company limited by guarantee, registered in England and Wales (Company no. 3909277) and is also an independent registered charity (Charity Registration no. 1079270). The Company is bound by its Memorandum & Articles of Association and the bylaws of Relate National.

Organisational Structure

Relate West Surrey has an Executive Committee made up of Directors/Trustees who are jointly responsible for strategic direction, decision making and policy of the organisation. The centre Chief Executive Officer (CEO) has day to day responsibility for operational implementation and for meeting agreed objectives and provides regular reports to the Executive Committee and attends the Board Meetings. In order to enhance the governance of the Company three sub-committees of the Board operate in key areas namely Finance, Marketing, and Governance and have specific terms of reference. These meetings are attended by members of the Executive Committee, who have relevant experience, together with the CEO and other members of staff as required.

VISION

The vision of Relate West Surrey is: a future where healthy relationships are actively promoted as the heart of a thriving society.

Mission

The mission of Relate West Surrey is to make support for healthy relationships available to everyone by:

- Helping couples, families and individuals to make relationships work better;
- Helping children and young people to ensure their mental wellbeing in their daily lives;
- Delivering inclusive, high-quality services that are relevant at every stage of life;

Objectives and Activities

The objectives of Relate West Surrey are:

- 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;
- To seek to enhance the good health, both mental and physical, of adults and children by increasing public awareness of the benefit of committed couple relationships, marriage, and family life and working to prevent poverty, hardship and distress caused by the breakdown of such relationships;
- To provide counselling, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work which may prejudice their physical and mental well-being, or influence either directly or indirectly, their present or future family or couple relationships;
- To relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake and there has been no change in these during the year.

Risk Management

The Directors/Trustees are responsible for the management of the risks faced by the organisation. Risks are identified annually by each of the sub-committees who then assess, review and take any necessary remedial action prior to recommendation to the Executive Committee.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Through the risk management process the Trustees are satisfied that any major risks have been identified and action taken where necessary. It is recognised that systems can only provide reasonable, not absolute assurance that major risks have been adequately managed.

OPERATIONAL REVIEW



What we do

Relate West Surrey is part of the largest, most professional and most experienced relationship counselling service in the country, Relate National. We help people to work through their relationship difficulties and reach their own decisions about the best way forward. There are six ways in which we provide this service:

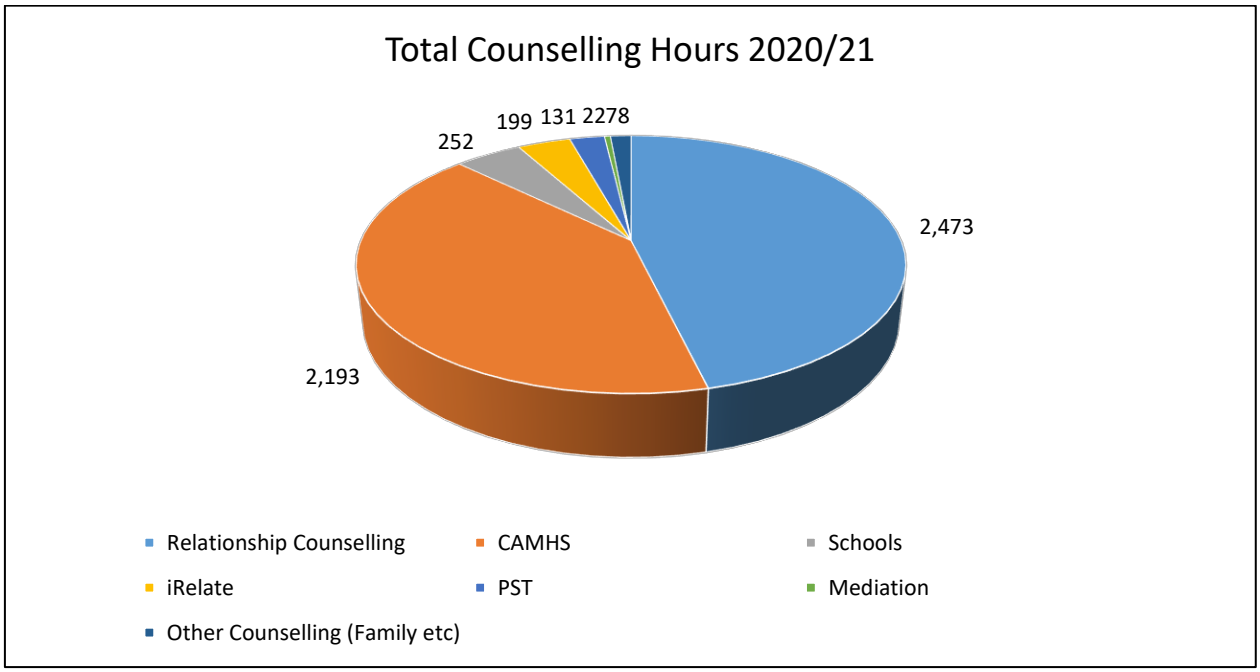
- Relationship counselling
- Children and young people's counselling
- Family counselling
- Family mediation
- Psychosexual therapy
- Education and training

Clients can move seamlessly from one service to another as counselling proceeds. For example, a couple with relationship difficulties can be seen as a family, where the problems between them are affecting their children. Our education and training courses cover subjects such as "Parenting Children with ADHD" and "Parents Apart". A Continuing Professional Development (CPD) regime delivers our core training programme for counsellors.

YEAR IN REVIEW

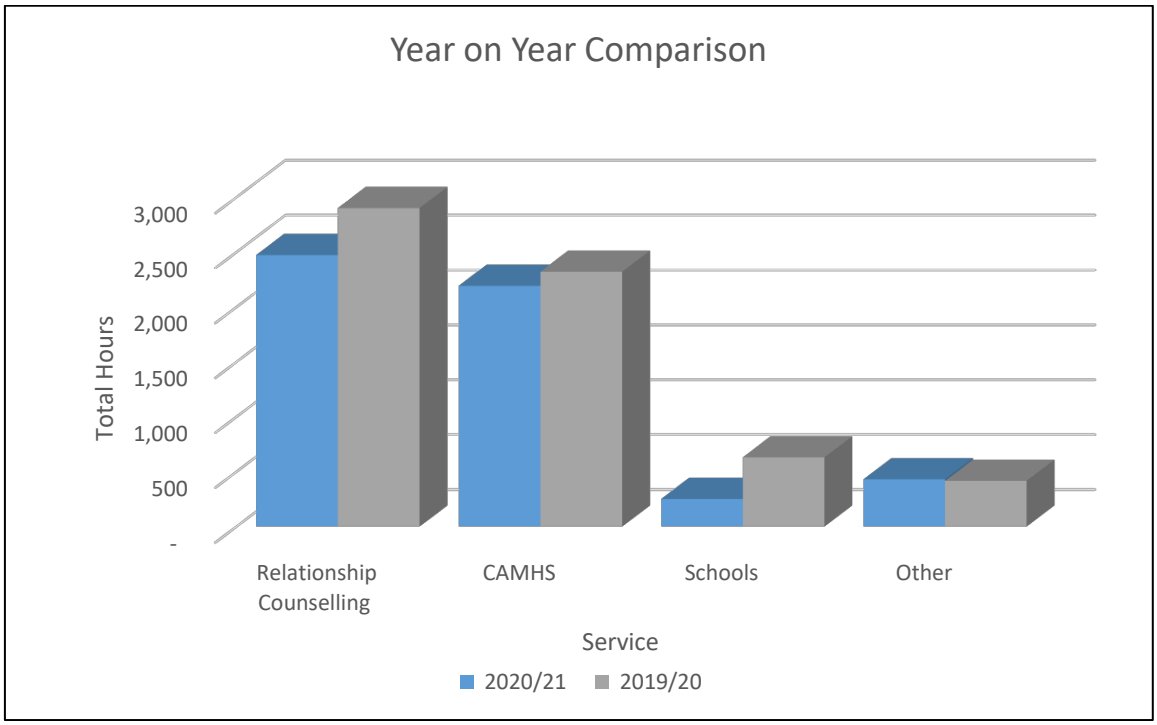
Due to the COVID-19 pandemic, national lockdowns and different levels of social distancing rules were in place throughout this financial year. To ensure the health and safety of our clients and staff, Relate West Surrey adapted digital tools to provide services online.

In 2020/21, these services accounted for a combined total of 5,348 counselling hours, divided by the type of service as follows:



This represented an overall decrease of 12.6% compared with the previous year. This decrease was expected due to the change in demand and the transition into moving our services online due to COVID-19.

The following chart shows how our business developed, by service type:



Developments in 2020/21

The total number of counselling sessions completed was 5,348, a decrease of 12.6% from 2019/20. This decrease was mainly due to the initial decreased demand during national lockdowns and the changes to our working practices as we developed online capability. In spite of these challenges, we were able to record a surplus for the year of £43,880 (2019/20: £19,758).

Below is a summary of the main developments:

- Site changes:
  Following the UK government's guidelines, we terminated all face-to-face counselling sessions. All of our offices were closed during national lockdown periods. The Woking and Walton Offices were later opened with COVID procedures in place allowing some counsellors and staff to conduct online counselling sessions or other work that they were not able to undertake at home.
- Working from home:
  Great effort was put into the transition of moving our services online and ensuring our staff and counsellors to work from home with appropriate equipment and support to ensure client confidentiality.
- CAMHS:
  We have signed a 7 year contract to provide young people's counselling services as part of the Surrey Well Being Partnership.
- Relationship Counselling:
  Counselling hours fell by 14.3% year on year. The demand was especially low during national lockdown periods.
- Young People Counselling (iRelate):
  This service was first introduced in April 2019. In the past year, volumes grew by 51.6%. With children and young people feeling widely isolated, the demand for this service has increased.
- Funding:
  We obtained £22,000 of grant funding for bursary support of those who, through COVID, would not otherwise be able to afford our services.

The impact of COVID-19:

The past financial year began during national lockdown and despite some easing during the year, social distancing and other rules have remained throughout. All of our staff put in great efforts to ensure that we can provide high-quality and accessible services to those in need. We provided adequate IT systems, hardware, training and other support to our staff and counsellors to ensure they could work efficiently and confidentially from home. The CEO spoke to each staff member and counsellor to understand their individual needs to create a new work schedule. The new web counselling service was widely accepted by both counsellors and clients (adult and young clients alike). We saw much greater need for financial support to our clients and we are grateful for the additional grants we received enabling us to provide more bursary sessions to those in need.

FINANCIAL REVIEW

In spite of the challenges presented by COVID-19, we were able to record a surplus for the year of £43,880 (2019/20: £19,758). This performance was underpinned by £78,856 of revenue from donations and grants and we are very grateful to the people and organisations listed on page 9 who provided this support.

Gross counselling revenues held up well, with the fall in counselling hours being mitigated by a rise in achieved hourly rates. Grant funding enabled us to widen the availability of our counselling by offering financial support to those who might not otherwise be able to afford the costs and this year, we waived £22,228 in fees (2019/20: £4,993).

Total costs were well controlled, falling by £83,868 (18.3 %) to £375,641, largely as a result of significant savings in staff costs reflecting the reduced counselling activity and savings in premises costs with the move to online counselling.

Unrestricted funds stood at £134,433 at 31 March, 2021 (2020: £90,553). These funds represent the equivalent of approximately six months of fixed overheads. The Trustees believe it prudent to retain this level of reserves to enable the charity to weather the current uncertain environment and continue to serve our clients.

Leslie J Mussett
Chair and Trustee

Dated 11th October 2021

ACKNOWLEDGEMENTS

The Trustees and staff would like to thank the following people and organisations for their support during the year:

Community Foundation Surrey

Elmbridge Borough Council

Matt Hawking – Virtual Marathon

National Lottery Awards for All

Tesco Bags for Life

Waitrose

Woking Borough Council

RELATE WEST SURREY

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF RELATE WEST SURREY

I report to the trustees on my examination of the financial statements of Relate West Surrey (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Frances Wilde FCCA DChA

Warner Wilde
Chartered Certified Accountants
4 Marigold Drive
Bisley
Surrey
GU24 9SF

Dated: 11 October 2021

RELATE WEST SURREY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	**Unrestricted funds 2021** £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income from:					
Donations and legacies	**3**	29,886	86,041	-	86,041
Charitable activities	**4**	389,209	390,741	-	390,741
Investments	**5**	71	2,979	-	2,979
Total income		419,166	479,761	-	479,761
Expenditure on:					
Raising funds	**6**	(355)	494	-	494
Charitable activities	**7**	375,641	457,128	2,381	459,509
Total resources expended		375,286	457,622	2,381	460,003
Net income for the year/ Net movement in funds		43,880	22,139	(2,381)	19,758
Fund balances at 1 April 2020		90,553	68,414	2,381	70,795
Fund balances at 31 March 2021		134,433	90,553	-	90,553

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 WEST SURREY

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	12		405		-
Current assets					
Debtors	13	22,079		18,160	
Cash at bank and in hand		125,142		82,885	
		147,221		101,045	
Creditors: amounts falling due within one year	14	(13,193)		(10,492)	
Net current assets			134,028		90,553
Total assets less current liabilities			134,433		90,553
Income funds					
Unrestricted funds			134,433		90,553
			134,433		90,553

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The trustees 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.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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 11.Oct.21

L J Mussett (Chair)
Trustee

G Couch
Trustee

Company Registration No. 3909277

1 Accounting policies

Charity information

Relate West Surrey is a private company limited by guarantee incorporated in England and Wales. The registered office is Provincial House, 26 Commercial Way, Woking, Surrey, GU21 6EN.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

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

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

When amounts are received in advance for delivery of service, such amount is recorded as and when the service is performed rather than when the amount is contractually earned.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

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.

Tangible fixed assets are stated at cost less depreciation. Assets are capitalised over £100. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Fixtures, fittings & equipment	Straight line over three years.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

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.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies **(Continued)**

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

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 charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2021	2020
	£	£
Donations and gifts	2,580	22,566
Donated goods and services	27,306	63,475
	29,886	86,041

4 Charitable activities

	2021	2020
	£	£
Counselling fees	190,554	220,215
Services provided under contract	149,685	146,253
Performance related grants	48,970	24,273
	389,209	390,741
Woking Borough Council	15,000	15,000
Elmbridge Borough Council	8,970	4,485
Spelthorne Borough Council	-	4,788
Community Foundation Surrey	15,000	-
National Lottery Community Fund	10,000	-
	48,970	24,273

5 Investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Rental income	70	3,305
Interest receivable	1	(326)
	71	2,979

6 Raising funds

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Fundraising and publicity		
Other fundraising costs (including refunded Marathon fee)	(355)	494
	(355)	494

7 Charitable activities

	Counselling Services 2021	**Counselling Services 2020**
	£	**£**
Staff costs	258,179	303,933
Quality assurance and support	29,772	17,416
Office overheads	22,298	27,113
Premises costs	48,334	57,901
Relate Federation Central cost	12,406	12,223
Donated counselling services	2,958	39,127
	373,947	457,713
Share of support costs (see note 8)	98	728
Share of governance costs (see note 8)	1,596	1,068
	375,641	459,509
Analysis by fund		
Unrestricted funds	375,641	457,128
Restricted funds	-	2,381

8 Support costs

	Support costs	**Governance costs**	**2021**	Support costs	Governance costs	2020
	£	**£**	**£**	£	£	£
Depreciation	98	-	98	728	-	728
Independent Examiner's Fee	-	1,596	1,596	-	1,068	1,068
	98	1,596	1,694	728	1,068	1,796
Analysed between						
Charitable activities	98	1,596	1,694	728	1,068	1,796

9 Trustees

None of the Trustees (or any persons connected with them) received any remuneration during the year, but nil (2020: three) of them were reimbursed a total of £nil (2020: £189) travel expenses.

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Counselling	29	24
Reception	11	13
Support	3	3
	43	40

Employment costs	2021 £	2020 £
Wages and salaries	246,567	293,949
Social security costs	8,969	7,710
Other pension costs	2,643	2,273
	258,179	303,932

All 33 (2020: 40) staff were part time employees, The table represents the average number of posts for the year.

The cost of Key Management Personnel during the year was £85,885 (2020: £91,986) including Employers National Insurance contributions.

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

11 Taxation

The charity is exempt from corporation tax on its charitable activities.

12 Tangible fixed assets

	Fixtures, fittings & equipment
	£
Cost	
At 1 April 2020	20,865
Additions	503
At 31 March 2021	21,368
Depreciation and impairment	
At 1 April 2020	20,865
Depreciation charged in the year	98
At 31 March 2021	20,963
Carrying amount	
At 31 March 2021	405

13 Debtors

	2021	2020
Amounts falling due within one year:	£	£
Trade debtors	13,310	13,675
Other debtors	4,229	4,485
Prepayments and accrued income	4,540	-
	22,079	18,160

14 Creditors: amounts falling due within one year

	Notes	2021	2020
		£	£
Other taxation and social security		5,319	3,663
Deferred income	**15**	2,356	4,261
Trade creditors		3,297	1,010
Other creditors		821	94
Accruals		1,400	1,464
		13,193	10,492

15 Deferred income

	2021	2020
	£	£
Other deferred income	2,356	4,261

16 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £2,643 (2020 - £2,273).

17 Restricted funds

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

				Movement in funds	
	Balance at 1 April 2019	Resources Expended	Balance at 1 April 2020	Incoming Resources	Balance at 31 March 2021
	£	£	£	£	£
Elmbridge BC - start up costs for Weybridge	2,000	(2,000)	-	-	-
WAVS - CAMHS resources	381	(381)	-	-	-
	2,381	(2,381)	-	-	-

The Young People's Counselling fund is for providing counselling to young people of secondary school age.

18 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).