



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

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
 - 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	<u>5,063</u>	<u>5,127</u>

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.

THE YEAR IN REVIEW (CONTINUED)

- 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.

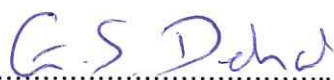
Relate West Surrey has a Board made up of Directors/Trustees who are jointly responsible for strategic direction, decision making and policies of the organisation. The centre Chief Executive Officer (CEO) and senior staff attend Board meetings. The CEO has day to day responsibility for operational implementation 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.


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Gurpreet Singh Dehal (Chair)
Trustee

Date: 10/11/24

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

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

G. C.
Gary Couch (Treasurer)
Trustee

Company registration number 3909277 (England and Wales)

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

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.

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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.

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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.

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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
	<u>13,036</u>	<u>24,660</u>

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
	<u>463,801</u>	<u>426,587</u>

Charitable trading income
iRelate and PST income are included.

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

8 Support costs allocated to activities

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

9 Net movement in funds

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

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	<u>3</u>	<u>3</u>
Total	<u>33</u>	<u>31</u>

Employment costs

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

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

14 Debtors

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

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)
		<u>19,175</u>	<u>40,760</u>

16 Deferred income

	2024	2023
	£	£
Other deferred income	<u>8,656</u>	<u>20,685</u>

Deferred income is included in the financial statements as follows:

	2024	2023
	£	£
Deferred income is included within:		
Current liabilities	<u>8,656</u>	<u>20,685</u>
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	<u>8,656</u>	<u>20,685</u>
Deferred income at 31 March 2024	<u>8,656</u>	<u>20,685</u>

RELATE WEST SURREY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

17 Retirement benefit schemes

	2024	2023
	£	£
Defined contribution schemes		
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).