

Relationships Coventry & Warwickshire

England & Wales · Charity number 1103470

Details

Other names	RELATE COVENTRY, RELATE COVENTRY & WARWICKSHIRE
Status	Registered
Legal form	Charitable company
Company number	04939758
Registered	2004-04-28
Register	View on the Charity Commission register

Contact

Address	1110 Elliott Court Herald Avenue Coventry Business Park Coventry CV5 6UB
Phone	02476225863
Email	INFO@relationshipsco.org
Website	www.relationshipscovandwarks.org

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; AND 2.2 WORKING TO PREVENT POVERTY, HARDSHIP AND DISTRESS CAUSED BY THE BREAKDOWN OF SUCH RELATIONSHIPS;3 TO PROVIDE COUNSELLING, ADVICE, EDUCATION, GUIDANCE AND RELIEF TO ADULTS AND/OR CHILDREN IN RELATION TO ANY ASPECT OF CONTEMPORARY LIFE OR WORK WHICH:3.1 MAY PREJUDICE THEIR PHYSICAL OR MENTAL WELL BEING; OR3.2 INFLUENCE, EITHER DIRECTLY OR INDIRECTLY, THEIR PRESENT OR FUTURE FAMILY OR COUPLE RELATIONSHIP;4 TO RELIEVE THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE; AND5 TO PROMOTE RESEARCH INTO ALL OF THE ABOVE OBJECTS AND TO MAKE THE RESULTS AVAILABLE TO THE PUBLIC.

Activities: Relationships Coventry & Warwickshire provides counselling to young people and adults, family counselling, psychosexual therapy to adults and family mediation throughout Coventry & Warwickshire. In addition we have an integrated Domestic Violence Perpetrator Programme, specialist domestic abuse service for children who have experienced domestic abuse.

Classification

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

Geography

- **Area of benefit:** COVENTRY AND DISTRICT
- Coventry City
- Warwickshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,147,337	£1,087,255	£1,102,921	43
2024-03-31	£1,140,935	£1,098,175	£1,042,839	42
2023-03-31	£1,033,611	£1,051,065	£1,000,079	42
2022-03-31	£971,281	£956,537	£892,533	43
2021-03-31	£891,133	£875,265	£877,789	41

Trustees

Name	Role	Appointed
Andrew Davies		2019-07-27
Colin Robertson		2022-10-15
Dr Randhir Auluck		2019-11-27
Ian Dunn		2019-11-27
Julie Ashby-Ellis		2021-10-15
Mark Monaghan		2020-10-16
Mohammed Mead		2022-10-15
Peter Robinson		2025-10-28
Zainib Hussain		2023-10-18

Accounts

Report and Accounts

For year ended 31st March 2025

Company Reg. Number 4939758

Registered Charity Number 1103470





Our vision is a future where every relationship is actively valued, supported and promoted as the heart of a thriving society.

We will make this a reality by:

- Delivering inclusive, high-quality services that are relevant at every life stage.
- Help partners, families, and individuals to make relationships work better.
- Help the public and policymakers improve their understanding of relationships and their importance for a thriving society.

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Chairs' Report

The last year has seen some significant changes for us, following Relate UK entering administration in November 2024. This saddening news meant that our trustees, management team, staff and volunteers had to work exceptionally hard to maintain services and secure our future.

With a heritage going back almost 72 years, we know and value that relationships are the bedrock of a healthy and thriving Britain.

Therefore, after rebranding as Relationships Coventry and Warwickshire on the 1st April 2025, we continue to work at the heart of communities to deliver a wide range of services, thus supporting couples, families and children across our area.

As Relationships Coventry and Warwickshire, we continue to offer affordable counselling, mediation and other support for every kind of relationship, prioritising direct human connection between our highly skilled practitioners and our clients.

We continue to work in partnership with former Relate Centres and are excited to be part of a newly formed network, Relationships England & Wales. Like ourselves, branches that previously formed part of the Relate Federation. This enables us to strengthen our ability to serve our beneficiaries and meet the ever-evolving needs within wider communities. As an evolving organisation we will continue to seek out new partnerships and collaborations locally and nationally to enable us to deliver joined up services and support where required.

Whilst we recognise the year has been challenging due to the demise of Relate UK, we have seen a demand for face to face counselling has increased following a couple of years after the COVID pandemic and we now see over 80% of clients wanting to see a counsellor face to face. We are fortunate to have a welcoming and engaging environment to offer at our Coventry office.

The OPCC funding ended at 31st March 2025, which enabled us to offer increased capacity to men who are using harmful behaviours within their relationships. As this door closed with the funding we worked with RESPECT UK and have partnered with them to offer MAC (Make a Change) from September 2025. This will be a 3-year opportunity to work with men and women who wish to engage in a programme to reduce violence and abuse within their relationship.

Our Time for you service continues to be well received in the community. We have had success in being able to create and deliver male victim services with Anchor Point starting in August 2025.

We have worked extremely hard during the year to ensure that the local community can access our range of services, offering support to families who are on a low income and families feeling the pressure regarding the cost-of-living crisis. Our ethos is to ensure that every person can receive support irrespective of income. We are fortunate to have a diversity of contracts to deliver services to children and young people, adults and families across Coventry and Warwickshire, working as required with partner agencies.

Chairs' Report

During the year we have recruited new counsellors and domestic abuse practitioners and our workforce plan to recruit and train more relationship counsellors in the next 5 years is on schedule. We also continued to increase the breadth of knowledge and experience on the Trustee Board, recruiting new trustees to offer us the skills and knowledge to support our organisation.

I would like to take this opportunity to thank our funders for their support which has enabled our organisation to offer bursaries for clients to assist in covering the costs for those people who are unable to afford the full fee. We will continue into 2025 to reach as many people as possible in our local community who need our help and support. I am grateful to the trustees, management team, colleagues, and volunteers, our partnerships with local charities, Coventry City Council and Warwickshire County Council, who enable us to continue to provide services. We remain focused on providing timely, and cost-effective approaches to alleviate issues prevalent in modern society. As ever, the main asset of the Charity is our staff and volunteers, and I would like to thank them all for their hard work and continued commitment for the families in our community. I would also like to express my gratitude to my fellow trustees, management team, staff and volunteers for their support, dedication, and valued contributions over this year.

Best regards.

A handwritten signature in black ink, appearing to read 'M Monaghan'.

Mark Monaghan

Chair, Relationships Coventry & Warwickshire Coventry & Warwickshire

Report of the Trustees

1. Reference & Administrative Details of the Charity, its Trustees & Advisors

Registered Charity number:	1103470
Registered Number of Company:	04939758
Registered office:	1110A Elliott Court, Coventry Business Park, Herald Avenue, Coventry, CV5 6UB

Key personnel: Board members (Trustees of the charity)

M Monaghan – Chair	P J Robinson resigned 31.10.24
A A Davies	Dr R K Auluck
I K Dunn	J Ashby-Ellis
M F Mead	C R Robertson
Z Hussain	

Accountants Luckmans Duckett Parker Limited 1110 Elliott Court Coventry Business Park Herald Avenue Coventry CV5 6UB	Auditors Harrison Beale & Owen Seven Stars House 1 Wheler Road Coventry CV3 4LB
Bankers Barclays Bank Plc 25 High Street Coventry CV1 5RE	Solicitors Band Hatton Button Earlsdon Park 53-55 Butts Road Coventry CV1 3BH

Company Secretary	Tracy Murphy
Key management personnel	Tracy Murphy (Chief Executive Officer) Amanda Boothe Susan Parkes
Sub-committee members Finance & General Purposes Committee	Mark Monaghan (Chair) Mo Mead Tracy Murphy Colin Robertson Amanda Boothe

Report of the Trustees

2. Structure, Governance and Management

Legal and constitutional basis

Relationships Coventry & Warwickshire (RCW) is a charitable company limited by guarantee and is governed by its Articles of Association (2014) (formerly Relate Coventry & Warwickshire).

2.1 Executive Committee

The Executive Committee is the governing body of Relationships Coventry & Warwickshire.

The Committee meets quarterly. Its main responsibilities are listed below:

- i. To ensure compliance with the Charitable Objectives.
- ii. To formulate and agree policy and adopt policies and guidance appropriately from Relationships Coventry & Warwickshire Ltd.
- iii. To approve RCW's strategic and operational plans and the annual budget.
- iv. To direct and oversee the work of sub committees

2.2 Recruitment and appointment of new trustees

Trustees are recruited on a regular basis according to the need for skills and expertise within the team. We attend functions based in a variety of sectors and offer invitations to find out more about RCW. We ensure that Trustees reflect the diversity of clients within RCW and the Coventry & Warwickshire community.

Finance and Audit Committee

The responsibilities:

- i. To monitor the financial performance of the Centre on a regular basis.
- ii. To ensure the maintenance of property and to ensure that the Centre is in good working order.
- iii. To be strategic and advisory with respect to services delivered.

2.3 Chief Executive and Senior Management Team

The Chief Executive is responsible for the day-to-day management of the Charity's affairs and for implementing policies agreed by the Executive Committee. The Chief Executive is assisted by a team of senior managers who attend Executive Committee and Sub Committee meetings, as required, to offer advice in their area of expertise. Remuneration for personnel staff is reviewed each year, using a range of benchmarking tools, including ACEVO (Association for Chief Executives for Voluntary Organisation), local and regional comparisons which will influence decisions made about pay scales.

Report of the Trustees

2.4 Risk management

The Trustees are responsible for the management of the risks faced by the Charity. Detailed consideration of risks is delegated to the Finance Committee, which is assisted by senior members of staff. The strategic risks facing the organisation are those risks “owned” by the Charity’s trustees and are regularly reviewed by the Finance and Audit Committee. RCW’s project management framework helps senior management and trustees to monitor outcomes against strategic priorities. RCW’s Strategic Risk Register has identified the following as the key strategic risks it faces: Unwitting breaches of legislation, or compliance with, for example:

- i Equality and Diversity.
- ii Data Protection.
- iii Quality Standards which may lead to legal or other public action.
- iv Inadequate income and lack of ability to grow and generate diverse unrestricted income.

Not having the right people with the right skills, attitudes and behaviour to deliver the corporate strategy across the whole organisation. Risks are identified annually and reviewed on a quarterly basis. Significant changes are subsequently reported to the Finance and audit committee. RCW also manages specific projects, each of which have their own project risk register, which are regularly reviewed as part of the performance management within the organisation.

In addition to the specific risk management mechanism described above, a number of other key controls help trustees manage the major risks facing the charity:

- i. Formal agenda for trustee meetings
- ii. Detailed terms of reference for all sub committees
- iii. Comprehensive strategic planning, project management, budgeting and management accounting
- iv. Established organisational structure and lines of reporting
- v. Formal written policies
- vi. Hierarchical authorisation and approval levels

Through these key controls, the Trustees continue to strive to manage the major risks identified in the Charity’s risk register. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

Good governance is an integral part of how we operate, and our compliance is reviewed regularly in our Finance and Audit committees and at the full board meetings. A key element is to ensure that we monitor performance against budgets and the opportunity to review and amend is acted upon. Our Risk Register is key in how the business element of our charity is monitored and risks are categorised and scored manage them appropriately and mitigate wherever possible. We understand and appreciate the importance of good governance, and this has a continual influence on the senior management team and the Board.

Report of the Trustees

Objectives & Activities

3. Charitable Objects

Relationships Coventry & Warwickshire has five charitable 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:
 - a. increasing public awareness of the benefit of committed couple relationships, marriage and family life
 - 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
 - a. aspect of contemporary life or work which:
 - b. may prejudice their physical or mental wellbeing; and
 - c. influence, either directly or indirectly, their present or future family or couple relationships.
4. to relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage.
5. to promote research into all of the above objects and to make the results available to the public.

Report of the Trustees

3.1 Relationships Coventry & Warwickshire's vision, mission and values

Our Vision

Thriving relationships in every part of life.

Our Mission

To provide accessible support in the ways people need it so everyone can enjoy thriving relationships.

Our Values

Accessibility	We believe in the possibility of every individual to have thriving relationships, irrespective of their background or identity.
Continuous improvement	We're committed to staying ahead of the curve, anticipating the evolving relationship and wellbeing needs of our communities, and continuously innovating. We ask questions, seek feedback, and adapt to ensure we remain significant and meaningful.
Excellence	With a foundation rooted in expert knowledge and deep skills, we measure our success by the tangible, transformative outcomes we achieve. Every initiative is undertaken with a commitment to excellence and making a lasting difference.
Safety	At the heart of our work lies a commitment to safeguarding every individual's well-being, dignity, and rights. We emphasise the paramount importance of consent, creating an environment where personal boundaries are respected and upheld.

3.2 Public benefit

We have referred to the guidance contained in Section 17 of the Charities Act 2011 to have due regard to public benefit published by the Charity Commission when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. The Trustees have had due regard to the Charity Commission's guidance on "Public Benefit."

3.3 Quality Assurance

RCW plans and delivers its business within its charitable objects, its vision and mission and in accordance with the requirements of its chosen quality assurance systems which is the "Trusted Charity" approach and is backed by the National Council of Voluntary Associations.

Report of the Trustees

Providing quality services and delivering excellent value for money remain key to the organisation's success and reputation. A priority for 2025 is to achieving BACP Accreditation, we will ensure we continue to offer a professional, safe and ethical service for the community we serve.

3.4 Our Strategy

Users	We will focus our efforts on the service sand support users want and need.
Relationships	We will build a society in which thriving relationships are seen as a foundational part of a happy life.
Partnerships	We will work in partnership with others to ensure we are able to provide people with the support that is more relevant to them I the ways they want it.
Diversify our income	We will have a more sustainable funding model by exploring new ways of bringing in income and strengthening those already providing successful, such as specialist services.
Verification and validation of our expertise	We will ensure we are always providing expert relationship and wellbeing support by drawing on our experience in clinical practice, research, and lived experienced and seeking independent validation where possible.
Culture and social responsibility	We will be relevant, curious and impactful provider of relationship and wellbeing support that champions equality, diversity and inclusion.

Report of the Trustees

3.5 Core Activities

In order to deliver our strategic goals, we offer six core activities:

Relationship Counselling – helping couples and individuals to resolve issues arising from their relationships. Our counsellors help people to discuss their feelings, attitudes and expectations and help with communication and problem solving. We aim to empower our clients by increasing their understanding, so that they can go on to make choices about how they manage their relationships.

Individual Counselling – supporting individuals with a range of issues, including separation, bereavement, family issues and low self-esteem.

Sex therapy – an assessment and treatment programme which enables our clients to address the physical, emotional and psychological issues associated with sex. As the only national provider of Sex therapy, we also work with people who have problems with their sex lives due to poor health or disability.

Children and young people's services – helps children and young people explore and develop coping strategies for issues such as family breakdown, bullying and peer relationships, bereavement, the formation of new families or the absence of a family member in their life. RCW is the largest UK provider of counselling support for children and young people with over 28 years' experience in this area.

Family counselling – to help family members in resolving difficulties and concerns in their relationships with one another. We support clients by increasing their understanding of each other's needs and by improving communication, both within the couple relationship and across generations.

Domestic Abuse – we will provide specialist support for children and young people who have witnessed and experienced domestic abuse, offering counselling and a psychoeducational programme for those aged 5 years and upwards.

We offer behaviour change programmes for adults who are using abusive behaviour in their relationships which will include one-to-one services and group-based programmes.

Education and learning – to provide people with the knowledge and skills needed for personal and professional development. We offer a wide range of workshops and courses for couples, individuals, parents and young people. This is a major part of our preventative work, to ensure that we are helping people to boost or maintain their relationship as opposed to just helping when things are declining or in crisis.

Report of the Trustees

Achievement & Performance

During 2024–2025 we delivered:

- 1738 hours of adult work (14% decrease) within our Centre, with 696 individuals registering for this service. Our service delivery hours remained consistent throughout the year at an average of around 62 adult appointments per week. 81% of sessions were delivered face-to-face, with 18% delivered via webcam, and the ARC services held an average waiting time of approximately 3 weeks steadily throughout the year.
- We registered 76 new individuals to our services within GP surgeries within Coventry (20% increase), offering approximately 564 individual appointments this year. Once again, each quarter saw an improvement on average Post-Service PHQ9 (depression scale) and GAD7 (anxiety scale) scores following counselling, with PHQ9 pre-scores averaging at 14.3, and reducing to an average of 7.2 at the end of counselling and GAD7 scores with a pre-average of 13.2 to a post-average of 7.2.
- Our **Time for You in schools** service worked in 29 schools across Coventry & Warwickshire, delivering around 4000 appointments to students throughout the year, seeing over 250 students per term, with an average attendance rate of 88%.
- **Planning Together for Children (PTFC)** continued with its successful provision on behalf of CAFCASS in partnership with Action for Children. We saw a 16% increase (555) in parents completing both stage 1 (E-Learning) and Stage 2 (half day group), compared with last years 476. We are working in partnership with Action for Children and cover an area that includes Devon, and Dorset and as far south as the Isle of Wight. The focus is for separated or divorced parents or carers who are in need of support with issues around co-parenting.
- The **Reach/Rise Projects** received 198 referrals (55% decrease) due to the Reach project ending during this period. We delivered 1,048 individual sessions across Coventry & Warwickshire. A 2% increase on last year's delivery with an average attendance rate of 73%.
- The **Choose to Change** Perpetrator programme accepted 45 new referrals (4% increase on last year) and delivered 106 one-to-one appointments in addition to 134 group intervention sessions. Group attendance this year averaged at 75% (decrease of 8%), however with the final quarter Jan-Mar 2025 seeing a stronger group engagement at 86% attendance.
- The **WISH and WISH Sanctuary Projects** received 297 new referrals this year (18% decrease), delivering 2098 appointments across Coventry to children and young people who have been impacted by Domestic Abuse and/or violence in their household. This is an increase (7%) in appointment delivery for the 3rd consecutive year.
- We continue to offer 3 appointments per week at **Dudley Lodge** - offering counselling to couples and/or individuals who are currently undergoing Family Support Assessments.
- Our **mediation** provision has increased with 2 new mediators commencing delivery following the in-house training for staff, with the intention of expanding. We delivered 31 MIAMs and 27 ongoing 'joint' sessions and hope to see further increases to referrals and delivery in 2025–2026.

In summary, each week we provided (on average) 350 hours of counselling a week to couples, individuals, families, children, and young people at our centres and in the community-based locations.

Report of the Trustees

4. Children and Young People's Services

Our focus throughout the year has been to ensure that we continue to offer the best possible service for our children and young people, which accounts for 63% of our income. We have seen an increase in the number of children reporting self-harm and have worked closely with our partners such as CAMH's and Coventry and Warwickshire Mind to ensure the best possible support is offered.

4.1 Time for You Schools

Our school-based service, worked in 29 schools across Coventry & Warwickshire, offering 3800 appointments throughout the year, with an average attendance rate of 86%. The service provides a safe space for children to gain support from one of our qualified, experienced counsellors. Feedback from children, parents and teachers has been overwhelmingly positive throughout the year.

- **93%** of students who accessed T4U said they would recommend our counselling services.
- **92%** of children and young people said that counselling was a good way to deal with their worries/problems.
- **96%** of students felt they had a positive and trusting relationship with their counsellors.
- **92%** of students said they felt counselling was helpful and 96% were happy with the service they received.
- **82%** of parents felt the waiting time for their child to access the services in school was Good.
- **91%** of parents felt their child had benefitted from the service and 73% felt more enabled to support their children with their wellbeing needs.

Comments and testimonials:

"My daughter really liked it and really enjoyed going to see the counsellor talks about her a lot. That is unusual for her to build a trusting relationship that quickly with someone."

"Counselling has been amazing for me and now I can deal with my emotions a lot better than before."

"Helped all the family as result of improvement."

"I really enjoyed my time at counselling and learning tricks to deal with my bully. It helped me improve my self-esteem."

"My counselling experience has helped me have a better view on how to deal with emotion in a better way."

"I am really happy with the service. It has helped improved my behaviour and relationships at home."

Report of the Trustees

4.2 REACH/RISE Children and Young people's Community Service

This project offers specialist counselling for Children and Young People across Coventry & Warwickshire, working with children with a range of issues including dealing with separation, bullying and bereavement.

- **68%** said they felt their appointments were offered at convenient times
- CYPs who completed both Pre and Post forms improved their SDQ scores post counselling, with average scores reducing to 15.79 at end of service from 21.74 pre-service.
- **87%** of children and young people said they felt 'counselling was very helpful/helpful'
- **93%** children and young people said they would recommend our counselling services
- **93%** of children and young people said they felt their relationships with other people had improved since attending counselling

Comments and testimonials:

"My counsellor was very supportive and really helped me develop my emotions, she was really kind and always understood what I was going through."
Young Person

"Thank you for your support helping my daughter through her mental health, Really appreciate the support the counsellor has given and provided"
Parent

"I think that counselling is a really good way to get some help and talk to people." Young Person

"It helped me to feel like there's lots of way to cope what ever I'm struggling with and that if I have the right set I'll be able to get up and do things more often."

"It gave me actual strategies for dealing with my problems in the moment and it helped me understand my feelings a bit better." Young Person

4.3 WISH/WISH Sanctuary Projects

This is a specialist domestic abuse service for children and young people who have witnessed or experienced domestic abuse. The funding is received through Coventry City Council and our partner agencies, women's aide Coventry Haven and Panahghar working together to deliver this service for Coventry. During the year we have received 361 new referrals this year and delivered 1951 appointments. This is an 11% increase in delivery for the 2nd consecutive year.

Report of the Trustees

Comments and testimonials:

"I really enjoyed having a safe space where I could make things to help me use when I'm in need, and have advice and the calm space for mindfulness."

"Helped me and my daughter. We came for help for her but it's helped us all as a family and I understand her much more now."

"It stopped me from self-harming and worrying about problems and overthinking."

"100% helped my relationships because now I've got friends. This was 100% great! My counsellor was very good and so nice, Rated 5 stars, A+ !"

"I don't know how to word it, but I just know it's helped me deal with my problems and feel better about myself."

5. Adult Services

5.1 Relationship counselling/Family counselling

Our adult service offers face-to-face, telephone and webcam appointments across Coventry & Warwickshire. Our bursary scheme is well utilised by clients who cannot afford the full cost enabling them to receive the support they need. King Henry VIII has once again supported us in supporting those clients living in a specific area within Warwickshire.

Coventry City Council and NHS Coventry & Rugby CCG have enabled us to offer a much-needed bursary scheme to those residents in Coventry who require financial support to access the service. The trustees are committed to ensuring that every single person who requires our services can access counselling irrespective of their financial circumstances. The bursary will continue in the future and increased fundraising activities will enable funds to support our clients.

We provided 1738 hours of adult work, 696 individuals registered for this service. 81% of sessions were delivered face-to-face, we continue to offer a choice of online or face to face.

Our GP services offered 564 individual appointments this year with the importance of measuring mental health, monitoring showed an improvement on average Post-Service PHQ9 (depression scale) and GAD7 (anxiety scale) scores following counselling, with PHQ9 pre-scores averaging at 13.4, and reducing to an average of 7.5 at the end of counselling and GAD7 scores with a pre-average of 12.6 to a post-average of 6.4.

Report of the Trustees

- **88%** of clients felt that staff were friendly and approachable.
- **72%** of clients said their relationships improved having attended counselling.
- **86%** of clients felt the counselling they received had been helpful
- **81%** felt the service had helped with their emotions and wellbeing.
- **81%** of clients said they felt more confident about their situations and better able to cope with difficulties in future.
- **95%** of clients said questions and queries were managed well and to their satisfaction by the appointments team
- **86%** of clients said they would return to Relate in future if any problems arose again (an increase of 16%)
- **88%** of clients said they would recommend Relate to others having difficulties (and increase of 8%)

Comments and testimonials:

"Our marriage would not have survived without our counsellor's support. She provided us with a safe, containing space to explore the difficulties in our marriage. She rolled with us as more emerged and we will be forever grateful to her for working with us during this incredibly challenging time in our lives."
Couples Relationship Counselling

"We are both glad we came, the counsellor was lovely to chat too, even though the subject is embarrassing we found it easy to talk to her and she was very likeable. She has helped us hugely and it was a shame saying goodbye. We know we can always re-connect if a catchup session is required. The receptionist was also always happy and helpful, been a fantastic experience."
Couples Relationship Counselling

"Professional and supportive." Individual Adult Counselling

"The greatest company I've worked with so far. Thanks to our counsellor not only my son, but me also made a big progress in our everyday life. I am so grateful for you all guys! The best people ever!" Family Counselling

"The service is excellent! Although I occasionally had some issues regarding my payments the staff were very nice and they helped me solve the problems they could with patience. The therapist stayed neutral all the time and helped me to self-reflect and find out what I could do for the relationships, which was inspiring." Individual Adult Counselling

"The whole team are wonderful, can not rate them highly enough, especially when you are coming from a place of vulnerability." Individual Adult Counselling

Report of the Trustees

GP Clients Evaluations:

* Clients PHQ9 Depression scale scores improved from 14.37 pre-counselling to 7.27 after having accessed counselling.

* Clients GAD7 Anxiety scale scores improved from 13.25 pre-counselling to 7.22 after having accessed counselling.

"Thank you, counselling has been really useful and helped me not to keep thinking about the past. You are really easy to speak with I felt very comfortable talking with you. In the beginning, I didn't know where to start and you helped guide me."

"Our sessions have been incredibly helpful during one the most challenging periods of my life. Counselling has been very useful and given me the opportunity to talk in a safe non-judgemental environment. The development of my 'tool kit' has been so helpful as have the resources and encouragement you have shared and given."

"Counselling has been really helpful. You didn't talk 'at' me, we worked together. I have learnt solid techniques such as ways of practising my breathing that really help and work. Other people in the family have noticed I am more relaxed and I have liked hearing that. I am going in the right direction. Thank you."

"I really enjoyed our sessions. At the start I felt really bad and every session has helped. I use the breathing exercises and they help. You have been 'a heart of gold' I can't thank you enough. A first class service."



Report of the Trustees

5.2 Choose to Change

Our Respect Accredited Choose to Change has received funding in October through OPCC (Office Police Crime and Commissioning team) to pilot an 18-month programme. We are working closely with our partners across the West Midlands, and this will be external evaluated through Cardiff University.

Attendee feedback:

"I felt like the facilitators cared about us. I liked the 'check-in' and the opportunity to share how our week has gone. I liked the relaxed atmosphere and that even though it could be challenging there is no judgement."

"At first, I didn't like idea of a group but came out shell after couple of sessions and felt comfortable. I would recommend it whether people think they need it or not, I didn't think I needed it but did benefit."

"I loved it all. It was all great, I wouldn't change a thing. If anything I wish I could continue to attend."

"I do appreciate the course and have used the lessons I have learnt on the course in everyday life, like handling emotions and negotiating disputes."

Partner's feedback:

"The client stated she is very happy with the service provided to her and her partner and feels that both parties are receiving the support they needed, as well as the children accessing WISH services."

"Female feels that the programme has benefited them as parents as she now feels her ex-partner is able to listen to her thoughts and concerns, and that she is safe to share how she is feeling. Female has noticed a difference with the way her ex-partner is able to co-parent with her, and that they communicate effectively now."

5.3 Planning Together for Children (PTFC)

Our new partnership with Action for Children to provide PTFC covers a large area including Devon, Dorset and as far south as the Isle of Wight. The focus is for separated or divorced parents or carers who are referred by the family courts to attend a specialist programme to support them with issues and concerns around co-parenting.

641 parents completed the module-based e-learning and 476 parents completed both elements of the programme, Stage1 (E-Learning) and Stage 2 (half day group).

Report of the Trustees

Organisation of the charity

Our staff team has remained constant throughout the year, with the addition of new student placements, two children and young people's counsellors and two relationship counsellors. A priority is to ensure we recruit new counselling placements to meet the ever-increasing demand for our services.

(a) Executive Committee (The board of Trustees)

The board is responsible for setting the policy of the charity and ensuring that all funds received are used for the objectives of the charity. There were ten members of the executive committee on 31st March 2024.

(b) Chief Executive

The Chief Executive ensured that the trustees were well advised on all technical issues within the organisation, and she was responsible for implementing the trustee's policies and decisions on a day-to-day basis. The trustees and Chief Executive developed a business plan during the year which the Chief Executive has worked to.

(c) Support Staff

The Chief Executive was supported by the Director of Services, Service Manager, Business Development officer, Client Support Manager and four members of the admin team.

Director of Services	37 hours
Service Manager	37 hours
Administrative Posts	185 hours (5.01 fte)

(d) Counsellors/Practitioners

As of the 31st of March 2025, 32 counsellors/practitioners working between 3 and 37 hours, totalling 599.5 (16.2 fte) hours per week.

6. Staff training and support

The trustees recognise the hard work and commitment of all staff and volunteers at Relationships Coventry & Warwickshire Coventry & Warwickshire and we operate a rolling core training programme that all staff attend as an essential element of maintaining best practice standards including safe and ethical practice. Specialist training is prioritised to ensure we have access to the most up to date thinking and practice.

Financial Review

7. Overview

The Statement of Financial Activities (SOFA) set out on page 27 shows the total income and total expenditure during 2023/24 as compared to the prior year.

The overall result was a net surplus for the year of £60,082 (2023/24: (£42,760)).

7.1 Financial Investments

The Executive Committee's investment policy is reviewed annually as part of the review of the Financial Policies and Procedures. The cash balances fluctuate throughout the year. The policy enables cash that is not immediately required to be invested subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). Within this framework the best interest rates are sought, and performance is regularly reviewed. We have a savings account which matures interest every three months, and the interest is currently reinvested.

7.2 Reserves policy

The definition of reserves follows the guidance given by the Charity Commission. They are funds available to be used to furtherance of the charitable objects which have not yet been spent, committed, or designated.

They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the ongoing work of the charity) and funds designated for specific purposes.

The calculation of easily realisable reserves is shown in note 17 and shows an increase in the year of £60,082. To date the board has set a target reserves policy of between 4 – 6 months of expenditure. The Trustees reviewed the Reserves policy in March 2025 as part of the risk management process. The trustees consider that unrestricted funds should not exceed six months of resources expended. A minimum target of easily realisable reserves is set at £573,000.

7.3 Land and Buildings

The Executive Committee agreed on 27th September 2024 to sell New House and the property was sold and completed at 31.1.2025. After disbursements £409,969.33 was received.

7.4 Principal funding sources

There is a comprehensive system of business planning which includes an annual budget reviewed in detail by the Finance, Premises and Fundraising Sub Committee and approved by the Executive Committee. Monthly actual results are reported against the budget and revised forecasts for the year are prepared regularly. The Executive Committee reviews the latest management accounts at each meeting.

Report of the independent auditors to the members of Relate Coventry & Warwickshire

Relationships Coventry & Warwickshire Coventry & Warwickshire continues to have a wide range of income streams from several bodies including:

PTFC – funded through CAFCASS – Parenting together for children (PTFC) for parents who have separated or divorced.

Clinical Commissioning Group – £55,024 received each year to provide an outreach service in several GP Practices throughout the City. The grant also funds a bursary scheme to support adults to access our services if they are on low income or be benefits. This contract is renewable on a yearly basis.

Warwickshire County Council (Coventry & Warwickshire Mind) – Funding of £80,220 received to provide the Rise service, offering counselling and support for children and young people aged 5–18 years across Warwickshire, delivered in partnership with Coventry and Warwickshire Mind.

General Charities Coventry – We received an £8,000 grant to go towards providing counselling and group work across all our services to benefit the residents of Coventry.

King Henry VIII – We received a grant of £2,000 to provide a bursary for clients accessing Relationships Coventry & Warwickshire services that live in specific CV34 postcode areas of Warwickshire.

We have received funding from various sources towards the Time for You Community Project.

Masonic Trust	£20,000
Grace Trust	£ 1,000
29th May 1961 Trust	£5,000
Eveson Trust	£10,000
Total	£36,000

Structure, Governance & Management

8. Statement of Trustees' responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

Approved by order of the board of trustees on and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'M Monaghan', is written over a horizontal line.

M Monaghan
Trustee Chair

Independent Auditors Report

9. Opinion

We have audited the financial statements of Relationships Coventry & Warwickshire (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

9.1 Basis for opinion

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

9.2 Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

9.3 Other information

The other information comprises the information included in the board's annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible

for the other information contained within the board's annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

9.4 Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the board's annual report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the board's annual report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

9.5 Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the board's annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

9.6 Responsibilities of trustees

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

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

9.7 Auditor's responsibilities for the audit of the financial statements

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

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

- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness;
- Reviewing minutes of meetings of those charged with governance; and
- Enquiry of management to identify any instances of non-compliance with laws and regulations

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/library/standards-codes-policy/audit-assurance-andethics/auditors-responsibilities-for-the-audit/#description-of-the-auditors-responsibilities-for-the-audit-of-the-financial-statementsaef17638>. This description forms part of our auditor's report. We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

9.8. Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so

that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Gregg Olnier

BA(Hons) FCA (Senior Statutory Auditor)

For and on behalf of HB&O Ltd
Chartered Accountants and Statutory Auditor
Seven Stars House
1 Wheler Road
Coventry
CV3 4LB

Date: 16th September 2025

Statement of financial activities (Incorporating an income and expenditure account)

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	25,096	-	25,096	26,130
Charitable activities	5				
Children and family services		742,432	-	742,432	739,790
Adult counselling		298,569	-	298,569	288,402
Pyschosexual Therapy		4,683	-	4,683	9,212
Cafcass		41,503	-	41,503	36,695
Other trading activities	3	9,116	-	9,116	11,706
Investment income	4	25,938	-	25,938	29,000
Total		<u>1,147,337</u>	<u>-</u>	<u>1,147,337</u>	<u>1,140,935</u>
EXPENDITURE ON					
Raising funds	6	-	-	-	3,850
Charitable activities	7				
Children and family services		787,535	-	787,535	741,305
Adult counselling		281,651	-	281,651	295,522
Cafcass		18,069	-	18,069	57,498
Total		<u>1,087,255</u>	<u>-</u>	<u>1,087,255</u>	<u>1,098,175</u>
NET INCOME		60,082	-	60,082	42,760
RECONCILIATION OF FUNDS					
Total funds brought forward		1,033,961	8,878	1,042,839	1,000,079
TOTAL FUNDS CARRIED FORWARD		<u><u>1,094,043</u></u>	<u><u>8,878</u></u>	<u><u>1,102,921</u></u>	<u><u>1,042,839</u></u>

The notes form part of these financial statements

Balance sheet 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	13	2,493	-	2,493	4,182
Investment property	14	-	-	-	400,000
		<u>2,493</u>	<u>-</u>	<u>2,493</u>	<u>404,182</u>
CURRENT ASSETS					
Debtors	15	11,384	-	11,384	44,365
Cash at bank and in hand		<u>1,151,975</u>	<u>8,878</u>	<u>1,160,853</u>	<u>698,693</u>
		1,163,359	8,878	1,172,237	743,058
CREDITORS					
Amounts falling due within one year	16	(71,809)	-	(71,809)	(104,401)
NET CURRENT ASSETS		<u>1,091,550</u>	<u>8,878</u>	<u>1,100,428</u>	<u>638,657</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,094,043</u>	<u>8,878</u>	<u>1,102,921</u>	<u>1,042,839</u>
NET ASSETS		<u>1,094,043</u>	<u>8,878</u>	<u>1,102,921</u>	<u>1,042,839</u>
FUNDS	18				
Unrestricted funds				1,094,043	1,033,961
Restricted funds				<u>8,878</u>	<u>8,878</u>
TOTAL FUNDS				<u>1,102,921</u>	<u>1,042,839</u>

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

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



 M Monaghan - Trustee

Cash flow statement

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	37,461	59,699
Net cash provided by operating activities		37,461	59,699
Cash flows from investing activities			
Purchase of tangible fixed assets		(1,191)	(1,811)
Sale of tangible fixed assets		19,941	-
Sale of investment property		400,000	-
Interest received		5,949	5,219
Net cash provided by investing activities		424,699	3,408
Change in cash and cash equivalents in the reporting period		462,160	63,107
Cash and cash equivalents at the beginning of the reporting period		698,693	635,586
Cash and cash equivalents at the end of the reporting period		1,160,853	698,693

The notes form part of these financial statements

Notes to cash flow statement

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	60,082	42,760
Adjustments for:		
Depreciation charges	2,880	3,842
Profit on disposal of fixed assets	(19,941)	-
Interest received	(5,949)	(5,219)
Decrease in debtors	32,981	24,171
Decrease in creditors	(32,592)	(5,855)
Net cash provided by operations	<u>37,461</u>	<u>59,699</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	698,693	462,160	1,160,853
	<u>698,693</u>	<u>462,160</u>	<u>1,160,853</u>
Total	<u>698,693</u>	<u>462,160</u>	<u>1,160,853</u>

Notes to financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred where it has been received ahead of the period where the use of funds will incur. Usually this will relate either to appointments where a deposit has been received in the current accounting period, but the appointment will be conducted in the following accounting period, or where income has been invoiced in advance for services to be delivered in agreed sessions in future periods.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs are allocated directly to the fund and activity that they relate to. Where the costs are shared between activities or funds, an apportionment is made based on the units of work conducted for the units sharing the costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

The trustees consider that the residual value of the property is materially similar to the carrying value. Depreciation is therefore not considered to be a material amount and no provision for depreciation is made in the financial statements.

Investment property

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

Taxation

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

Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Notes to financial statements

1. ACCOUNTING POLICIES - continued

Fund accounting

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

Hire purchase and leasing commitments

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

Pension costs and other post-retirement benefits

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

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	8,037	9,071
Grants	17,059	17,059
	<u>25,096</u>	<u>26,130</u>

3. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Supervision	8,381	6,630
Training	735	5,076
	<u>9,116</u>	<u>11,706</u>

4. INVESTMENT INCOME

	2025	2024
	£	£
Rents received	19,989	23,781
Deposit account interest	5,949	5,219
	<u>25,938</u>	<u>29,000</u>

Notes to financial statements

5. INCOME FROM CHARITABLE ACTIVITIES

		2025 £	2024 £
Client income	Activity		
Contracted charitable services	Children and family services	11,347	11,780
Grants	Children and family services	614,856	594,504
Client income	Children and family services	116,229	133,506
Contracted charitable services	Adult counselling	98,817	102,992
Grants	Adult counselling	151,862	138,020
Client income	Adult counselling	47,890	47,390
Grants	Pyschosexual Therapy	4,683	9,212
	Cafcass	41,503	36,695
		<u>1,087,187</u>	<u>1,074,099</u>

6. RAISING FUNDS

Raising donations and legacies

	2025 £	2024 £
Fundraising costs	-	3,850
	<u>-</u>	<u>3,850</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Children and family services	529,421	258,114	787,535
Adult counselling	192,002	89,649	281,651
Cafcass	-	18,069	18,069
	<u>721,423</u>	<u>365,832</u>	<u>1,087,255</u>

8. SUPPORT COSTS

	Management, administration & premises £	Governance costs £	Totals £
Children and family services	242,785	15,329	258,114
Adult counselling	83,970	5,679	89,649
Cafcass	17,095	974	18,069
	<u>343,850</u>	<u>21,982</u>	<u>365,832</u>

Notes to financial statements

8. SUPPORT COSTS - continued

Activity	Basis of allocation
Management, administration & premises	Cost allocation based on delivery of services
Governance costs	Cost allocation based on delivery of services

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025	2024
	£	£
Auditors' remuneration	6,000	6,000
Depreciation - owned assets	2,880	3,842
Other operating leases	2,995	-
Surplus on disposal of fixed assets	(19,941)	-
	<u> </u>	<u> </u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

11. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	828,438	803,022
Social security costs	56,152	58,503
Other pension costs	23,436	22,545
	<u> </u>	<u> </u>
	<u>908,026</u>	<u>884,070</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Children and family services	18	22
Adult counselling	17	11
Cafcass	1	1
Management and administration	7	8
	<u> </u>	<u> </u>
	<u>43</u>	<u>42</u>

No employees received emoluments in excess of £60,000.

Total trustee and key management personnel remuneration benefits totalled £201,536 (2024: £195,482).

Notes to financial statements

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	26,130	-	26,130
Charitable activities			
Children and family services	739,790	-	739,790
Adult counselling	288,402	-	288,402
Psychosexual Therapy	9,212	-	9,212
Cafcass	36,695	-	36,695
Other trading activities	11,706	-	11,706
Investment income	29,000	-	29,000
Total	1,140,935	-	1,140,935
EXPENDITURE ON			
Raising funds	3,850	-	3,850
Charitable activities			
Children and family services	741,305	-	741,305
Adult counselling	295,522	-	295,522
Cafcass	57,498	-	57,498
Total	1,098,175	-	1,098,175
NET INCOME	42,760	-	42,760
RECONCILIATION OF FUNDS			
Total funds brought forward	991,201	8,878	1,000,079
TOTAL FUNDS CARRIED FORWARD	1,033,961	8,878	1,042,839

Notes to financial statements

13. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2024	75,136	29,912	47,341	152,389
Additions	-	1,191	-	1,191
	<u>75,136</u>	<u>31,103</u>	<u>47,341</u>	<u>153,580</u>
DEPRECIATION				
At 1 April 2024	75,136	26,691	46,380	148,207
Charge for year	-	1,924	956	2,880
	<u>75,136</u>	<u>28,615</u>	<u>47,336</u>	<u>151,087</u>
NET BOOK VALUE				
At 31 March 2025	-	2,488	5	2,493
	<u>-</u>	<u>2,488</u>	<u>5</u>	<u>2,493</u>
At 31 March 2024	-	3,221	961	4,182
	<u>-</u>	<u>3,221</u>	<u>961</u>	<u>4,182</u>

14. INVESTMENT PROPERTY

	£
FAIR VALUE	
At 1 April 2024	400,000
Disposals	(400,000)
	<u>-</u>
At 31 March 2025	-
NET BOOK VALUE	
At 31 March 2025	-
	<u>-</u>
At 31 March 2024	400,000
	<u>400,000</u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	11,384	41,910
Other debtors	-	2,455
	<u>11,384</u>	<u>44,365</u>

Notes to financial statements

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	6,355	23,841
Social security and other taxes	12,547	14,043
Other creditors	4,242	4,140
Deferred income	45,365	59,077
Accrued expenses	3,300	3,300
	<u>71,809</u>	<u>104,401</u>

Deferred income

	2025 £	2024 £
Deferred income at 1st April 2024	59,077	83,506
Released from previous years	(59,077)	(83,506)
Income deferred in the year	45,365	59,077
	<u>45,365</u>	<u>59,077</u>
Deferred income at 31st March 2025	<u>45,365</u>	<u>59,077</u>

Deferred income relates to schools contract income deferred to future periods as the income received relates specifically to the 2025/26 accounting period.

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025 £	2024 £
Within one year	42,523	42,523
Between one and five years	42,523	85,046
	<u>85,046</u>	<u>127,569</u>

18. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	633,961	50,413	409,669	1,094,043
Property	400,000	9,669	(409,669)	-
	<u>1,033,961</u>	<u>60,082</u>	<u>-</u>	<u>1,094,043</u>
Restricted funds				
Primary Mental Health Salary fund	8,878	-	-	8,878
	<u>1,042,839</u>	<u>60,082</u>	<u>-</u>	<u>1,102,921</u>

Notes to financial statements

18. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,147,337	(1,096,924)	50,413
Property	-	9,669	9,669
	<u>1,147,337</u>	<u>(1,087,255)</u>	<u>60,082</u>
TOTAL FUNDS	<u><u>1,147,337</u></u>	<u><u>(1,087,255)</u></u>	<u><u>60,082</u></u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	591,201	42,760	633,961
Property	400,000	-	400,000
	<u>991,201</u>	<u>42,760</u>	<u>1,033,961</u>
Restricted funds			
Primary Mental Health Salary fund	8,878	-	8,878
	<u>8,878</u>	<u>-</u>	<u>8,878</u>
TOTAL FUNDS	<u><u>1,000,079</u></u>	<u><u>42,760</u></u>	<u><u>1,042,839</u></u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,140,935	(1,098,175)	42,760
	<u>1,140,935</u>	<u>(1,098,175)</u>	<u>42,760</u>
TOTAL FUNDS	<u><u>1,140,935</u></u>	<u><u>(1,098,175)</u></u>	<u><u>42,760</u></u>

Notes to financial statements

18. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	591,201	93,173	409,669	1,094,043
Property	400,000	9,669	(409,669)	-
	<u>991,201</u>	<u>102,842</u>	<u>-</u>	<u>1,094,043</u>
Restricted funds				
Primary Mental Health Salary fund	8,878	-	-	8,878
	<u>1,000,079</u>	<u>102,842</u>	<u>-</u>	<u>1,102,921</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,288,272	(2,195,099)	93,173
Property	-	9,669	9,669
	<u>2,288,272</u>	<u>(2,185,430)</u>	<u>102,842</u>
TOTAL FUNDS	<u>2,288,272</u>	<u>(2,185,430)</u>	<u>102,842</u>

General funds are unrestricted and result in the excess of unrestricted income over costs not incurred in restricted fund activities as well as governance expenses. They are to be used in the ongoing provision of the services to achieve the objectives of Relate. These funds can be readily applied as they are held as cash resources.

Children in Need - The grant is specifically used to employ 2 x 25 hour all year round counsellors to work with children and young people.

Primary Mental Health Salary fund - The funding is to employ 1 x 37 hour post to provide counselling and support across all schools in Coventry.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

Detailed statement of financial activities

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	8,037	9,071
Grants	17,059	17,059
	<u>25,096</u>	<u>26,130</u>
Other trading activities		
Supervision	8,381	6,630
Training	735	5,076
	<u>9,116</u>	<u>11,706</u>
Investment income		
Rents received	19,989	23,781
Deposit account interest	5,949	5,219
	<u>25,938</u>	<u>29,000</u>
Charitable activities		
Client income	114,847	123,984
Contracted charitable services	766,718	732,524
Grants	205,622	217,591
	<u>1,087,187</u>	<u>1,074,099</u>
Total incoming resources	1,147,337	1,140,935
EXPENDITURE		
Raising donations and legacies		
Fundraising costs	-	3,850
Charitable activities		
Wages	621,596	596,770
Social security	43,103	42,532
Pensions	13,394	12,522
Other operating leases	2,995	-
Premises costs	-	12,089
Telephone	1,920	156
Other office costs	1,983	4,017
Sundries	2,067	1,366
Motor and travelling	4,494	3,758
Training	14,026	17,483
Public relations	2,686	1,168
Supervision	6,566	6,218
Sub-contractors	3,713	1,466
Fixtures and fittings	1,924	1,598
Carried forward	<u>720,467</u>	<u>701,143</u>

This page does not form part of the statutory financial statements

Detailed statement of financial activities

	2025 £	2024 £
Charitable activities		
Brought forward	720,467	701,143
Computer equipment	956	2,244
	<u>721,423</u>	<u>703,387</u>
Support costs		
Management, administration & premises		
Wages	206,842	206,252
Social security	13,049	15,971
Pensions	10,042	10,023
Premises costs	65,893	95,581
Telephone	2,001	5,591
Other office costs	19,425	14,911
Sundries	7,089	3,362
Motor and travelling	216	115
Training	3,490	1,859
Public relations	2,230	729
Federation charges	31,490	26,392
Bank charges	2,024	2,292
Profit on sale of tangible fixed assets	(19,941)	-
	<u>343,850</u>	<u>383,078</u>
Governance costs		
Auditors' remuneration	6,000	6,000
Accountancy fees	2,190	1,860
Professional fees	13,792	-
	<u>21,982</u>	<u>7,860</u>
Total resources expended	<u>1,087,255</u>	<u>1,098,175</u>
Net income	<u>60,082</u>	<u>42,760</u>



Relationships

Coventry & Warwickshire

relationshipscoventandwarks.org

Contact us

Email us at info@relationshipscoventandwarks.org, call us on 02476 225863
or visit relationshipscoventandwarks.org



[relationshipscoventandwarks](https://www.facebook.com/relationshipscoventandwarks)



[company/relationshipscoventandwarks](https://www.linkedin.com/company/relationshipscoventandwarks)



Registered charity number 1103470 and company number 4939758.
Registered in England and Wales.

Accounts



Report and Accounts For year ended 31st March 2024

Company Reg. Number 4939758
Registered Charity Number 1103470

Relate
Coventry and Warwickshire



Our vision is a future where every relationship is actively valued, supported and promoted as the heart of a thriving society.

We will make this a reality by:

- Delivering inclusive, high-quality services that are relevant at every life stage.
- Help partners, families, and individuals to make relationships work better.
- Help the public and policymakers improve their understanding of relationships and their importance for a thriving society.

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Chairs' Report

Relate is the leading relationships charity, and we are the largest provider of relationship support in England and Wales.

We are there for every relationship, providing a comprehensive system of support through counselling, specialist domestic abuse services, training, and digital services. We are for everyone looking for understanding, support, and the confidence to choose how to move forward in their relationships. Over the 2023/24 financial year, we have made huge strides in becoming even more relatable and accessible, through building on Relate's re-branding and ensuring we are reaching our communities across Coventry & Warwickshire.

During the year we have seen an increase for face-to-face counselling, we have reversed our counselling offer of 90% of sessions being offered online during the pandemic to 10% in the year. This year has been successful with an increase in funding for our perpetrator programme, Choose 2 Change, funded by the OPCC (Office of Police and Crime Commissioning). The board is delighted that we have successfully fundraised for our much-needed children and young people's counselling service, Time For You in the Community and our heartfelt thanks to Alan Edward Higgs Charitable Trust, Masonic Trust, 29th May Charitable Trust and the Eveson Charitable Trust. This funding will enable us to offer free counselling services to the most disadvantaged children across Coventry & Warwickshire.

We have worked extremely hard during the year to ensure that the local community can access our range of services, offering support to families who are on a low income and families feeling the pressure regarding the cost-of-living crisis. Our ethos is to ensure that every person can receive support irrespective of income. We are fortunate to have a diversity of contracts to deliver services to children and young people, adults and families across Coventry and Warwickshire, working as required with partner agencies.

During the year we have recruited new counsellors and domestic abuse practitioners and our workforce plan to recruit and train more relationship counsellors in the next 5 years is on schedule. We also continued to increase the breadth of knowledge and experience on the Trustee Board, recruiting new trustees to offer us the skills and knowledge to support our organisation.

I would like to take this opportunity to thank our funders for their support which has enabled our organisation to offer bursaries for clients to assist in covering the costs for those people who are unable to afford the full fee. We will continue into 2024 to reach as many people as possible in our local community who need our help and support. I am grateful to the trustees, management team, colleagues, and volunteers, our partnerships with local charities, Coventry City Council and Warwickshire County Council, who enable us to continue to provide services. We remain focused on providing timely, and cost-effective approaches to alleviate issues prevalent in modern society. As ever, the main asset of the Charity is our staff and volunteers, and I would like to thank them all for their hard work and continued commitment for the families in our community. I would also like to express my gratitude to my fellow trustees for their support, dedication, and valued contributions over this year.



Mark Monaghan

Chair, Relate Coventry & Warwickshire

Report of the Trustees

1. Reference & Administrative Details of the Charity, its Trustees & Advisors

Registered Charity number: 1103470
Registered Number of Company: 04939758
Registered office: 1110A Elliott Court, Coventry Business Park,
Herald Avenue, Coventry, CV5 6UB

Key personnel: Board members (Trustees of the charity)

M Monaghan – Chair	P J Robinson
A A Davies	Dr R K Auluck
I K Dunn	J Ashby-Ellis
M F Mead	C R Robertson
Z Hussain Self-Employed (appointed 18.10.23)	A Adepoju Accountant (appointed 18.10.23)

Accountants Luckmans Duckett Parker Limited 1110 Elliott Court Coventry Business Park Herald Avenue Coventry CV5 6UB	Auditors Harrison Beale & Owen Seven Stars House 1 Wheler Road Coventry CV3 4LB
Bankers Barclays Bank Plc 25 High Street Coventry CV1 5RE	Solicitors Band Hatton Button Earlsdon Park 53-55 Butts Road Coventry CV1 3BH

Company Secretary	Tracy Murphy
Key management personnel	Tracy Murphy (Chief Executive Officer) Amanda Boothe Susan Parkes
Sub-committee members Finance & General Purposes Committee	Mark Monaghan (Chair) David Adesola (Treasurer) Peter J Robinson Mo Mead Tracy Murphy Colin Robertson Amanda Boothe

Report of the Trustees

2. Structure, Governance and Management

Legal and constitutional basis

Relate is a charitable company limited by guarantee and is governed by its Articles of Association (2014).

2.1 Executive Committee

The Executive Committee is the governing body of Relate Coventry & Warwickshire. Relate Coventry & Warwickshire is a member of the Relate Federation and pays a membership fee, holding a license agreement to trade as Relate.

The Committee meets quarterly. Its main responsibilities are listed below:

- i. To ensure compliance with the Charitable Objectives.
- ii. To formulate and agree policy and adopt policies and guidance appropriately from Relate Ltd.
- iii. To approve Relate Coventry & Warwickshire's strategic and operational plans and the annual budget.
- iv. To direct and oversee the work of sub committees

2.2 Recruitment and appointment of new trustees

Trustees are recruited on a regular basis according to the need for skills and expertise within the team. We attend functions based in a variety of sectors and offer invitations to find out more about Relate. We ensure that Trustees reflect the diversity of clients within Relate and the Coventry & Warwickshire community.

Finance and Audit Committee

The responsibilities:

- i. To monitor the financial performance of the Centre on a regular basis.
- ii. To ensure the maintenance of property and to ensure that the Centre are in good working order.
- iii. To be strategic and advisory with respect to services delivered.

2.3 Chief Executive and Senior Management Team

The Chief Executive is responsible for the day-to-day management of the Charity's affairs and for implementing policies agreed by the Executive Committee. The Chief Executive is assisted by a team of senior managers who attend Executive Committee and Sub Committee meetings, as required, to offer advice in their area of expertise. Remuneration for personnel staff is reviewed each year, using a range of benchmarking tools, including ACEVO (Association for Chief Executives for Voluntary Organisation), local and regional comparisons which will influence decisions made about pay scales.

Report of the Trustees

2.4 Risk management

The Trustees are responsible for the management of the risks faced by the Charity. Detailed consideration of risks is delegated to the Finance Committee, which is assisted by senior members of staff. The strategic risks facing the organisation are those risks “owned” by the Charity’s trustees and are regularly reviewed by the Finance and Audit Committee. Relate’s project management framework helps senior management and trustees to monitor outcomes against strategic priorities. Relate’s Strategic Risk Register has identified the following as the key strategic risks it faces: Unwitting breaches of legislation, or compliance with, for example:

- i Equality and Diversity
- ii Data Protection
- iii Quality Standards which may lead to legal or other public action.
- iv Inadequate income and lack of ability to grow and generate diverse unrestricted income.

Not having the right people with the right skills, attitudes and behaviour to deliver the corporate strategy across the whole organisation. Risks are identified annually and reviewed on a quarterly basis. Significant changes are subsequently reported to the Finance and audit committee. Relate also manages specific projects, each of which have their own project risk register, which are regularly reviewed as part of the performance management within the organisation.

In addition to the specific risk management mechanism described above, a number of other key controls help trustees manage the major risks facing the charity.

- i. Formal agenda for trustee meetings
- ii. Detailed terms of reference for all sub committees
- iii. Comprehensive strategic planning, project management, budgeting and management accounting
- iv. Established organisational structure and lines of reporting
- v. Formal written policies
- vi. Hierarchical authorisation and approval levels

Through these key controls, the Trustees continue to strive to manage the major risks identified in the Charity’s risk register. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

Good governance is an integral part of how we operate, and our compliance is reviewed regularly in our Finance and Audit committees and at the full board meetings. A key element is to ensure that we monitor performance against budgets and the opportunity to review and amend is acted upon. Our Risk Register is key in how the business element of our charity is monitored and risks are categorised and scored manage them appropriately and mitigate wherever possible. We understand and appreciate the importance of good governance, and this has a continual influence on the senior management team and the Board.

Report of the Trustees

Objectives & Activities

3. Charitable Objects

Relate has five charitable 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:
 - a. increasing public awareness of the benefit of committed couple relationships, marriage and family life
 - 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
 - a. aspect of contemporary life or work which:
 - b. may prejudice their physical or mental wellbeing; and
 - c. influence, either directly or indirectly, their present or future family or couple relationships.
4. to relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage
5. to promote research into all of the above objects and to make the results available to the public

Report of the Trustees

3.1 Relate's vision, mission and values

Our Vision

Thriving relationships in every part of life.

Our Mission

To provide accessible support in the ways people need it so everyone can enjoy thriving relationships.

Our Values

Accessibility	We believe in the possibility of every individual to have thriving relationships, irrespective of their background or identity.
Continuous improvement	We're committed to staying ahead of the curve, anticipating the evolving relationship and wellbeing needs of our communities, and continuously innovating. We ask questions, seek feedback, and adapt to ensure we remain significant and meaningful.
Excellence	With a foundation rooted in expert knowledge and deep skills, we measure our success by the tangible, transformative outcomes we achieve. Every initiative is undertaken with a commitment to excellence and making a lasting difference.
Safety	At the heart of our work lies a commitment to safeguarding every individual's well-being, dignity, and rights. We emphasise the paramount importance of consent, creating an environment where personal boundaries are respected and upheld.

3.2 Public benefit

We have referred to the guidance contained in Section 17 of the Charities Act 2011 to have due regard to public benefit published by the Charity Commission when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. The Trustees have had due regard to the Charity Commission's guidance on "Public Benefit."

3.3 Quality Assurance

Relate plans and delivers its business within its charitable objects, its vision and mission and in accordance with the requirements of its chosen quality assurance systems which is the "Trusted Charity" approach and is backed by the National Council of Voluntary Associations. We continue to work towards the goal of Trusted Charity with a deadline of March 2025.

Report of the Trustees

Providing quality services and delivering excellent value for money remain key to the organisation's success and reputation. Achieving BACP Accreditation during 2024/25 will ensure we continue to offer a professional, safe and ethical service for the community we serve.

Relate ensures all practitioners are registered on the Relate Practitioner Directory and have access to the Relate practice helpline which supports practitioners and managers with complex safeguarding issues and pilot projects to ensure quality and effectiveness for new services.

3.4 Our Strategy

Users	We will focus our efforts on the service and support users want and need.
Relationships	We will build a society in which thriving relationships are seen as a foundational part of a happy life.
Partnerships	We will work in partnership with others to ensure we are able to provide people with the support that is more relevant to them in the ways they want it.
Diversify our income	We will have a more sustainable funding model by exploring new ways of bringing in income and strengthening those already providing successful, such as specialist services.
Verification and validation of our expertise	We will ensure we are always providing expert relationship and wellbeing support by drawing on our experience in clinical practice, research, and lived experience and seeking independent validation where possible.
Culture and social responsibility	We will be relevant, curious and impactful provider of relationship and wellbeing support that champions equality, diversity and inclusion.

Report of the Trustees

3.5 Core Activities

In order to deliver our strategic goals, we offer six core activities:

Relationship Counselling – helping couples and individuals to resolve issues arising from their relationships. Our counsellors help people to discuss their feelings, attitudes and expectations and help with communication and problem solving. We aim to empower our clients by increasing their understanding, so that they can go on to make choices about how they manage their relationships.

Sex therapy – an assessment and treatment programme which enables our clients to address the physical, emotional and psychological issues associated with sex. As the only national provider of Sex therapy, we also work with people who have problems with their sex lives due to poor health or disability.

Children and young people's services – helps children and young people explore and develop coping strategies for issues such as family breakdown, bullying and peer relationships, bereavement, the formation of new families or the absence of a family member in their life. Relate is the largest UK provider of counselling support for children and young people with over 28 years' experience in this area.

Family counselling – to help family members in resolving difficulties and concerns in their relationships with one another. We support clients by increasing their understanding of each other's needs and by improving communication, both within the couple relationship and across generations.

Domestic Abuse – we will provide specialist support for children and young people who have witnessed and experienced domestic abuse, offering counselling and a psychoeducational programme for those aged 5 years and upwards.

We offer behaviour change programmes for adults who are using abusive behaviour in their relationships which will include one-to-one services and group-based programmes.

Education and learning – to provide people with the knowledge and skills needed for personal and professional development. We offer a wide range of workshops and courses for couples, individuals, parents and young people. This is a major part of our preventative work, to ensure that we are helping people to boost or maintain their relationship as opposed to just helping when things are declining or in crisis.

Report of the Trustees

Achievement & Performance

4. Children and Young People's Services

Our focus throughout this difficult year has been to ensure that we continue to offer the best possible service for our children and young people. We have seen an increase in the number of children reporting self-harm and have worked closely with our partners such as CAMH's and Coventry and Warwickshire Mind to ensure the best possible support is offered.

4.1 Time for You Schools

Our school-based service, worked in 34 schools across Coventry & Warwickshire, offering 3800 appointments throughout the year, with an average attendance rate of 86%. The service provides a safe space for children to gain support from one of our qualified, experienced counsellors. Feedback from children, parents and teachers has been overwhelmingly positive throughout the year.

- **93%** of students who accessed T4U said they would recommend our counselling services.
- **92%** of children and young people said that counselling was a good way to deal with their worries/problems.
- **96%** of students felt they had a positive and trusting relationship with their counsellors.
- **92%** of students said they felt counselling was helpful and 96% were happy with the service they received.
- **82%** of parents felt the waiting time for their child to access the services in school was Good.
- **91%** of parents felt their child had benefitted from the service and 73% felt more enabled to support their children with their wellbeing needs.

Comments & testimonials:

"My daughter really liked it and really enjoyed going to see the counsellor talks about her a lot. That is unusual for her to build a trusting relationship that quickly with someone."

"Helped all the family as result of improvement."

"Counselling has been amazing for me and now I can deal with my emotions a lot better than before."

"I really enjoyed my time at counselling and learning tricks to deal with my bully. It helped me improve my self-esteem."

"My counselling experience has helped me have a better view on how to deal with emotion in a better way."

"I am really happy with the service. It has helped improved my behaviour and relationships at home."

Report of the Trustees

4.2 WISH/WISH Sanctuary Projects

This is a specialist domestic abuse service for children and young people who have witnessed or experienced domestic abuse. The funding is received through Coventry City Council and our partner agencies, women's aide Coventry Haven and Panahghar working together to deliver this service for Coventry. During the year we have received 361 new referrals this year and delivered 1951 appointments. This is an 11% increase in delivery for the 2nd consecutive year.

Comments & testimonials:

"I really enjoyed having a safe space where I could make things to help me use when I'm in need, and have advice and the calm space for mindfulness."

"Helped me and my daughter. We came for help for her but it's helped us all as a family and I understand her much more now."

"100% helped my relationships because now I've got friends. This was 100% great! My counsellor was very good and so nice, Rated 5 stars, A+ !"

"I don't know how to word it, but I just know it's helped me deal with my problems and feel better about myself."

"It stopped me from self-harming and worrying about problems and overthinking."

4.3 Adult Services

Relationship counselling/Family counselling

Our adult service offers face-to-face, telephone and webcam appointments across Coventry & Warwickshire. Our bursary scheme is well utilised by clients who cannot afford the full cost enabling them to receive the support they need. King Henry VIII has once again supported us in supporting those clients living in a specific area within Warwickshire.

Coventry City Council and NHS Coventry & Rugby CCG have enabled us to offer a much-needed bursary scheme to those residents in Coventry who require financial support to access the service. The trustees are committed to ensuring that every single person who requires our services can access counselling irrespective of their financial circumstances. The bursary will continue in the future and increased fundraising activities will enable funds to support our clients.

We provided 2012 hours of adult work, 746 individuals registered for this service. 81% of sessions were delivered face-to-face, we continue to offer a choice of online or face to face.

Our GP services offered 572 individual appointments this year with the importance of measuring mental health, monitoring showed an improvement on average Post-Service PHQ9 (depression scale) and GAD7 (anxiety scale) scores following counselling, with PHQ9 pre-scores averaging at 13.4, and reducing to an average of 7.5 at the end of counselling and GAD7 scores with a pre-average of 12.6 to a post-average of 6.4.

Report of the Trustees

4.4 Evaluations

- **89%** of clients felt communication within their relationships improved by the end of counselling
- **78%** felt their worries about whether their relationship would end improved
- **83%** of clients felt their physical wellbeing improved, 75% felt their mental/emotional wellbeing improved
- **80%** of clients felt more able to cope with their worries and problems following counselling
- **70%** of clients said they would return to Relate in future if any problems arose again
- **80%** of clients said they would recommend Relate to others having difficulties

4.5 Comments & testimonials:

"We can honestly say the way our counsellor dealt with myself and my husband throughout our three sessions has been amazing. She truly listened, showed she cared and gave extremely helpful and constructive feedback/guidance/counter debates to help us process and deal with our issues! We are so grateful!"

"We found the Counsellor to be very professional, helpful and reassuring. She explained things to make it easier for us to understand. We felt very confident in her and wouldn't hesitate to have further meetings, should this be needed."

"I have found my sessions to be invaluable in helping me move forward with my life and gain an insight/deeper understanding of myself and how I can cope in the future. I am so grateful for the support I received, not only from my Counsellor, but also from Relate about providing me with a bursary to help fund my sessions when I couldn't afford them!"

"I don't know what I'd have done without counselling. I have done a complete circle, my impression before counselling wasn't good but I now believe in it 100%. Talking has been very helpful, and I am very happy and feel much better. Thank you."

"I wanted to thank you very much for your help. I have found you very warm and skilled and feel that your intervention has been beneficial to me. If my circumstances change again, I shall be in touch via Relate."

4.6 Planning Together for Children (PTFC)

Our new partnership with Action for Children to provide PTFC covers a large area including Devon, Dorset and as far south as the Isle of Wight. The focus is for separated or divorced parents or carers who are referred by the family courts to attend a specialist programme to support them with issues and concerns around co-parenting.

641 parents completed the module-based e-learning and 476 parents completed both elements of the programme, Stage1 (E-Learning) and Stage 2 (half day group).

Report of the Trustees

4.7 Choose to Change

Our Respect Accredited Choose to Change has received additional funding in October through OPCC (Office Police Crime and Commissioning team) to pilot an 18-month programme. We are working closely with our partners across the West Midlands, and this will be externally evaluated through Cardiff University.

This is a project offering a range of behaviour change interventions for those using abusive behaviour towards an intimate partner. We accepted 43 new referrals, providing 126 one-to-one appointments, group attendance this year was 83%.

Evaluations:

“I’m feeling positive. There were a few things I didn’t know about coming from a different culture and I’ve found the programme useful.”

“Before I came, I had this power and control mindset based on my culture, but now I understand the importance of equality in a relationship and I want this.”

“Before I wasn’t engaging or understanding the impact on my children. I now have a lot more empathy and am focused on their needs.”

“Brilliant relationship with my partner now. If we disagree, we sit down and talk and come up with alternatives.” “I have learnt a lot about techniques of how to manage anger.”

Partner’s Feedback:

“My partner has learnt loads since going to C2C. One module was a little triggering for him, but he felt supported throughout the course, and we discussed this as a couple and talked through it.”

“There is nothing I would change about the whole programme. We’ve been able to learn more about how to talk, and how abuse can affect the children.”

Report of the Trustees

Organisation of the charity

Our staff team has remained constant throughout the year, with the addition of new student placements, two children and young people's counsellors and two relationship counsellors. A priority is to ensure we recruit new counselling placements to meet the ever-increasing demand for our services.

(a) Executive Committee (The board of Trustees)

The board is responsible for setting the policy of the charity and ensuring that all funds received are used for the objectives of the charity. There were ten members of the executive committee on 31st March 2024.

(b) Chief Executive

The Chief Executive ensured that the trustees were well advised on all technical issues within the organisation, and she was responsible for implementing the trustee's policies and decisions on a day-to-day basis. The trustees and Chief Executive developed a business plan during the year which the Chief Executive has worked to.

(c) Support Staff

The Chief Executive was supported by the Director of Services, Service Manager, Business Development officer, Client Support Manager and four members of the admin team.

Director of Services	37 hours
Service Manager	37 hours
Administrative Posts	185 hours (5.01 fte)

(d) Counsellors

As of the 31st of March 2024, 33 counsellors/practitioners working between 5 and 37 hours, totaling 671 (18.1 fte) hours per week.

5. Staff training and support

The trustees recognise the hard work and commitment of all staff and volunteers at Relate Coventry & Warwickshire and we operate a rolling core training programme that all staff attend as an essential element of maintaining best practice standards including safe and ethical practice. Specialist training is prioritised to ensure we have access to the most up to date thinking and practice.

Report of the Trustees

Financial Review

6. Overview

The Statement of Financial Activities (SOFA) set out on page 27 shows the total income and total expenditure during 2023/24 as compared to the prior year.

The overall result was a net surplus for the year of £42,760 (2022/23: (£17,454)).

6.1 Financial Investments

The Executive Committee's investment policy is reviewed annually as part of the review of the Financial Policies and Procedures. The cash balances fluctuate throughout the year. The policy enables cash that is not immediately required to be invested subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). Within this framework the best interest rates are sought, and performance is regularly reviewed. We have a savings account which matures interest every three months, and the interest is currently reinvested.

6.2 Reserves policy

The definition of reserves follows the guidance given by the Charity Commission. They are funds available to be used to furtherance of the charitable objects which have not yet been spent, committed, or designated.

They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the ongoing work of the charity) and funds designated for specific purposes.

The calculation of easily realizable reserves is shown in note 17 and shows an increase in the year of £42,760. To date the board has set a target reserves policy of between 4 – 6 months of expenditure. The Trustees reviewed the Reserves policy in March 2024 as part of the risk management process. The trustees consider that unrestricted funds should not exceed six months of resources expended. A minimum target of easily realisable reserves is set between £366,000 and £550,000. This target in the current uncertain climate is a prudent measure.

6.3 Land and Buildings

The Executive Committee authorised a new valuation on the New House property, which will take place in the new financial year. The previous valuation of the property is currently £400,000.

6.4 Principal funding sources

There is a comprehensive system of business planning which includes an annual budget reviewed in detail by the Finance, Premises and Fundraising Sub Committee and approved

Report of the Trustees

by the Executive Committee. Monthly actual results are reported against the budget and revised forecasts for the year are prepared regularly. The Executive Committee reviews the latest management accounts at each meeting.

Relate Coventry & Warwickshire continues to have a wide range of income streams from several bodies including:

PTFC – funded through CAF/CASS – Parenting together for children (PTFC) for parents who have separated or divorced. The aim is to focus parents on the needs of their children, to work together in the best interests of their children. The funding for this financial year is £66k. We have been successful with the new commissioned programme and will be a subcontractor for Action for Children commencing 01.04.2023.

Clinical Commissioning Group – £54k received each year to provide an outreach service in several GP Practices throughout the City. The grant also funds a bursary scheme to support adults to access our services if they are on low income or be benefits. This contract is renewable on a yearly basis.

Warwickshire County Council (Coventry & Warwickshire Mind) – Funding to provide the Rise service, offering counselling and support for children and young people aged 5–18 years across Warwickshire, delivered in partnership with Coventry and Warwickshire Mind.

General Charities Coventry – We received an £8,000 grant to go towards providing counselling and group work across all our services to benefit the residents of Coventry.

King Henry VI – We received a grant of £2,000 to provide a bursary for clients accessing Relate services that live in specific CV34 postcode areas of Warwickshire.

We have received funding from various sources towards the Time for You Community Project.

Alan Edward Higgs Charity	£17,500.00
Grantham Yorke	£1,000.00
29th May 1961 Trust	£5,000.00
Total	£23,500

Report of the Trustees

Structure, Governance & Management

7. Statement of Trustees' responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

Approved by order of the board of trustees on and signed on its behalf by:



M Monaghan
Trustee Chair

Independent Auditors Report

8. Opinion

We have audited the financial statements of Relate Coventry & Warwickshire (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

8.1 Basis for opinion

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

8.2 Conclusions relating to going concern

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

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

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

8.3 Other information

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

We have nothing to report in this regard.

8.4 Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Annual Report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

8.5 Matters on which we are required to report by exception

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

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

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

8.6 Responsibilities of trustees

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

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

8.7 Our responsibilities for the audit of the financial statements

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

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

The audit process includes an assessment of the entity's risk environment, through enquiry of and discussion with management and those charged with governance, including an assessment of any key laws and regulations with which the charitable company must comply in the ordinary course of its operations.

Additionally, the overall risks of irregular transactions occurring are assessed following our observations and confirmation of the design and implementation of management's controls. Whilst we are mindful of these risks, our audit focus is geared towards the risk of material misstatement in the financial statements as a whole.

As such, our procedures cannot guarantee that all transactions have been fully compliant with all relevant laws and regulations, including those regulations relating to fraud, as our procedures are not designed to detect all instances of non-compliance. By definition, the risk of our detection of non-compliance is greater where compliance with a law or regulation is removed from the events and transactions reflected in the financial statements. The

Report of the independent auditors to the members of Relate Coventry & Warwickshire

risk is also greater regarding irregularities due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor's-responsibilities-for>. This description forms part of our auditor's report.

8.8. Use of our report

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

Gregg Olnor

BA(Hons) MPhil FCA (Senior Statutory Auditor)

For and on behalf of Harrison Beale & Owen Limited
Chartered Accountants and Statutory Auditor
Seven Stars House
1 Wheler Road
Coventry
CV3 4LB

Date: 17th September 2024

Statement of financial activities (Incorporating an income and expenditure account)

				2024	2023
		Unrestricted funds	Restricted funds	Total funds	Total funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	26,130	-	26,130	25,216
Charitable activities	5				
Children and family services		739,790	-	739,790	672,253
Adult counselling		288,402	-	288,402	221,209
Pyschosexual Therapy		9,212	-	9,212	7,544
Cafcass		36,695	-	36,695	68,200
Other trading activities	3	11,706	-	11,706	9,791
Investment income	4	29,000	-	29,000	29,398
Total		1,140,935	-	1,140,935	1,033,611
EXPENDITURE ON					
Raising funds	6	3,850	-	3,850	-
Charitable activities	7				
Children and family services		741,305	-	741,305	679,530
Adult counselling		295,522	-	295,522	308,885
Pyschosexual Therapy		-	-	-	10,045
Cafcass		57,498	-	57,498	52,605
Total		1,098,175	-	1,098,175	1,051,065
NET INCOME/(EXPENDITURE)		42,760	-	42,760	(17,454)
Other recognised gains/(losses)					
Gains on revaluation of fixed assets		-	-	-	125,000
Net movement in funds		42,760	-	42,760	107,546
RECONCILIATION OF FUNDS					
Total funds brought forward		991,201	8,878	1,000,079	892,533
TOTAL FUNDS CARRIED FORWARD		1,033,961	8,878	1,042,839	1,000,079

Balance sheet 31 March 2024

				2024	2023
	Notes	Unrestricted funds	Restricted funds	Total funds	Total funds
		£	£	£	£
FIXED ASSETS					
Tangible assets	13	4,182	-	4,182	6,213
Investment property	14	400,000	-	400,000	400,000
		404,182	-	404,182	406,213
CURRENT ASSETS					
Debtors	15	44,365	-	44,365	68,537
Cash at bank and in hand		689,815	8,878	698,693	635,586
		734,180	8,878	743,058	704,123
CREDITORS					
Amounts falling due within one year	16	(104,401)	-	(104,401)	(110,257)
NET CURRENT ASSETS		629,779	8,878	638,657	593,866
TOTAL ASSETS LESS CURRENT LIABILITIES		1,033,961	8,878	1,042,839	1,000,079
NET ASSETS		1,033,961	8,878	1,042,839	1,000,079
FUNDS	17				
Unrestricted funds				1,033,961	991,201
Restricted funds				8,878	8,878
TOTAL FUNDS				1,042,839	1,000,079

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

The financial statements were approved by the Board of Trustees and authorised for issue on 17th September 2024 and were signed on its behalf by:



M Monaghan – Trustee Chair

Cash flow statement

		2024	2023
	Notes	£	£
Cash flows from operating activities			
	1	59,699	32,711
Cash generated from operations			
Net cash provided by operating activities		59,699	32,711
Cash flows from investing activities			
		(1,811)	(327)
Purchase of tangible fixed assets			
Interest received		5,219	3,894
Net cash provided by investing activities		3,408	3,567
Change in cash and cash equivalents in the reporting period		63,107	36,278
Cash and cash equivalents at the beginning of the reporting period		635,586	599,308
Cash and cash equivalents at the end of the reporting period		698,693	635,586

Notes to cash flow statement

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	42,760	(17,454)
Adjustments for:		
Depreciation charges	3,842	5,118
Interest received	(5,219)	(3,894)
Decrease in debtors	24,171	68,521
Decrease in creditors	(5,855)	(19,580)
Net cash provided by operations	59,699	32,711

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	635,586	63,107	698,693
	635,586	63,107	698,693
Total	635,586	63,107	698,693

Notes to financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred where it has been received ahead of the period where the use of funds will incur. Usually this will relate either to appointments where a deposit has been received in the current accounting period, but the appointment will be conducted in the following accounting period, or where income has been invoiced in advance for services to be delivered in agreed sessions in future periods.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs are allocated directly to the fund and activity that they relate to. Where the costs are shared between activities or funds, an apportionment is made based on the units of work conducted for the units sharing the costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

Notes to financial statements

The trustees consider that the residual value of the property is materially similar to the carrying value. Depreciation is therefore not considered to be a material amount and no provision for depreciation is made in the financial statements.

Investment property

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

Taxation

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

Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

Pension costs and other post-retirement benefits

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

Financial activities

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	9,071	8,459
Grants	17,059	16,757
	<u>26,130</u>	<u>25,216</u>

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Supervision	6,630	5,791
Training	5,076	4,000
	<u>11,706</u>	<u>9,791</u>

4. INVESTMENT INCOME

	2024	2023
	£	£
Rents received	23,781	25,504
Deposit account interest	5,219	3,894
	<u>29,000</u>	<u>29,398</u>

Financial activities

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024	2023
		£	£
Client income	Children and family services	11,780	7,154
Contracted charitable services	Children and family services	594,504	491,523
Grants	Children and family services	133,506	173,576
Client income	Adult counselling	102,992	106,392
Contracted charitable services	Adult counselling	138,020	67,893
Grants	Adult counselling	47,390	46,924
Client income	Pyschosexual Therapy	9,212	7,544
Grants	CAFCASS	36,695	68,200
		<u>1,074,099</u>	<u>969,206</u>

6. RAISING FUNDS

Raising donations and legacies	2024	2023
	£	£
Fundraising costs	<u>3,850</u>	<u>0</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (see note 8)	Totals
	£	£	£
Children and family services	463,741	277,564	741,305
Adult counselling	201,697	98,825	295,522
CAFCASS	37,949	19,549	57,498
	<u>703,387</u>	<u>390,938</u>	<u>1,094,325</u>

Financial activities

8. SUPPORT COSTS

	Management, administration & premises	Governance costs	Totals
	£	£	£
Children and family services	271,983	5,581	277,564
Adult counselling	91,939	1,886	98,825
CAFCASS	19,156	393	19,549
	<u>383,078</u>	<u>7,860</u>	<u>390,938</u>

Management, administration and premises costs allocation based on delivery of services.
Governance costs allocation based on delivery of services.

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):	2024	2023
	£	£
Auditors' remuneration	6,000	-
Depreciation – owned assets	<u>3,842</u>	<u>5,118</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

TRUSTEES' EXPENSES

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

11. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	803,022	783,541
Social security costs	58,503	56,575
Other pension costs	22,545	23,027
	<u>884,070</u>	<u>863,143</u>

Financial activities

**The average monthly number of employees during the year 2024 2023
was as follows:**

	£	£
Children and family services	22	23
Adult counselling	11	8
Pyschosexual therapy	-	1
CAFCASS	1	1
Management and administration	8	9
	<u>42</u>	<u>42</u>

No employees received emoluments in excess of £60,000.

Total trustee and key management personnel remuneration benefits totalled £195,482 (2023: £184,812).

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	25,216	-	25,216
Charitable activities			
Children and family services	655,253	17,000	672,253
Adult counselling	221,209	-	221,209
Pyschosexual Therapy	7,544	-	7,544
Cafcass	68,200	-	68,200
Other trading activities	9,791	-	9,791
Investment income	29,398	-	29,398
Total	<u>1,016,611</u>	<u>17,000</u>	<u>1,033,611</u>
EXPENDITURE ON			
Charitable activities			
Children and family services	668,530	11,000	679,530
Adult counselling	308,885	-	308,885
Pyschosexual Therapy	10,045	-	10,045
Cafcass	52,605	-	52,605
Total	<u>1,040,065</u>	<u>11,000</u>	<u>1,051,065</u>
NET INCOME/(EXPENDITURE)	(23,454)	6,000	(17,454)

Financial activities

Other recognised gains/(losses)

Gains on revaluation of fixed assets	125,000	-	125,000
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Net movement in funds

101,546	6,000	107,546
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RECONCILIATION OF FUNDS

Total funds brought forward	889,655	2,878	892,533
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TOTAL FUNDS CARRIED FORWARD

991,201	8,878	1,000,079
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13. TANGIBLE FIXED ASSETS

	Short leasehold	Fixtures and fittings	Computer equipment	Totals
	£	£	£	£
COST				
At 1 April 2023	75,136	28,101	47,341	150,578
Additions	-	1,811	-	1,811
At 31 March 2024	75,136	29,912	47,341	152,389
DEPRECIATION				
At 1 April 2023	75,136	25,093	44,136	144,365
Charge for year	-	1,598	2,244	3,842
At 31 March 2024	75,136	26,691	46,380	148,207
NET BOOK VALUE				
At 31 March 2024	-	3,221	961	4,182
At 31 March 2023	-	3,008	3,205	6,213

Financial activities

14. INVESTMENT

PROPERTY FAIR

£

VALUE

At 1 April 2023

and 31 March 2024

400,000

NET BOOK VALUE

At 31 March 2024

400,000

At 31 March 2023

400,000

Fair value at 31 March 2024 is
represented by:

£

Valuation in 2022

125,000

Cost

275,000

400,000

The charitable company had an independent which provided a valuation of £400,000.
Valuation conducted in 2022 by Holt Commercial.

Financial activities

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	41,910	45,825
Other debtors	2,455	-
Accrued income	-	15,843
Prepayments	-	6,869
	<u>44,365</u>	<u>68,537</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	23,841	3,229
Social security and other taxes	14,043	13,479
Other creditors	4,140	6,356
Deferred income	59,077	83,506
Accrued expenses	3,300	3,687
	<u>104,401</u>	<u>110,257</u>

Deferred income

	2024	2023
	£	£
Deferred income at 1st April 2023	83,506	103,354
Released from previous years	(83,506)	(103,354)
Income deferred in the year	<u>59,077</u>	<u>83,506</u>
Deferred income at 31st March 2024	<u>59,077</u>	<u>83,506</u>

Deferred income relates to schools contract income deferred to future periods as the income received relates specifically to the 2024/25 accounting period.

Financial activities

17. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General fund	591,201	42,760	633,961
Property	400,000	-	400,000
	991,201	42,760	1,033,961
Restricted funds			
Primary Mental Health Salary fund	8,878	-	8,878
TOTAL FUNDS	1,000,079	42,760	1,042,839

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	1,140,935	(1,098,175)	42,760
TOTAL FUNDS	1,140,935	(1,098,175)	42,760

Comparatives for movement in funds

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
Unrestricted funds			
General fund	614,655	(23,454)	591,201
Property	275,000	125,000	400,000
	889,655	101,546	991,201
Restricted funds			
Primary Mental Health Salary fund	2,878	6,000	8,878
TOTAL FUNDS	892,533	107,546	1,000,079

Financial activities

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	1,016,611	(1,040,065)	-	(23,454)
Property	-	-	125,000	125,000
	1,016,611	(1,040,065)	125,000	101,546
Restricted funds				
Primary Mental Health Salary fund	17,000	(11,000)	-	6,000
TOTAL FUNDS	1,033,611	(1,051,065)	125,000	107,546

A current year 12 months and prior year 12 months combined position is as follows:

	Net movement		
	At 1.4.22 £	in funds £	31.3.24 £
Unrestricted funds			
General fund	614,655	19,306	633,961
Property	275,000	125,000	400,000
	889,655	144,306	1,033,961
Restricted funds			
Primary Mental Health Salary fund	2,878	6,000	8,878
TOTAL FUNDS	892,533	150,306	1,042,839

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

Financial activities

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	2,157,546	(2,138,240)	-	19,306
Property	-	-	125,000	125,000
	2,157,546	(2,138,240)	125,000	144,306
Restricted funds				
Primary Mental Health Salary fund	17,000	(11,000)	-	6,000
TOTAL FUNDS	2,174,546	(2,149,240)	125,000	150,306

General funds are unrestricted and result in the excess of unrestricted income over costs not incurred in restricted fund activities as well as governance expenses. They are to be used in the ongoing provision of the services to achieve the objectives of Relate. These funds can be readily applied as they are held as cash resources.

Children in Need - The grant is specifically used to employ 2 x 25 hour all year round counsellors to work with children and young people.

Primary Mental Health Salary fund - The funding is to employ 1 x 37 hour post to provide counselling and support across all schools in Coventry.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024

Detailed statement of financial statements

	2024	2023
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	9,071	8,459
Grants	17,059	16,757
	<u>26,130</u>	<u>25,216</u>
Other trading activities		
Supervision	6,630	5,791
Training	5,076	4,000
	<u>11,706</u>	<u>9,791</u>
Investment income		
Rents received	23,781	25,504
Deposit account interest	5,219	3,894
	<u>29,000</u>	<u>29,398</u>
Charitable activities		
Client income	123,984	121,090
Contracted charitable services	732,524	559,416
Grants	217,591	288,700
	<u>1,074,099</u>	<u>969,206</u>
Total incoming resources	<u>1,140,935</u>	<u>1,033,611</u>
EXPENDITURE		
Raising donations and legacies		
Fundraising costs	3,850	-
Charitable activities		
Wages	596,770	607,991
Social security	42,532	46,065
Pensions	12,522	13,239
Premises costs	12,089	3,763
Telephone	156	-
Other office costs	4,017	1,095
Sundries	1,366	606
Motor and travelling	3,758	1,656

Detailed statement of financial statements

Training	17,483	6,879
Public relations	1,168	226
Supervision	6,218	3,203
Carried forward	698,079	684,723

Detailed statement of financial statements

	2024	2023
	£	£
Charitable activities		
Brought forward	698,079	684,723
Sub-contractors	1,466	25,908
Recruitment	-	288
Fixtures and fittings	1,598	1,250
Computer equipment	2,244	3,868
	<u>703,387</u>	<u>716,037</u>
Support costs		
Management, administration & premises		
Wages	206,252	175,550
Social security	15,971	10,510
Pensions	10,023	9,788
Premises costs	95,581	70,228
Telephone	5,591	6,807
Other office costs	14,911	9,872
Sundries	3,362	6,981
Motor and travelling	115	1,049
Training	1,859	7,843
Public relations	729	678
Federation charges	26,392	23,542
Bank charges	2,292	2,532
	<u>383,078</u>	<u>325,380</u>
Governance costs		
Auditors' remuneration	6,000	-
Accountancy fees	1,860	8,214
Professional fees	-	1,434
	<u>7,860</u>	<u>9,648</u>
Total resources expended	<u>1,098,175</u>	<u>1,051,065</u>
Net income/(expenditure)	<u>42,760</u>	<u>(17,454)</u>

Relate

We're the largest provider of relationship support in England and Wales and we help millions of people every year to strengthen the relationships that mean the most to them.

1110A Elliott Court, Coventry Business Park
Herald Avenue, Coventry CV5 6UB

E: info@relatecoventry.org

Relate. A company limited by guarantee.

Registered in England 04939758. Registered Charity No. 1103470.

Registered Office: 1110A Elliott Court, Coventry Business Park,
Herald Avenue, Coventry, CV5 6UB.

Relate

Coventry and Warwickshire

Accounts

REGISTERED COMPANY NUMBER: 04939758 (England and Wales)
REGISTERED CHARITY NUMBER: 1103470

**REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
RELATE COVENTRY & WARWICKSHIRE**

Harrison Beale & Owen Limited
Chartered Accountants and Statutory Auditor
Seven Stars House
1 Wheler Road
Coventry
CV3 4LB

RELATE COVENTRY & WARWICKSHIRE

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RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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).

Chairs' Report

The last year has seen numerous challenges both locally and nationally to children, young people and their families across the UK. At Relate, we have continued to offer services locally to a broad range of people facing a range of difficult circumstances. I am grateful to the trustees, management team, colleagues, and volunteers, our partnerships including LDP and funders, who enable us to continue to provide services. We remain focused on providing timely, and cost-effective approaches to alleviate issues prevalent in modern society.

We have worked extremely hard during the year to ensure that the local community can access our range of services, offering support to families who are on a low income and families feeling the pressure of the cost-of-living crisis. Our ethos is to ensure that every person has the opportunity to receive support irrespective of income.

The Centre has seen an increase in clients wishing to access face to face services and we have adapted to their need by increasing our face-to-face capacity. During the year we have recruited new counsellors and domestic abuse practitioners and our workforce plan to recruit and train more relationship counsellors in the next 5 years is on schedule. We also continued to increase the breadth of knowledge and experience on the Trustee Board, recruiting new trustees despite the difficulties.

We are fortunate to have a diversity of contracts to deliver services to children and young people, adults and families across Coventry and Warwickshire, working as required with partner agencies. Our success with our new partner, Action for Children, to deliver the replacement to Separated Parenting programme, planning together for children will commence in April 2023.

I would like to take this opportunity to thank our funders for their support which has enabled our organisation to offer bursaries for clients to assist in covering the costs for those people who are unable to afford the full fee. We will continue into 2023 to reach as many people as possible in our local community who need our help and support.

As ever, the main asset of the centre is our staff and volunteers, and I would like to thank them all for their hard work and continued commitment to clients. I would also like to express my gratitude to my fellow trustees for their support, dedication, and valued contributions over this year.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

OBJECTIVES AND ACTIVITIES

Objectives and aims

Relate's declared objects 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
- * 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 or mental wellbeing influence, either directly or indirectly, their present or future family or couple relationship
- * to advance citizenship and community development
- * to relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage
- * to promote research into all of the above Objects and to make the results available to the public

Relate services are undertaken to further our charitable purposes for the public benefit.

Vision and Mission

Relate's vision is where every relationship is actively valued, supported and promoted as the heart of a thriving society. We will make this a reality by:

- * Delivering inclusive, high-quality services that are relevant at every life stage.
- * Help partners, families, and individuals to make relationships work better.
- * Help the public and policymakers improve their understanding of relationships and their importance for a thriving society.

As part of our strategy we have set ourselves four strategic goals to direct our work in the next three years and to help us achieve our vision and mission.

- * Service Effectiveness
- * Influence and Visibility
- * Impact and value
- * Sustainability

Our services are already helping thousands of people every year to strengthen their relationships. Our challenge is to make sure those services develop and innovate so that we remain the experts in our field and the key agency for relationship support.

Our Strategic Goals

Service Effectiveness

- * Quality services meet the need and deliver customer satisfaction
- * We lead in service innovation and development
- * We can demonstrate a keen customer focus, understanding existing and potential customers now and in the future
- * Relate services reach and help more people in more ways, delivering on inclusion and diversity
- * Relate develops and supports a skilled workforce across the core service range and its management to underpin service quality
- * Relate adopts a learning and development culture to facilitate continuous service improvement

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

Influence and visibility

- * A known brand becomes an understood, valued and leading brand
- * The public, government, media, private and public and voluntary sectors know that relationship health is needed and valued
- * Relationship support is accessible and the norm
- * Public policy facilitates successful relationships
- * Our marketing strategy enables us to promote the service across Coventry & Warwickshire with relevant literature which is accessible and informative.

Impact and Value

- * Our research and measuring outcome procedures can demonstrate the impact and value across all services.
- * Research and reviews of services will support development and excellence

Sustainability

- * Income strategy grows and diversifies income streams
- * The organisational structure, processes and culture are fit for purpose now and into the future.
- * Collective activity delivers against the vision
- * Relate continues to forge collaborations and partnerships in support of delivering its purposes and maximising impact

Significant activities

In order to deliver our strategic goals we offer five core activities:

Relationship Counselling - helping couples and individuals to resolve issues arising from their relationships. Our counsellors help people to discuss their feelings, attitudes and expectations and offer assistance with communication and problem solving. We aim to empower our clients by increasing their understanding, so that they can go on to make choices about how they manage their relationships.

Sex therapy - an assessment and treatment programme which enables our clients to address the physical, emotional and psychological issues associated with sex. As the only national provider of Sex therapy, we also work with people who have problems with their sex lives due to poor health or disability.

Children and young people's services - helps children and young people explore and develop coping strategies for issues such as family breakdown, bullying and peer relationships, bereavement, the formation of new families or the absence of a family member in their life. Relate is the largest UK provider of counselling support children and young people with over 25 years' experience in this area.

Family counselling - to help family members in resolving difficulties and concerns in their relationships with one another. We support clients by increasing their understanding of each other's needs and by improving communication, both within the couple relationship and across generations.

Education and learning - to provide people with the knowledge and skills needed for personal and professional development. We offer a wide range of workshops and courses for couples, individuals, parents and young people. This is a major part of our preventative work, to ensure that we are helping people to boost or maintain their relationship as opposed to just helping when things are declining or in crisis.

Public benefit

The Trustees have had due regard to the Charity Commission's guidance on "Public Benefit."

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

ACHIEVEMENT AND PERFORMANCE

Charitable activities

We have worked closely with our neighbouring Relate Centres and those further afield and our CEO is an active member of the Steering Group - ARCO which works with Relate National to ensure federated Centres and Relate work effectively together. Our local partnerships have flourished during the year, establishing new partnerships within the domestic abuse sector.

During 2022-2023 we delivered: -

- * 2,344 hours of adult work within our Centre-based work with 849 individuals registering for this service. We offered on average of 75-82 adult counselling appointments per week, increasing our face-to-face delivery to meet the returning client demand following Covid-19. 58% of sessions were delivered face-to-face.

- * We registered 72 new individuals to our services within GP surgeries within Coventry, offering approximately 635 individual appointments this year. Each quarter saw an improvement on average Post-Service PHQ9 (depression scale) and GAD7 (anxiety scale) scores following counselling, with PHQ9 pre-scores averaging at 15.5, and reducing to an average of 6 at the end of counselling and GAD7 scores with a pre-average of 11.8 to a post-average of 5.2.

- * **Time for You** - our school-based service, worked in 36 schools across Coventry & Warwickshire, delivering over 3,700 appointments to students throughout the year.

- * We delivered the **Separated Parenting Information Programmes** to 301 adults participating in Coventry & Warwickshire (a further increase of 17% on last year), supporting those parents referred to us in this time before the SPIP contract came to an end in March 2023. We are excited to be continuing this work on behalf of CAFCASS in partnership with Action for Children, via the newly developed and rebranded 'Planning Together for Children' service.

- * The **Reach/Rise Projects** received 366 new referrals for children and young people to access the service (26% decrease on last year's figures) and delivered 1,674 individual sessions across Coventry & Warwickshire.

- * The **Choose to Change Perpetrator** programme accepted 63 new referrals (decrease of 30% on last year). However, still saw 116 one-to-one appointments take place, in addition to 188 group intervention sessions being attended, with a 5% increase in group attendance rate and engagement.

- * The **WISH and WISH Sanctuary Projects** received 295 new referrals this year (an 18% increase) and delivered 1746 appointments across Coventry to children and young people who have been impacted by Domestic Abuse and/or violence in their household. This is an 11% further increase on last year's delivery.

- * Each week we provided on average approximately 385 hours of counselling a week to couples, individuals, families, children, and young people at our centres and in the community-based locations. Within this year we also re-extended our evening face to face provision re-opening the Coventry centre on Tuesday evenings to meet client demand, as well as recommencing face to face work at 3 Warwickshire outposts for our Children and Young Person's services.

- * We continue to offer 3 appointments per week at Dudley Lodge - offering counselling to couples and/or individuals who are currently undergoing Family Support Assessments.

- * Our mediation service has supported 19 cases this year.

Quality Review and Assurance

PQASSO has been replaced by "Trusted Charity" Award and we continue to work towards achieving this by the end of 31st March 2024.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

We will be working towards BACP Accreditation during 2023 and will be reviewing other quality marks in the year ahead to work towards.

Relate Coventry & Warwickshire is a member of the Relate federation. Relate ensures that all member organisations comply with certain regulations, including service specifications for the 5 core services we provide, all practitioners are registered on the Relate Practitioner Directory and have access to the Relate practice helpline which supports practitioners and managers with complex safeguarding issues and pilot projects to ensure quality and effectiveness for new services. All these safeguards ensure we offer a safe and appropriate service for all our clients.

Organisation of the charity

Our staff team has remained constant throughout the year, with the addition of new student placements, two children and young people's counsellors and two relationship counsellors. A priority is to ensure we recruit new counselling placements to ensure we have enough counsellors to meet the ever-increasing demand for our services and secure our future workforce.

(a) Executive Committee (The board of Trustees)

The board is responsible for setting the policy of the charity and ensuring that all funds received are used for objectives of the charity. There were nine members of the executive committee on 31st March 2023

(b) Chief Executive

The Chief Executive ensured that the trustees were well advised on all technical issues within the organisation, and she was responsible for implementing the trustee's policies and decisions on a day-to-day basis. The trustees and Chief Executive developed a business plan during the year, which the Chief Executive has worked to.

(c) Support Staff

The Chief Executive was supported by the Director of Services, Service Manager, Business Development officer, Client Support Manager and four members of the admin team.

Director of Services 37 hours
Service Manager 37 hours
Administrative Posts 119 hours (3.21 fte)

(d) Counsellors

As of the 31st of March 2023, 33 counsellors/practitioners working between 3 and 37 hours, totalling 708 (19.1 fte) hours per week. 3 hours a week were provided by counsellors on a voluntary basis.

Services

Adult Services

We have returned to face-to-face counselling offering the majority of counselling in the Centre and GP practices. Clients still request webcam; however, this has dramatically reduced during the last 6 months. We will continue to offer a blended service with webcam, telephone, and face to face counselling available.

Our bursary scheme is well utilised by clients who cannot afford the full cost enabling them to receive the support they need. King Henry VIII has once again supported us to support those clients living in a specific area within Warwickshire.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

Coventry City Council and CCG have enabled us to offer a much-needed bursary scheme to those residents in Coventry who are unable to pay the full cost of the service and we will continue to provide this support of reduced cost counselling for as many people as possible.

The trustees are committed to ensure that every single person who requires our services can access counselling irrespective of their financial circumstances. The bursary will continue in the future and increased fundraising activities will enable funds to support our clients.

The Clinical Commissioning Group (CCG) has funded us to provide outreach counselling in seven of the GP practices in the City and continue to provide support for adults who access relationship counselling.

Adult Counselling Evaluations - 2022-2023

- * 88% of clients felt communication within their relationships improved by the end of counselling
- * 75% felt their worries about whether their relationship would end improved
- * 75% of clients felt their physical wellbeing improved, 92% felt their Mental/Emotional wellbeing improved
- * 44% of clients felt there had been improvements to their sex lives
- * 75% of clients felt more confident after attending appointments with Relate
- * 82% of clients felt more able to cope with their worries and problems following counselling
- * 85% of clients said they would return to Relate in future if any problems arose again
- * 95% of clients said they would recommend Relate to others having difficulties

Comments & testimonials:

"Counselling was what felt like the last option to save my relationship. I am very happy with Sid and the service. We were able to address issues in a calmer and understanding way. So glad I reached out for help."

"Techniques given were helpful and having a 3rd party view and someone who didn't know us both was helpful."

"Despite the small amount of time spent with Sid I believe he was a great help guiding us in the right direction and he made a very positive impact to the difficulties we were facing at the time. He was very helpful to us in helping us open up the lines of communication and implementing things that will be very valuable to us in our relationship today and in future. Thank you so much for all your help."

"Debbie has been so helpful and encouraging in helping us to understand our issues and exploring, identifying, and using ways to help us get back on track. Thank you!"

"Debbie has helped us (me) to develop skills to ensure our relationship and parenting becomes a rewarding experience and will lead to a greater understanding of making a better more supportive world to live in - phew! :) Thank you sincerely."

"Therapy has been a positive experience and has helped me relate and understand my husband. It has allowed us to communicate again."

"I have found Relate to be extremely useful. They have been great in listening; giving great advice. It's saved our marriage."

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

GP Clients Evaluations - 2022-2023

* Clients PHQ9 Depression scale scores improved from 15.57 pre-counselling to 6.07 after having accessed counselling

* Clients GAD7 Anxiety scale scores improved from 11.82 pre-counselling to 5.27 after having accessed counselling.

Comments & testimonials:

"Counselling has been 100% positive for me. I have loved talking on the phone. The emails I received helped me and I can refer to them as they have lots of helpful information."

"It has been good talking about what happened. I will miss talking with you. It is helpful to know I can use the service in the future. Thank you!"

"Your support and guidance kept me going and gave me strength. Breathing techniques help when I feel overwhelmed, and I now prioritise living in the moment. Thank you"

"Time to talk each week has really helped. I have gained confidence and am more assertive and assured. I am less 'panicked' now and have gained tools that can help me."

"Counselling has definitely helped me 100%. Speaking with you (Counsellor) has been brilliant. Time to talk has really helped. Thank you"

"Bereavement is lonely, it has been very helpful to be able to talk with you (Counsellor). I now feel able to make plans for the future and feel more confident in myself. Thank you"

"Counselling has been very helpful. I was stuck in a rut and your help has improved that. I wouldn't have made that improvement without your support."

"Counselling has been very helpful to me and is a very supportive, good quality service. Thank you"

Choose 2 Change

A success for Choose to Change in being awarded Respect Accreditation. Accreditation will enable to expand this service to reach more people who need our help and support with behaviour change.

Choose to Change Comments and Feedback

From Parallel Support Worker: "Couple feel like they are more aware of what the impact of DVA has on their children. They are now able to communicate as a couple and talk things out without the need of an argument. They are both happy with the service provided, and it has changed the dynamic in the family in a very positive way."

Attendee Feedback:

"Worth the long haul. Have really learnt and gained from being on this course to control myself and my behaviour."

"Has given a platform to express oneself and also learn from others. I have gained tools to become a better person."

"Choose to Change is a platform that is helping me open up and learn more from other members."

"I enjoy coming to the group as it gives me a release of troubles of my mind and has made me realise, I'm not alone."

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

"Learned a lot from the team and the modules are becoming interesting and informative as we go on with the course. It really helps me in a lot of ways to change and manage my behaviour in a positive way."

Children & Young People

Our focus throughout this difficult year has been to ensure that we continue to offer the best possible service for our children and young people.

Time for You schools service has offered hundreds of children a space to talk and gain support from one of our qualified, experienced counsellors. Schools have supported us in offering a blended service during the lockdown periods to enable us to continue the services. All schools have returned to face-to-face provision.

Time For You Evaluation Data

- * 97% of students who accessed T4U said they would recommend our counselling services.
- * 91% of children and young people said that counselling was a good way to deal with their worries/problems.
- * 98% of students felt they had a positive and trusting relationship with their counsellors.
- * 90% of students said they felt counselling was helpful and 96% were happy with the service they received.
- * 78% of parents felt the waiting time for their child to access the services in school was Good.
- * 93% of parents felt their child had benefitted from the service and 81% felt the service was 'Good/Excellent'.

Comments & testimonials:

"Feel it has really helped, and felt I was able to communicate with you and the school. A really good resource for children to have someone trustworthy to talk to. The counsellor worked excellently with my child." - **Parent**

"My child has really thrived since having her counsellor to talk to. She has found homework very difficult at times but has become more confident in telling us when things are getting too much" - **Parent**.

"It was so helpful for her to have someone to talk to outside of the family" - **Parent**.

"I feel more capable of doing things for myself after the sessions. I now have a very good relationship with my family. Sometimes I didn't have the words but I now feel better at getting my point across. I feel more confident, and I don't worry about what people think about me as much." - **Child**.

"Helped me manage stress and anxiety." - **Child**.

"Allowed me chance to reflect on my emotions and offered a safe space to open up, was able to provide me solutions to problems that I struggled to find on my own. Given me more insight." - **Child**.

"Extremely professional, very helpful and friendly too :)" - **Child**.

"At the beginning I had a lot on my shoulders, but now I feel calm." - **Child**.

(REACH/RISE) 2022-2023

* 92% of CYPs who completed their work with REACH/RISE this year said they felt they were now 'dealing with their problems better'

* 78% said they felt their appointments were offered at convenient times

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

* 40% of CYPs improved their SDQ scores post counselling, with average scores reducing to 16.21 (YELLOW - MINOR CONCERN) at end of service from 19.72 (RED - SEVERE CONCERN) pre-service

* 90% of children and young people said they felt 'counselling was very helpful/helpful'

* 98% children and young people said they would recommend our counselling services

* 60% of children and young people said they felt their relationships with other people had improved since attending counselling

Comments & testimonials:

"It was very good."

"My counsellor was amazing. She was very calming and had a calming voice and influence."

"I think that counselling has helped me be able to talk about my feelings."

"Make sure you guys keep helping people - your awesome!"

"Counselling has helped to accept my emotions and deal with them better."

"I appreciate you helping me!"

Our aim is to ensure that children and young people wait the minimum time as possible for counselling; the admin team and counsellors have worked extremely hard to try meeting this target.

Presenting issues of those young people accessing the service showed 40% being affected by divorce and separation, 11% domestic abuse and 18% by bereavement and loss.

Wish Project and Wish Sanctuary

The Wish service has offered a specialist domestic abuse intervention to hundreds of children throughout the year and the expansion of the service has enabled us to work with more children who could not access this support.

WISH and WISH Sanctuary Evaluation Data

* 86% of children felt safer following completion of their WISH interventions

* 93% of children felt they had a better understanding of DVA following their WISH work

Staff training and support

The trustees recognise the hard work and commitment of all staff and volunteers at Relate Coventry & Warwickshire and we operate a rolling core training programme that all staff attend as an essential element of maintaining best practice standards including safe and ethical practice. Specialist training is prioritised to ensure we have access to the most up to date thinking and practice.

During the year, the counselling team have taken part in a range of training and CPD opportunities which have also been a great opportunity for the team to come together. Training has included Safeguarding Children and Adults, note writing and working with coercive and controlling behaviours in relationships.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

ACHIEVEMENT AND PERFORMANCE

Investment performance

The Executive Committee's investment policy is reviewed annually as part of the review of the Financial Policies and Procedures. The cash balances fluctuate throughout the year. The policy enables cash that is not immediately required to be invested subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). Within this framework the best interest rates are sought, and performance is regularly reviewed. We have a savings account which matures interest every three months, and the interest is currently reinvested.

FINANCIAL REVIEW

Principal funding sources

There is a comprehensive system of business planning which includes an annual budget reviewed in detail by the Finance, Premises and Fundraising Sub Committee and approved by the Executive Committee. Monthly actual results are reported against budget and revised forecasts for the year are prepared regularly. The Executive Committee reviews the latest management accounts at each meeting.

Relate Coventry & Warwickshire continues to have a wide range of income streams from a number of bodies including:

CAFCASS - funded through Department for Education - Separated Parenting Information Programmes (SPIP) for parents who have separated or divorced. The aim is to focus parents on the needs of their children, to work together in the best of interests of their children. The funding for this financial year is £66k. We have been successful with the new commissioned programme and will be a sub-contractor for Action for Children commencing 01.04.2023.

Clinical Commissioning Group - £54k received each year to provide an outreach service in several GP Practices throughout the City. The grant also funds a bursary scheme to support adults to access our services if they are on low income or benefits. This contract is renewable on a yearly basis.

CAMH's LAC - Providing a counsellor in a multi-disciplinary team. The purpose is to provide a range of therapeutic interventions for looked after children. The funding has been extended until September 2023.

Coventry City Council and Warwickshire County Council - Funding to provide the new Reach service, offering counselling and support for children and young people aged 5 -18 years across Coventry and Warwickshire, delivered in partnership with Coventry and Warwickshire Mind. Relate were unsuccessful with the tender and the funding ended in November 2022. We were awarded £20k in December 2022 to continue to offer counselling whilst the new provider settled into commencing the service. Rise Project will continue until 31.03.2024.

General Charities Coventry -We received an £8,000 grant to go towards providing counselling and group work across all our services to benefit the residents of Coventry.

King Henry V111 - We received a grant of £2,000 to provide a bursary for clients accessing Relate services that live in specific CV34 postcode areas of Warwickshire.

Restricted funds

Integrated Primary Mental Health Service - The funding is to employ 1 x 37-hour post to provide mental health advice, guidance, and support across all schools in Coventry. This post finished 30.09.2022.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

FINANCIAL REVIEW

Investment policy and objectives

The Executive Committee's investment policy is reviewed annually as part of the review of the Financial Policies and Procedures. The cash balances fluctuate throughout the year. The policy enables cash that is not immediately required to be invested subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). Within this framework the best interest rates are sought, and performance is regularly reviewed. We have a savings account which matures interest every three months, and the interest is currently reinvested.

Reserves policy

The definition of reserves is used from the guidance from the Charity Commission. They are funds available to further our charitable objects which have not yet been spent, committed, or designated. They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the ongoing work of the charity) and funds designated for specific purposes.

The Executive Committee reviewed the Reserves policy in March 2022 as part of the risk management process. The trustees consider that unrestricted funds should not exceed six months of resources expended. A minimum target of easily realisable reserves is set between £450,000 and £500,000. This target in the current uncertain climate is a prudent measure.

Financial Reporting

There is a comprehensive system of business planning which includes an annual budget reviewed in detail by the Finance Committee and approved by the Executive Committee. Quarterly reviews are held at Executive Meetings which monitor the budget and revised forecasts for the year.

Land and Buildings

The Executive Committee authorised a new valuation on the New House property, which took place during this financial year. The value of the property is currently £400,000. DP Holt, Coventry conducted the valuation.

FUTURE PLANS

We are focussed on fulfilling our contractual obligations to provide the best possible service for our clients.

Our staff team remain our most precious resource and the Trustees have agreed to fund a well-being package with Westfield Heath offering a range of support. We will continue to offer CPD's and specialist training to ensure our staff are supported and are able to offer the quality service our community expects from Relate.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association adopted on 22nd October 2003 and amended objectives on 2nd October 2008.

Recruitment and appointment of new trustees

Trustees are recruited on a regular basis according to the need for particular skills and expertise within the team. We attend functions based in a variety of sectors and offer invitations to find out more about Relate. We ensure that Trustees reflect the diversity of clients within Relate and the Coventry & Warwickshire community.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Trustees delegate the exercise of certain powers in connection with the management and administration of the Charity as set out below. This is controlled by requiring regular reporting back to the Executive Committee, in order to ensure that all decisions and recommendations made under delegated powers are duly ratified and noted.

Executive Committee

The Executive Committee is the governing body of Relate Coventry & Warwickshire. Relate Coventry & Warwickshire is a member of the Relate Federation and pays a membership fee and holds a license agreement to trade as Relate.

The Committee meets quarterly. Its main responsibilities are listed below:

- * To ensure compliance with the Charitable Objectives;
- * To formulate and agree policy and adopt policies and guidance appropriately from Relate Ltd;
- * To approve Relate Coventry & Warwickshire's strategic and operational plans and the annual budget;
- * To direct and oversee the work of sub committees and working groups.

Indemnity Insurance on behalf of the Trustees was paid by the company.

Finance & General Purposes Committee

The responsibilities:

- * To monitor the financial performance of the Centre on a regular basis.
- * To ensure the maintenance of property and to ensure that the Centre are in good working order.
- * To be strategic and advisory with respect to services delivered.

Chief Executive and Senior Management Team

The Chief Executive is responsible for the day-to-day management of the Charity's affairs and for implementing policies agreed by the Executive Committee. The Chief Executive is assisted by a team of senior managers who attend Executive Committee and Sub Committee meetings, as required, to offer advice in their area of expertise. Remuneration for personnel staff is reviewed each year, using a range of benchmarking tools, including ACEVO (Association for Chief Executives for Voluntary Organisation), local and regional comparisons which will influence decisions made about pay scales.

Induction and training of new trustees

Trustees receive an induction pack containing everything they need to know about Relate Coventry & Warwickshire and its work in order to assist with informed and effective decision making. As part of the induction Trustees are provided with the 'Code of Good Governance' guidelines. Ongoing training is provided as needed.

Key management remuneration

The arrangements for setting pay of key management personnel subject to benchmarking against similar roles and the achievement of performance objectives.

Wider network

Relate Coventry & Warwickshire is a member of the Relate federation. Relate ensures that all member organisations comply with certain regulations, including; service specifications for the 5 core services we provide, all practitioner's are registered on the Relate Practitioner register every 3 years, practice helpline to support practitioners and managers with complex safeguarding issues and pilot projects to ensure quality and effectiveness for new services. All of these safeguards ensure we offer a safe and appropriate service for all of our clients.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Trustees are responsible for the management of the risks faced by the Charity. Detailed consideration of risks is delegated to the Finance Committee, which is assisted by senior members of staff.

The strategic risks facing the organisation are those risks "owned" by the Charity's trustees and are regularly reviewed by the Finance and General Purposes Committee. Relate's project management framework helps senior management and trustees to monitor outcomes against strategic priorities.

Relate's Strategic Risk Register has identified the following as the key strategic risks it faces:

Unwitting breaches of legislation, or compliance with, for example:

- i Equality and Diversity
- ii Data Protection
- iii Quality Standards which may lead to legal or other public action.
- iv Inadequate income and lack of ability to grow and generate diverse unrestricted income.
- v Not having the right people with the right skills, attitudes and behaviours to deliver the corporate strategy across the whole organisation.

Risks are identified annual and reviewed on a quarterly basis. Significant changes are subsequently reported to the Finance and General Purposes committee. Relate also manages specific projects, each of which have their own project risk register, which are regularly reviewed as part of the performance management within the organisation.

In addition to the specific risk management mechanism described above, a number of other key controls help trustees manage the major risks facing the charity.

- * Formal agenda for trustee meetings
- * Detailed terms of reference for all sub committees
- * Comprehensive strategic planning, project management, budgeting and management accounting
- * Established organisational structure and lines of reporting
- * Formal written policies
- * Hierarchical authorisation and approval levels

Through these key controls, the Trustees continue to strive to manage the major risks identified in the Charity's risk register. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

Good governance is an integral part of how we operate and our compliance is reviewed regularly in our Finance and Audit committees and at the full board meetings. A key element is to ensure that we monitor performance against budgets and the opportunity to review and amend is acted upon.

Our Risk Register is key in how the business element of our charity is monitored and risks are categorised and scored manage them appropriately and mitigate wherever possible. We understand and appreciate the importance of good governance and this has a continual influence on the senior management team and the Board.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04939758 (England and Wales)

Registered Charity number
1103470

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

Registered office

1110A Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

Trustees

R K Farmah Treasurer (resigned 15.10.22)
Mrs K E Railton Chair (resigned 15.10.22)
J Robinson
A A Davies
Dr R K Auluck
I K Dunn
M Monaghan Chair
I G Edwards (resigned 21.9.22)
J Ashby-Ellis
C Robertson (appointed 15.10.22)
M Mead (appointed 15.10.22)

Company Secretary

Mrs T Murphy

Auditors

Harrison Beale & Owen Limited
Seven Stars House
1 Wheeler Road
Coventry
CV3 4LB

Bankers

Barclays Bank Plc
High Street
Coventry

Solicitors

Band Hatton Button
Earlsdon Park
53-55 Butts Road
Coventry
West Midlands
CV1 3BH

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Key Management Personnel

Tracy Murphy (Chief Executive Officer)
Mandy Boothe
Susan Parkes

Sub Committee Members

Finance & General Purposes Committee

Mark Monaghan (Chair)
M Mead
C Robertson
J Robinson
Tracy Murphy
Mandy Boothe

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

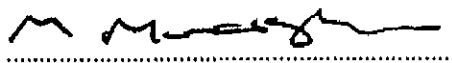
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

Approved by order of the board of trustees on 18-10-23 and signed on its behalf by:



M Monaghan - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RELATE COVENTRY & WARWICKSHIRE

Opinion

We have audited the financial statements of Relate Coventry & Warwickshire (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RELATE COVENTRY & WARWICKSHIRE

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF RELATE COVENTRY & WARWICKSHIRE

Our responsibilities for the audit of the financial statements

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

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

Enquiring of management and employees, including obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:-

- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance
- Detecting and responding to the risks of fraud and whether they were aware of any actual, suspected, or alleged fraud and
- The internal controls established to mitigate risk relating to fraud or non-compliance with laws and regulations.

We identified areas of law and regulation that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, discussions with management (as required by auditing standards) and discussed with management the policies and procedures regarding compliance with laws and regulations. All identified laws and regulations were communicated throughout the audit team, and they remained alert to any indications of non-compliance throughout the audit.

The most significant considerations for the charitable company were as follows:-

- The Charity is subject to laws and regulations that affect the financial statements which include financial reporting legislation (namely The Companies Act 2006), taxation legislation and the Charities Act. We assessed the extent of compliance with these laws and regulations as part of our audit procedures concerning items recorded in the financial statements.
- The charity is also subject to other operational laws and regulations where the consequences of non-compliance could have material effect on the amounts or disclosures in the financial statements through imposing fines or withdrawal of funding contracts. Areas where this would have an effect include health and safety, Bribery Act 2010, employment law, data protections and child protection legislation (DBS checks for staff and volunteers).

Auditing standards limit the audit procedures to identifying non-compliance of these laws and regulations to enquiry of management and inspection of regulatory and legal correspondence, if there is any. Therefore, if a breach of operational regulations is not disclosed to us or evident from relevant correspondence, and audit will not detect the breach.

To identify risk of material misstatement due to fraud, we carried out discussions amongst the audit team to assess areas where and how fraud might occur in the financial statements and any potential indicators. The following areas were identified :-

- Management override of controls through the posting of inappropriate accounting entries or journals
- We do not believe there is a fraud risk relating the revenue recognition as the revenue is straightforward, with limited opportunity for manipulation.

We did not identify any additional fraud risks.

We tested the appropriateness of accounting journals and other adjustments made in the accounts preparation based on a risk criteria.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
RELATE COVENTRY & WARWICKSHIRE**

Owing to the inherent limitation of the audit, there is an unavoidable risk that we may not have detected some material misstatements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulation is from the events and transaction reflected in the financial statement, the less likely in the inherently limited procedure required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of fraud, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. Our audit procedures are designed to detect material misstatement. We are not responsible for preventing non-compliance or fraud and cannot be expected to detect non-compliance with all laws and regulations.

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

Use of our report

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



Gregg Omer BA(Hons) MPhil ACA (Senior Statutory Auditor)
For and on behalf of Harrison Beale & Owen Limited
Chartered Accountants and Statutory Auditor
Seven Stars House
1 Wheeler Road
Coventry
CV3 4LB

Date: 18 OCTOBER 2023

RELATE COVENTRY & WARWICKSHIRE

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
for the year ended 31 March 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	25,216	-	25,216	24,587
Charitable activities	5				
Children and family services		655,253	17,000	672,253	616,305
Adult counselling		221,209	-	221,209	220,780
Psychosexual Therapy		7,544	-	7,544	8,301
Cafcass		68,200	-	68,200	66,680
Other trading activities	3	9,791	-	9,791	7,716
Investment income	4	29,398	-	29,398	24,316
Other income		-	-	-	2,616
Total		<u>1,016,611</u>	<u>17,000</u>	<u>1,033,611</u>	<u>971,281</u>
EXPENDITURE ON					
Charitable activities	6				
Children and family services		668,530	11,000	679,530	594,506
Adult counselling		308,885	-	308,885	279,164
Psychosexual Therapy		10,045	-	10,045	10,106
Cafcass		52,605	-	52,605	72,761
Total		<u>1,040,065</u>	<u>11,000</u>	<u>1,051,065</u>	<u>956,537</u>
NET INCOME/(EXPENDITURE)		(23,454)	6,000	(17,454)	14,744
Other recognised gains/(losses)					
Gains on revaluation of fixed assets		<u>125,000</u>	-	<u>125,000</u>	-
Net movement in funds		101,546	6,000	107,546	14,744
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>889,655</u>	<u>2,878</u>	<u>892,533</u>	<u>877,789</u>
TOTAL FUNDS CARRIED FORWARD		<u>991,201</u>	<u>8,878</u>	<u>1,000,079</u>	<u>892,533</u>

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

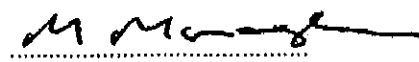
BALANCE SHEET 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	12	6,213	-	6,213	11,003
Investment property	13	<u>400,000</u>	<u>-</u>	<u>400,000</u>	<u>275,000</u>
		406,213	-	406,213	286,003
CURRENT ASSETS					
Debtors	14	68,537	-	68,537	137,059
Cash at bank and in hand		<u>626,708</u>	<u>8,878</u>	<u>635,586</u>	<u>599,308</u>
		695,245	8,878	704,123	736,367
CREDITORS					
Amounts falling due within one year	15	(110,257)	-	(110,257)	(129,837)
NET CURRENT ASSETS		<u>584,988</u>	<u>8,878</u>	<u>593,866</u>	<u>606,530</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>991,201</u>	<u>8,878</u>	<u>1,000,079</u>	<u>892,533</u>
NET ASSETS		<u>991,201</u>	<u>8,878</u>	<u>1,000,079</u>	<u>892,533</u>
FUNDS	16				
Unrestricted funds				991,201	889,655
Restricted funds				<u>8,878</u>	<u>2,878</u>
TOTAL FUNDS				<u>1,000,079</u>	<u>892,533</u>

All income and expenditure derives from continuing activities. The statement of financial activities includes all gains and losses recognised during the year.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 18-10-23 and were signed on its behalf by:


M Monaghan - Trustee

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

**CASH FLOW STATEMENT
for the year ended 31 March 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>32,711</u>	<u>(58,576)</u>
Net cash provided by/(used in) operating activities		<u>32,711</u>	<u>(58,576)</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		(327)	(1,040)
Interest received		<u>3,894</u>	<u>378</u>
Net cash provided by/(used in) investing activities		<u>3,567</u>	<u>(662)</u>
 Change in cash and cash equivalents in the reporting period		 36,278	 (59,238)
Cash and cash equivalents at the beginning of the reporting period		<u>599,308</u>	<u>658,546</u>
 Cash and cash equivalents at the end of the reporting period		 <u>635,586</u>	 <u>599,308</u>

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE CASH FLOW STATEMENT
for the year ended 31 March 2023**

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net (expenditure)/Income for the reporting period (as per the Statement of Financial Activities)	(17,454)	14,744
Adjustments for:		
Depreciation charges	5,118	4,882
Interest received	(3,894)	(378)
Decrease/(Increase) in debtors	68,521	(100,150)
(Decrease)/Increase in creditors	<u>(19,580)</u>	<u>22,326</u>
Net cash provided by/(used in) operations	<u>32,711</u>	<u>(58,576)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	<u>599,308</u>	<u>36,278</u>	<u>635,586</u>
	<u>599,308</u>	<u>36,278</u>	<u>635,586</u>
Total	<u>599,308</u>	<u>36,278</u>	<u>635,586</u>

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred where it has been received ahead of the period where the use of funds will incur. Usually this will relate either to appointments where a deposit has been received in the current accounting period, but the appointment will be conducted in the following accounting period, or where income has been invoiced in advance for services to be delivered in agreed sessions in future periods.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs are allocated directly to the fund and activity that they relate to. Where the costs are shared between activities or funds, an apportionment is made based on the units of work conducted for the units sharing the costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

The trustees consider that the residual value of the property is materially similar to the carrying value. Depreciation is therefore not considered to be a material amount and no provision for depreciation is made in the financial statements.

Investment property

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

Taxation

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

Fund accounting

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

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Fund accounting

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

Pension costs and other post-retirement benefits

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

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	8,459	8,239
Grants	<u>16,757</u>	<u>16,348</u>
	<u>25,216</u>	<u>24,587</u>

3. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Supervision	5,791	7,716
Training	<u>4,000</u>	<u>-</u>
	<u>9,791</u>	<u>7,716</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Rents received	25,504	23,938
Deposit account interest	<u>3,894</u>	<u>378</u>
	<u>29,398</u>	<u>24,316</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2023

5. INCOME FROM CHARITABLE ACTIVITIES

		2023	2022
	Activity	£	£
Client income	Children and family services	7,154	4,214
Contracted charitable services	Children and family services	491,523	421,372
Grants	Children and family services	173,576	190,719
Client income	Adult counselling	106,392	107,453
Contracted charitable services	Adult counselling	67,893	67,893
Grants	Adult counselling	46,924	45,434
Client income	Psychosexual Therapy	7,544	8,301
Grants	Cafcass	68,200	66,660
		<u>969,206</u>	<u>912,046</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Children and family services	456,850	222,680	679,530
Adult counselling	225,001	83,884	308,885
Psychosexual Therapy	-	10,045	10,045
Cafcass	34,186	18,419	52,605
	<u>716,037</u>	<u>335,028</u>	<u>1,051,065</u>

7. SUPPORT COSTS

	Management, administration & premises	Governance costs	Totals
	£	£	£
Children and family services	216,425	6,255	222,680
Adult counselling	81,291	2,593	83,884
Psychosexual Therapy	9,763	282	10,045
Cafcass	17,901	518	18,419
	<u>325,380</u>	<u>9,648</u>	<u>335,028</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2023

7. SUPPORT COSTS - continued

Activity	Basis of allocation
Management, administration & premises	Cost allocation based on delivery of services
Governance costs	Cost allocation based on delivery of services

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation - owned assets	5,118	4,882
Auditors' remuneration	<u>6,000</u>	<u>-</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

10. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	783,541	711,648
Social security costs	56,575	41,599
Other pension costs	<u>23,027</u>	<u>19,250</u>
	<u>863,143</u>	<u>772,497</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Children and family services	23	19
Adult counselling	8	14
Psychosexual Therapy	1	1
Cafcass	1	1
Management and administration	<u>9</u>	<u>8</u>
	<u>42</u>	<u>43</u>

No employees received emoluments in excess of £60,000.

Total trustee and key management personnel remuneration benefits totalled £184,812 (2022: £170,671).

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2023

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	24,587	-	24,587
Charitable activities			
Children and family services	590,805	25,500	616,305
Adult counselling	220,780	-	220,780
Pyschosexual Therapy	8,301	-	8,301
Cafcass	66,660	-	66,660
Other trading activities	7,716	-	7,716
Investment Income	24,316	-	24,316
Other Income	<u>2,616</u>	<u>-</u>	<u>2,616</u>
Total	<u>945,781</u>	<u>25,500</u>	<u>971,281</u>
EXPENDITURE ON			
Charitable activities			
Children and family services	571,884	22,622	594,506
Adult counselling	279,164	-	279,164
Pyschosexual Therapy	10,106	-	10,106
Cafcass	<u>72,761</u>	<u>-</u>	<u>72,761</u>
Total	<u>933,915</u>	<u>22,622</u>	<u>956,537</u>
NET INCOME	11,866	2,878	14,744
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>877,789</u>	<u>-</u>	<u>877,789</u>
TOTAL FUNDS CARRIED FORWARD	<u>889,655</u>	<u>2,878</u>	<u>892,533</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2023

12. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2022	75,136	27,774	47,341	150,251
Additions	<u>-</u>	<u>327</u>	<u>-</u>	<u>327</u>
At 31 March 2023	<u>75,136</u>	<u>28,101</u>	<u>47,341</u>	<u>150,578</u>
DEPRECIATION				
At 1 April 2022	75,136	23,843	40,268	139,247
Charge for year	<u>-</u>	<u>1,250</u>	<u>3,868</u>	<u>5,118</u>
At 31 March 2023	<u>75,136</u>	<u>25,093</u>	<u>44,136</u>	<u>144,365</u>
NET BOOK VALUE				
At 31 March 2023	<u>-</u>	<u>3,008</u>	<u>3,205</u>	<u>6,213</u>
At 31 March 2022	<u>-</u>	<u>3,931</u>	<u>7,073</u>	<u>11,004</u>

13. INVESTMENT PROPERTY

	£
FAIR VALUE	
At 1 April 2022	275,000
Revaluation	<u>125,000</u>
At 31 March 2023	<u>400,000</u>
NET BOOK VALUE	
At 31 March 2023	<u>400,000</u>
At 31 March 2022	<u>275,000</u>
Fair value at 31 March 2023 is represented by:	
	£
Valuation in 2022	125,000
Cost	<u>275,000</u>
	<u>400,000</u>

The charitable company had an independent valuation conducted during the year by Holt Commercial which provided a valuation of £400,000.

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2023**

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	45,825	136,609
Accrued Income	15,843	-
Prepayments	6,869	450
	<u>68,537</u>	<u>137,059</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	3,229	5,941
Social security and other taxes	13,479	12,573
Other creditors	6,356	4,129
Deferred income	83,506	103,354
Accrued expenses	3,687	3,840
	<u>110,257</u>	<u>129,837</u>

Deferred Income

	2023	2022
	£	£
Deferred income at 1st April 2022	103,354	71,102
Released from previous years	(103,354)	(71,102)
Income deferred in the year	<u>83,506</u>	<u>103,354</u>
Deferred income at 31st March 2023	<u>83,506</u>	<u>103,354</u>

Deferred Income relates to schools contract income deferred to future periods as the Income received relates specifically to the 2023/24 accounting period.

16. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
Unrestricted funds			
General fund	614,655	(23,454)	591,201
Property	<u>275,000</u>	<u>125,000</u>	<u>400,000</u>
	889,655	101,546	991,201
Restricted funds			
Primary Mental Health Salary fund	2,878	6,000	8,878
	<u>892,533</u>	<u>107,546</u>	<u>1,000,079</u>
TOTAL FUNDS	<u>892,533</u>	<u>107,546</u>	<u>1,000,079</u>

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2023**

16. MOVEMENT IN FUNDS - continued

Net movement in funds, Included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	1,016,611	(1,040,065)	-	(23,454)
Property	<u>-</u>	<u>-</u>	<u>125,000</u>	<u>125,000</u>
	1,016,611	(1,040,065)	125,000	101,546
Restricted funds				
Primary Mental Health Salary fund	17,000	(11,000)	-	6,000
	<u>1,033,611</u>	<u>(1,051,065)</u>	<u>125,000</u>	<u>107,546</u>
TOTAL FUNDS				

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	602,789	11,866	614,655
Property	<u>275,000</u>	<u>-</u>	<u>275,000</u>
	877,789	11,866	889,655
Restricted funds			
Primary Mental Health Salary fund	-	2,878	2,878
	<u>877,789</u>	<u>14,744</u>	<u>892,533</u>
TOTAL FUNDS			

Comparative net movement in funds, Included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	945,781	(933,915)	11,866
Restricted funds			
Primary Mental Health Salary fund	25,500	(22,622)	2,878
	<u>971,281</u>	<u>(956,537)</u>	<u>14,744</u>
TOTAL FUNDS			

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2023

16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1,4.21 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	602,789	(11,588)	591,201
Property	<u>275,000</u>	<u>125,000</u>	<u>400,000</u>
	877,789	113,412	991,201
Restricted funds			
Primary Mental Health Salary fund	-	8,878	8,878
	<u>877,789</u>	<u>122,290</u>	<u>1,000,079</u>
TOTAL FUNDS	<u>877,789</u>	<u>122,290</u>	<u>1,000,079</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	1,962,392	(1,973,980)	-	(11,588)
Property	<u>-</u>	<u>-</u>	<u>125,000</u>	<u>125,000</u>
	1,962,392	(1,973,980)	125,000	113,412
Restricted funds				
Primary Mental Health Salary fund	42,500	(33,622)	-	8,878
	<u>2,004,892</u>	<u>(2,007,602)</u>	<u>125,000</u>	<u>122,290</u>
TOTAL FUNDS	<u>2,004,892</u>	<u>(2,007,602)</u>	<u>125,000</u>	<u>122,290</u>

General funds are unrestricted and result in the excess of unrestricted income over costs not incurred in restricted fund activities as well as governance expenses. They are to be used in the ongoing provision of the services to achieve the objectives of Relate. These funds can be readily applied as they are held as cash resources.

Primary Mental Health Salary fund - The funding is to employ 1 x 37 hour post to provide counselling and support across all schools in Coventry.

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2023**

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

RELATE COVENTRY & WARWICKSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 March 2023

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	8,459	8,239
Grants	<u>16,757</u>	<u>16,348</u>
	25,216	24,587
Other trading activities		
Supervision	5,791	7,716
Training	<u>4,000</u>	<u>-</u>
	9,791	7,716
Investment income		
Rents received	25,504	23,938
Deposit account interest	<u>3,894</u>	<u>378</u>
	29,398	24,316
Charitable activities		
Client income	121,090	119,968
Contracted charitable services	559,416	489,265
Grants	<u>288,700</u>	<u>302,813</u>
	969,206	912,046
Other income		
Coronavirus Job Retention Scheme	<u>-</u>	<u>2,616</u>
Total incoming resources	1,033,611	971,281
EXPENDITURE		
Charitable activities		
Wages	607,991	516,436
Social security	46,065	35,265
Pensions	13,239	10,093
Premises costs	3,763	2,263
Telephone	-	145
Other office costs	1,095	1,643
Sundries	606	1,503
Motor and travelling	1,656	1,848
Training	6,879	4,368
Public relations	226	-
Supervision	3,203	2,030
Carried forward	684,723	575,594

This page does not form part of the statutory financial statements

RELATE COVENTRY & WARWICKSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 March 2023

	2023 £	2022 £
Charitable activities		
Brought forward	684,723	575,594
Therapeutic resources	-	26
Sub-contractors	25,908	38,729
Recruitment	288	479
Fixtures and fittings	1,250	1,014
Computer equipment	<u>3,868</u>	<u>3,868</u>
	716,037	619,710
Support costs		
Management, administration & premises		
Wages	175,550	195,212
Social security	10,510	6,334
Pensions	9,788	9,157
Premises costs	70,228	65,448
Telephone	6,807	8,457
Other office costs	9,872	10,604
Sundries	6,981	2,200
Motor and travelling	1,049	418
Training	7,843	6,296
Public relations	678	1,496
Federation charges	23,542	22,502
Bank charges	<u>2,532</u>	<u>2,317</u>
	325,380	330,441
Governance costs		
Accountancy fees	8,214	6,300
Legal fees	-	26
Professional fees	<u>1,434</u>	<u>60</u>
	<u>9,648</u>	<u>6,386</u>
Total resources expended	<u>1,051,065</u>	<u>956,537</u>
Net (expenditure)/income	<u>(17,454)</u>	<u>14,744</u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 04939758 (England and Wales)
REGISTERED CHARITY NUMBER: 1103470

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
RELATE COVENTRY & WARWICKSHIRE**

LDP Luckmans
1110 Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

RELATE COVENTRY & WARWICKSHIRE

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for the year ended 31 March 2022**

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RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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).

This year has again been challenging due to the ongoing effects of the Covid-19 pandemic and measures imposed both locally and nationally. Despite this, the organisation has continued to adapt and thrive, and I am extremely proud of the way our management team, practitioners and other staff and fellow trustees have worked throughout the year to achieve this positive outcome. Certainly, at the start of the year, we could not have predicted that the final accounts would show that we have made a small surplus.

The Centre was one of the first in the country to return to limited face-to-face counselling sessions in July 2021 with the majority of services continuing to be offered via webcam and telephone. A major change occurred when schools reopened, and we were able to restart some sessions on-site. During the year we have recruited new counsellors and we agreed to work with Relate Centres in Birmingham and Leicester to provide training for new adult counsellors. We also continued to increase the breadth of knowledge and experience on the Trustee Board, recruiting new trustees despite the difficulties.

We are fortunate to have a diversity of contracts to deliver services to children and young people, adults and families across Coventry and Warwickshire, working as required with partner agencies. This enabled the centre to continue with some services throughout the pandemic with referrals remaining strong in all areas. We have had some extremely positive feedback from clients of all services, some of whom were understandably apprehensive about counselling via Zoom.

The change in working arrangements has highlighted the need for more flexible premises and, during the year, whilst making changes to the current accommodation to facilitate a better working environment for staff and clients, we commenced a search for new premises in the local area.

I would like to take this opportunity to thank our funders for their support which has enabled our organisation to offer bursaries for clients to assist in covering the costs for those people who are unable to afford the full fee. This has been particularly relevant over the last 2 years when we have seen at first hand the impact on all types of relationships of prolonged periods of lockdown, financial hardship and other pressures.

As ever, the main asset of the centre is our staff and volunteers, and I would like to thank them all for their hard work and continued commitment to clients. I would also like to express my gratitude to my fellow trustees for their support, dedication and valued contributions over this challenging year.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

OBJECTIVES AND ACTIVITIES

Objectives and aims

Relate's declared objects 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
- * 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 or mental wellbeing influence, either directly or indirectly, their present or future family or couple relationship
- * to advance citizenship and community development
- * to relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage
- * to promote research into all of the above Objects and to make the results available to the public

Relate services are undertaken to further our charitable purposes for the public benefit.

Vision and Mission

Relate's vision is where every relationship is actively valued, supported and promoted as the heart of a thriving society. We will make this a reality by:

- * Delivering inclusive, high-quality services that are relevant at every life stage.
- * Help partners, families, and individuals to make relationships work better.
- * Help the public and policymakers improve their understanding of relationships and their importance for a thriving society.

As part of our strategy we have set ourselves four strategic goals to direct our work in the next three years and to help us achieve our vision and mission.

- * Service Effectiveness
- * Influence and Visibility
- * Impact and value
- * Sustainability

Our services are already helping thousands of people every year to strengthen their relationships. Our challenge is to make sure those services develop and innovate so that we remain the experts in our field and the key agency for relationship support.

Our Strategic Goals

Service Effectiveness

- * Quality services meet the need and deliver customer satisfaction
- * We lead in service innovation and development
- * We can demonstrate a keen customer focus, understanding existing and potential customers now and in the future
- * Relate services reach and help more people in more ways, delivering on inclusion and diversity
- * Relate develops and supports a skilled workforce across the core service range and its management to underpin service quality
- * Relate adopts a learning and development culture to facilitate continuous service improvement

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

Influence and visibility

- * A known brand becomes an understood, valued and leading brand
- * The public, government, media, private and public and voluntary sectors know that relationship health is needed and valued
- * Relationship support is accessible and the norm
- * Public policy facilitates successful relationships
- * Our marketing strategy enables us to promote the service across Coventry & Warwickshire with relevant literature which is accessible and informative.

Impact and Value

- * Our research and measuring outcome procedures can demonstrate the impact and value across all services.
- * Research and reviews of services will support development and excellence

Sustainability

- * Income strategy grows and diversifies income streams
- * The organisational structure, processes and culture are fit for purpose now and into the future.
- * Collective activity delivers against the vision
- * Relate continues to forge collaborations and partnerships in support of delivering its purposes and maximising impact

Significant activities

In order to deliver our strategic goals we offer five core activities:

Relationship Counselling - helping couples and individuals to resolve issues arising from their relationships. Our counsellors help people to discuss their feelings, attitudes and expectations and offer assistance with communication and problem solving. We aim to empower our clients by increasing their understanding, so that they can go on to make choices about how they manage their relationships.

Sex therapy - an assessment and treatment programme which enables our clients to address the physical, emotional and psychological issues associated with sex. As the only national provider of Sex therapy, we also work with people who have problems with their sex lives due to poor health or disability.

Children and young people's services - helps children and young people explore and develop coping strategies for issues such as family breakdown, bullying and peer relationships, bereavement, the formation of new families or the absence of a family member in their life. Relate is the largest UK provider of counselling support children and young people with over 25 years' experience in this area.

Family counselling - to help family members in resolving difficulties and concerns in their relationships with one another. We support clients by increasing their understanding of each other's needs and by improving communication, both within the couple relationship and across generations.

Education and learning - to provide people with the knowledge and skills needed for personal and professional development. We offer a wide range of workshops and courses for couples, individuals, parents and young people. This is a major part of our preventative work, to ensure that we are helping people to boost or maintain their relationship as opposed to just helping when things are declining or in crisis.

Public benefit

The Trustees have had due regard to the Charity Commission's guidance on "Public Benefit."

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

Charitable activities

We have worked closely with our neighbouring Relate Centres and those further afield and our CEO is an active member of the Steering Group - ARCO which works with Relate National to ensure federated Centres and Relate work effectively together. Our local partnerships have flourished during the year, establishing new partnerships within the domestic abuse sector.

During 2021-2022 we delivered:

* 2,318 hours of adult work within our Centre-based work with 1262 individuals registering for this service. We offered on average of 75-80 adult counselling appointments per week, returning steadily to some face-to-face delivery, following Covid-19 remote-only delivery.

* We registered 51 new individuals to our services within GP surgeries within Coventry, offering approximately 545 individual appointments with an average 23 individuals being supported each month. Of these, 100% of clients who completed pre/post PHQ9 (depression scale) and GAD7 (anxiety scale) forms improved their scores for each following counselling, with PHQ9 pre-scores averaging at 15.5, and reducing to an average of 5 at the end of counselling and GAD7 scores with a pre-average of 13 to a post-average of 5.5.

* Time for You - our school-based service, worked in 32 schools across Coventry & Warwickshire. 397 new school students accessed our counselling with the schools.

* CAMH's LAC - We support Looked After and Adopted children, young people and their networks, delivering counselling, working in partnership with Coventry and Warwickshire Partnership Trust.

* We delivered the Separated Parenting Information Programmes to 257 adults participating in Coventry & Warwickshire (a huge increase of 60% on last year) and have seen a fantastic continuance for uptake of remote webinar groups as an alternative to face-to-face groups, following the adaptation of the service delivery method during Covid19.

* The Reach/Rise Project received 496 new referrals children and young people to access the service and delivered 1,803 individual sessions across Coventry & Warwickshire. We also introduced Parent Drop-In dates, whereby parents/carers of those children and young people on the waiting list, could access an interim telephone support session or face to face session with a counsellor for advice and ideas on how to support their child's wellbeing at home.

* The Choose to Change Perpetrator programme saw 90 new referrals be submitted (a 24% increase of last year) and adopted a new 'Pre-Assessment' process in October 2020 to increase programme efficiency, effectiveness and uptake. This year has seen 108 one-to-one appointments take place, in addition to 198 (43% increase) group intervention sessions being attended. 21 new clients commenced group intervention following their assessments.

* The WISH Project received nearly 250 referrals this year and has delivered 1567 appointments across Coventry to children and young people who have been impacted by Domestic Abuse and/or violence in their household. This is approximately a 45% increase on last year's delivery.

* Each week we provided on average approximately 320 hours of counselling a week to couples, individuals, families, children, and young people at our centres and in the community-based locations. And our face-to-face provision has been steadily increased again following Covid19, with now approximately 33% of our adult, family and children's centre-based counselling returning to being delivered in face-to-face format.

* We continue to offer 3 appointments per week at Dudley Lodge - offering counselling to couples and/or individuals who are currently undergoing Family Support Assessments.

Our mediation service has supported 18 cases this year.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

Quality Review and Assurance

PQASSO has been replaced by "Trusted Charity" Award and we continue to work towards achieving this by the end of 31st March 2023.

We will be working towards BACP Accreditation during 2022 and will be reviewing other quality marks in the year ahead to work towards.

Relate Coventry & Warwickshire is a member of the Relate of the federation. Relate ensures that all member organisations comply with certain regulations, including service specifications for the 5 core services we provide, all practitioners are registered on the Relate Practitioner Directory and have access to the Relate practice helpline which supports practitioners and managers with complex safeguarding issues and pilot projects to ensure quality and effectiveness for new services. All these safeguards ensure we offer a safe and appropriate service for all our clients.

Organisation of the charity

Our staff team has remained relatively constant throughout the year, with the addition new student placements, two children and young people's counsellors and two relationship counsellors. A priority is to ensure we recruit new counselling placements to ensure we have enough counsellors to meet the ever-increasing demand for our services, and secure our future workforce.

(a) Executive Committee (The board of Trustees)

The board is responsible for setting the policy of the charity and ensuring that all funds received are used for objectives of the charity. There were nine members of the executive committee on 31st March 2022

(b) Chief Executive

The Chief Executive ensured that the trustees were well advised on all technical issues within the organisation, and she was responsible for implementing the trustee's policies and decisions on a day-to-day basis. The trustees and Chief Executive developed a business plan during the year, which the Chief Executive has worked to.

(c) Support Staff

The Chief Executive was supported by the Director of Services, Service Manager, Business Development officer, Client Support Manager and four members of the admin team.

Director of Services 37 hours
Service Manager 37 hours
Business Development Officer 30 hours
Administrative Posts 124 hours (3.35 fte)

(d) Counsellors

As of the 31st of March 2021, there were 34 counsellors/practitioners working between three and 37 hours, totalling 636 (17.1 fte) hours per week. 3 hours a week were provided by counsellors on a voluntary basis.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

Services

Adult Services

The Covid-19 pandemic has certainly impacted on our services, particularly the adult services. We continue to offer webcam counselling appointments as the demand is still there from the community. Approximately 70% is offered via webcam, 30% face to face, however, during the latter part of the financial year we have seen an increasing demand to return to face to face appointments and expect this to increase. We will continue to offer a blended service with webcam, telephone, and face to face counselling available.

Our bursary scheme is well utilised by clients who cannot afford the full cost enabling them to receive the support they need. King Henry VIII has once again supported us to support those clients living in a specific area within Warwickshire.

Coventry City Council and CCG have enabled us to offer a much-needed bursary scheme to those residents in Coventry who are unable to pay the full cost of the service and we will continue to provide this support of reduced counselling for as many people as possible.

The trustees are committed to ensure that every single person who requires our services can access counselling irrespective of their financial circumstances. The bursary will continue in the future and increased fundraising activities will enable funds to support our clients.

The Clinical Commissioning Group (CCG) has funded us to provide outreach counselling in seven of the GP practices in the City and continue to provide support for adults who access relationship counselling. This is currently being reviewed and we are hoping to be part of the IAPT offer supporting couples with depression to receive specialist support.

Adult Services Evaluation Data

- * 58% of all issues presented at the start of counselling, improved by the end of counselling
- * 75% felt their Mental/Emotional wellbeing improved
- * 67% of clients felt more confident after attending appointments with Relate
- * 74% of clients felt more able to cope with their worries and problems following counselling
- * 78% of clients said they would return to Relate in future if any problems arose again
- * 72% of clients said they would recommend Relate to others having difficulties

Adult Services Comments and Feedback

"I am very grateful for my counsellor's time and considered advice and support in discussing such a delicate matter. I was very impressed with their impartial and objective approach and would highly recommend. Thank you."

"The experience was quite dependent on the counsellor assigned and their fit with us. I'm not sure every couple would have had the confidence that we did to request whether an alternative was available, but we felt our 2nd counsellor was a better fit than the previous counsellor"

"We had an extremely kind and compassionate counsellor. She helped me so much. I felt safe to open up to her and never felt pressured or judged. It was so beneficial that I was able to choose what we talked about, which gave me the confidence to open up and talk freely about some very traumatic experiences and memories. I was able to reflect and move forwards at my own pace without the pressure to set goals and targets. Thank you!"

"The service overall has been great, contact from the booking team was really good"

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

"We both felt that our counsellor was a really good listener which allowed us to feel confident that he would understand our concerns. He also presented possible solutions in a sensitive and warm manner which has helped to relieve a lot of pressure we were feeling. If we were to use Relate's services again we would definitely ask to speak with the same counsellor again."

SPIP

Our contract with CAFCASS to provide SPIP's (Separated Parenting Information Programme) has seen an increase in referrals compared to the previous year. We continue to offer the majority of SPIP's online and feedback from participants is positive. The contract will be going out to tender in June 2022.

We have been involved in a range of marketing campaigns which were led by Relate national; locally we have attended a range of events, including community fairs, live radio shows and press releases in local newspapers. Our new website was launched this year and we are looking forward to Relate's marketing campaign in 2022 which will include change of logo's, key messages and new promotional materials! We know there is more to do in relation to marketing and raising awareness, particularly within the digital world with "twitter" Facebook etc. We have a dedicated person who leads on our Facebook campaigns and our profile has increased during the years.

SPIP Comments and Feedback

"Calm, encouraging and a really good facilitator. They got us all to think about our situations and how we need to put the children at the centre of everything we do."

"Presented all topics very well so they were easily processed and gave a great insight to how dynamic everybody's perspectives are involved."

"They were very relatable and had lots of examples. She was a very active listener and made everyone feel valued and that their opinions mattered and were important."

"Facilitator spoke to us all on a level that was not at all condescending, he was informative understanding and hosted the group well"

"Made us feel comfortable. Was empathetic."

Choose 2 Change

We have submitted our application to Respect to gain accreditation and will find out in the coming months if we are successful. Accreditation will enable to expand this service to reach more people who need our help and support with behaviour change.

Choose to Change Comments and Feedback

From Parallel Support Worker: "Couple feel like they are more aware of what the impact of DVA has on their children. They are now able to communicate as a couple and talk things out without the need of an argument. They are both happy with the service provided, and it has changed the dynamic in the family in a very positive way"

Attendee Feedback:

"Worth the long haul. Have really learnt and gained from being on this course to control myself and my behaviour"

"Has given a platform to express oneself and also learn from others. I have gained tools to become a better person"

"Choose to Change is a platform that is helping me open up and learn more from other members."

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

"I enjoy coming to the group as it gives me a release of troubles of my mind and has made me realise, I'm not alone"

"Learned a lot from the team and the modules are becoming interesting and informative as we go on with the course. It really helps me in a lot of ways to change and manage my behaviour in a positive way"

Children & Young People

Our focus throughout this difficult year has been to ensure that we continue to offer the best possible service for our children and young people.

Time for You schools service has offered hundreds of children a space to talk and gain support from one of our qualified, experienced counsellors. Schools have supported us in offering a blended service during the lockdown periods to enable us to continue the services. All schools have returned to face-to-face provision.

Time For You Evaluation Data

- * 66% of students accessing T4U improved their SDQ scores post counselling, with average scores reducing from 17.68 (Red) Pre-Service to 15.34 (Yellow) post-service
- * 98% of students said they would recommend our counselling services
- * 89% of children and young people said that counselling was a good way to deal with their worries/problems
- * 95% of students felt they had a positive and trusting relationship with their counsellors

Time For You Comments and Feedback

"It helped me to understand how to calm down when I feel angry."

"Counselling's helped me get rid of all my worries and it's made me happy"

"It's helped me realise how to overcome fears and deal with confidence."

"It helped me deal with past worries and events and helped my overall mental health"

"I feel more capable of doing things for myself after the sessions. I now have a very good relationship with my family. Sometimes I didn't have the words but I now feel better at getting my point across.. I feel more confident, and I don't worry about what people think about me as much."

"It helped me cope with bad memories and they taught me ways to deal with it."

The CAMH'S Looked After Children post has been extended until March 2023. Professionals, agencies and children and young people who access the service are positive and appreciative of the work of the CAMH's LAC teams and the difference it makes to the lives of looked after children. The work offers a systemic approach which encapsulates all aspects of the young people's lives.

Reach and Rise Projects have seen an increase in referrals. Waiting times have increased due to the numbers of children referred into the service. The importance of managing the waiting list has been a priority again this year.

Reach and Rise Evaluation Data

- * 79% of CYPs who completed their work with REACH/RISE this year said they felt they were now 'dealing with their problems better'
- * 52% of CYPs felt 'better/good about themselves' at the end of work
- * 40% of CYPs improved their SDQ scores post counselling, with average scores reducing to 15.61 (Yellow) at end of service from 18.00 (Red) pre-service

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

- * 95% of children and young people said they felt 'counselling was very helpful/helpful'
- * 95% children and young people said they would recommend our counselling services

Reach and Rise Comments and Feedback

"I'm now more able to talk more openly with my mum about my worries"

"Feel it was a good place to talk to someone and gave me strategies that were helpful"

"It helped me release my emotions and lifted a heavy weight from my shoulders"

"Gave me someone to talk to and made me feel like a better person & more hope for the future"

"I felt that it was helping with ways I could cope, with my schoolwork, being able to take a step back from my anxiety and view it in a different way but comparing and focussing a lot easier, to be able to talking to someone every week helped me on a more social level to be able to answer phone call/see friends."

"Very helpful and really appreciated it"

Our aim is to ensure that children and young people must wait the minimum time as possible for counselling; the admin team and counsellors have worked extremely hard to try meeting this target.

Presenting issues of those young people accessing the service showed 40% being affected by divorce and separation, 11% domestic abuse and 18% by bereavement and loss.

Wish Project and Wish Sanctuary

The Wish service has offered a specialist domestic abuse intervention to hundreds of children throughout the year and the expansion of the service has enabled us to work with more children who could not access this support.

WISH and WISH Sanctuary Evaluation Data

- * 86% of children felt safer following completion of their WISH interventions
- * 93% of children felt they had a better understanding of DVA following their WISH work

Staff training and support

The trustees recognise the hard work and commitment of all staff and volunteers at Relate Coventry & Warwickshire and we operate a rolling core training programme that all staff attends as an essential element of maintaining best practice standards including safe and ethical practice. Specialist training is prioritised to ensure we have access to the most up to date thinking and practice.

During the year, the counselling team have taken part in a range of training and CPD opportunities which have also been a great opportunity for the team to come together. Training has included Safeguarding Children and Adults, note writing and working with coercive and controlling behaviours in relationships.

Education & Learning

We have not been able to offer a great deal of training this year, however, our Service Manager for the Wish service has been able to offer a range of training to social workers, including "working with perpetrators of domestic abuse" safeguarding and "the impact of domestic abuse in relation to children". Learn Relate has been a success for Relate with the opportunity for staff and volunteers to take part in training offered online. Our counselling team and other key worker have benefitted and attended a variety of training such as safeguarding adults and children, suicide and suicide ideation, mental health, and domestic abuse.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

We will develop our Education and Learning strategy which will enable us to deliver a range of services across Coventry & Warwickshire in line with our business plan.

Investment performance

The Executive Committee's Investment policy is reviewed annually as part of the review of the Financial Policies and Procedures. The cash balances fluctuate throughout the year. The policy enables cash that is not immediately required to be invested subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). Within this framework the best interest rates are sought, and performance is regularly reviewed. We have a savings account which matures interest every three months, and the interest is currently reinvested.

FINANCIAL REVIEW

Principal funding sources

There is a comprehensive system of business planning which includes an annual budget reviewed in details by the Finance, Premises and Fundraising Sub Committee and approved by the Executive Committee. Monthly actual results are reported against budget and revised forecasts for the year are prepared regularly. The Executive Committee reviews the latest management accounts at each meeting.

Relate Coventry & Warwickshire continues to have a wide range of income streams from a number of bodies including:

CAFCASS - funded through Department for Education - Separated Parenting Information Programmes (SPIP) for parents who have separated or divorced. The aim is to focus parents on the needs of their children, to work together in the best of interests of their children. The funding for this financial year is £66k. Our partnership with Mediation UK in Northamptonshire continues to work well and is reviewed on a regular basis.

Clinical Commissioning Group - £54k is received each year to provide an outreach service in several GP Practices throughout the City. The grant also funds a bursary scheme to support adults to access our services if they are on low income or benefits. This contract is renewable on a yearly basis.

CAMH's LAC - Providing a counsellor in a multi-disciplinary team. The purpose is to provide a range of therapeutic interventions for looked after children. The funding has been extended until March 2023.

Coventry City Council and Warwickshire County Council - Funding to provide the new Reach service, offering counselling and support for children and young people aged 5 -18 years across Coventry and Warwickshire, delivered in partnership with Coventry and Warwickshire Mind. The funding has been extended until November 2022 for the Reach service and March 2022 for the Rise Project.

General Charities Coventry - We received a £8,000 grant to go towards providing counselling and group work across all our services to benefit the residents of Coventry.

King Henry V111 - We received a grant of £2,000 to provide a bursary for clients accessing Relate services that live in specific CV34 postcode areas of Warwickshire.

Restricted funds

Integrated Primary Mental Health Service - The funding is to employ 1 x 37 hour posts to provide mental health advice, guidance and support across all schools in Coventry.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

FINANCIAL REVIEW

Investment policy and objectives

The Executive Committee's investment policy is reviewed annually as part of the review of the Financial Policies and Procedures. The cash balances fluctuate throughout the year. The policy enables cash that is not immediately required to be invested subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). Within this framework the best interest rates are sought, and performance is regularly reviewed. We have a savings account which matures interest every three months and the interest is currently reinvested.

Reserves policy

The definition of reserves is used from the guidance from the Charity Commission. They are funds available to further our charitable objects which have not yet been spent, committed, or designated. They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the ongoing work of the charity) and funds designated for specific purposes.

The Executive Committee reviewed the Reserves policy in March 2020 as part of the risk management process. The trustees consider that unrestricted funds should not exceed six months of resources expended. A minimum target of easily realisable reserves is set between £350,000 and £400,000. This target in the current uncertain climate is a prudent measure.

Financial Reporting

There is a comprehensive system of business planning which includes an annual budget reviewed in detail by the Finance Committee and approved by the Executive Committee. Quarterly reviews are held at Executive Meetings which monitor the budget and revised forecasts for the year.

Land and Buildings

The Executive Committee authorised a new valuation on the New House property, which took place on 31st March 2014. The value of the property is currently £287,500. We intend to request a new valuation in 2022.

FUTURE PLANS

We are focussed on fulfilling our contractual obligations to provide the best possible service for our clients.

Our staff team remain our most precious resource and the Trustees have agreed to fund a well-being package with Westfield Heath offering a range of support. We will continue to offer CPD's and specialist training to ensure our staff are supported and are able to offer the quality service our community expects from Relate.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association adopted on 22nd October 2003 and amended objectives on 2nd October 2008.

Recruitment and appointment of new trustees

Trustees are recruited on a regular basis according to the need for particular skills and expertise within the team. We attend functions based in a variety of sectors and offer invitations to find out more about Relate. We ensure that Trustees reflect the diversity of clients within Relate and the Coventry & Warwickshire community.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Trustees delegate the exercise of certain powers in connection with the management and administration of the Charity as set out below. This is controlled by requiring regular reporting back to the Executive Committee, in order to ensure that all decisions and recommendations made under delegated powers are duly ratified and noted.

Executive Committee

The Executive Committee is the governing body of Relate Coventry & Warwickshire. Relate Coventry & Warwickshire is a member of the Relate Federation and pays a membership fee and holds a license agreement to trade as Relate.

The Committee meets quarterly. Its main responsibilities are listed below:

- * To ensure compliance with the Charitable Objectives;
- * To formulate and agree policy and adopt policies and guidance appropriately from Relate Ltd;
- * To approve Relate Coventry & Warwickshire's strategic and operational plans and the annual budget;
- * To direct and oversee the work of sub committees and working groups.

Indemnity Insurance on behalf of the Trustees was paid by the company.

Finance & General Purposes Committee

The responsibilities:

- * To monitor the financial performance of the Centre on a regular basis.
- * To ensure the maintenance of property and to ensure that the Centre are in good working order.
- * To be strategic and advisory with respect to services delivered.

Chief Executive and Senior Management Team

The Chief Executive is responsible for the day-to-day management of the Charity's affairs and for implementing policies agreed by the Executive Committee. The Chief Executive is assisted by a team of senior managers who attend Executive Committee and Sub Committee meetings, as required, to offer advice in their area of expertise. Remuneration for personnel staff is reviewed each year, using a range of benchmarking tools, including ACEVO (Association for Chief Executives for Voluntary Organisation), local and regional comparisons which will influence decisions made about pay scales.

Induction and training of new trustees

Trustees receive an induction pack containing everything they need to know about Relate Coventry & Warwickshire and its work in order to assist with informed and effective decision making. As part of the induction Trustees are provided with the 'Code of Good Governance' guidelines. Ongoing training is provided as needed.

Key management remuneration

The arrangements for setting pay of key management personnel subject to benchmarking against similar roles and the achievement of performance objectives.

Wider network

Relate Coventry & Warwickshire is a member of the Relate federation. Relate ensures that all member organisations comply with certain regulations, including; service specifications for the 5 core services we provide, all practitioners are registered on the Relate Practitioner register every 3 years, practice helpline to support practitioners and managers with complex safeguarding issues and pilot projects to ensure quality and effectiveness for new services. All of these safeguards ensure we offer a safe and appropriate service for all of our clients.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Trustees are responsible for the management of the risks faced by the Charity. Detailed consideration of risks is delegated to the Finance Committee, which is assisted by senior members of staff.

The strategic risks facing the organisation are those risks "owned" by the Charity's trustees and are regularly reviewed by the Finance and General Purposes Committee. Relate's project management framework helps senior management and trustees to monitor outcomes against strategic priorities.

Relate's Strategic Risk Register has identified the following as the key strategic risks it faces:

Unwitting breaches of legislation, or compliance with, for example:

- i Equality and Diversity
- ii Data Protection
- iii Quality Standards which may lead to legal or other public action.
- iv Inadequate income and lack of ability to grow and generate diverse unrestricted income.
- v Not having the right people with the right skills, attitudes and behaviours to deliver the corporate strategy across the whole organisation.

Risks are identified annual and reviewed on a quarterly basis. Significant changes are subsequently reported to the Finance and General Purposes committee. Relate also manages specific projects, each of which have their own project risk register, which are regularly reviewed as part of the performance management within the organisation.

In addition to the specific risk management mechanism described above, a number of other key controls help trustees manage the major risks facing the charity.

- * Formal agenda for trustee meetings
- * Detailed terms of reference for all sub committees
- * Comprehensive strategic planning, project management, budgeting and management accounting
- * Established organisational structure and lines of reporting
- * Formal written policies
- * Hierarchical authorisation and approval levels

Through these key controls, the Trustees continue to strive to manage the major risks identified in the Charity's risk register. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04939758 (England and Wales)

Registered Charity number

1103470

Registered office

1110A Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

RELATE COVENTRY & WARWICKSHIRE

**REPORT OF THE TRUSTEES
for the year ended 31 March 2022**

Trustees

R K Farmah Treasurer
Mrs K E Railton Chair
J Robinson
A A Davies
Dr R K Auluck
I K Dunn
M Monaghan
I G Edwards
J Ashby-Ellis (appointed 15.10.21)

Company Secretary

Mrs T Murphy

Independent Examiner

LDP Luckmans
1110 Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

Bankers

Barclays Bank Plc
High Street
Coventry

Solicitors

Band Hatton Button
Earlsdon Park
53-55 Butts Road
Coventry
West Midlands
CV1 3BH

Key Management Personnel

Tracy Murphy (Chief Executive Officer)
Mandy Boothe
Gail Haddon
Susan Parkes

Sub Committee Members

Finance & General Purposes Committee

Ramesh Farmah
Jim Robinson
Tracy Murphy
Mandy Boothe

Approved by order of the board of trustees on 18 October 2022 and signed on its behalf by:

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES
for the year ended 31 March 2022

Karen E. Railton

Mrs K E Railton - Trustee

+ Chair

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
RELATE COVENTRY & WARWICKSHIRE**

Independent examiner's report to the trustees of Relate Coventry & Warwickshire ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

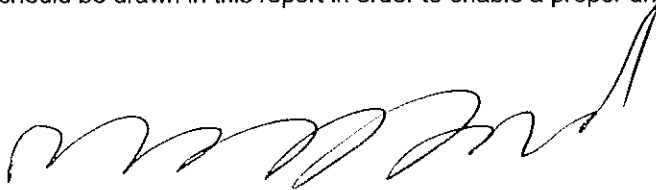
Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACA FCCA 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:

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



Mark Spafford
ACA FCCA
LDP Luckmans
1110 Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

18 October 2022

RELATE COVENTRY & WARWICKSHIRE

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
for the year ended 31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	24,587	-	24,587	29,724
Charitable activities					
Children and family services		590,805	25,500	616,305	483,197
Adult counselling		220,780	-	220,780	200,557
Pyschosexual Therapy		8,301	-	8,301	12,428
Cafcass		66,660	-	66,660	53,140
Other trading activities	3	7,716	-	7,716	10,098
Investment income	4	24,316	-	24,316	22,607
Other income		2,616	-	2,616	79,382
Total		<u>945,781</u>	<u>25,500</u>	<u>971,281</u>	<u>891,133</u>
EXPENDITURE ON					
Charitable activities					
Children and family services	6	571,884	22,622	594,506	622,353
Adult counselling		279,164	-	279,164	184,842
Pyschosexual Therapy		10,106	-	10,106	20,162
Cafcass		72,761	-	72,761	47,908
Total		<u>933,915</u>	<u>22,622</u>	<u>956,537</u>	<u>875,265</u>
NET INCOME		11,866	2,878	14,744	15,868
RECONCILIATION OF FUNDS					
Total funds brought forward		877,789	-	877,789	861,921
TOTAL FUNDS CARRIED FORWARD		<u>889,655</u>	<u>2,878</u>	<u>892,533</u>	<u>877,789</u>

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

BALANCE SHEET 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	12	11,003	-	11,003	14,845
Investment property	13	275,000	-	275,000	275,000
		<u>286,003</u>	<u>-</u>	<u>286,003</u>	<u>289,845</u>
CURRENT ASSETS					
Debtors	14	137,059	-	137,059	36,909
Cash at bank and in hand		596,430	2,878	599,308	658,546
		<u>733,489</u>	<u>2,878</u>	<u>736,367</u>	<u>695,455</u>
CREDITORS					
Amounts falling due within one year	15	(129,837)	-	(129,837)	(107,511)
NET CURRENT ASSETS		<u>603,652</u>	<u>2,878</u>	<u>606,530</u>	<u>587,944</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>889,655</u>	<u>2,878</u>	<u>892,533</u>	<u>877,789</u>
NET ASSETS		<u>889,655</u>	<u>2,878</u>	<u>892,533</u>	<u>877,789</u>
FUNDS	16				
Unrestricted funds				889,655	877,789
Restricted funds				2,878	-
TOTAL FUNDS				<u>892,533</u>	<u>877,789</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 charitable company.

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

BALANCE SHEET - continued
31 March 2022

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

The financial statements were approved by the Board of Trustees and authorised for issue on 18 October 2022 and were signed on its behalf by:


K E Railton - Trustee

RELATE COVENTRY & WARWICKSHIRE

CASH FLOW STATEMENT
for the year ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	(58,576)	65,487
Net cash (used in)/provided by operating activities		<u>(58,576)</u>	<u>65,487</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(1,040)	(7,642)
Interest received		378	491
Net cash used in investing activities		<u>(662)</u>	<u>(7,151)</u>
Change in cash and cash equivalents in the reporting period		<u>(59,238)</u>	<u>58,336</u>
Cash and cash equivalents at the beginning of the reporting period		<u>658,546</u>	<u>600,210</u>
Cash and cash equivalents at the end of the reporting period		<u><u>599,308</u></u>	<u><u>658,546</u></u>

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE CASH FLOW STATEMENT
for the year ended 31 March 2022**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net Income for the reporting period (as per the Statement of Financial Activities)	14,744	15,868
Adjustments for:		
Depreciation charges	4,882	14,894
Interest received	(378)	(491)
(Increase)/decrease in debtors	(100,150)	3,924
Increase in creditors	22,326	31,292
Net cash (used in)/provided by operations	<u>(58,576)</u>	<u>65,487</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and In hand	658,546	(59,238)	599,308
	<u>658,546</u>	<u>(59,238)</u>	<u>599,308</u>
Total	<u>658,546</u>	<u>(59,238)</u>	<u>599,308</u>

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred where it has been received ahead of the period where the use of funds will incur. Usually this will relate either to appointments where a deposit has been received in the current accounting period, but the appointment will be conducted in the following accounting period, or where income has been invoiced in advance for services to be delivered in agreed sessions in future periods.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs are allocated directly to the fund and activity that they relate to. Where the costs are shared between activities or funds, an apportionment is made based on the units of work conducted for the units sharing the costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

The trustees consider that the residual value of the property is materially similar to the carrying value. Depreciation is therefore not considered to be a material amount and no provision for depreciation is made in the financial statements.

Investment property

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

Taxation

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

Fund accounting

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

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2022

1. ACCOUNTING POLICIES - continued

Fund accounting

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

Pension costs and other post-retirement benefits

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

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	8,239	13,376
Grants	16,348	16,348
	<u>24,587</u>	<u>29,724</u>

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Supervision	7,716	10,098
	<u>7,716</u>	<u>10,098</u>

4. INVESTMENT INCOME

	2022	2021
	£	£
Rents received	23,938	22,116
Deposit account interest	378	491
	<u>24,316</u>	<u>22,607</u>

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2022**

5. INCOME FROM CHARITABLE ACTIVITIES

		2022	2021
	Activity	£	£
Client Income	Children and family services	4,214	5,084
Contracted charitable services	Children and family services	421,372	269,393
Grants	Children and family services	190,719	208,720
Client income	Adult counselling	107,453	77,751
Contracted charitable services	Adult counselling	67,893	67,922
Grants	Adult counselling	45,434	54,884
Client income	Pyschosexual Therapy	8,301	10,312
Grants	Pyschosexual Therapy	-	2,116
Grants	Cafcass	66,660	53,140
		<u>912,046</u>	<u>749,322</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Children and family services	370,518	223,988	594,506
Adult counselling	194,956	84,208	279,164
Pyschosexual Therapy	-	10,106	10,106
Cafcass	54,236	18,525	72,761
	<u>619,710</u>	<u>336,827</u>	<u>956,537</u>

7. SUPPORT COSTS

	Management, administration & premises	Governance costs	Totals
	£	£	£
Children and family services	219,742	4,246	223,988
Adult counselling	82,611	1,597	84,208
Pyschosexual Therapy	9,914	192	10,106
Cafcass	18,174	351	18,525
	<u>330,441</u>	<u>6,386</u>	<u>336,827</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2022

7. SUPPORT COSTS - continued

Activity	Basis of allocation
Management, administration & premises	Cost allocation based on delivery of services
Governance costs	Cost allocation based on delivery of services

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation - owned assets	<u>4,882</u>	<u>14,895</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

10. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	711,648	648,318
Social security costs	41,599	33,318
Other pension costs	19,250	17,956
	<u>772,497</u>	<u>699,592</u>

The average monthly number of employees during the year was as follows:

	2022	2021
Children and family services	19	18
Adult counselling	14	12
Psychosexual Therapy	1	1
Cafcass	1	1
Management and administration	8	9
	<u>43</u>	<u>41</u>

No employees received emoluments in excess of £60,000.

Total trustee and key management personnel remuneration benefits totalled £170,671 (2021: £183,095).

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2022**

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	29,725	(1)	29,724
Charitable activities			
Children and family services	439,696	43,501	483,197
Adult counselling	200,557	-	200,557
Pyschosexual Therapy	12,428	-	12,428
Cafcass	53,140	-	53,140
Other trading activities	10,098	-	10,098
Investment Income	22,607	-	22,607
Other income	79,382	-	79,382
Total	<u>847,633</u>	<u>43,500</u>	<u>891,133</u>
EXPENDITURE ON			
Charitable activities			
Children and family services	571,358	50,995	622,353
Adult counselling	184,842	-	184,842
Pyschosexual Therapy	20,162	-	20,162
Cafcass	47,908	-	47,908
Total	<u>824,270</u>	<u>50,995</u>	<u>875,265</u>
NET INCOME/(EXPENDITURE)	23,363	(7,495)	15,868
RECONCILIATION OF FUNDS			
Total funds brought forward	854,426	7,495	861,921
TOTAL FUNDS CARRIED FORWARD	<u><u>877,789</u></u>	<u><u>-</u></u>	<u><u>877,789</u></u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2022

12. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2021	75,136	26,734	47,341	149,211
Additions	-	1,040	-	1,040
	<u>75,136</u>	<u>27,774</u>	<u>47,341</u>	<u>150,251</u>
At 31 March 2022				
DEPRECIATION				
At 1 April 2021	75,137	22,829	36,400	134,366
Charge for year	-	1,014	3,868	4,882
	<u>75,137</u>	<u>23,843</u>	<u>40,268</u>	<u>139,248</u>
At 31 March 2022				
NET BOOK VALUE				
At 31 March 2022	(1)	3,931	7,073	11,003
	<u>(1)</u>	<u>3,931</u>	<u>7,073</u>	<u>11,003</u>
At 31 March 2021	(1)	3,905	10,941	14,845
	<u>(1)</u>	<u>3,905</u>	<u>10,941</u>	<u>14,845</u>

13. INVESTMENT PROPERTY

	£
FAIR VALUE	
At 1 April 2021 and 31 March 2022	275,000
	<u>275,000</u>
NET BOOK VALUE	
At 31 March 2022	275,000
	<u>275,000</u>
At 31 March 2021	275,000
	<u>275,000</u>

On reclassification from Freehold Property to Investment Property, the charitable company had an independent valuation conducted which provided a valuation of £275,000

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	136,609	31,180
Prepayments	450	5,729
	<u>137,059</u>	<u>36,909</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2022

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	5,941	19,419
Social security and other taxes	12,573	11,085
Other creditors	4,129	2,605
Deferred income	103,354	71,102
Accrued expenses	3,840	3,300
	<u>129,837</u>	<u>107,511</u>

Deferred Income

	2022	2021
	£	£
Deferred income at 1st April 2021	71,102	48,898
Released from previous years	(71,102)	(48,898)
Income deferred in the year	<u>103,354</u>	<u>71,102</u>
Deferred income at 31st March 2022	<u>103,354</u>	<u>71,102</u>

Deferred income relates to schools contract income deferred to future periods as the income received relates specifically to the 2022/23 accounting period.

16. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	602,789	11,866	614,655
Property	<u>275,000</u>	<u>-</u>	<u>275,000</u>
	877,789	11,866	889,655
Restricted funds			
Primary Mental Health Salary fund	-	2,878	2,878
TOTAL FUNDS	<u>877,789</u>	<u>14,744</u>	<u>892,533</u>

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2022**

16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	945,781	(933,915)	11,866
Restricted funds			
Primary Mental Health Salary fund	25,500	(22,622)	2,878
TOTAL FUNDS	<u>971,281</u>	<u>(956,537)</u>	<u>14,744</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	579,426	23,363	602,789
Property	275,000	-	275,000
	<u>854,426</u>	<u>23,363</u>	<u>877,789</u>
Restricted funds			
Children in Need	7,495	(7,495)	-
TOTAL FUNDS	<u>861,921</u>	<u>15,868</u>	<u>877,789</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	847,633	(824,270)	23,363
Restricted funds			
Children in Need	11,333	(18,828)	(7,495)
Primary Mental Health Salary fund	32,167	(32,167)	-
	<u>43,500</u>	<u>(50,995)</u>	<u>(7,495)</u>
TOTAL FUNDS	<u>891,133</u>	<u>(875,265)</u>	<u>15,868</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2022

16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	579,426	35,229	614,655
Property	275,000	-	275,000
	<u>854,426</u>	<u>35,229</u>	<u>889,655</u>
Restricted funds			
Children in Need	7,495	(7,495)	-
Primary Mental Health Salary fund	-	2,878	2,878
	<u>7,495</u>	<u>(4,617)</u>	<u>2,878</u>
TOTAL FUNDS	<u>861,921</u>	<u>30,612</u>	<u>892,533</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,793,414	(1,758,185)	35,229
Restricted funds			
Children in Need	11,333	(18,828)	(7,495)
Primary Mental Health Salary fund	57,667	(54,789)	2,878
	<u>69,000</u>	<u>(73,617)</u>	<u>(4,617)</u>
TOTAL FUNDS	<u>1,862,414</u>	<u>(1,831,802)</u>	<u>30,612</u>

General funds are unrestricted and result in the excess of unrestricted income over costs not incurred in restricted fund activities as well as governance expenses. They are to be used in the ongoing provision of the services to achieve the objectives of Relate. These funds can be readily applied as they are held as cash resources.

Children in Need - The grant is specifically used to employ 2 x 25 hour all year round counsellors to work with children and young people.

Primary Mental Health Salary fund - The funding is to employ 1 x 37 hour post to provide counselling and support across all schools in Coventry.

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2022**

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

RELATE COVENTRY & WARWICKSHIRE
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 March 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	8,239	13,376
Grants	16,348	16,348
	<u>24,587</u>	<u>29,724</u>
Other trading activities		
Supervision	7,716	10,098
Investment income		
Rents received	23,938	22,116
Deposit account interest	378	491
	<u>24,316</u>	<u>22,607</u>
Charitable activities		
Client income	119,968	93,147
Contracted charitable services	489,265	337,315
Grants	302,813	318,860
	<u>912,046</u>	<u>749,322</u>
Other income		
Coronavirus Job Retention Scheme	2,616	79,382
Total Incoming resources	<u>971,281</u>	<u>891,133</u>
EXPENDITURE		
Charitable activities		
Wages	516,436	424,688
Social security	35,265	24,810
Pensions	10,093	7,381
Premises costs	2,263	1,009
Telephone	145	410
Other office costs	1,643	1,308
Sundries	1,503	7,986
Motor and travelling	1,848	1,395
Training	4,368	4,720
Public relations	-	186
Supervision	2,030	1,485
Therapeutic resources	26	32
Sub-contractors	38,729	29,347
Recruitment	479	293
Carried forward	614,828	505,050

This page does not form part of the statutory financial statements

RELATE COVENTRY & WARWICKSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 March 2022

	2022 £	2021 £
Charitable activities		
Brought forward	614,828	505,050
Fixtures and fittings	1,014	426
Computer equipment	3,868	2,909
	619,710	508,385
 Support costs		
Management, administration & premises		
Wages	195,212	223,630
Social security	6,334	8,508
Pensions	9,157	10,575
Premises costs	65,448	54,944
Telephone	8,457	7,825
Other office costs	10,604	8,849
Sundries	2,200	1,550
Motor and travelling	418	93
Training	6,296	3,000
Public relations	1,496	-
Federation charges	22,502	20,157
Bank charges	2,317	2,175
Therapeutic Resources	-	142
Short leasehold	-	11,559
	330,441	353,007
 Governance costs		
Accountancy fees	6,300	13,860
Legal fees	26	-
Professional fees	60	13
	6,386	13,873
 Total resources expended		
	956,537	875,265
 Net Income		
	14,744	15,868

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 04939758 (England and Wales)
REGISTERED CHARITY NUMBER: 1103470

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
RELATE COVENTRY & WARWICKSHIRE**

LDP Luckmans
1110 Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

RELATE COVENTRY & WARWICKSHIRE

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RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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).

This year has been like no other in the history of the charity due to the Covid-19 pandemic and the measures brought in both nationally and locally to deal with its effects. We started the year during a period of stringent lockdown and ended it in a marginally less severely restricted state with differing regulations applicable over the intervening months. Despite this, the organisation has adapted, survived, and thrived in one of the most challenging periods in recent history. I am incredibly proud of the way our management team, practitioners and other staff and fellow trustees have worked throughout the year to achieve this positive outcome.

The Centre has remained closed for face-to-face counselling sessions throughout the year with services offered via webcam and telephone, however, we are developing a pathway to return to some 'in the room' counselling over the coming year. The service to schools was adapted as the situation changed and we are encouraged by the support we have had from this sector and the possibility of taking on additional work. We received good news with the extension of the Separated Parenting Programme contract to March 2023 and are discussing a blended approach to fulfilling this service to the client group. Our Domestic Abuse Service (Choose to Change) has been delivered via webcam throughout the year and we will be returning to some face-to-face work when it is safe to do so.

We are fortunate to have a diversity of contracts to deliver services to children and young people, adults and families across Coventry and Warwickshire, working as required with partner agencies. This has enabled the centre to continue with some services throughout the pandemic whilst, at the same time, taking advantage of the support offered by the Government, such as the staff furlough scheme. At the start of the financial year, we were predicting that we would survive as a going concern but would end the year in a deficit position. Thanks to the hard work of all the team we are able to report a small surplus, a feat which was unimaginable at one stage.

I would like to take this opportunity to thank our funders for their support which has enabled our organisation to offer bursaries for clients to assist in covering the costs for those people who are unable to afford the full fee. This has been particularly relevant in this financial year when we have seen at first hand the impact on all types of relationships of prolonged periods of lockdown and other restrictions. Referrals have increased for all our services but at present our waiting lists are manageable.

As ever, the main asset of the centre is our staff and volunteers, and I would like to thank them all for their hard work and continued commitment to clients. I would also like to express my gratitude to my fellow trustees for their support, dedication, and valued contributions over this challenging year.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Objectives and aims

Relate's declared objects 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
- * 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 or mental wellbeing influence, either directly or indirectly, their present or future family or couple relationship
- * to advance citizenship and community development
- * to relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage
- * to promote research into all of the above Objects and to make the results available to the public

Relate services are undertaken to further our charitable purposes for the public benefit.

Vision and Mission

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

Relate's mission is to develop and support healthy relationships by:

- * Helping couples, families and individuals to make relationships work better
- * Delivering inclusive high-quality services that are relevant at every stage of life
- * Helping both the public and policy makers improve their understanding of relationship and what makes them flourish

As part of our strategy we have set ourselves four strategic goals to direct our work in the next three years and to help us achieve our vision and mission.

- * Service Effectiveness
- * Influence and Visibility
- * Impact and value
- * Sustainability

Our services are already helping thousands of people every year to strengthen their relationships. Our challenge is to make sure those services develop and innovate so that we remain the experts in our field and the key agency for relationship support.

Our Strategic Goals

Service Effectiveness

- * Quality services meet the need and deliver customer satisfaction
- * We lead in service innovation and development
- * We can demonstrate a keen customer focus, understanding existing and potential customers now and in the future
- * Relate services reach and help more people in more ways, delivering on inclusion and diversity
- * Relate develops and supports a skilled workforce across the core service range and its management to underpin service quality
- * Relate adopts a learning and development culture to facilitate continuous service improvement

Influence and visibility

- * A known brand becomes an understood, valued and leading brand

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

- * The public, government, media, private and public and voluntary sectors know that relationship health is needed and valued
- * Relationship support is accessible and the norm
- * Public policy facilitates successful relationships
- * Our marketing strategy enables us to promote the service across Coventry & Warwickshire with relevant literature which is accessible and informative.

Impact and Value

- * Our research and measuring outcome procedures can demonstrate the impact and value across all services.
- * Research and reviews of services will support development and excellence

Sustainability

- * Income strategy grows and diversifies income streams
- * The organisational structure, processes and culture are fit for purpose now and into the future.
- * Collective activity delivers against the vision
- * Relate continues to forge collaborations and partnerships in support of delivering its purposes and maximising impact

Significant activities

In order to deliver our strategic goals we offer five core activities:

Relationship Counselling - helping couples and individuals to resolve issues arising from their relationships. Our counsellors help people to discuss their feelings, attitudes and expectations and offer assistance with communication and problem solving. We aim to empower our clients by increasing their understanding, so that they can go on to make choices about how they manage their relationships.

Sex therapy - an assessment and treatment programme which enables our clients to address the physical, emotional and psychological issues associated with sex. As the only national provider of Sex therapy, we also work with people who have problems with their sex lives due to poor health or disability.

Children and young people's services - helps children and young people explore and develop coping strategies for issues such as family breakdown, bullying and peer relationships, bereavement, the formation of new families or the absence of a family member in their life. Relate is the largest UK provider of counselling support children and young people with over 25 years' experience in this area.

Family counselling - to help family members in resolving difficulties and concerns in their relationships with one another. We support clients by increasing their understanding of each other's needs and by improving communication, both within the couple relationship and across generations.

Education and learning - to provide people with the knowledge and skills needed for personal and professional development. We offer a wide range of workshops and courses for couples, individuals, parents and young people. This is a major part of our preventative work, to ensure that we are helping people to boost or maintain their relationship as opposed to just helping when things are declining or in crisis.

Public benefit

The Trustees have had due regard to the Charity Commission's guidance on "Public Benefit."

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

We have worked closely with our neighbouring Relate Centres and those further afield and our CEO is an active member of the Steering Group - ARCO which works with Relate National to ensure federated Centres and Relate work effectively together. Our local partnerships have flourished during the year, establishing new partnerships within the domestic abuse sector.

In 2020-2021 we delivered: -

- * 1,833 hours of adult work within our Centre-based work with 939 adults registering for this service.
- * 610 individual sessions were offered via our GP surgeries within Coventry, with an 87% attendance rate, an increase of 7% on last year. Of these, 100% of clients who completed pre/post PHQ9 (depression scale) forms improved their PHQ9 scores following counselling, with PHQ9 pre-scores averaging at 14, and reducing to an average of 6.5 at the end of counselling. GAD (anxiety scale) scores also improved, with a pre-average of 13.7 to a post-average of 6.8.
- * Time for You - our school-based service, delivered appointments in 35 schools which has enabled allowing 391 new schools students to access our services in their schools -an increase of 13% in the number of school referrals in comparison to last year.
- * Our Journeys Project for looked after children has been extended until 31st March 202. 2,450 sessions were offered with 159 children and young people directly benefitting from the service.
- * We delivered the Separated Parenting Information Programmes to 160 adults participating in Coventry & Warwickshire and have seen a fantastic uptake on remote webinar groups as an alternative to face-to-face groups, as per adapting the service delivery method to ensure clients can still access this programme, despite Covid19 restrictions.
- * The Reach/Rise Project received 436 new referrals children and young people to access the service and delivered 2,574 individual sessions across Coventry & Warwickshire. Only a 3% decrease in sessions delivered this year, despite service interruptions and adaptations due to Covid19.
- * The Choose to Change Perpetrator programme has seen 91 one-to-one appointments take place, in addition to 112 group intervention sessions being attended, via both remote and face-to-face means throughout the year to accommodate Covid19 restrictions.
- * The WISH Project has delivered 865 appointments across Coventry to children and young people who have been impacted by Domestic Abuse and/or violence in their household.
- * Each week we provided on average approximately 300 hours of counselling a week to couples, individuals, families, children, and young people at our centres and in the community-based locations. The pandemic did have an impact on our schools' service due to them being closed for various periods due to lockdown.
- * Our mediation service has booked 72 appointments between 22 cases this year.

Quality Review and Assurance

PQASSO has been replaced by "Trusted Charity" Award and we continue to work towards achieving this by 31st March 2022.

Relate Coventry & Warwickshire is a member of the Relate of the federation. Relate ensures that all member organisations comply with certain regulations, including service specifications for the 5 core services we provide, all practitioners are registered on the Relate Practitioner register every 3 years, practice helpline to support practitioners and managers with complex safeguarding issues and pilot projects to ensure quality and effectiveness for new services. All these safeguards ensure we offer a safe and appropriate service for all our clients.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

Organisation of the charity

Our staff team has remained relatively constant throughout the year, with the addition new student placements, two children and young people's counsellor. A priority is to ensure we recruit new counselling placements to ensure we have sufficient numbers of counsellors to meet the ever-increasing demand for our services.

(a) Executive Committee (The board of Trustees)

The board is responsible for setting the policy of the charity and ensuring that all funds received are used for objectives of the charity. There were seven members of the executive committee on 31st March 2021.

(b) Chief Executive

The Chief Executive ensured that the trustees were well advised on all technical issues within the organisation, and she was responsible for implementing the trustee's policies and decisions on a day-to-day basis. The trustees and Chief Executive developed a business plan during the year, which the Chief Executive has worked to.

(c) Support Staff

The Chief Executive was supported by the Director of Services, Service Manager, Business Development Officer, Client Support Manager and four members of the admin team.

Director of Services	37 hours
Service Manager	37 hours
Business Development Officer	30 hours
Office Manager	33 hours
Administrative Posts	113 hours (3.05 fte)

In addition, there are 3 volunteer admin posts to support the work across Coventry & Warwickshire.

(d) Counsellors

As of the 31st of March 2021, there were 27 counsellors working between 3 and 37 hours, totalling 471 (12.72 fte) hours per week. 6 hours a week were provided by counsellors on a voluntary basis.

Services

Adult Services

Due to Covid-19 and the lockdown commencing in March 21, we quickly adapted to changing from our face-to-face provision to webcam and telephone. Initially we were offering a very small number of hours but increased this over the weeks and months. Although challenges faced us on a regular basis, the team pulled together to ensure we offered the best possible service to our clients. The need to purchase mobile phones and new contracts, laptops and headphones was a priority. Client feedback is the most important factor and we have been delighted how our clients have continued to receive a quality service to help them improve their relationships. We will continue to offer a blended service with webcam, telephone, and face to face counselling available.

Our bursary scheme is well utilised by clients who cannot afford the full cost enabling them to receive the support they need. King Henry VIII has once again supported us to support those clients living in a specific area within Warwickshire.

Coventry City Council and CCG have enabled us to offer a much-needed bursary scheme to those residents in Coventry who are unable to pay the full cost of the service.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

The trustees are committed to ensure that every single person who requires our services can access counselling irrespective of their financial circumstances. The bursary will continue in the future and increased fundraising activities will enable funds to support our clients.

The Clinical Commissioning Group (CCG) has funded us to provide outreach counselling in seven of the GP practices in the City and continue to provide support for adults who access relationship counselling. This is currently being reviewed and we are hoping to be part of the IAPT offer supporting couples with depression to receive specialist support.

Our contract with CAFCASS to provide SPIP's (Separated Parenting Information Programme) has seen a decrease in our local area this year. This has been due to COVID-19 and the fact that family courts have not been able to see as many families. During the last couple of months, we have noticed a slight increase.

We have been involved in a range of marketing campaigns which were led by Relate national; locally we have attended a range of events, including community fairs, live radio shows and press releases in local newspapers. We know there is more to do in relation to marketing and raising awareness, particularly within the digital world with "twitter" Facebook etc. We have a dedicated person who leads on our Facebook campaigns and our profile has increased during the years.

Children & Young People

Our focus throughout this difficult year has been to ensure that we continue to offer the best possible service for our children and young people. The challenges are obvious with lockdown and schools closing for many months. We secured mobile phones and laptops for the counsellors who needed them and started to offer telephone and webcam counselling and support. For our young children this was not appropriate, so we decided to offer the support to the parents/carers, and this has proved to be extremely beneficial in supporting the children. Older children received telephone or webcam and for schools that remained open we offered face to face counselling. Risk assessments were carried out with individual schools and other venues we were able to see children face to face.

The Journey's Project for Looked after Children has been extended until March 2022. Professionals, agencies and children and young people who access the service are positive and appreciative of the work of the Journeys teams and the difference it makes to the lives of looked-after children. The work offers a systemic approach which encapsulates all aspects of the young people's lives.

Reach and Rise Projects have seen an increase in referrals. Waiting times have increased due to the numbers of children referred into the service. The importance of managing the waiting list has been a priority again this year.

Our aim is to ensure that children and young people must wait the minimum time as possible for counselling; the admin team and counsellors have worked extremely hard to try meeting this target.

Presenting issues of those young people accessing the service showed 40% being affected by divorce and separation, 11% domestic abuse and 18% by bereavement and loss.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

Staff training and support

The trustees recognise the hard work and commitment of all staff and volunteers at Relate Coventry & Warwickshire and we operate a rolling core training programme that all staff attends as an essential element of maintaining best practice standards including safe and ethical practice. Specialist training is prioritised to ensure we have access to the most up to date thinking and practice.

During the year, the counselling team have taken part in a range of training and CPD opportunities which have also been a great opportunity for the team to come together. Training has included Safeguarding Children and Adults, note writing and working with coercive and controlling behaviours in relationships.

Education & Learning

We have not been able to offer a great deal of training this year, however, our Service Manager for the Wish service has been able to offer a range of training to social workers, including "working with perpetrators of domestic abuse" safeguarding and "the impact of domestic abuse in relation to children". Learn Relate has been a success for Relate with the opportunity for staff and volunteers to take part in training offered online. Our counselling team and other key worker have benefitted and attended a variety of training such as safeguarding adults and children, suicide and suicide ideation, mental health, and domestic abuse.

We will develop our Education and Learning strategy which will enable us to deliver a range of services across Coventry & Warwickshire in line with our Business plan.

The Outlook for 2021 - 2022

Due to the Covid-19 pandemic we are focussing on offering a "blended" service for our clients across all services. These will include webcam, telephone, virtual groups, and a small amount of face-to-face counselling. We are guided by the government advice and review our risk assessments constantly to ensure safe practice for our clients and our staff and volunteers.

We will concentrate on fulfilling our contracts, supporting our staff team, and ensuring that we offer the best possible service for the community across Coventry & Warwickshire.

Investment performance

The Executive Committee's investment policy is reviewed annually as part of the review of the Financial Policies and Procedures. The cash balances fluctuate throughout the year. The policy enables cash that is not immediately required to be invested subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). Within this framework the best interest rates are sought, and performance is regularly reviewed. We have a savings account which matures interest every three months, and the interest is currently reinvested.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

FINANCIAL REVIEW

Principal funding sources

There is a comprehensive system of business planning which includes an annual budget reviewed in details by the Finance, Premises and Fundraising Sub Committee and approved by the Executive Committee. Monthly actual results are reported against budget and revised forecasts for the year are prepared regularly. The Executive Committee reviews the latest management accounts at each meeting.

Relate Coventry & Warwickshire continues to have a wide range of income streams from a number of bodies including:

CAFCASS - funded through Department for Education - Separated Parenting Information Programmes (SPIP) for parents who have separated or divorced. The aim is to focus parents on the needs of their children, to work together in the best of interests of their children. The funding for this financial year is £53k. Our partnership with Mediation UK in Northamptonshire continues to work well and is reviewed on a regular basis.

Clinical Commissioning Group - £52k is received each year to provide an outreach service in a number of GP Practices throughout the City. The grant also funds a bursary scheme to support adults to access our services if they are on low income or benefits. This contract is renewable on a yearly basis.

Journeys - A partnership project with Coventry & Warwickshire Mind, with Mind being the lead organisation. The purpose is to provide a range of therapeutic interventions for looked after children. The funding has been extended until March 2022.

Coventry City Council and Warwickshire County Council - Funding to provide the new Reach service, offering counselling and support for children and young people aged 5 -18 years across Coventry and Warwickshire, delivered in partnership with Coventry and Warwickshire Mind. The funding has been extended until March 2022.

Children In Need - The project ended in October 2020. We intend to submit another funding application in the hope that we will secure funding for the future.

General Charities Coventry - We received a £8,000 grant to go towards providing counselling and group work across all of our services to benefit the residents of Coventry.

King Henry V111 - We received a grant of £3,000 to provide a bursary for clients accessing Relate services that live in specific CV34 postcode areas of Warwickshire.

Restricted funds

Children in Need - This funding supports 2 x 25 hour counselling post across Coventry & Warwickshire.

Integrated Primary Mental Health Service - The funding is to employ 1 x 37 hour posts to provide mental health advice, guidance and support across all schools in Coventry.

Investment policy and objectives

The Executive Committee's investment policy is reviewed annually as part of the review of the Financial Policies and Procedures. The cash balances fluctuate throughout the year. The policy enables cash that is not immediately required to be invested subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS). Within this framework the best interest rates are sought, and performance is regularly reviewed. We have a savings account which matures interest every three months and the interest is currently reinvested.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

FINANCIAL REVIEW

Reserves policy

The definition of reserves is used from the guidance from the Charity Commission. They are funds available to further our charitable objects which have not yet been spent, committed, or designated. They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the ongoing work of the charity) and funds designated for specific purposes.

The Executive Committee reviewed the Reserves policy in March 2020 as part of the risk management process. The trustees consider that unrestricted funds should not exceed six months of resources expended. A minimum target of easily realisable reserves is set between £350,000 and £400,000. This target in the current uncertain climate is a prudent measure.

Financial Reporting

There is a comprehensive system of business planning which includes an annual budget reviewed in detail by the Finance Committee and approved by the Executive Committee. Quarterly reviews are held at Executive Meetings which monitor the budget and revised forecasts for the year.

Land and Buildings

The Executive Committee authorised a new valuation on the New House property, which took place on 31st March 2014. The value of the property is currently £287,500. We intend to request a new valuation in 2021.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association adopted on 22nd October 2003 and amended objectives on 2nd October 2008.

Recruitment and appointment of new trustees

Trustees are recruited on a regular basis according to the need for particular skills and expertise within the team. We attend functions based in a variety of sectors and offer invitations to find out more about Relate. We ensure that Trustees reflect the diversity of clients within Relate and the Coventry & Warwickshire community.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Trustees delegate the exercise of certain powers in connection with the management and administration of the Charity as set out below. This is controlled by requiring regular reporting back to the Executive Committee, in order to ensure that all decisions and recommendations made under delegated powers are duly ratified and noted.

Executive Committee

The Executive Committee is the governing body of Relate Coventry & Warwickshire. Relate Coventry & Warwickshire is a member of the Relate Federation and pays a membership fee and holds a license agreement to trade as Relate.

The Committee meets quarterly. Its main responsibilities are listed below:

- * To ensure compliance with the Charitable Objectives;
- * To formulate and agree policy and adopt policies and guidance appropriately from Relate Ltd;
- * To approve Relate Coventry & Warwickshire's strategic and operational plans and the annual budget;
- * To direct and oversee the work of sub committees and working groups.

Indemnity Insurance on behalf of the Trustees was paid by the company.

Finance & General Purposes Committee

The responsibilities:

- * To monitor the financial performance of the Centre on a regular basis.
- * To ensure the maintenance of property and to ensure that the Centre are in good working order.
- * To be strategic and advisory with respect to services delivered.

Chief Executive and Senior Management Team

The Chief Executive is responsible for the day-to-day management of the Charity's affairs and for implementing policies agreed by the Executive Committee. The Chief Executive is assisted by a team of senior managers who attend Executive Committee and Sub Committee meetings, as required, to offer advice in their area of expertise. Remuneration for personnel staff is reviewed each year, using a range of benchmarking tools, including ACEVO (Association for Chief Executives for Voluntary Organisation), local and regional comparisons which will influence decisions made about pay scales.

Induction and training of new trustees

Trustees receive an induction pack containing everything they need to know about Relate Coventry & Warwickshire and its work in order to assist with informed and effective decision making. As part of the induction Trustees are provided with the 'Code of Good Governance' guidelines. Ongoing training is provided as needed.

Key management remuneration

The arrangements for setting pay of key management personnel subject to benchmarking against similar roles and the achievement of performance objectives.

Wider network

Relate Coventry & Warwickshire is a member of the Relate federation. Relate ensures that all member organisations comply with certain regulations, including; service specifications for the 5 core services we provide, all practitioner's are registered on the Relate Practitioner register every 3 years, practice helpline to support practitioners and managers with complex safeguarding issues and pilot projects to ensure quality and effectiveness for new services. All of these safeguards ensure we offer a safe and appropriate service for all of our clients.

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Trustees are responsible for the management of the risks faced by the Charity. Detailed consideration of risks is delegated to the Finance Committee, which is assisted by senior members of staff.

The strategic risks facing the organisation are those risks "owned" by the Charity's trustees and are regularly reviewed by the Finance and General Purposes Committee. Relate's project management framework helps senior management and trustees to monitor outcomes against strategic priorities.

Relate's Strategic Risk Register has identified the following as the key strategic risks it faces:

Unwitting breaches of legislation, or compliance with, for example:

- i Equality and Diversity
- ii Data Protection
- iii Quality Standards which may lead to legal or other public action.
- iv Inadequate income and lack of ability to grow and generate diverse unrestricted income.
- v Not having the right people with the right skills, attitudes and behaviours to deliver the corporate strategy across the whole organisation.

Risks are identified annual and reviewed on a quarterly basis. Significant changes are subsequently reported to the Finance and General Purposes committee. Relate also manages specific projects, each of which have their own project risk register, which are regularly reviewed as part of the performance management within the organisation.

In addition to the specific risk management mechanism described above, a number of other key controls help trustees manage the major risks facing the charity.

- * Formal agenda for trustee meetings
- * Detailed terms of reference for all sub committees
- * Comprehensive strategic planning, project management, budgeting and management accounting
- * Established organisational structure and lines of reporting
- * Formal written policies
- * Hierarchical authorisation and approval levels

Through these key controls, the Trustees continue to strive to manage the major risks identified in the Charity's risk register. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04939758 (England and Wales)

Registered Charity number

1103470

Registered office

1110A Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

RELATE COVENTRY & WARWICKSHIRE

REPORT OF THE TRUSTEES for the year ended 31 March 2021

Trustees

R K Farmah Treasurer
Mrs K E Railton Chair
J Robinson
A A Davies
Dr R K Auluck
I K Dunn
M Monaghan (appointed 16.10.20)
I G Edwards (appointed 16.10.20)

Company Secretary

Mrs T Murphy

Independent Examiner

LDP Luckmans
1110 Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

Bankers

Barclays Bank Plc
High Street
Coventry

Solicitors

Band Hatton Button
Earlsdon Park
53-55 Butts Road
Coventry
West Midlands
CV1 3BH

Key Management Personnel

Tracy Murphy (Chief Executive Officer)
Mandy Boothe
Gail Haddon
Susan Parkes

Sub Committee Members

Finance & General Purposes Committee

Ramesh Farmah
Jim Robinson
Tracy Murphy
Mandy Boothe

Approved by order of the board of trustees on 9 June 2021 and signed on its behalf by:



Mrs K E Railton - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
RELATE COVENTRY & WARWICKSHIRE**

Independent examiner's report to the trustees of Relate Coventry & Warwickshire ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACA FCCA 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:

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



Mark Spafford
ACA FCCA
LDP Luckmans
1110 Elliott Court
Coventry Business Park
Herald Avenue
Coventry
West Midlands
CV5 6UB

10 June 2021

RELATE COVENTRY & WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) for the year ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	29,725	(1)	29,724	25,284
Charitable activities	5				
Children and family services		439,696	43,501	483,197	520,826
Adult counselling		200,557	-	200,557	243,294
Pyschosexual Therapy		12,428	-	12,428	20,346
Cafcass		53,140	-	53,140	78,320
Other trading activities	3	10,098	-	10,098	11,098
Investment income	4	22,607	-	22,607	26,474
Other income		79,382	-	79,382	-
Total		847,633	43,500	891,133	925,642
EXPENDITURE ON					
Charitable activities	6				
Children and family services		571,358	50,995	622,353	637,904
Adult counselling		184,842	-	184,842	230,169
Pyschosexual Therapy		20,162	-	20,162	17,332
Cafcass		47,908	-	47,908	67,999
Total		824,270	50,995	875,265	953,404
NET INCOME/(EXPENDITURE)		23,363	(7,495)	15,868	(27,762)
RECONCILIATION OF FUNDS					
Total funds brought forward		854,426	7,495	861,921	889,683
TOTAL FUNDS CARRIED FORWARD		877,789	-	877,789	861,921

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

BALANCE SHEET 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	12	14,845	-	14,845	22,098
Investment property	13	275,000	-	275,000	275,000
		<u>289,845</u>	<u>-</u>	<u>289,845</u>	<u>297,098</u>
CURRENT ASSETS					
Debtors	14	36,909	-	36,909	40,832
Cash at bank and in hand		658,546	-	658,546	600,210
		<u>695,455</u>	<u>-</u>	<u>695,455</u>	<u>641,042</u>
CREDITORS					
Amounts falling due within one year	15	(107,511)	-	(107,511)	(76,219)
NET CURRENT ASSETS		<u>587,944</u>	<u>-</u>	<u>587,944</u>	<u>564,823</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>877,789</u>	<u>-</u>	<u>877,789</u>	<u>861,921</u>
NET ASSETS		<u>877,789</u>	<u>-</u>	<u>877,789</u>	<u>861,921</u>
FUNDS	17				
Unrestricted funds				877,789	854,426
Restricted funds				-	7,495
TOTAL FUNDS				<u>877,789</u>	<u>861,921</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

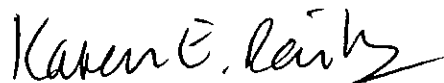
- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 charitable company.

RELATE COVENTRY & WARWICKSHIRE

BALANCE SHEET - continued
31 March 2021

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

The financial statements were approved by the Board of Trustees and authorised for issue on 9 June 2021 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'Karen E. Railton', with a stylized flourish at the end.

K E Railton - Trustee

RELATE COVENTRY & WARWICKSHIRE

CASH FLOW STATEMENT for the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	65,487	(7,259)
Net cash provided by/(used in) operating activities		<u>65,487</u>	<u>(7,259)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(7,642)	(11,792)
Interest received		491	1,177
Net cash used in investing activities		<u>(7,151)</u>	<u>(10,615)</u>
Change in cash and cash equivalents in the reporting period		<u>58,336</u>	<u>(17,874)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>600,210</u>	<u>618,084</u>
Cash and cash equivalents at the end of the reporting period		<u><u>658,546</u></u>	<u><u>600,210</u></u>

The notes form part of these financial statements

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE CASH FLOW STATEMENT for the year ended 31 March 2021

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	15,868	(27,762)
Adjustments for:		
Depreciation charges	14,894	19,369
Interest received	(491)	(1,177)
Decrease/(increase) in debtors	3,924	(14,253)
Increase in creditors	31,292	16,564
Net cash provided by/(used in) operations	<u>65,487</u>	<u>(7,259)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	600,210	58,336	658,546
	<u>600,210</u>	<u>58,336</u>	<u>658,546</u>
Total	<u>600,210</u>	<u>58,336</u>	<u>658,546</u>

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred where it has been received ahead of the period where the use of funds will incur. Usually this will relate either to appointments where a deposit has been received in the current accounting period, but the appointment will be conducted in the following accounting period, or where income has been invoiced in advance for services to be delivered in agreed sessions in future periods.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs are allocated directly to the fund and activity that they relate to. Where the costs are shared between activities or funds, an apportionment is made based on the units of work conducted for the units sharing the costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

The trustees consider that the residual value of the property is materially similar to the carrying value. Depreciation is therefore not considered to be a material amount and no provision for depreciation is made in the financial statements.

Investment property

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in fair value is recognised in the Statement of Financial Activities.

Taxation

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

Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2021

1. ACCOUNTING POLICIES - continued

Fund accounting

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

Pension costs and other post-retirement benefits

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

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	13,376	8,936
Grants	16,348	16,348
	<u>29,724</u>	<u>25,284</u>

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Supervision	10,098	10,208
Training	-	890
	<u>10,098</u>	<u>11,098</u>

4. INVESTMENT INCOME

	2021	2020
	£	£
Rents received	22,116	25,297
Deposit account interest	491	1,177
	<u>22,607</u>	<u>26,474</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2021

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021 £	2020 £
Client income	Children and family services	5,084	5,400
Contracted charitable services	Children and family services	269,393	281,787
Grants	Children and family services	208,720	233,639
Client income	Adult counselling	77,751	146,389
Contracted charitable services	Adult counselling	67,922	51,000
Grants	Adult counselling	54,884	45,905
Client income	Pyschosexual Therapy	10,312	13,998
Grants	Pyschosexual Therapy	2,116	6,348
Grants	Cafcass	53,140	78,320
		<u>749,322</u>	<u>862,786</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Children and family services	378,376	243,977	622,353
Adult counselling	93,124	91,718	184,842
Pyschosexual Therapy	9,157	11,005	20,162
Cafcass	27,728	20,180	47,908
	<u>508,385</u>	<u>366,880</u>	<u>875,265</u>

7. SUPPORT COSTS

	Management, administration & premises £	Governance costs £	Totals £
Children and family services	234,751	9,226	243,977
Adult counselling	88,250	3,468	91,718
Pyschosexual Therapy	10,589	416	11,005
Cafcass	19,417	763	20,180
	<u>353,007</u>	<u>13,873</u>	<u>366,880</u>

Activity	Basis of allocation
Management, administration & premises	Cost allocation based on delivery of services
Governance costs	Cost allocation based on delivery of services

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2021

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation - owned assets	<u>14,895</u>	<u>19,369</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

10. STAFF COSTS

	2021 £	2020 £
Wages and salaries	648,318	647,923
Social security costs	33,318	41,567
Other pension costs	17,956	17,164
	<u>699,592</u>	<u>706,654</u>

The average monthly number of employees during the year was as follows:

	2021	2020
Children and family services	18	18
Adult counselling	12	16
Psychosexual Therapy	1	3
Cafcass	1	-
Management and administration	9	10
	<u>41</u>	<u>47</u>

No employees received emoluments in excess of £60,000.

Total trustee and key management personnel remuneration benefits totalled £183,095 (2020: £179,830).

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2021

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	25,283	1	25,284
Charitable activities			
Children and family services	445,992	74,834	520,826
Adult counselling	243,294	-	243,294
Psychosexual Therapy	20,346	-	20,346
Cafcass	78,320	-	78,320
Other trading activities	11,098	-	11,098
Investment income	26,474	-	26,474
Total	850,807	74,835	925,642
EXPENDITURE ON			
Charitable activities			
Children and family services	563,069	74,835	637,904
Adult counselling	230,169	-	230,169
Psychosexual Therapy	17,332	-	17,332
Cafcass	67,999	-	67,999
Total	878,569	74,835	953,404
NET INCOME/(EXPENDITURE)	(27,762)	-	(27,762)
RECONCILIATION OF FUNDS			
Total funds brought forward	882,188	7,495	889,683
TOTAL FUNDS CARRIED FORWARD	854,426	7,495	861,921

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2021

12. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2020	75,136	22,926	43,507	141,569
Additions	-	3,808	3,834	7,642
At 31 March 2021	75,136	26,734	47,341	149,211
DEPRECIATION				
At 1 April 2020	63,577	22,403	33,491	119,471
Charge for year	11,560	426	2,909	14,895
At 31 March 2021	75,137	22,829	36,400	134,366
NET BOOK VALUE				
At 31 March 2021	(1)	3,905	10,941	14,845
At 31 March 2020	11,559	523	10,016	22,098

13. INVESTMENT PROPERTY

FAIR VALUE	£
At 1 April 2020 and 31 March 2021	275,000
NET BOOK VALUE	
At 31 March 2021	275,000
At 31 March 2020	275,000

On reclassification from Freehold Property to Investment Property, the charitable company had an independent valuation conducted which provided a valuation of £275,000

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	31,180	39,380
Prepayments	5,729	1,452
	36,909	40,832

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2021

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	19,419	8,027
Social security and other taxes	11,085	10,429
Other creditors	2,605	5,565
Deferred income	71,102	48,898
Accrued expenses	3,300	3,300
	<u>107,511</u>	<u>76,219</u>

Deferred income

	2021 £	2020 £
Deferred income at 1st April 2020	48,898	42,007
Released from previous years	(48,898)	(42,007)
Income deferred in the year	71,102	48,898
Deferred income at 31st March 2021	<u>71,102</u>	<u>48,898</u>

Deferred income relates to schools contract income deferred to future periods as the income received relates specifically to the 2021/22 accounting period.

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021 £	2020 £
Within one year	<u>-</u>	<u>25,702</u>

17. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	579,426	23,363	602,789
Property	275,000	-	275,000
	<u>854,426</u>	<u>23,363</u>	<u>877,789</u>
Restricted funds			
Children in Need	7,495	(7,495)	-
	<u>861,921</u>	<u>15,868</u>	<u>877,789</u>
TOTAL FUNDS	<u>861,921</u>	<u>15,868</u>	<u>877,789</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2021

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	847,633	(824,270)	23,363
Restricted funds			
Children in Need	11,333	(18,828)	(7,495)
Primary Mental Health Salary fund	32,167	(32,167)	-
	<u>43,500</u>	<u>(50,995)</u>	<u>(7,495)</u>
TOTAL FUNDS	<u>891,133</u>	<u>(875,265)</u>	<u>15,868</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	607,188	(27,762)	579,426
Property	275,000	-	275,000
	<u>882,188</u>	<u>(27,762)</u>	<u>854,426</u>
Restricted funds			
Children in Need	7,495	-	7,495
TOTAL FUNDS	<u>889,683</u>	<u>(27,762)</u>	<u>861,921</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	850,807	(878,569)	(27,762)
Restricted funds			
Children in Need	45,247	(45,247)	-
Primary Mental Health Salary fund	29,588	(29,588)	-
	<u>74,835</u>	<u>(74,835)</u>	<u>-</u>
TOTAL FUNDS	<u>925,642</u>	<u>(953,404)</u>	<u>(27,762)</u>

RELATE COVENTRY & WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 March 2021

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	607,188	(4,399)	602,789
Property	275,000	-	275,000
	882,188	(4,399)	877,789
Restricted funds			
Children in Need	7,495	(7,495)	-
TOTAL FUNDS	<u>889,683</u>	<u>(11,894)</u>	<u>877,789</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,698,440	(1,702,839)	(4,399)
Restricted funds			
Children in Need	56,580	(64,075)	(7,495)
Primary Mental Health Salary fund	61,755	(61,755)	-
	118,335	(125,830)	(7,495)
TOTAL FUNDS	<u>1,816,775</u>	<u>(1,828,669)</u>	<u>(11,894)</u>

General funds are unrestricted and result in the excess of unrestricted income over costs not incurred in restricted fund activities as well as governance expenses. They are to be used in the ongoing provision of the services to achieve the objectives of Relate. These funds can be readily applied as they are held as cash resources.

Children in Need - The grant is specifically used to employ 2 x 25 hour all year round counsellors to work with children and young people.

Primary Mental Health Salary fund - The funding is to employ 1 x 37 hour post to provide counselling and support across all schools in Coventry.

RELATE COVENTRY & WARWICKSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 March 2021**

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.