

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.

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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

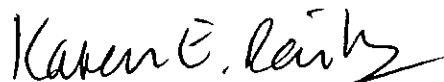
- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus 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		65,487	(7,259)
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		(7,151)	(10,615)
Change in cash and cash equivalents in the reporting period		58,336	(17,874)
Cash and cash equivalents at the beginning of the reporting period		600,210	618,084
Cash and cash equivalents at the end of the reporting period		658,546	600,210

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>

RELATE COVENTRY & WARWICKSHIRE

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.