

Surrey Counselling and Mediation

England & Wales · Charity number 1108239

Details

Other names	RELATE MID SURREY, RELATE REIGATE EPSOM AND DISTRICTS, Relate Mid & East Surrey
Status	Registered
Legal form	Charitable company
Company number	02826600
Registered	2005-02-22
Register	View on the Charity Commission register

Contact

Address	Surrey Counselling & Mediation 44c Church Street Reigate RH2 0AJ
Phone	01737245212
Email	info@relatemitandeastsurrey.co.uk
Website	www.surreycm.org.uk

Activities

Objects: 4.(A) THE OBJECTS OF THE CENTRE ARE;4.1 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;4.2 TO SEEK TO ENHANCE, THE GOOD HEALTH, BOTH MENTAL AND PHYSICAL, OF ADULTS AND CHILDREN BY:4.2.1 INCREASING PUBLIC AWARENESS OF THE BENEFIT OF COMMITTED COUPLE RELATIONSHIPS, MARRIAGE, AND FAMILY LIFE; AND4.2.2 WORKING TO PREVENT POVERTY, HARDSHIP AND DISTRESS CAUSED BY THE BREAKDOWN OF SUCH RELATIONSHIPS;4.3 TO PROVIDE COUNSELLING, ADVICE, EDUCATION, GUIDANCE AND RELIEF TO ADULTS AND/OR CHILDREN IN RELATION TO ANY ASPECT OF CONTEMPORARY LIFE OR WORK WHICH;4.3.1 MAY PREJUDICE THEIR PHYSICAL OR MENTAL WELL BEING; OR -4.3.2 INFLUENCE, EITHER DIRECTLY OR INDIRECTLY, THEIR PRESENT OR FUTURE FAMILY ORCOUPLE RELATIONSHIP;4.4 TO RELIEVE THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE; AND4.5 TO PROMOTE RESEARCH INTO ALL OF THE ABOVE OBJECTS AND TO MAKE THE RESULTSAVAILABLE TO THE PUBLIC.

Activities: Relate works to promote health, respect and justice in couple and family relationships. To seek to enhance the good health, both mental and physical, of adults and children by increasing public awareness of the benefit of committed couple relationships, marriage and family life and working to prevent poverty, hardship and distress caused by the breakdown of such relationships.

Classification

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

Geography

- **Area of benefit:** SURREY, NOTH SUSSEX
- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£332,040	£384,096	-	-
2024-03-31	£342,894	£437,771	-	-
2023-03-31	£348,922	£383,187	-	-
2022-03-31	£362,463	£405,935	-	-
2021-03-31	£390,000	£396,000	-	-

Trustees

Name	Role	Appointed
Clive Robin Charig	Chair	2014-12-05
Alexis Abed		2021-07-16
Amit Patel		2024-01-17
Jai Gohill		2024-01-17
Naomi Burger		2019-11-19
Ruth Lake		2024-07-01
Susan Soar		2024-01-17

Accounts



Surrey Counselling & Mediation (formerly Relate Mid & East Surrey Ltd)

Registered Charity No. 1108239

Company No. 02826600

Annual Report and Accounts 2024-25

For the period ended 31 March 2025



Compact version

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STATEMENT OF PURPOSE

Our Vision

A future where healthy relationships are actively promoted as the heart of a thriving society.

Our Mission:

To make expert information and support for healthy relationships available to everyone.

Our Values:

Be human – We respect everyone and value all relationships. We listen and support people to make positive changes in their lives.

Be connected – We are in touch with the world around us and use evidence to explain why relationships matter. We collaborate to provide great services for all our communities.

Be smart – We keep things simple and focus on what works. We put our clients first and maximise every penny for their benefit.

Surrey Counselling & Mediation (formerly Relate Mid & East Surrey) Ltd (RMES) activities

We offer six core services to the people of Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge including:

- Relationship counselling
- Young People's counselling
- Family counselling
- Sex therapy
- Mediation
- Education and Learning



STAFF AND VOLUNTEERS OF SURREY COUNSELLING & MEDIATION

DIRECTORS

Clive Charig, Chairman
Alexis Abed
Naomi Burger
Susan Soar
Amit Patel
Jai Gohill
Ruth Lake (Appointed 1 July 2024)

CEO

Deborah Holden (Appointed October 2024)
Abigail Stokes (Resigned 31 October 2024)

SUPERVISORS

Sharon Reynolds
Barbara Wilkinson

COUNSELLORS

Alice Sinkinson
Annie Leach
Ingrid Marsh (Leaver June 24)
Irene Stock
Jeanne Neil Boss
Jessica Doyle
Julie Bickerdike
Katharine Coode
Nurten Tyson
Omei Riches
Patricia Dobbe (Leaver October 2024)
Sarah Farrell
Teena Shami (Leaver March 2025)
Terry Charig
Yasmin Rahemtulla (Leaver February 2025)



PLACEMENT COUNSELLORS

Stephanie Taylor (Leaver July 24)

Saira Webster

Carla Franke

MEDIATOR

Alison Chisholm (Appointed July 2024)

Jayne Swanston (Leaver December 24)

ADMINISTRATION

Natasha Clarke (Leaver November 2024)

Hazel Uden

Deborah Wells

Jacqueline MacEacharn (Volunteer, Leaver November 2024)

APPOINTMENT SECRETARIES

Annie Leach

Christine Cordery

Claire Hogarth

Katy Kirton

Margaret Ellwood

Maureen Davey

Michelle Freeman

Natalie Adams

Rosetta Raffa

Taberna Gould

VOLUNTEER RECEPTIONISTS

Adeline Wenham

Jeanette Harris

VOLUNTARY HANDYMAN

Keith Vickers

CHARITY SHOP

VOLUNTEER SHOP MANAGER Jean Reynolds

VOLUNTEER DEPUTY SHOP MANAGER Katja Turner

**KEYHOLDERS**

Chris Freeman
Nicki Grossmith
Mo Hollister
Dee Marples
Chris Owen
Gill Packham
Joyce Rose
Lynda Hart

VOLUNTEERS

Melanie Bromley
Eleanor Brooks
Beulah Caldecourt
Joy Davidson
Marielle Flint

Mary Gough
Lynda Hart
Chris Pickett
Bernice Potts
Susan Smith
Hilary Woodcock
Jean Hogwood
Joy Purser
Sandra Harrington
Sue McBain
Paula Wright
Mary Lambell

EMERGENCY VOLUNTEERS

Joan Ryan
Sue Casbon

BANKERS

CAF Bank
CCLA
Hampshire Trust Bank

INDEPENDENT EXAMINERS

Anova
2 Castlefield Road
Reigate
RH2 0SH



TRUSTEES' REPORT INCORPORATING DIRECTORS' REPORT

The trustees (who are also directors of the charitable company for the purposes of company law) present their report and the financial statements for the year ended 31st March 2025.

In June 2025, Relate Mid and East Surrey changed its name to Surrey Counselling & Mediation to better reflect our evolving mission. This annual report covers the period 1 April 2024 to 31 March 2025, during which we operated under our former name.

Constitution and principal activities

Surrey Counselling & Mediation (formerly Relate Mid & East Surrey) Ltd (the "Company") is a registered charity and a company limited by guarantee. The principal activity of the Company is the provision of counselling and mediation services.

Trustees and their Interests

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

- 1 Clive Charig, Chairman
- 2 Alexis Abed
- 3 Naomi Burger
- 4 Susan Soar
- 5 Amit Patel
- 6 Jai Gohill
- 7 Ruth Lake (Appointed 1 July 2024)
- 8 Jo Cawthorne (Resigned 1 October 2024)
- 9 Amy Lewis (Resigned 2 October 2024)

No financial interests in the Company are held by the Trustees (Executive). All the Trustees have been circulated the Charity Commission's guide on public benefit. The Trustees all act within the memorandum and articles of association.

Public Benefit

We are committed to making our services accessible to all, regardless of age, disability, gender, relationship status, sexual orientation, ethnicity, religion, or financial circumstances. We actively support those on low incomes and have continued to offer reduced-cost services where needed. The trustees confirm that they have had regard to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives, and in planning future activities.



Small Company Disclosure

In preparing this report, the directors have taken advantage of the special exemptions applicable to small companies because the Company meets all the criteria to be classified as a small company.

Risk Management

We maintain a live risk register that sets out the principal risks, controls and owners. It is reviewed by senior management monthly and by the Board quarterly alongside the business plan and performance pack, with a formal annual review. Current headline risks include client demand and affordability, workforce recruitment and retention, shop trading/volunteer capacity, data and systems (including the move to Zanda), safeguarding and compliance. Mitigations and early-warning KPIs are tracked and updated throughout the year.

Credit/collection risk

Exposure from non-collection of client contributions remains low. We operate clear payment arrangements, provide a bursary route where needed, and monitor debtor balances monthly with prompt follow-up. Bad-debt write-offs were immaterial in the year.

Reserves and liquidity

We hold reserves in line with our Reserves Policy, which targets c. three months of operating costs. At 31 March 2025 we held reserves just under this level and have plans in place to rebuild. The Board reviews monthly management accounts, a rolling 12–18-month cash-flow forecast and scenario plans and is satisfied that the charity has adequate resources to meet its liabilities as they fall due.

Operational report

2024–25 has been a year of change, challenge and cautious optimism.

Following the appointment of a new CEO in October 2024, Surrey Counselling & Mediation (formerly Relate Mid & East Surrey) began a programme of operational stabilisation. We have focused on cutting unnecessary expenditure whilst maintaining the quality of our services; counsellor recruitment; improved volunteer engagement; piloting new services and strengthening promotional activities to raise awareness of our services.

Our centres in Reigate and Epsom have continued to operate at strong capacity and often at 95%+ capacity, offering a hybrid model of face-to-face and Zoom counselling. We successfully relaunched mediation services, following the appointment of a new mediator, and expanded the range of services offered to people through local partnerships.

We have also recently reintroduced workshops for young people, supporting them to build resilience, manage emotions and exam stress, and develop confident communication, boundaries and healthy relationships at home, at school and online. A very successful pilot was run in March 2025.



We continue to work with local schools, local authorities and other voluntary organisations to offer support where it is needed.

Financially, the charity operated in a challenging climate. Nevertheless, through careful management and the dedication of our highly valued, experienced and loyal staff and volunteers, we reduced our deficit and ended the year with reserves in place. We have strong plans to increase income over the next 12 months, safeguarding our ability to continue delivering vital services and rebuilding our reserves.

Throughout the year, we have remained closely involved in the future of the Relate Federation. Following the administration of Relate National in 2024, the Federation of independent centres, including Relate Mid & East Surrey, has been working collaboratively to rebuild a strong, connected network. We have actively contributed to Federation discussions about governance, shared training resources, and opportunities for joint working, with a continued commitment to delivering high-quality services.

The resilience and collaboration demonstrated by member centres have laid important foundations for a renewed Federation that is more responsive to local community needs, while still benefiting from national cooperation.

Strategic Priorities

Looking ahead, the Board has identified key strategic priorities:

- **Strengthen Financial Sustainability:** Drive income growth through grant applications, fundraising initiatives, and maximising room rental opportunities and diversifying our income streams.
- **Recruit and Retain Talent:** Continue recruiting high-quality staff, with a renewed focus on staff wellbeing and professional development.
- **Enhance Service Profile:** Promote our counselling, mediation, and young people's services through improved marketing and partnerships with schools, GPs, and local agencies.
- **Expand Access:** Maintain our commitment to providing subsidised counselling to those in financial hardship.
- **Futureproof Governance:** Ensure a robust, diverse Trustee Board with a balance of skills and experience to lead the charity through the next phase of development.
- **Strengthen the Volunteer Workforce:** Build a larger, well-supported volunteer base - especially for the charity shop and community outreach - through improved recruitment, training and safeguarding; flexible rotas; clear role pathways; and recognition (including awards) to boost retention and raise our profile.



Acknowledgements

The Trustees would like to extend their sincere thanks to our dedicated staff, supervisors, counsellors, mediators, administrators, shop volunteers, volunteer administrators, volunteer fundraisers and Trustees, for their commitment and hard work over the year.

We also gratefully acknowledge the support of our funders, sponsors, and donors, including The National Lottery Awards for All, East Surrey Communities Budget, Your Councillor Community Fund Surrey, Westminster University and Gatwick Airport Community Trust whose contributions have been vital in sustaining our services. Our thanks to Ben Ridgely who ran the London Marathon for us.

Together, we continue to work towards a future where everyone in our community has access to the support they need.

On behalf of the Board.

Clive

Clive (Dec 19, 2025 16:28:35 GMT)

Clive Charig

Chairperson

Date: 19/12/25



SURREY COUNSELLING & MEDIATION: MANAGEMENT REPORT

Objectives for 2024-25

In line with our business development plan, we have 7 main areas which each have their own overall objectives with goals and strategies.

1. Service accessibility

To provide a flexible service that meets the diverse social and working demands of its clients.

We continue to offer a blended model of face-to-face and Zoom appointments, with most sessions available in the evenings to match demand. We also provide subsidised counselling, so cost is not a barrier. Over the year we saw an overall increase in services delivered, with Adult Relationship Counselling and Young People's Counselling remaining our two largest areas of work. The overall trend turns upward again in 2024–25, reflecting improved utilisation, the relaunch of mediation, and steadier school referrals. A temporary dip in mediation reflected a vacancy in the mediator role; a new mediator is now in post, and the service is being actively promoted. With further counsellor recruitment under way, we expect capacity to grow in the year ahead.

2. Governance and Management

To continually strive to manage the operation to the highest standards of efficiency, integrity, and transparency, being cognisant at all times of legal, Charity Commission and Relate National requirements.

The Board meets quarterly and receives a full performance pack, including management accounts, a rolling 12–18-month cash-flow forecast, KPIs and an updated risk register. Safeguarding and finance are standing items.

During the year we:

- Updated core policies and created a single Safeguarding Policy and Procedure for children, young people and adults, supported by a clear reporting flowchart and regular training.
- Progressed the transition to Zanda (client management system) to strengthen data quality, outcomes reporting and GDPR compliance.
- Maintained a clear scheme of delegation.
- Conducted a trustee skills review to ensure an appropriate mix of experience, inducted new trustees and refreshed training on safeguarding, finance and governance.
- Monitored complaints and client feedback to support continuous improvement.

The Board will continue to oversee delivery against the business plan and risk register in 2025–26.

The Chair's report provides further detail on governance arrangements and Board activity this year.



3. Financial Management

To optimise income, control costs and manage financial risk.

Our financial position remains stable, though reserves have reduced. We have rebuilt counselling capacity and client donations rose by 23% year on year. At the same time, cost-of-living pressures mean more clients request subsidised sessions and office costs have risen. The charity shop, closed for part of 2023 for refurbishment, is now trading with a fresher look and higher footfall, though takings are not yet at the level anticipated. Income from textile recycling has also fallen in line with the global market.

In 2025–26 we plan to grow earned income from paid counselling and mediation by adding daytime capacity and improving utilisation, while developing corporate counselling and expanding room hire. We will strengthen our grants pipeline, widen Gift Aid and boost conversion from enquiries via targeted Google Ads/SEO and stronger referral routes with GPs, schools, businesses and employers. On costs, we will hold non-essential spend, renegotiate contracts and use new Zanda reporting to improve productivity; on risk, we will maintain monthly management accounts and rolling cash-flow forecasts, monitor early-warning indicators, and rebuild reserves within a prudent policy - aiming to narrow the deficit over the year.

4. People and Organisation

To create, develop and motivate a team that is responsive to client needs and demands.

Recruitment has been challenging this year, with more counsellors moving into private practice. In response, we have strengthened our offer and reviewed our recruitment model - testing new channels and refining our approach - to find the best way forward. Our dedicated HR Officer has streamlined our onboarding and off-boarding processes, and we continue to invest in initiatives that ensure colleagues feel valued for the incredible work they do. Our package includes at least three high-quality, free CPD courses each year, enhanced benefits such as long-service holiday additions and recognition awards, and access to employee discounts to support with the cost of living.

5. Service Development

To develop and enhance the range of services offered to meet all aspects of relationship conflict.

Our Annual Clients Report (April 2024 – March 2025) showed that our counselling services have had a significant impact on client's lives. After counselling 82% of our clients said that their situation had improved, and 70% stated their mental health had improved with 75% reporting they had better coping strategies. 56% of those taking time off work were no longer doing so.

92% reported our service was beneficial and 86% of our clients agreed they would recommend Relate to other people. 78% agreed they would use our service again in the future if they had any problems.

Often our clients write an extra note in their final questionnaire, thanking a particular counsellor and it is these comments which really explain how counselling has helped. These are some of the comments from 2024-25:

Surrey Counselling
& Mediation

(formerly known as
Relate Mid & East Surrey)

"We had a very long-standing problem between the two of us when it came to sex. I must admit that I did not start the counselling process with very high expectations. But the outcome has been very good and gives us a very high degree of confidence moving forward. As well as the obvious physical benefits, one of the best effects has been we now feel we can explore new things and talk about sexual matters with great confidence."

"The counsellor has been an angel for us. She has such a kind and open way about her. She is so non-judgmental that she made my husband and I feel safe and contained immediately. My husband isn't that comfortable talking about his feelings, but the counsellor's way really helped him to open up. I'm forever grateful for it."

"Coming to see someone totally unrelated to yourselves and your everyday life is highly beneficial. The way in which a counsellor can say things to your partner that you may not feel you can, or hadn't thought to do, is hugely helpful. I found Relate counselling made us both think about our behaviours in a way we may have lost sight of in our relationship."

"A huge thank you to our counsellor for putting me at ease from the word go. Their way of talking everything through has helped me so much and will be something I'll now continue to do."

"I would like to thank our counsellor for her wonderful service and help. Her warm welcome and kindness and understanding made me feel relaxed and comfortable. Can not recommend her enough. The office staff were always friendly & welcoming too. Thank you for all your help."

"Just a big thank you to our counsellor and all of the staff at Relate. I am not sure how I would have navigated the hardest year of my life without the support I received. I am so grateful for every session that I had and for all of the support and coping strategies I learned from my sessions."

From our last Young Peoples report (24/25) show that 93% of the young people we saw said their situation was better since counselling. 87% had better coping strategies and 91% had better mental and emotional wellbeing.

We consistently make great efforts to improve the measuring of outcomes beyond using feedback forms, qualitative and quantitative questionnaires for adults, young people, family, mediation, and sex therapy. We also periodically survey staff, volunteers and distribute client surveys to assess our front of house service.



6.Service Profile

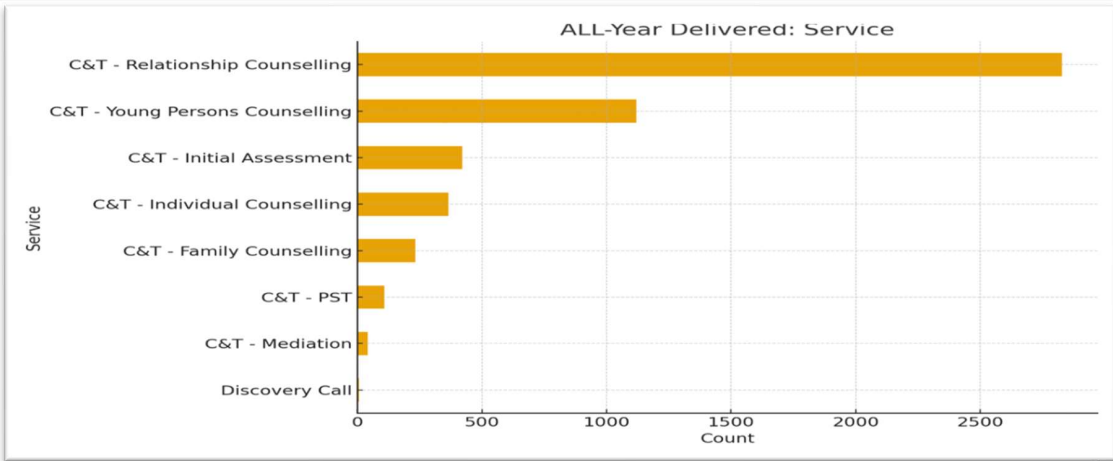
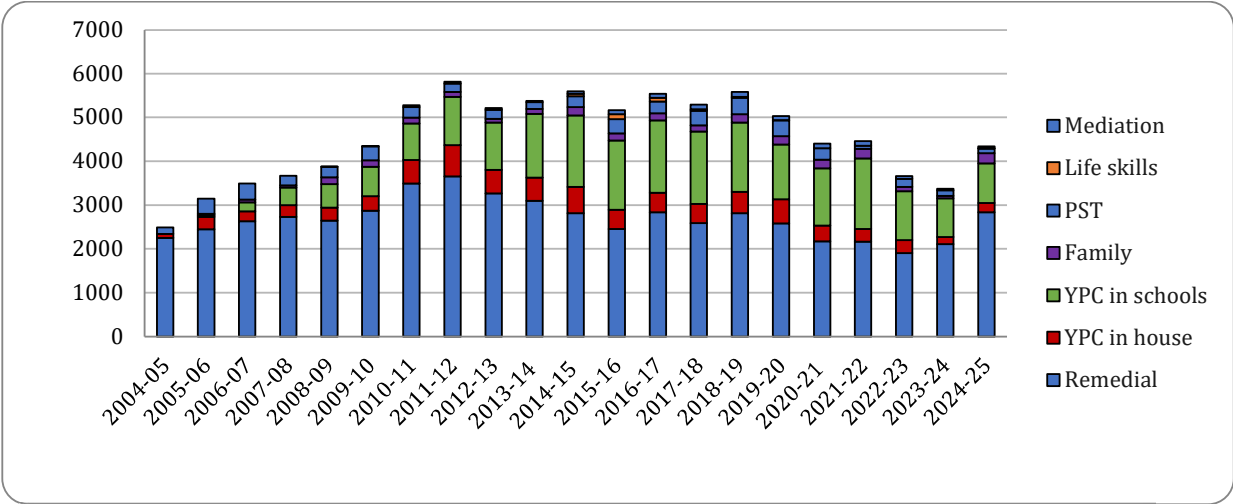
To increase awareness of the services offered through pro-active promotion and key partnerships.
We invest in Google Ads and Meta (Facebook/Instagram) campaigns, which are driving more website traffic and a steady rise in enquiries. Alongside digital activity, we maintain regular contact with local press and community radio, securing interviews and features that signpost people to our support. We continue to build referral partnerships with schools, businesses and other voluntary sector organisations and provide clear routes into our services. We also celebrate volunteers through local awards and recognition events, which showcase the organisation’s impact and help attract new supporters, donors and referrals.

7.Federation Collaboration

To actively support the vision and mission statements of Relate through information sharing, insights, and ideas generation.
Across the Relate Federation regional management meetings occur monthly as well as ARCCO (Association for Relate Centres Chief Officers). We meet monthly through webcam to discuss improving practices and new ideas. There is now significant interaction and communication between the centres and much more collaboration and help when required.

Annual service delivery

Annual summary of client hours delivered.





TREASURER'S REPORT

Overview

The accounts for the year ended 31 March 2025 show that we operated in a challenging financial climate but reduced the deficit to **£52,056** (2023–24: £94,877). **Reserves at year-end were £94,639** (2023–24: £146,695), reflecting continued investment to protect services while we rebuild income.

Recruiting and retaining counsellors remains competitive; we continued to adapt our model, improve onboarding and supervision, and strengthen utilisation of available hours. Mediation was re-launched following the appointment of a new mediator, and we piloted workshops for young people to broaden support pathways.

We remain deeply grateful to Epsom & Ewell Borough Council for providing accommodation on Epsom High Street; this support is vital to our delivery. We continue to invite client donations alongside fee income and to pursue grants and partnerships that extend access for those who cannot afford the full cost.

Review for 2024–25

- **Overall result:** £52,056 deficit (down from a £94,877 deficit in 2023–24, a reduction of approximately 45%).
- **Income mix:**
 - Client payments: £188,631
 - Shop takings: £54,928
 - Schools & colleges: £46,011
 - Grants: £30,679
 - Room hire: £3,090
 - Mediation & consultancy: £1,318
 - Fundraising: £2,738
 - Interest: £4,646
- **Expenditure:** £384,096
 - Staff costs: £280,429
 - Office & administrative: £75,045
 - Shop running costs: £28,622
 - Insurances: £4,271
- **Reserves:** £94,639 at year-end



- **Operational highlights:** Mediation services were re-established and actively promoted; Adult Relationship Counselling capacity was enhanced through targeted recruitment and improved scheduling; a workshop pilot for young people launched in March 2025; shop trading improved following refurbishment, though remained below target due to cost-of-living challenges and reduced textile recycling income. Counselling capacity was enhanced through targeted recruitment and improved scheduling; a workshop pilot for young people launched in March 2025; shop trading improved following refurbishment, though remained below target due to cost-of-living challenges and reduced textile recycling income.

Planning for 2025–26

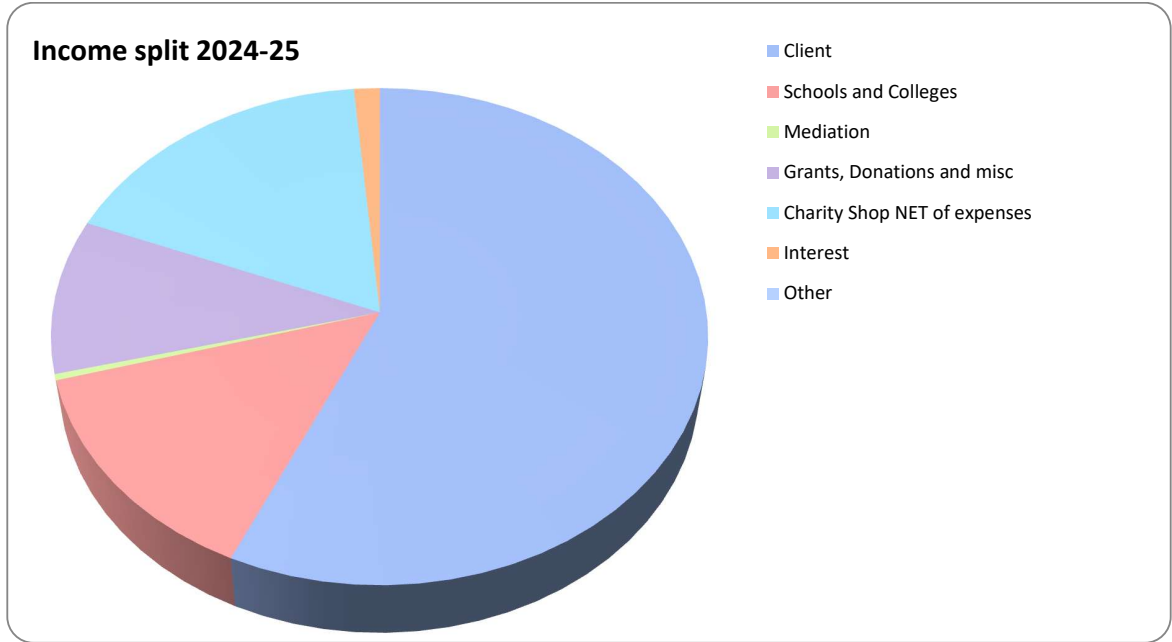
- Continue to reduce the deficit and rebuild reserves by growing paid counselling, mediation, room hire, a corporate counselling offer and new Workshops.
- Strengthen the grants pipeline (including multi-year bids) and widen opportunities for gift-aided donations.
- Maintain tight cost control and review the Reserves Policy to ensure an appropriate target range.
- Complete the move to Zanda (client management system) and improve reporting, productivity tracking and outcomes measurement.
- Maintain a robust safeguarding framework and regular training.
- Sustain recruitment and retention of counsellors and mediator, supported by streamlined HR and at least three free CPD opportunities annually.
- Strengthen referral routes with GPs, schools/colleges, solicitors and employers; keep Google Ads/SEO focused on conversion.

Risks and mitigations

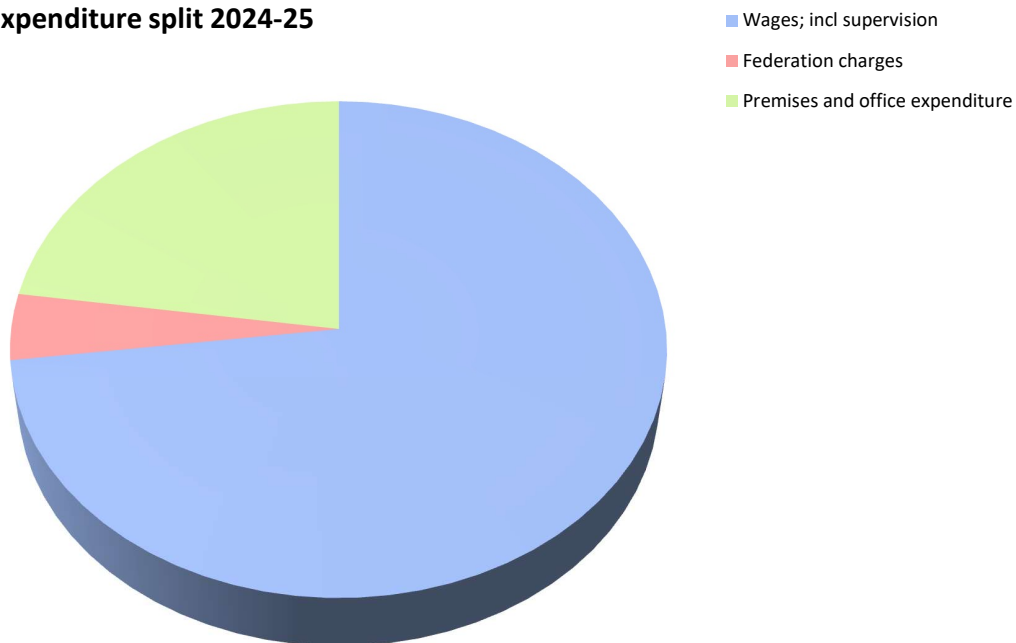
- Risk: Variability in client demand and affordability; increased requests for subsidised sessions.
- Risk: Recruitment and retention of counsellors in a competitive market.
- Risk: Shop volunteer availability affecting opening hours and income; pressure on margins and recycling receipts.
- Risk: Schools commissioning choices and budget constraints impacting income for young people's counselling.
- Risk: Inflationary pressures on running costs.
- Mitigation: Diversify and grow income (paid counselling, mediation, room hire, corporate counselling, workshops; targeted grants and donations).
- Mitigation: Actively manage utilisation and enquiry conversion.



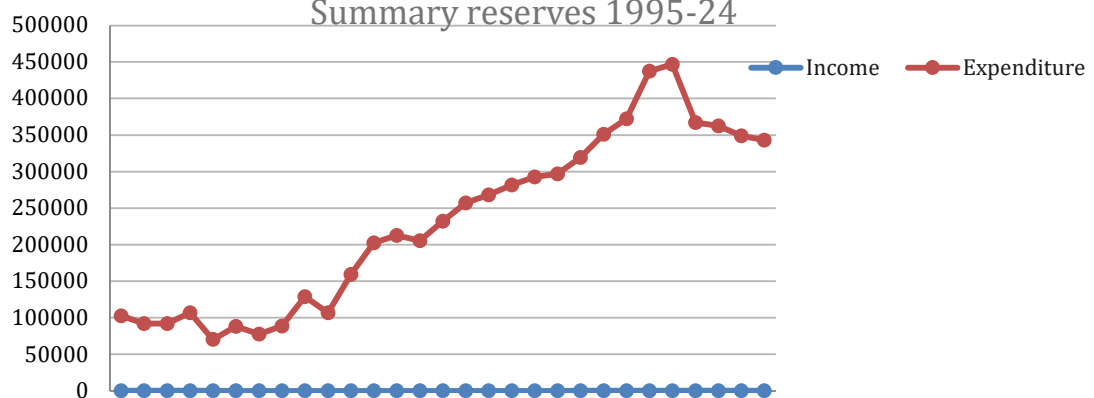
- Mitigation: Strengthen shop volunteering and implement succession planning for shop management.
- Mitigation: Maintain close relationships with schools and develop group offers where appropriate.
- Mitigation: Continue prudent cost control.



Expenditure split 2024-25



Summary reserves 1995-24





INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF SURREY COUNSELLING & MEDIATION LIMITED (FORMERLY RELATE MID & EAST SURREY LTD).

I report to the charity trustees on my examination of the accounts of Surrey Counselling & Mediation (formerly Relate Mid & East Surrey) Ltd ('the Company') for the year ended 31 March 2025

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- 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
- 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 (FRS102)].

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 to enable a proper understanding of the accounts to be reached.

K Squire
K Squire (Dec 19, 2025 16:39:01 GMT)

Katie Squire ACA
The Cottage
2 Castlefield Road
Reigate
Surrey
RH2 0AP

Dated: 19/12/25

Surrey Counselling & Mediation Limited (formerly Relate Mid & East Surrey Ltd).
Statement of Financial Activities including Income and Expenditure Account 31 March 2025

	Notes	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023	Total 2022
		£	£	£	£	£	£	£	£
Income from:									
Donations and legacies	2(a)	2,738	30,679	33,417	2,754	41,925	44,679	54,721	36,229
Charitable activities	2(b)	235,959		235,959	252,334	-	252,334	247,933	288,463
Other trading activities	2(c)	58,018		58,018	44,368	-	44,368	45,278	37,175
Investments	2(d)	4,646	-	4,646	1,512	-	1,512	991	596
Total income		301,361	30,679	332,040	300,969	41,925	342,894	348,922	362,463
Expenditure on:									
Charitable Activities	3(a)	324,795	30,679	355,474	312,984	41,925	354,909	345,443	380,975
Other trading activities	3(b)	28,622	-	28,622	82,862	-	82,862	37,744	24,960
Total expenditure		353,417	30,679	384,096	395,846	41,925	437,771	383,187	405,935
Net income/(expenditure)		(52,056)	-	(52,056)	(94,877)	-	(94,877)	(34,265)	(43,472)
Transfers between funds		-	-	-	11,517	(11,517)	-	-	-
Net movement in funds		(52,056)	-	(52,056)	(83,360)	(11,517)	(94,877)	(34,265)	(43,472)
Funds brought forward		146,695	-	146,695	230,055	11,517	241,572	275,836	319,308
Funds carried forward		94,639	-	94,639	146,695	-	146,695	241,572	275,836

All income arising from the continuing activities of the charity. The charity had no recognised gains or losses other than those dealt with in the statement of Financial Activities. The notes on pages 23-30 form part of these accounts.

Surrey Counselling & Mediation Limited (formerly Relate Mid & East Surrey Ltd).
Balance Sheet 31 March 2025 (continued)

	Notes	2025 £	2024 £
Current assets			
Debtors	5	23,471	17,860
Prepayments and accrued income adjustments		10,455	6,661
Cash at bank and in hand	6	88,706	146,284
		<u>122,632</u>	<u>170,804</u>
Liabilities: amounts falling due within one year			
Creditors	7	(27,993)	(24,109)
		<u>94,639</u>	<u>146,695</u>
Net current assets			
		<u>94,639</u>	<u>146,695</u>
Liabilities: amounts falling due after one year			
Creditors		-	-
		<u>94,639</u>	<u>146,695</u>
Net assets	8		
		<u>94,639</u>	<u>146,695</u>
Funds			
Unrestricted reserves		94,639	146,695
Restricted reserves		-	-
	9	<u>94,639</u>	<u>146,695</u>

(Company No: 02826600)

Surrey Counselling & Mediation Limited (formerly Relate Mid & East Surrey Ltd).
Balance Sheet 31 March 2025 (continued)

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS 102 SORP.

Approved by the trustees on 19/12/25 and signed on its behalf by:

Clive

Clive Charig (MR 13, 2025 162835 GMR)

Clive Charig
Chairperson

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies

Charity Information

Surrey Counselling & Mediation Limited (formerly Relate Mid and East Surrey Ltd) is a private company limited by guarantee incorporated in England and Wales. The registered office is 44c Church Street, Reigate, Surrey, RH2 OAJ

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements have been prepared in accordance with the Charity's governing document, its Memorandum and Articles of Association, "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

The charity constitutes a public benefit entity as defined by FRS 102.

Going Concern

At the time these accounts were approved, the trustees had a reasonable expectation that the charity had sufficient resources to continue operating for the foreseeable future. Accordingly, the accounts have been prepared on a going concern basis.

While previous years were impacted significantly by Covid-19, the charity has now entered a period of recovery and rebuilding. Counselling services have resumed with encouraging uptake across both in-person and online (Zoom) formats. Income-generating activities, including the Trehaven Parade shop, have reopened and are regaining traction.

To ensure long-term financial sustainability, the trustees have undertaken a strategic restructuring of operations. This has included streamlining administrative functions, reassessing service delivery models, and improving cost-efficiency without compromising the quality of care. The charity is also placing increased emphasis on securing diversified funding, enhancing its digital infrastructure, and developing new income opportunities.

Thanks to these measures - along with continued support through grants and growing activity levels - the trustees are confident in the charity's ability to meet its obligations and continue delivering services. It is therefore appropriate to continue to adopt the going concern basis in preparing these accounts.

Change of accounting policy

The accounts present a true and fair view, and no changes have been made to the accounting policies adopted.

Funds

General funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for application on the general purposes of the charity

Restricted funds are those monies received by the charity which have been given for a particular purpose, for example the Children in Need Grant.

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

Income

Recognition of income

Income is recognised in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP).

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP)

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Donated goods

Due to the high volume of low value donated goods for resale it is impractical to estimate the fair value (the amount for which the asset could be exchanged) on receipt. Instead, the value to the charity of donated goods sold is recognised as income when sold. The proceeds from the sale are recognised as 'Income from other trading activities' in the SoFA.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Income from interest

This is included in the accounts when receipt is probable, and the amount receivable can be measured reliably.

Expenditure and Liabilities

Expenditure is accrued as soon as a liability is incurred.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Assets and Liabilities

Debtors

Income tax recoverable and other debtors are included at the amount due. Prepayments are valued at the amount prepaid. Cash at bank and in hand includes cash, and short-term deposits include short term highly liquid investments with a short maturity of three months or less from the date of opening of the deposit.

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation arising from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Reserves Policy

Surrey Counselling and Mediation aims to hold sufficient reserves to provide financial stability, manage unforeseen costs and support service continuity during periods of reduced income. The target level of reserves is to cover approximately six months of core operating expenditure. The Board reviews the reserves position each year as part of the annual accounts process and adjusts the target as needed to reflect the charity's size, activities and financial context.

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

Public Benefit

Surrey Counselling and Mediation's purpose is to provide the public and local community with an easily accessible affordable counselling and mediation service. This includes the delivery of Young Peoples Counselling in the school setting, enabling a confidential service, in the hopes of reducing mental health issues. Surrey Counselling and Mediation believes in stronger relationships and as such providing a public service in helping build stronger communities.

2 Income

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
(a) Donations and legacies						
Donations and gifts	2,472	-	2,472	2,102	-	2,102
Income tax recovery (Gift Aid)	266	-	266	653	-	653
Grants	-	30,679	30,679		41,925	41,925
	<u>2,738</u>	<u>30,679</u>	<u>33,417</u>	<u>2,754</u>	<u>41,925</u>	<u>44,679</u>
(b) Charitable activities						
Counselling fees	188,631	-	188,631	199,492	-	199,492
Mediation and consultancy	1,318	-	1,318	1,695	-	1,695
Receipts from schools/colleges/Locality teams	46,011	-	46,011	51,147	-	51,147
	<u>235,959</u>	<u>-</u>	<u>235,959</u>	<u>252,334</u>	<u>-</u>	<u>252,334</u>
(c) Other trading activities						
Charity Shop income	54,928	-	54,928	44,368	-	44,368
Other income - room hire	3,090	-	3,090		-	0
	<u>58,018</u>	<u>-</u>	<u>58,018</u>	<u>44,368</u>	<u>-</u>	<u>44,368</u>
(d) Investments						
Interest	4,646	-	4,646	1,512	-	1,512
	<u></u>	<u></u>	<u></u>	<u></u>	<u></u>	<u></u>
Total income	<u>301,361</u>	<u>30,679</u>	<u>332,040</u>	<u>300,969</u>	<u>41,925</u>	<u>342,894</u>

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

3 Expenditure

	Unrestricted Funds £	Restricted Funds £	2025 £	Unrestricted Funds £	Restricted Funds £	2024 £
(a) Charitable activities						
Staff costs	249,750	30,679	280,429	238,489	41,925	280,414
Premises and office overheads	58,582	-	58,582	58,469	-	58,469
Relate Federation Central cost	16,463	-	16,463	16,026	-	16,025
	<u>324,795</u>	<u>30,679</u>	<u>355,474</u>	<u>312,984</u>	<u>41,925</u>	<u>354,909</u>
(b) Other trading activities						
Charity Shop expenditure	28,622	-	28,622	82,304	-	82,303.7
Fundraising costs		-	-	558	-	558
	<u>28,622</u>	<u>-</u>	<u>28,622</u>	<u>82,862</u>	<u>-</u>	<u>82,862</u>
Total expenditure	<u>353,443</u>	<u>30,679</u>	<u>384,096</u>	<u>395,846</u>	<u>41,925</u>	<u>437,771</u>

4 Staff costs 2025 2024

Wages and salaries	273,739	273,125
Social security costs	3,531	4,830
Pension costs (defined contribution pension plan)	3,159	2,460
	<u>280,429</u>	<u>280,414</u>

Average number of employees during the year: 2025 2024

The parts of the charity in which the employees work:

Fundraising	-	1
Charitable Activities	28	22
Governance	8	8
Shop volunteers	34	40
	<u>70</u>	<u>71</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000. Remuneration paid to all key management personnel amounted to £45,316 (2024: £38,452).

There were no payments, excluding reimbursement of expenses incurred on charitable business, made to trustees who comprise the Key Management Personnel in the year. (2024: £Nil)

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

5 Debtors	2025	2024				
	£	£				
Trade debtors	23,471	17,860				
Prepayments and accrued income	10,455	6,661				
	33,926	24,521				
6 Cash at bank and in hand	2025	2024				
	£	£				
Short term deposits	38,197	85,103				
Cash at bank and in hand	50,509	61,181				
	88,706	146,284				
7 Liabilities: amounts falling due within one year	2025	2024				
	£	£				
Accruals	16,101	13,803				
Trade Creditors	11,892	10,307				
	27,993	24,109				
8 Analysis of net assets by fund	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
			£			£
Current assets	122,632	-	122,632	170,804	-	170,804
Current liabilities	(27,993)	-	(27,993)	(24,109)	-	(24,109)
	94,639	-	94,639	146,695	-	146,695

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

9 Analysis of fund movements during the year

	Bal b/f	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/f
2025	01.04.24					31.03.25
	£	£	£	£	£	£
Reserves						
Unrestricted	146,695	301,361	(353,417)	-	-	94,639
Restricted	-	30,679	(30,679)	-	-	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	146,695	332,040	(384,096)	-	-	94,639
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	Bal b/f	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/f
2024	01.04.23					31.03.24
	£	£	£	£	£	£
Reserves						
Unrestricted	230,055	300,969	(395,846)	-	11,517	146,695
Restricted	11,517	41,925	(41,925)	-	(11,517)	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	241,572	342,894	(437,771)	-	-	146,695

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

10 Fees for examination of the accounts

The independent examiner's fees for examination for 2025 is £1,260 (2024: £1,200)

11 Taxation

The charity is a registered charity and as such its income and gains falling within Sections 471 to 489 of the Corporation Tax Act 2010 or Section of the Taxation of Chargeable Gains Act 1992 are exempt from corporation tax. to the extent that they are applied to its charitable objects

12 Commitments

There were no capital commitments at 31 March 2025 (2024: nil)

13 Trustees ad Related Party Transactions

No Trustees expenses have been incurred.

Trustees are considered to be related parties. None of the trustees have received any remuneration or received any other benefits from an employment with Relate Mid Surrey or any other related entity.

Trustees and individual liability insurance is covered under the Public Liability section of our charity's insurance.

14 Defined contribution scheme

Relate Mid Surrey operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost and charge represent contributions payable by the charity to the fund or to separate schemes in which employees are members and amounted to £3,159 (2024: £2,460)

15 Lease Commitments

The total future minimum lease payments under non-cancellable operating leases amounted to £34,500.

SURREY COUNSELLING & MEDIATION (FORMERLY RELATE MID & EAST SURREY) LTD

INFORMATION

Surrey Counselling & Mediation (formerly Relate Mid & East Surrey) Ltd offers six key services in Surrey.

- Relationship counselling (adults)
- Sexual Therapy (PST)
- Young Peoples Counselling (YPC) for young people aged 11 to 21
- Family counselling
- Education & Learning
- Mediation

Service Quality

All our practitioners are trained and supervised, and we work to BACP service specification standards and code of ethics. All our work is monitored, and we obtain feedback from our clients who consistently rate the service highly in respect of our capacity to increase their understanding and make positive changes in their relationships.

Telephone:

- Reigate 01737 245212
- Epsom: 01372 722976

Addresses:

- Reigate: 44c Church Street, Reigate, Surrey RH2 0AJ
- Epsom: 92b High Street, Epsom, Surrey KT19 8BJ

Charity Shop

- Surrey Counselling & Mediation (formerly Relate Mid & East Surrey) Charity Shop, 2 Trehaven Parade, Woodhatch, Reigate, RH2 7LL
- Opening times 10am-4.30pm Monday to Friday (and Saturdays leading up to Christmas)

Schools & Colleges we offer counselling and courses in:

- Epsom and Ewell School
- Howard of Effingham School
- Reigate College
- Carrington School (Discontinued)

For further details please visit our web site www.surreycm.org.uk

Surrey Counselling & Mediation
44c Church Street
Reigate
Surrey
RH2 0AJ

Anova Chartered Accountants
The Cottage
2 Castlefield Road
Reigate
Surrey
RH2 0SH

19 December 2025

Dear Sirs

Surrey Counselling & Mediation (formerly Relate Mid & East Surrey Ltd)– year ended 31 March 2025

We confirm, during the course of your independent examination of the financial statements of the charity for the year ended 31 March 2025, the following representations were made to you by the management and trustees.

1. Accounting Records and Bank Financial Statements

We confirm that we have fulfilled our responsibilities as trustees under the Charities Act 2011 for preparing financial statements, in accordance with the applicable financial reporting framework, Financial Reporting Standard 102 (Charities SORP FRS 102), that give a true and fair view and for making accurate representations to you as our examiners and for the financial statements which we have prepared on behalf of the charity.

We confirm that all accounting records have been made available to you for the purpose of your independent examination, in accordance with your terms of engagement, and that all the transactions undertaken by the charity have been properly reflected and recorded in the accounting records. All other records and related information have been made available to you.

We have given you unrestricted access to persons within the charity in order to obtain evidence where required and have provided any additional information that you have requested for the purposes of your independent examination.

2. Accounting Estimates

We confirm that significant assumptions used in making accounting estimates, including those measured at fair value, are reasonable.

3. Actual and Possible Litigation

We confirm that all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to you and accounted for and disclosed in accordance with the applicable financial reporting framework.

4. Subsequent Events and Transactions

All events subsequent to the date of the financial statements which require adjustment or disclosure have been properly accounted for and disclosed in the Financial Statements.

5. Related Party Disclosures

We confirm that we are aware that a related party of the charity is a person or organisation which either (directly or indirectly) controls, has joint control of, or significantly influences the charity or vice versa and as a result will include trustees/directors, other key management, close family and other business interests of the aforementioned related party.

We confirm that all related party relationships and transactions have been accounted for and disclosed in accordance with the applicable financial reporting framework.

6. Loans to Trustees

We confirm that the charity has had, at no time during the period, any arrangement, transaction or agreement to provide credit facilities (including advances and credits granted by the charity) for trustees, nor to provide guarantees of any kind on behalf of the trustees.

7. Capital Expenditure

We confirm that the charity has not contracted for any capital expenditure other than as disclosed in the financial statements.

8. Laws and Regulations

We are not aware of any irregularities, including fraud, involving any member; nor are we aware of any breaches or possible breaches of statute, regulations, contracts or agreements which might prejudice the charity's going concern status or that might result in the charity suffering significant penalties or other loss. No allegations of such irregularities, including fraud, or such breaches, other than noted above, have come to our notice.

9. Implementation of Internal Controls

We acknowledge our responsibility for the design and implementation of internal controls to prevent and detect fraud.

10. Income and Expenditure Account

We confirm that all incoming resources have been fully recorded and all amounts charged to Income and Expenditure Account in respect of purchases and other expenses are properly chargeable to the charity.

11. Grants and Donations

All grants, donations and other income, the receipt of which is subject to specific terms or conditions or received for restricted purposes, have been notified to you. There have been no breaches of terms or conditions during the period in the application of such income, and all income has been spent within the financial year of receipt.

12. Going concern

We believe that the charity's financial statements should be prepared on a going concern basis on the grounds that current and future sources of funding or support will be more than adequate for the charity's needs. We have considered a period of twelve months from the date of approval of the financial statements. We believe that no further disclosures relating to the charity's ability to continue as a going concern need to be made in the financial statements.

We confirm that the above matters were considered at a meeting of the Trustees. We further confirm that the contents of this letter are agreed and it accurately reflects the representations made to you during the course of your examination.

Yours faithfully

Clive

Clive (Dec 19, 2025 16:28:35 GMT)

Clive Charig – Chair of Trustees

For and on behalf of the Board of Trustees of Relate Mid & East Surrey

19/12/25

Date

Accounts



Relate Mid & East Surrey Ltd

Formally Relate Mid Surrey

Registered Charity No. 1108239

Company No. 02826600

Annual Report and Accounts 2023-24

For the period ended 31 March 2024



Compact version

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STATEMENT OF PURPOSE

Relate's Vision:

Relate's vision is a future where healthy relationships are actively promoted as the heart of a thriving society.

Relate's Mission:

Relate's mission is to make expert information and support for healthy relationships available to everyone.

Relate's Values:

Be human – We respect everyone and value all relationships. We listen and support people to make positive changes in their lives.

Be connected – We are in touch with the world around us and use evidence to explain why relationships matter. We collaborate to provide great services for all our communities.

Be smart – We keep things simple and focus on what works. We put our clients first and maximise every penny for their benefit.

Relate Mid & East Surrey Ltd (RMES) activities

We offer six core services to the people of Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge including

- Relationship counselling
- Young People's counselling
- Family counselling
- Sex therapy
- Mediation
- Education and Learning

RELATE MID & EAST SURREY LTD



MEMBERS, STAFF and Volunteers of RELATE MID & EAST SURREY Ltd

DIRECTORS 1. Clive Charig – Chairman (Appointed 2014) 2. Alexis Abed (Appointed July 2021) 3. Naomi Burger (Appointed Nov 2019) 4. Jo Cawthorne (Appointed Jan 2014, Resigned Oct 2024) 5. Amy Lewis (Appointed May 2018, Resigned Oct 2024) 6. Funmi Onamusi (Appointed July 2021, Resigned Nov 23) 7. Susan Soar (Appointed Jan 2024) 8. Hazel Wright (Appointed Jan 2024, Resigned March 24) 9. Amit Patel (January 2024) 10. Jai Gohill (Appointed Jan 2024) 11. Ruth Lake (Appointed July 2024) CEO 1. Abigail Stokes (Appointed April 2022, Resigned Oct 2024))	
SUPERVISORS 1. Sharon Reynolds 2. Barbara Wilkinson	
COUNSELLORS 1. Jessica Doyle 2. Terry Charig 3. Katharine Coode 4. Patricia Dobbe 5. Sofi Robinson (Retired May 23) 6. Teena Shami 7. Andrea Simson (Leaver Feb 24) 8. Irene Stock 9. Nurten Tyson 10. Christopher Watson (Leaver Dec 23) 11. Annie Leach 12. Yasmin Rahemtulla 13. Jillian Hoppins (Leaver Dec 23) 14. Perry Pearman (Leaver Jun 24) 15. Anna Scott (Leaver Apr 24) 16. Ingrid Marsh (Leaver Jun 24) 17. Julie Bickerdike 18. Jeanne Neil Boss 19. Omei Riches 20. Alice Sinkinson 21. Sarah Farrell	

RELATE MID & EAST SURREY LTD



PLACEMENT COUNSELLORS

1. Nicola Hambley (Leaver Oct 23)
2. Kevin Hanley (Leaver Nov 23)
3. Stephanie Taylor (Leaver Jul 24)
4. Saira Webster
5. Carla Franke

MEDIATOR

Jayne Swanston (Leaver Dec 24)
Alison Chisholm

ADMINISTRATION

1. Natasha Clarke
2. Hazel Uden
3. Deborah Wells
4. Jacqueline MacEacharn (volunteer)

APPOINTMENT SECRETARIES

1. Katy Kirton
2. Maureen Davey
3. Margaret Ellwood
4. Claire Hogarth
5. Michelle Freeman
6. Rosetta Raffa
7. Chrissey Cordery
8. Sarah Beavan-Hollidge (Resigned)
9. Katy Will (Leaver September 23)
10. Debra Farrell (Leaver Nov 23)
11. Megan Hannaford (Leaver Mar 24)

VOLUNTEER RECEPTIONIST

1. Adeline Wenham

VOLUNTARY HANDYMAN

Keith Vickers

CHARITY SHOP

VOLUNTARY SHOP MANAGER

Jean Reynolds

KEYHOLDERS

1. Chris Freeman
2. Nicki Grossmith
3. Mo Hollister
4. Dee Marples
5. Chris Owen
6. Gill Packham
7. Joyce Rose
8. Kat Turner
9. Lynda Hart



REGULAR VOLUNTEERS

1. Melanie Bromley
2. Eleanor Brooks
3. Beulah Caldecourt
4. Joy Davidson
5. Marielle Flint
6. Mary Gough
7. Lynda Hart
8. Chris Pickett
9. Bernice Potts
10. Susan Smith
11. Hilary Woodcock
12. Jean Hogwood
13. Joy Purser
14. Sandra Harrington
15. Sue McBain
16. Paula Wright
17. Mary Lambell

EMERGENCY VOLUNTEERS

1. Joan Ryan
2. Sue Casbon

BANKERS

CAF Bank
CCLA
Virgin (closed account)
Shawbrook (closed account)
Hampshire Trust Bank

INDEPENDENT EXAMINERS

Anova
2 Castlefield Road
Reigate RH2 0SH



TRUSTEES' REPORT INCORPORATING DIRECTORS' REPORT

The directors present their report and the financial statements for the year ended 31st March 2024.

Constitution and principal activities

Relate Mid & East Surrey Ltd (the "Company") is a registered charity and a company limited by guarantee. The principal activity of the Company is the provision of counselling services.

Directors and their Interests

The directors who held office at the end of the year were as follows:

1. Naomi Burger
2. Jo Cawthorne
3. Clive Charig **Chairperson**
4. Amy Lewis
5. Alexis Abed
6. Susan Soar
7. Amit Patel
8. Jai Gohill

No financial interests in the Company are held by the directors (Executive). All the trustees have been circulated the Charity Commission's guide on public benefit. The Trustees all act within the memorandum and articles of association.

Small Company Disclosure

In preparing this report, the directors have taken advantage of the special exemptions applicable to small companies because the Company meets all the criteria to be classified as a small company.

Risk Management

A risk management register is in place, which formally identifies the major risks that the Company faces together with details on how these risks are being managed. Further details are available with our business plan and quarterly reporting. This is reviewed annually.

The Company is exposed to risk from non-collection of contributions from clients. The directors have ensured that there are controls and procedures in place to collect contributions from clients and this has not been a significant issue in the current year.

The directors have ensured that we have maintained appropriate reserves in line with Charity Commission guidelines: retaining reserves to cover at least 6 months of expenses. The directors are satisfied that current reserve levels represent an acceptably low level of risk of funds not being available to pay debts as they fall due.



Trustees Report Incorporating Directors' report (continued)

Operational report

I am pleased to report that face to face counselling hours are now at full capacity in our two centres. As demand increases for face-to-face counselling there is still spare capacity for Zoom appointments and psychosexual counselling. Mediation will be resuming soon with the appointment of a new mediator.

Following the major refurbishment shop sales have started to pick up and most of the staff have returned. The shop lease and the Reigate centre leases have both been renewed, Epsom will follow soon. This will improve our credit balance in the upcoming year. There has been quite a high turnover of staff especially counsellors and recruitment is a high priority. I am also sorry to announce the resignation of our current CEO who will leave in October. An advert has gone out for a replacement, and this may incorporate a job share scheme.

Publicity and donations continue to improve, and we are reaching our demographic through digital advertising. Client numbers are down generally compared to previous years due to a number of factors, cost of living crisis, strong competition from the private sector and the constant battle of trying to balance counselling hours with client numbers. There is a small waiting list which is favourable but can work against us if it extends and clients go elsewhere.

The projected loss on the Annual Accounts has exceeded the budgeted level for the current period. The difference is attributed both to the shop income not recovering to pre-pandemic levels, less client hours delivered and therefore less client income, lower mediation income due to mediator resigning and lower school income due to difficulty recruiting YP counsellors. The RMES Trustee Board has recognised the considerable work of the RMES staff and management team in maintaining the service in the face of continuing difficult trading. The outcome is that, with its long term financial reserves, RMES remains financially secure going forward but with a need to turn the finances around. It is recognised that this is not a sustainable business model going forward and measures will be introduced over the next few months to address and re-align our financial situation.

Relate Mid and East Surrey Ltd has continued to play its part as an independent Federated Centre in the development of the Relate Federation and the Relate 'brand'. It supports the National Relate organisation both with its financial contribution as a member of the Federation and with advice and active input as the national organisation goes through an extensive restructure. As Relate National has a major input into staff training and staff and systems development at RMES, its ability to meet the organisational needs of RMES is essential going forward. RMES has noted an improvement in its ability to recruit trainee staff due to changes in the way Relate National arranges training for counsellors. RMES recognises the value offered by the National organisation over a number of areas, including the Practice Helpline, the Penelope IT system and Relate Mid & East Surrey Ltd has continued to play a part in the development of groups working across the Federation to improve practice.



Trustees Report Incorporating Directors' report (continued)

Our six Service Areas have been maintained in size and scope, and to support this we continue to appoint and recruit more counsellors along with the supervisory team that plays such an important part in the maintenance of service quality. Relate Mid and East Surrey Ltd is able to subvent some of the direct costs of its counselling services for those people who are unable to bear the full costs themselves, thus facilitating access for the widest range of potential service users.

A further challenge that results from the significant rise from other organisations and private practitioners that offer their services online. These services may cost less than a Relate service, may not have the same overheads and may not necessarily be local – they may in fact be based in other parts of the UK or abroad. RMES, in common with other Federated Centres, will seek to refine and promote the benefits of face to face and locally based services for its clients.

The RMES Board of Trustees has undergone a number of changes of personnel in the period. Funmi Onamusi and Nicola Evans have resigned as trustees, and we have appointed four new trustees. The Board seeks regularly to refresh its Trustee membership in order to balance long-term experience of the operation with new relevant skills, experience and a variety of backgrounds.

The success of Relate Mid and East Surrey Ltd continues to rely heavily on the dedication of its staff; counsellors, supervisors, appointment secretaries, office staff, fundraisers, and managers; and on the large team of volunteers that operates its charity shop in Woodhatch on which so much of its secure funding is based. In addition, the time and resources offered by local businesses helps to maintain its counselling centres to a high standard, properly resourced with IT equipment. The fortnightly Newsletter illustrates the range and scope of the organisation's activities.

Relate Mid & East Surrey Ltd has responded to the evolution of data protection and its recent strengthening through the General Data Protection Regulations 2018 and is compliant with them.

We would like to thank those who have supported us through grants. Our main sponsors include.

- BBC CIN
- Community Foundation for Surrey
- The National Lottery
- Paypal Giving Fund
- High Sheriff Youth Awards
- Surrey County Council Your Community Fund

On behalf of the Board

Clive Charig

Clive Charig (Dec 11, 2024 19:43 GMT)

Clive Charig

Date..... 11/12/2024



RELATE MID AND EAST SURREY LTD: MANAGEMENT REPORT

Objectives for 2023-24

In line with our business development plan, we have 7 main areas which each have their own overall objectives with goals and strategies.

1. Service accessibility

To provide a flexible service that meets the diverse social and working demands of its clients.

We continue to provide a face to face service, complemented by an option for Zoom appointments. The majority of our appointments are offered in evenings which meets our client demand. We offer subsidised counselling to those most in need to ensure we support as many people as possible. We saw an increase of 13% in our Adult Relationship Counselling hours in 23-24 compared to 22-23 and we anticipate increasing this further in 24-25 through counsellor recruitment. Whilst our overall hours were down 6% this was mainly due to a 50% reduction in mediation hours as we did not have a mediator and 20% reduction in YPC hours in schools. We have had a new mediator start and will be promoting our mediation service.

2. Governance and Management

To continually strive to manage the operation to the highest standards of efficiency, integrity, and transparency, being cognisant at all times of legal, Charity Commission and Relate National requirements.

Relate Mid & East Surrey Ltd recruited 4 new trustees in 23/24. The board continues to meet four times a year. The Chair provides a fuller account in this operational report.

3. Financial Management

To optimise income, control costs and manage financial risk.

Financial stability continues to be maintained however our reserves have decreased. As a charity, we have been financially impacted by Covid as many counsellors left their position as they established private practice during Covid. We have worked hard to build back up our number of counsellors and have been fortunate that some counsellors have recently returned to work for RMES. As a result our client donations were up 6% year on year. We have also been impacted by the cost of living crisis with more clients asking for subsidised counselling or not being able to afford our fees. We have also seen office costs increasing. The charity shop was closed for a period during 2023 for refurbishment and we are hoping the new fresh look will bring in more customers, better quality donations and more volunteers wanting to work for us. We are already seeing an increase in shop takings but not as high as we hoped, possibly due to the cost of living crisis and also the income we received from the recycling company has reduced significantly due to a huge drop in the global market for textiles.

4. People and Organisation

To create, develop and motivate a team that is responsive to client needs and demands.

It has been a very busy year for recruitment to replace the counsellors we lost in 2022. We now have a dedicated HR Officer and have streamlined our onboarding and off boarding processes. We are also always looking at staff initiatives to ensure our staff feel valued for the incredible work they do.

We offer our counsellors at least 3 very high quality free Continuous Professional Development courses to ensure they are kept up to date with new developments in their work and to provide opportunities for our counsellors to enhance their skills and abilities.



5. Service Development

To develop and enhance the range of services offered to meet all aspects of relationship conflict.

Our Couples Report (April 2023 – March 2024) showed that our counselling services have had a significant impact on clients lives. After counselling 82% of our clients said that their situation had improved, and 71% stated their mental health had improved and 76% said they had better coping strategies. Nearly half of those taking time off work were no longer doing so.

96% of our clients sought our help due to communication problems, 86% due to behavioural issues, 78% due to sex and intimacy issues and 73% due to relationship breakdown, separation and divorce. Half of our clients said these issues were affecting them every day, with 80% saying the issues are affecting their mental wellbeing.

88% of our clients agreed they would recommend Relate to other people and 84% agreed they would use our service again in the future if they had any problems.

Often our clients write an extra note in their final questionnaire, thanking a particular counsellor and it is these comments which really explain how counselling has helped. These are some of the comments from 2023-24:

"Our counsellor was fabulous, so easy to talk to, she was a wealth of knowledge, she always had really useful sessions planned, and had lots of material to share. The sessions were balanced and very thought provoking. Thank you so much."

"Our counsellor was helpful at getting us to discuss difficult subjects and I feel we have a way forward for the moment"

Friendly, warm and a comforting space to be, and space to talk and breath. Thank you!

I found my counsellor listened well and was willing to be flexible to how I wanted to work in the sessions. I really appreciated the support when I wanted and needed it.

I just found the whole process from arranging my first appointment onwards, so easy and supportive which really helped in the beginning when I was more reluctant to seek help

The therapist was amazing at asking the right questions and making us see different perspectives which really helped us understand each other better!

I was in a bad place mentally in respect of my relationship and in my mind it was over. However, after 10 weeks of coming to relate the difference, I saw in my partner and the advice we received on how to communicate with one another has completely turned the relationship around. Thank you so much!

From our last Young Peoples report (23/24) show that 90% of the young people we saw said their situation was better since counselling. 82% had better coping strategies and 91% had better mental and emotional wellbeing.

We consistently make great efforts to improve the measuring of outcomes beyond using feedback forms, qualitative and quantitative questionnaires for adults, young people, family, mediation, and sex therapy. We also periodically survey staff, volunteers and distribute client surveys to assess our front of house service.



6. Service Profile

To increase awareness of the services offered through pro-active promotion and key partnerships.

We invest in Adword campaigns to increase traffic to our website and increase awareness of our services and we have seen this have a positive impact. We have key partnerships with a number of schools in the area and some solicitors. We are currently rebranding our website in line with Relate National.

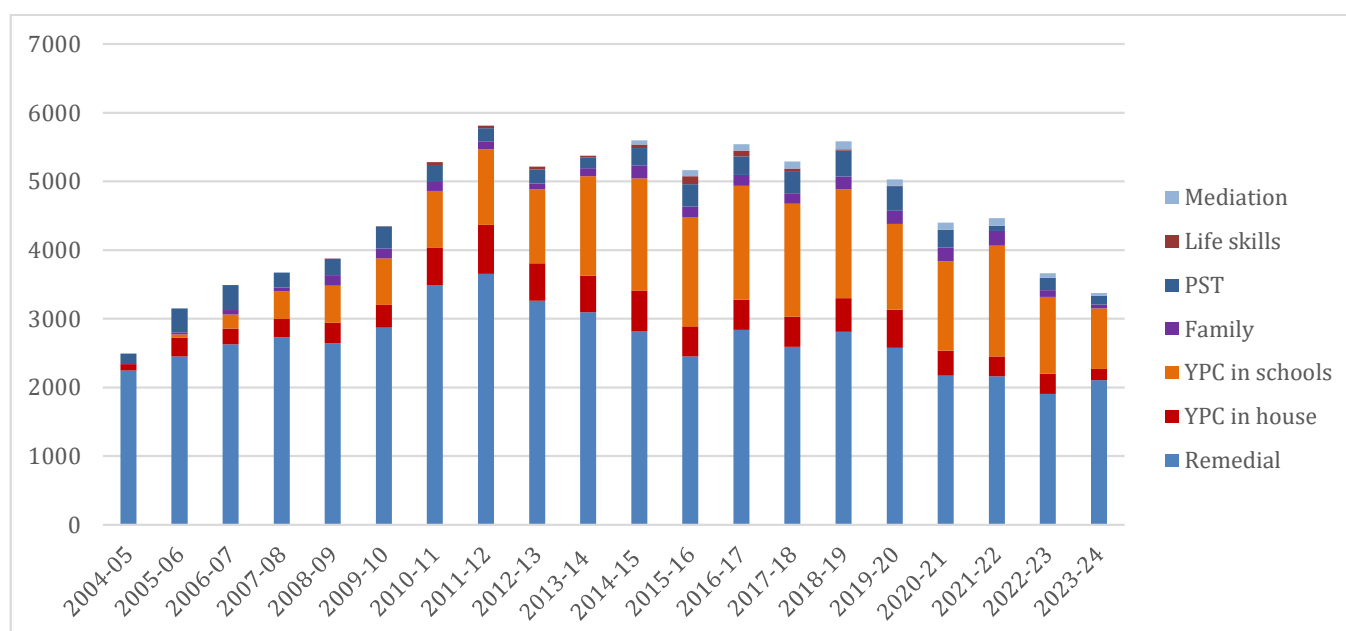
7. Federation Collaboration

To actively support the vision and mission statements of Relate through information sharing, insights, and ideas generation.

Across the Relate Federation regional management meetings occur monthly as well as ARCCO (Association for Relate Centres Chief Officers). We meet monthly through webcam to discuss improving practices and new ideas. There is now significant interaction and communication between the centres and much more collaboration and help when required.

Annual service delivery

Annual summary of client hours delivered.





TREASURER'S REPORT

The accounts reveal reserves of £146,695 as of 31st March 2024 compared to £241,572 as of 31st March 2023. Recruiting and retaining trainee counsellors has proven challenging as fewer barriers now exist to setting up an online practice post Covid. This along with a fall in mediation and schools work has impacted the number of hours delivered and reserves were used to cover ongoing overheads. We continue to believe in the value of supervised counselling and are adapting our model to improve our offering for counsellors.

We maintain a conscientious approach in our appeal to clients for donations for the services they receive. We are ever grateful to Epsom and Ewell Borough Council who continue to sponsor us by providing accommodation in Epsom High Street, without which our operation there would be jeopardized. A fuller list of sponsors is shown at the end of this report.

Review for 2023-24

- Overall, 2023-24 has seen a 39% decrease on reserves as a result of a £95k deficit this year (2022-23 £34k deficit).
- £55k of deficit was investment in the shop refurbishment
- Expenditure has increased during 2023-24 by £55k (14%), through Shop Refurbishment
- Income has reduced by £6k (2%).
- Increase in delivery of remedial couple's work and mediation £199,500k (2022-23 £192,200k)
- School's work has decreased to £51k (2022-23 £55k). School income covers the counsellor's fees, with a minimum amount towards administration.
- Grants has increased by £10k (2022-23 £32k)
- Our charity shop income remained similar £44k, (2022-23 £45k). Shop expenditure has increased by £55k due to refurbishment

Planning for 2024-25

Towards the end of 23-24 we implemented new processes to improve utilisation of counsellors hours. This improved from 57% at the beginning of the year to 74% at the end. This requires constant monitoring by our Operations Officer and identification of new processes to constantly improve the number of hours delivered. We have recruited a new Mediator to replace Jayne Swanston and we will be marketing this service to build and establish it as a core service. We will be making the most of the refurbished shop to drive income from increased sales. We have increased shop opening hours by 30 minutes a day and we are trying to recruit volunteers to work Saturday mornings. We have begun renting out rooms in our centre and this has some income potential. Our HR officer is focused on staff retention and recruitment. We continue to keep costs as low as possible and identify savings.

Risks for the foreseeable future will include the following

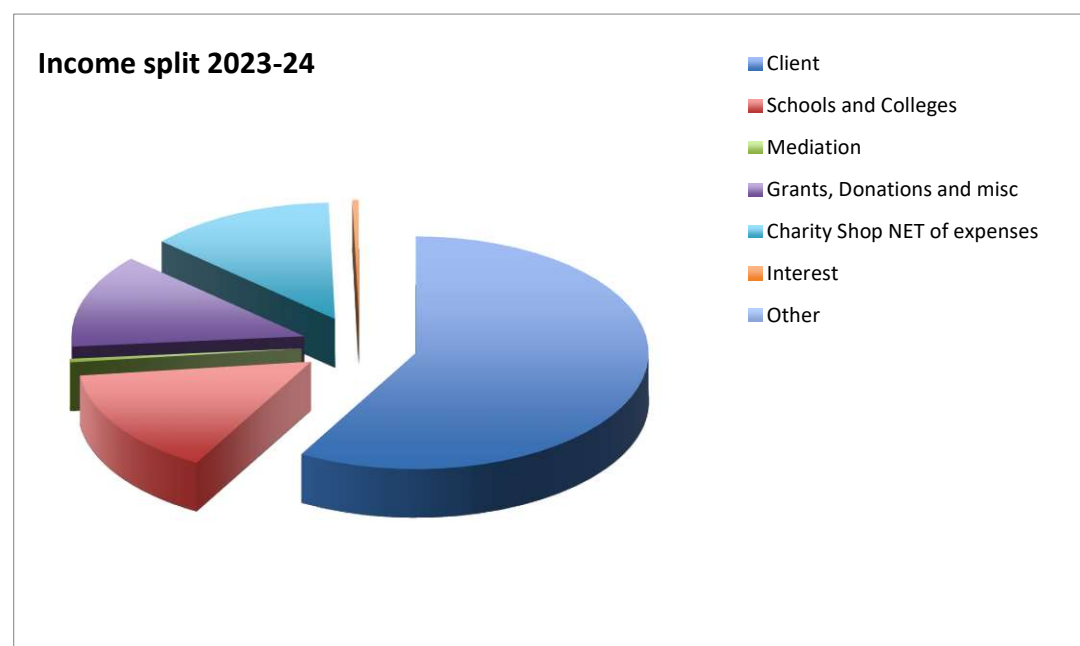
- A downturn in client take up
- The ability of clients to afford counselling fees.
- Retention of counselling staff
- Reduced local volunteers at the charity shop meaning reduced hours that shop is open resulting in subsequent lost income
- Succession planning for the charity shop management
- Schools and colleges looking at alternative services for students
- Increased clients want to access our bursaries



TREASURER'S REPORT - continued

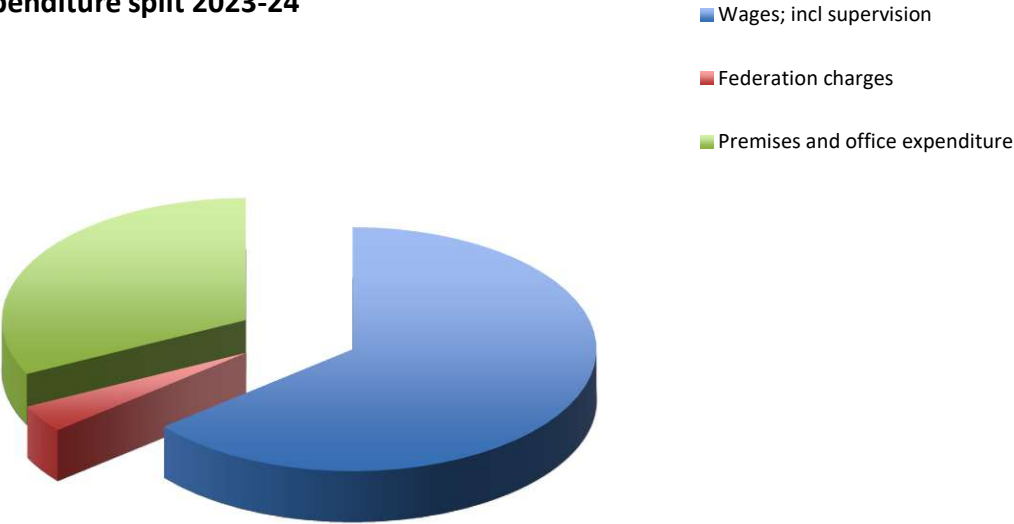
Contingencies and consequences

- Management looking at new income streams
- Utilisation is a key priority and management will learn from best practice at other Relate centres
- Management and the shop manager need to look into succession planning for the charity shop management
- Schools continuing to give their students access to counselling and committing to fulfilling their current contracts and paying for Young Peoples Counselling
- Recruitment and retention must remain a key priority.
- There will be an investment in our internet profile, we hope this will drive additional delivery of services and marketing opportunities.

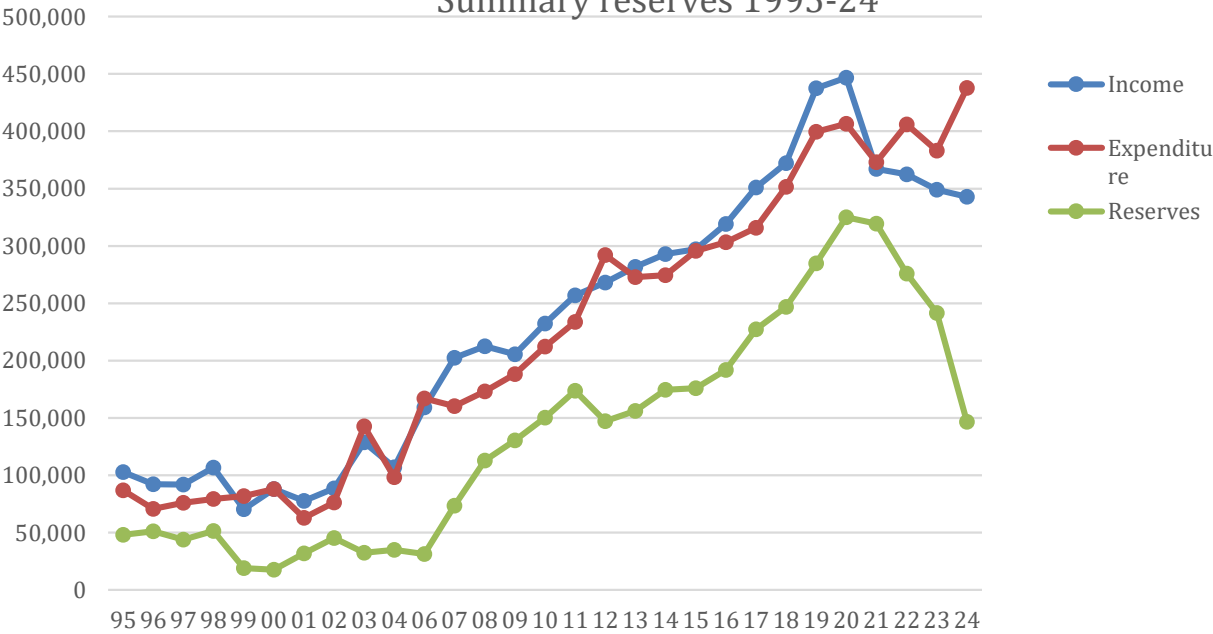




Expenditure split 2023-24



Summary reserves 1995-24



RELATE MID & EAST SURREY LTD



INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF RELATE MID & EAST SURREY LTD

I report to the charity trustees on my examination of the accounts of Relate Mid & East Surrey Ltd ('the Company') for the year ended 31 March 2024

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- 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
- 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 (FRS102)].

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.

Katie Squire

Katie Squire (Dec 13, 2024 10:57 GMT)

Katie Squire ACA, Anova
The Cottage
2 Castlefield Road
Reigate
Surrey
RH2 0AP

Dated: 13/12/2024

Relate Mid & East Surrey Ltd
STATEMENT OF FINANCIAL ACTIVITIES
31 March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £	Total 2021 £
Income from:									
Donations and legacies	2(a)	2,754	41,925	44,679	22,788	31,933	54,721	36,229	102,504
Charitable activities	2(b)	252,334	-	252,334	247,933	-	247,933	288,463	280,335
Other trading activities	2(c)	44,368	-	44,368	45,278	-	45,278	37,175	5,622
Investments	2(d)	1,512	-	1,512	991	-	991	596	1,224
Total income		300,969	41,925	342,894	316,989	31,933	348,922	362,463	389,685
Expenditure on:									
Charitable Activities	3(a)	312,984	41,925	354,909	313,510	31,933	345,443	380,975	372,947
Other trading activities	3(b)	82,862	-	82,862	37,744	-	37,744	24,960	22,520
Total expenditure		395,846	41,925	437,771	351,254	31,933	383,187	405,935	395,467
Net income/(expenditure)		-94,877	0	-94,877	-34,265	0	-34,265	-43,472	-5,782
Transfers between funds		11,517	-11,517	-	-	-	-	-	-
Net movement in funds		-83,360	-11,517	-94,877	-34,265	0	-34,265	-43,472	-5,782
Funds brought forward at 1 April 2023		230,055	11,517	241,572	264,319	11517	275,836	319,308	325,090
Funds carried forward at 31 March 2024		146,695	0	146,695	230,055	11,517	241,572	275,836	319,308

All income arising from the continuing activities of the charity. The charity had no recognised gains or losses other than those dealt with in the statement of Financial Activities. The notes on pages 20-26 form part of these accounts.

Relate Mid & East Surrey Ltd
BALANCE SHEET
31 March 2024

	Notes	2024	2023
		£	£
Current assets			
Debtors	5	17,860	7,300
Prepayments and accrued income adjustments		6,661	4,660
Cash at bank and in hand	6	146,284	251,104
		170,804	263,064
Liabilities: amounts falling due within one year			
Creditors	7	-24,109	-21,492
Net current assets		146,695	241,572
Liabilities: amounts falling due after one year			
Creditors			
Net assets	8	146,695	241,572
			-
Funds			
Unrestricted reserves		146,695	230,055
Restricted reserves			11,517
	9	146,695	241,572
			-

Relate Mid & East Surrey Ltd

BALANCE SHEET

31 March 2024

(Company No: 02826600)

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS 102 SORP.

Approved by the trustees on **11/12/2024** and signed on its behalf by:

Clive Charig

[Clive Charig \(Dec 11, 2024 19:43 GMT\)](#)

Clive Charig

Chairperson

RELATE MID & EAST SURREY LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014

The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)

The Charities Act 2011

The charity constitutes a public benefit entity as defined by FRS 102.

Going concern

At the time the accounts were approved, the trustees have a reasonable expectation that the charity has adequate resources in order to continue for the foreseeable future. Therefore, the going concern basis of accounting has been used to prepare these accounts.

These considerations take into account the impact that Covid-19 has had on the charity. There has been a reduction in counselling activity but this is improving and Zoom is working well as a means of conducting counselling sessions. The Trehaven Parade shop was also closed for some months with the subsequent loss of income. However, we have been fortunate to receive a number of grants which have enabled us to cover our ongoing costs. The trustees have therefore concluded that it is appropriate to continue to adopt the going concern basis in preparing these accounts.

Change of accounting policy

The accounts present a true and fair view and no changes have been made to the accounting policies adopted.

Funds

General funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for application on the general purposes of the charity

Restricted funds are those monies received by the charity which have been given for a particular purpose, for example the Children in Need Grant.

Income

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Charity Information

Relate Mid and East Surrey Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is 44c Church Street, Reigate, Surrey, RH2 OAJ

Grants and Donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP).

RELATE MID & EAST SURREY LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP)

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Donated goods

Due to the high volume of low value donated goods for resale it is impractical to estimate the fair value (the amount for which the asset could be exchanged) on receipt. Instead, the value to the charity of donated goods sold is recognised as income when sold. The proceeds from the sale are recognised as 'Income from other trading activities' in the SoFA.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Income from interest

This is included in the accounts when receipt is probable, and the amount receivable can be measured reliably.

Expenditure and Liabilities

Expenditure is accrued as soon as a liability is incurred.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Assets and Liabilities

Debtors

Income tax recoverable and other debtors are included at the amount due. Prepayments are valued at the amount prepaid. Cash at bank and in hand includes cash, and short-term deposits include short term highly liquid investments with a short maturity of three months or less from the date of opening of the deposit.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation arising from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Reserves Policy

RMES Reserves policy is to maintain funds to cover 6 months expenditure (£192k). This is to protect the charity in periods of downturn and to assist in providing services for the financially disadvantaged. This policy will be reviewed every year with the annual accounts.

RELATE MID & EAST SURREY LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

Public Benefit

RMES purpose is to provide the public and local community with an easily accessible affordable counselling and mediation service. This includes the delivery of Young Peoples Counselling in the school settlement, enabling a confidential service, in the hopes of reducing mental health issues. RMES believes in stronger families and as such providing a public service in helping build stronger communities.

2 Income

	Unrestricted Funds £	Restricted Funds £	2024 £	Unrestricted Funds £	Restricted Funds £	2023 £
(a) Donations and legacies						
Donations and gifts	2,102		2,102	22,435		22,435
Income tax recovery (Gift Aid)	653		653	353		353
Legacies			0			0
Grants		41,925	41,925		31,933	31,933
Subscriptions and sponsorships			0			0
Donated goods, facilities and services	-	-	0	-	-	0
Other income from donors		-	0		-	0
	<u>2,754</u>	<u>41,925</u>	<u>44,679</u>	<u>22,788</u>	<u>31,933</u>	<u>54,721</u>
(b) Charitable activities						
Counselling fees	199,492	-	199,492	179,700	-	179,700
Mediation and consultancy	1,695	-	1,695	12,570	-	12,570
Receipts from schools/colleges/ Locality teams	51,147	-	51,147	55,662	-	55,662
Other income	0	-	0	0	-	0
	<u>252,334</u>	<u>0</u>	<u>252,334</u>	<u>247,933</u>	<u>0</u>	<u>247,933</u>
(c) Other trading activities						
Charity Shop income	44,368	-	44,368	45,278	-	45,278
Fundraising income and Government support Covid	-	-	0	-	-	0
Other income - room hire		-	0		-	0
	<u>44,368</u>	<u>0</u>	<u>44,368</u>	<u>45,278</u>	<u>0</u>	<u>45,278</u>
(d) Investments						
Interest	1,512	0	1,512	991	0	991
	<u>1,512</u>	<u>0</u>	<u>1,512</u>	<u>991</u>	<u>0</u>	<u>991</u>
Total income	<u>300,969</u>	<u>41,925</u>	<u>342,894</u>	<u>316,989</u>	<u>31,933</u>	<u>348,922</u>

RELATE MID & EAST SURREY LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

3 Expenditure

	Unrestricted	Restricted		Unrestricted	Restricted	
	Funds	Funds	2024	Funds	Funds	2023
	£	£	£	£	£	£
(a) Charitable activities						
Staff costs	238,489	41,925	280,414	242,794	31,933	274,727
Premises and office overheads	58,469		58,469	54,752		54,752
Relate Federation Central cost	16,026		16,026	15,964		15,964
	<u>312,984</u>	<u>41,925</u>	<u>354,909</u>	<u>313,510</u>	<u>31,933</u>	<u>345,443</u>
(b) Other trading activities						
Charity Shop expenditure	82,304		82,304	24,496		24,496
Fundraising costs	558		558	13,247		13,247
	<u>82,862</u>	<u>0</u>	<u>82,862</u>	<u>37,744</u>	<u>0</u>	<u>37,744</u>
Total expenditure	<u>395,846</u>	<u>41,925</u>	<u>437,771</u>	<u>351,254</u>	<u>31,933</u>	<u>383,187</u>

4	Staff costs	2024	2023
	Wages and salaries	273,125	266,312
	Social security costs	4,830	5,691
	Pension costs (defined contribution pension plan)	2,460	2,725
		<u>280,414</u>	<u>274,727</u>
	Average number of employees during the year:	2024	2023
	The parts of the charity in which the employees work:		
	Fundraising	1	1
	Charitable Activities	22	32
	Governance	8	6
	Shop volunteers	40	31
		<u>71</u>	<u>70</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000. Remuneration paid to all key management personnel amounted to £38,452 (2023 £31,193). There were no payments, excluding reimbursement of expenses incurred on charitable business, made to trustees who comprise the Key Management Personnel in the year. (2024: £Nil)

RELATE MID & EAST SURREY LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

5 Debtors	2024	2023
	£	£
Gift aid recoverable		
Trade debtors	17,860	7,300
Interest due		
Prepayments and accrued income adjustments	6,661	4,660
	24,521	11,960

6 Cash at bank and in hand	2024	2023
	£	£
Short term deposits	85,103	166,216
Cash at bank and in hand	61,181	84,888
	146,284	251,104

7 Liabilities: amounts falling due within one year	2024	2023
	£	£
Accruals	13,803	15,837
Other creditors		
Trade Creditors	10,307	5,655
	24,109	21,492

8 Analysis of net assets by fund	Unrestricted Funds	Restricted Funds	Total Funds 2024	Unrestricted Funds	Restricted Funds	Total Funds 2023
			£			£
Current assets	170,804	-	170,804	263,064	-	263,064
Current liabilities	(24,109)		(24,109)	(21,492)		(21,492)
	146,695	0	146,695	241,572	0	241,572

RELATE MID & EAST SURREY LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

9 Analysis of fund movements during the year

	Bal b/f	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/f
2024	01.04.23					31.03.24
	£	£	£	£	£	£
Reserves						
Unrestricted	230,055	300,969	(395,846)	-	11,517	146,695
Restricted	11,517	41,925	(41,925)	-	-11,517	
	241,572	342,894	(437,771)	-	-	146,695
2023	Bal b/f	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/f
	01.04.22					31.03.23
	£	£	£	£	£	£
Reserves						
Unrestricted	264,319	316,989	(351,254)	-	-	230,055
Restricted	11,517	31,933	(31,933)	-	-	11,517
	275,836	348,922	(383,187)	-	-	241,572

RELATE MID & EAST SURREY LTD

NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

10 Fees for examination of the accounts

The independent examiner's fees for examination for 2024 is £1,200 (2023: £1,800)

11 Taxation

The charity is a registered charity and as such its income and gains falling within Sections 471 to 489 of the Corporation Tax Act 2010 or Section of the Taxation of Chargeable Gains Act 1992 are exempt from corporation tax. to the extent that they are applied to its charitable objects

12 Commitments

There were no capital commitments at 31 March 2024 (2023: nil)

13 Trustees and Related Party Transactions

No Trustees expenses have been incurred.

Trustees are considered to be related parties. None of the trustees have received any remuneration or received any other benefits from an employment with Relate Mid & East Surrey or any other related entity.

Trustees and individual liability insurance is covered under the Public Liability section of our charity's insurance.

14 Defined contribution scheme

Relate Mid & East Surrey operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The pension cost and charge represent contributions payable by the charity to the fund or to separate schemes in which employees are members and amounted to £2,460 (2023: £2,725)

15 Lease Commitments

The total future minimum lease payments under non-cancellable operating leases amounted to £34,500 (2023: £60,500).



RECOGNITION AND APPRECIATION OF SPONSERS

The Executive and staff would like to thank the following people and organisations for their support and donations during the year.

BBC Children In Need
Community Foundation for Surrey
The National Lottery Community Fund
High Sheriff Youth Awards
Paypal Giving Fund
Surrey County Council
Mortgage Advice Bureau Foundation

All other people who gave their time freely in support of Relate Mid & East Surrey Ltd including our London Marathon Runner Ollie Stokes.



INFORMATION

Relate Mid & East Surrey Ltd offers 6 key services in Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge.

- Relationship counselling (adults)
- Sexual Therapy (PST)
- Young Peoples Counselling (YPC) for young people aged 11 to 21
- Family counselling
- Education & Learning
- Mediation

Service Quality

All our practitioners are trained and supervised, and we work to Relate service specification standards. We work to Relate National Federation and BACP code of ethics. All our work is monitored, and we obtain feedback from our clients who consistently rate the service highly in respect of our capacity to increase their understanding and make positive changes in their relationships.

Epsom and Reigate's counselling hours are:

- 9am – 10pm Monday – Thursday
- 9am– 2pm Friday
- 9am– 1pm Saturday

Telephone:

- Reigate 01737 245212
- Epsom: 01372 722976

Addresses:

- Reigate: 44c Church Street, Reigate, Surrey RH2 0AJ
- Epsom: 92b High Street, Epsom, Surrey KT19 8BJ

Charity Shop

- Relate Mid & East Surrey Charity Shop, 2 Trehaven Parade, Woodhatch, Reigate, RH2 7LL
- Opening times 10am-4.30pm Monday to Friday

Schools & Colleges we offer counselling and courses in:

- Epsom and Ewell School
- Howard of Effingham School
- Reigate College
- Carrington School (Discontinued)

For further details please visit our web site

www.relatemidandeastsurrey.co.uk

Accounts



Relate Mid & East Surrey Ltd

Formally Relate Mid Surrey

Registered Charity No. 1108239

Company No. 282660

Annual Report and Accounts 2022-23

For the period ended 31 March 2023



Compact version

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STATEMENT OF PURPOSE

Relate's Vision:

Relate's vision is a future where healthy relationships are actively promoted as the heart of a thriving society.

Relate's Mission:

Relate's mission is to make expert information and support for healthy relationships available to everyone.

Relate's Values:

Be human – We respect everyone and value all relationships. We listen and support people to make positive changes in their lives.

Be connected – We are in touch with the world around us and use evidence to explain why relationships matter. We collaborate to provide great services for all our communities.

Be smart – We keep things simple and focus on what works. We put our clients first and maximise every penny for their benefit.

Relate Mid & East Surrey Ltd (RMES) activities

We offer six core services to the people of Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge including

- Relationship counselling
- Young People's counselling
- Family counselling
- Sex therapy
- Mediation
- Education and Learning



MEMBERS, STAFF and Volunteers of RELATE MID & EAST SURREY Ltd

EXECUTIVES

1. Clive Charig – Chairman
2. Alexis Abed
3. Naomi Burger
4. Jo Cawthorne
5. Nicola Evans (Leaver Jan 23)
6. Amy Lewis
7. Funmi Onamusi (Resigned Nov 23)

CEOS

1. Abigail Stokes
2. Janine Fuller (Leaver Apr 22)
3. Jayne Swanston (Leaver Apr 22)

SUPERVISORS

1. Sharon Reynolds
2. Barbara Wilkinson

COUNSELLORS

1. Jessica Doyle
2. Terry Charig
3. Madeline Coates (Leaver Apr 22)
4. Katharine Coode
5. Patricia Dobbe
6. Maria Konstantinelli (Leaver Apr 22)
7. Jane Osmore-Clarke (Leaver Aug 22)
8. Davida Parker (Leaver Aug 22)
9. Tim Richards (Leaver Dec 22)
10. Sofi Robinson (Retired May 23)
11. Laura Scott (August 22)
12. Teena Shami
13. Andrea Simson
14. Georgina Smith (Leaver July 22)
15. Irene Stock
16. Nurten Tyson
17. Sarah Pasierbek (Leaver Dec 22)
18. Rosalind Vickerman (Leaver Nov 22)
19. Christopher Watson (Resigned)
20. Barbara Wilkinson
21. Annie Leach
22. Yasmin Rahemtulla



PLACEMENT COUNSELLORS

1. Nicola Hambley (Resigned)
2. Jillian Hoppins (Resigned)
3. Anna Scott
4. Kevin Hanley (Resigned)
5. Perry Pearman

MEDIATOR

Jayne Swanston (Resigned)

ADMINISTRATION

1. Natasha Clarke
2. Angela Edwards (Leaver June 22)
3. Dawn Mackintosh (Leaver Jan 23)
4. Hazel Uden
5. Deborah Wells
6. Jacqueline MacEacharn (volunteer)

APPOINTMENT SECRETARIES

1. Katy Kirton
2. Maureen Davey
3. Margaret Ellwood
4. Claire Hogarth (Resigned)
5. Michelle Freeman
6. Rosetta Raffa
7. Katy Will (Leaver September 23)
8. Debra Farrell

VOLUNTARY HANDYMAN

Keith Vickers

CHARITY SHOP

VOLUNTARY SHOP MANAGER

Jean Reynolds

KEYHOLDERS

1. Chris Freeman
2. Nicki Grossmith
3. Mo Hollister
4. Dee Marples
5. Chris Owen
6. Gill Packham
7. Joyce Rose
8. Kat Turner
9. Lynda Hart



REGULAR VOLUNTEERS

1. Melanie Bromley
2. Eleanor Brooks
3. Beulah Caldecourt
4. Joy Davidson
5. Marielle Flint
6. Mary Gough
7. Lynda Hart
8. Jill Morgan
9. Margaret Neale
10. Chris Pickett
11. Bernice Potts
12. Susan Smith
13. Hilary Woodcock
14. Jean Hogwood
15. Suzanne Quinn
16. Joy Purser
17. Sandra Harrington
18. Sue McBain

EMERGENCY VOLUNTEERS

1. Jennifer Hughes
2. Joan Ryan
3. Sue Casbon

BANKERS

HSBC, 8 High Street, Reigate, Surrey, RH2 9BB (account closed)
CAF Bank
CCLA
Virgin
Shawbrook
Hampshire Trust Bank

INDEPENDENT EXAMINERS

Anova
2 Castlefield Road
Reigate RH2 0SH



TRUSTEES' REPORT INCORPORATING DIRECTORS' REPORT

The directors present their report and the financial statements for the year ended 31st March 2023.

Constitution and principal activities

Relate Mid & East Surrey Ltd (the "Company") is a registered charity and a company limited by guarantee. The principal activity of the Company is the provision of counselling services.

Directors and their Interests

The directors who held office at the end of the year were as follows:

1. Hugh Bucknill: **Chairperson** (Leaver April 22)
2. Naomi Burger
3. Jo Cawthorne
4. Clive Charig **Chairperson**
5. Amy Lewis
6. Nicola Ewins (Leaver Jan 23)
7. Funmi Onamusi (Resigned Nov 23)
8. Alexis Abed

No financial interests in the Company are held by the directors (Executive). All the trustees have been circulated the Charity Commission's guide on public benefit. The Trustees all act within the memorandum and articles of association.

Small Company Disclosure

In preparing this report, the directors have taken advantage of the special exemptions applicable to small companies because the Company meets all the criteria to be classified as a small company.

Risk Management

A risk management register is in place, which formally identifies the major risks that the Company faces together with details on how these risks are being managed. Further details are available with our business plan and quarterly reporting. This is reviewed annually.

The Company is exposed to risk from non-collection of contributions from clients. The directors have ensured that there are controls and procedures in place to collect contributions from clients and this has not been a significant issue in the current year.

The directors have ensured that we have maintained appropriate reserves in line with Charity Commission guidelines: retaining reserves to cover at least 6 months of expenses. The directors are satisfied that current reserve levels represent an acceptably low level of risk of funds not being available to pay debts as they fall due.



TRUSTEES' REPORT INCORPORATING DIRECTORS' REPORT (continued)

Operational report

Following the COVID pandemic and national lockdowns, I am pleased to report that face to face counselling hours are now at full capacity in our two centres. As demand increases for face to face counselling there is still spare capacity for Zoom appointments and psychosexual counselling.

The RMES charity shop, having re-opened after Covid lockdowns, has seen sales start to pick up and most of the staff have returned. We are planning a major refurbishment in 2023 (which has now been completed). The shop lease and the Reigate centre leases have both been renewed. This will improve our credit balance in the upcoming year. There has been a restructuring of the senior management team with a new CEO, Operations Officer and HR officer. There has been quite a high turnover of staff especially counsellors and recruitment is a high priority.

Publicity and donations continue to improve, and we are reaching our demographic through digital advertising. Client numbers are down generally compared to previous years due to a number of factors, cost of living crisis, strong competition from the private sector and the constant battle of trying to balance counselling hours with client numbers. There is a small waiting list which is favourable but can work against us if it extends and clients go elsewhere.

The projected loss on the Annual Accounts has exceeded the budgeted level for the current period. The difference is attributed both to the shop income not recovering to pre-pandemic levels, less client hours delivered and therefore less client income, lower mediation income and lower school income due to difficulty recruiting YP counsellors. The RMES Trustee Board has recognised the considerable work of the RMES staff and management team in maintaining the service in the face of continuing difficult trading. The outcome is that, with its longer term financial reserves, RMES remains financially secure going forward but with a need to turn the finances around.

Relate Mid and East Surrey Ltd has continued to play its part as an independent Federated Centre in the development of the Relate Federation and the Relate 'brand'. It supports the National Relate organisation both with its financial contribution as a member of the Federation and with advice and active input as the national organisation goes through an extensive restructure. As Relate National has a major input into staff training and staff and systems development at RMES, its ability to meet the organisational needs of RMES is essential going forward. RMES has noted an improvement in its ability to recruit trainee staff due to changes in the way Relate National arranges training for counsellors. RMES recognises the value offered by the National organisation over a number of areas, including the Practice Helpline, the Penelope IT system and Relate Mid & East Surrey Ltd has continued to play a part in the development of groups working across the Federation to improve practice.

Our six Service Areas have been maintained in size and scope, and to support this we continue to appoint and recruit more counsellors along with the supervisory team that plays such an important part in the maintenance of service quality. Relate Mid and East Surrey Ltd is able to subvent some of the direct costs of its counselling services for those people who are unable to bear the full costs themselves, thus facilitating access for the widest range of potential service users.



TRUSTEES' REPORT INCORPORATING DIRECTORS' REPORT (continued)

A further challenge that results from the significant rise from other organisations and private practitioners that offer their services online. These services may cost less than a Relate service, may not have the same overheads and may not necessarily be local – they may in fact be based in other parts of the UK or abroad. RMES, in common with other Federated Centres, will seek to refine and promote the benefits of face to face and locally based services for its clients.

The RMES Board of Trustees has undergone a number of changes of personnel in the period. Funmi Onamusi and Nicola Evans have resigned as trustees, and we are in the middle of appointing four new trustees who have all been interviewed and are awaiting final signing of the Trustees appointment document. The Board seeks regularly to refresh its Trustee membership in order to balance long-term experience of the operation with new relevant skills, experience and a variety of backgrounds.

The success of Relate Mid and East Surrey Ltd continues to rely heavily on the dedication of its staff; counsellors, supervisors, appointment secretaries, office staff, fundraisers, and managers; and on the large team of volunteers that operates its charity shop in Woodhatch on which so much of its secure funding is based. In addition, the time and resources offered by local businesses helps to maintain its counselling centres to a high standard, properly resourced with IT equipment. The fortnightly Newsletter illustrates the range and scope of the organisation's activities.

Relate Mid & East Surrey Ltd has responded to the evolution of data protection and its recent strengthening through the General Data Protection Regulations 2018 and is compliant with them.

We would like to thank those who have supported us through grants. Our main sponsors include.

- BBC CIN
- Community Foundation for Surrey
- Tesco Community Grant
- Reigate & Banstead BC
- Surrey County Council
- Gatwick Airport Community Trust
- Rebecca Canon Vitality Fund
- Waitrose

In addition, we would like to thank Hannah Wanbon our Marathon runner, and all our guests at our Hope Ball 2023. We also received several smaller donations, which are all very important to us and the funds are put to significant use at the Centre supporting vulnerable and less well-off clients.

On behalf of the Board

Clive Charig

Clive Charig (Dec 18, 2023 19:27 GMT)

Clive Charig

18/12/2023

Date.....



RELATE MID AND EAST SURREY LTD: MANAGEMENT REPORT

Objectives for 2022-23

In line with our business development plan, we have 7 main areas which each have their own overall objectives with goals and strategies.

1. Service accessibility

To provide a flexible service that meets the diverse social and working demands of its clients.

79% of our hours we now offer are in person and 21% on Zoom. We offer 66% of our hours during evenings and Saturday mornings with the remaining hours offered during weekdays. This matches what our clients are asking for.

2. Governance and Management

To continually strive to manage the operation to the highest standards of efficiency, integrity, and transparency, being cognisant at all times of legal, Charity Commission and Relate National requirements.

Relate Mid & East Surrey Ltd is in the process of recruiting new trustees. Clive Charig took up Chair position in April 2022. The board continues to meet four times a year. The Chair provides a fuller account in this operational report.

3. Financial Management

To optimise income, control costs and manage financial risk.

Financial stability continues to be maintained however our reserves have decreased. As a charity, we have been financially impacted by Covid and the return to normal. We have seen many counsellors leave as they established private practice during Covid. We have seen office costs increasing and clients unable to afford our fees due to the cost of living crisis. The charity shop has recently been refurbished (completed August 23) to increase customer footfall and volunteers. We are expecting an increase in income from the shop to help reduce the fees for our services.

4. People and Organisation

To create, develop and motivate a team that is responsive to client needs and demands.

Recruitment and training are a slow process, and it is always a challenge to keep this in line with demand.

Free and regular Continuous Professional Development courses are offered to ensure our counsellors are kept up to date with new developments in their work and to provide opportunities for our counsellors to enhance their skills and abilities.

5. Service Development

To develop and enhance the range of services offered to meet all aspects of relationship conflict.

Our Couples Report (April 2022 – May 2023) showed that our counselling services have had a significant impact on clients lives. The main reasons identified for couples attending counselling were communication (96%), and behaviour issues (89%) such as managing conflict, their partners' behaviours and arguments and 71% relationship breakdown/ divorce and separation. 80% of clients identified that their issues were affecting them almost every day and 81% stated their mental wellbeing was affected and 84% said their home life was affected. After counselling 83% of our clients said that their situation had improved, and 72% stated their mental health had improved.



Our 2022-2023 report showed that following the counselling sessions 88% of our clients felt their situation had improved since coming for counselling. 87% had better coping strategies and 84% had better mental wellbeing. 91% agreed they would recommend Relate to other people and 88% agreed they would use our service again in the future if they had any problems and 90% of clients agreed they would recommend our service to other people.

Often our clients write an extra note in their final questionnaire, thanking a particular counsellor and it is these comments which really explain how counselling has helped. These are some of the comments from 2022-23:

“Our counsellor has such a kind and open way about her. She is so non-judgemental she made me and my husband feel safe and contained immediately.

“Initially I was worried that our situation was beyond repair and that we’d end up having to be apart. However, our counsellors confidence, support and encouragement helped turn things around to quite an amazing extent and while it’s still early days we’re both very happy with the outcome.”

“I don't think I would have got through the last few months without the support of our Relate counsellor. She helped us both understand the problems that had led to the situation that took us to Relate.”

From our last Young Peoples report (22/23) show that 90% of the young people we saw said their situation was better since counselling. 80% had better coping strategies and 95% had better mental and emotional wellbeing.

We consistently make great efforts to improve the measuring of outcomes beyond using feedback forms, qualitative and quantitative questionnaires for adults, young people, family, mediation, and sex therapy. We also periodically survey staff, volunteers and distribute client surveys to assess our front of house service.

6.Service Profile

To increase awareness of the services offered through pro-active promotion and key partnerships.

We invest in Adword campaigns and Face Book ads to increase traffic to our website and increase awareness of our services and we have seen this have a positive impact. We are currently rebranding our website in line with Relate National.

7.Federation Collaboration

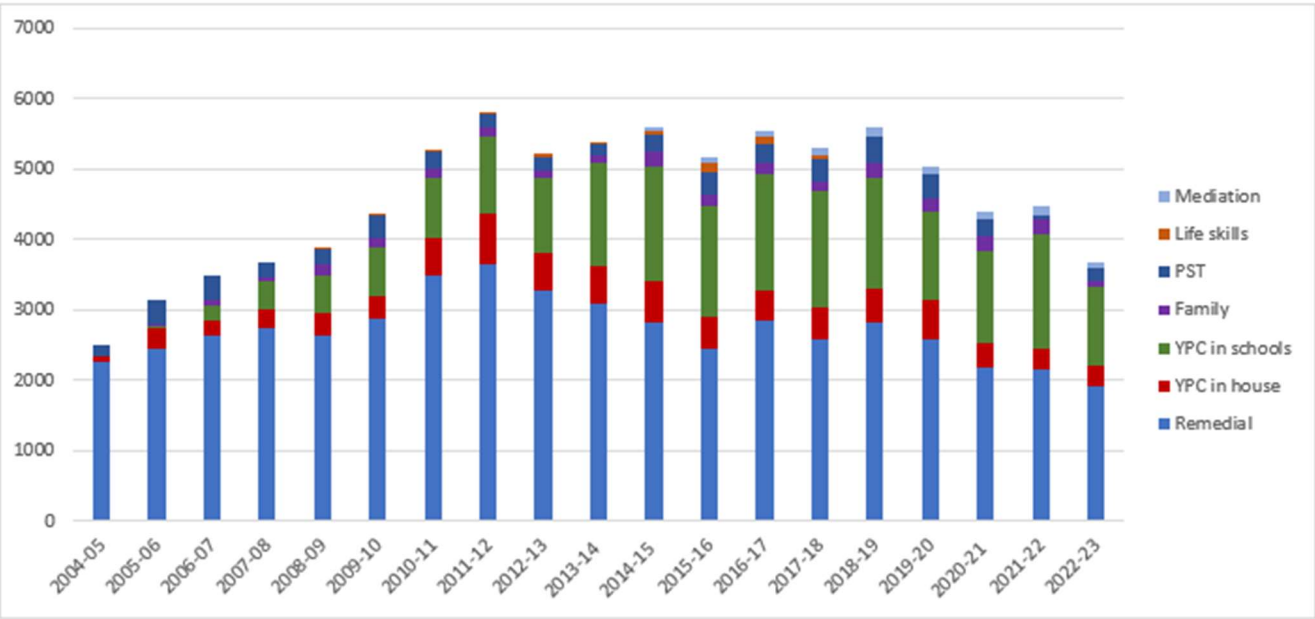
To actively support the vision and mission statements of Relate through information sharing, insights, and ideas generation.

Across the Relate Federation regional management meetings occur monthly as well as ARCCO (Association for Relate Centres Chief Officers). We meet monthly through webcam to discuss improving practices and new ideas. There is now significant interaction and communication between the centres and much more collaboration and help when required.



Annual service delivery

Annual summary of client hours delivered.



TREASURER'S REPORT

The accounts reveal reserves of £241,572 as of 31st March 2023 compared to £275,836 as of 31st March 2022. Recruiting and retaining councillors has proven challenging as fewer barriers now exist to setting up an online practice post Covid. This along with a fall in mediation and schools work has impacted the number of hours delivered and reserves were used to cover ongoing overheads. We continue to believe in the value of supervised counselling and are adapting our model to improve our offering for councillors.

We maintain a conscientious approach in our appeal to clients for donations for the services they receive. We are ever grateful to Epsom and Ewell Borough Council who continue to sponsor us by providing accommodation in Epsom High Street, without which our operation there would be jeopardized. A fuller list of sponsors is shown at the end of this report.

Review for 2022-23

- Overall, 2022-23 has seen a 12.5% decrease on reserves as a result of a £34k deficit this year (2021-22 £43k deficit).
- Expenditure has decreased during 2022-23 by £22k (5.6%) through reduced office salaries
- Income has reduced by £13k (3.7%).
- Decrease in delivery of remedial couple's work and mediation £192k (2021-22 £219k)
- School's work has decreased to £55k (2021-22 £68k). School income covers the counsellor's fees, with a minimum amount towards administration.
- Grants remained similar £32k (2021-22 £33k)
- Our charity shop has seen an increase in income £45k, (2021-22 £37k). Shop expenditure remained similar £24k (2021-22 £25k)
- Our full cost of delivery is £105 per hour (2021-22 £91ph)

Planning for 2023-24

The impact of Covid and the cost of living crisis on our service has remained significant. The losses encountered in the last year will be mitigated through key developments of services, maximising utilisation of counsellors hours through implementation of new processes, staff recruitment and retention and maximising the income from the charity shop.

Risks for the foreseeable future will include the

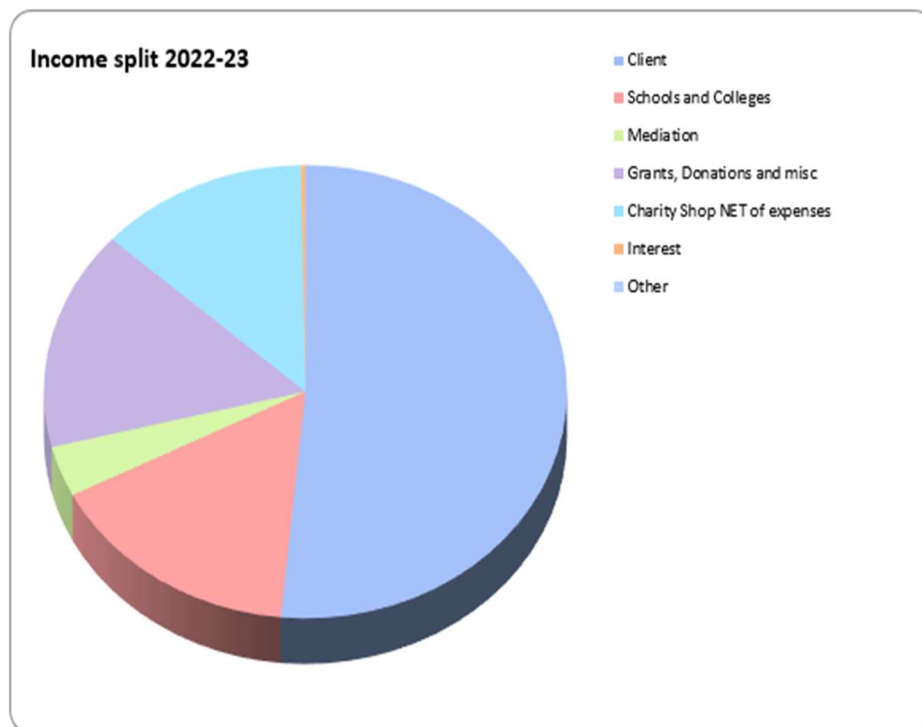
- A downturn in client take up
- the ability of clients to afford counselling fees.
- Retention of counselling staff
- Reduced local volunteers at the charity shop meaning reduced hours that shop is open resulting in subsequent lost income
- Schools and colleges looking at alternative services for students
- Increased clients want to access our bursaries

Contingencies and consequences

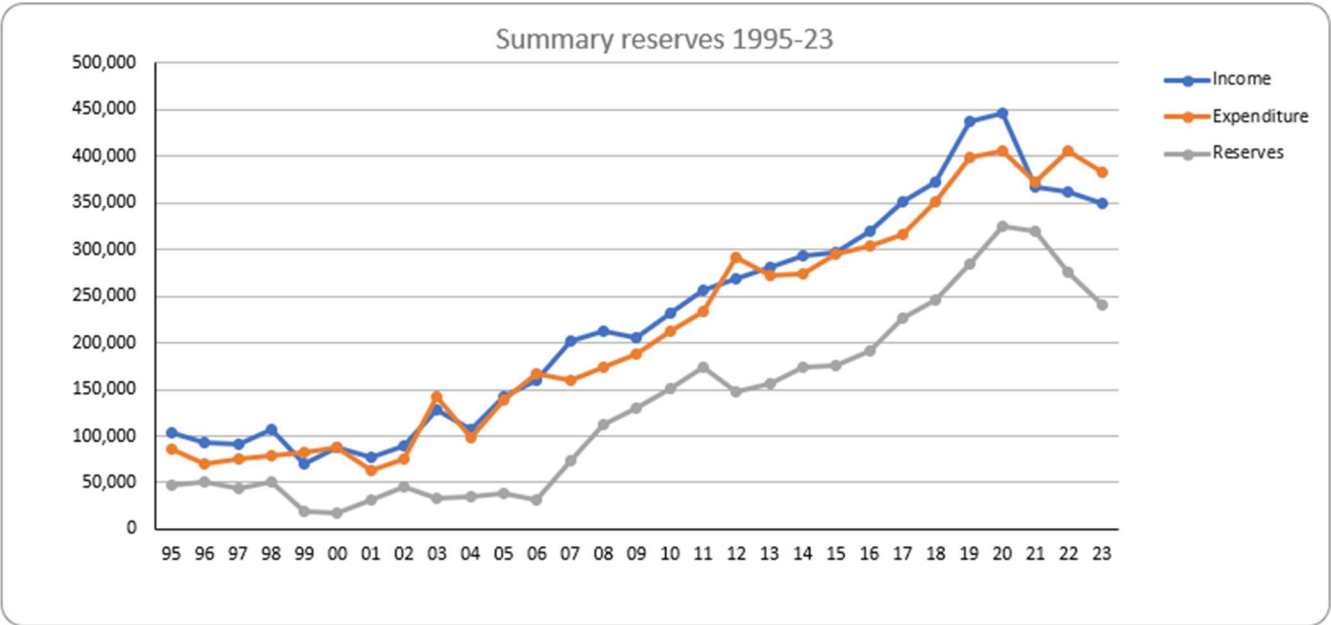
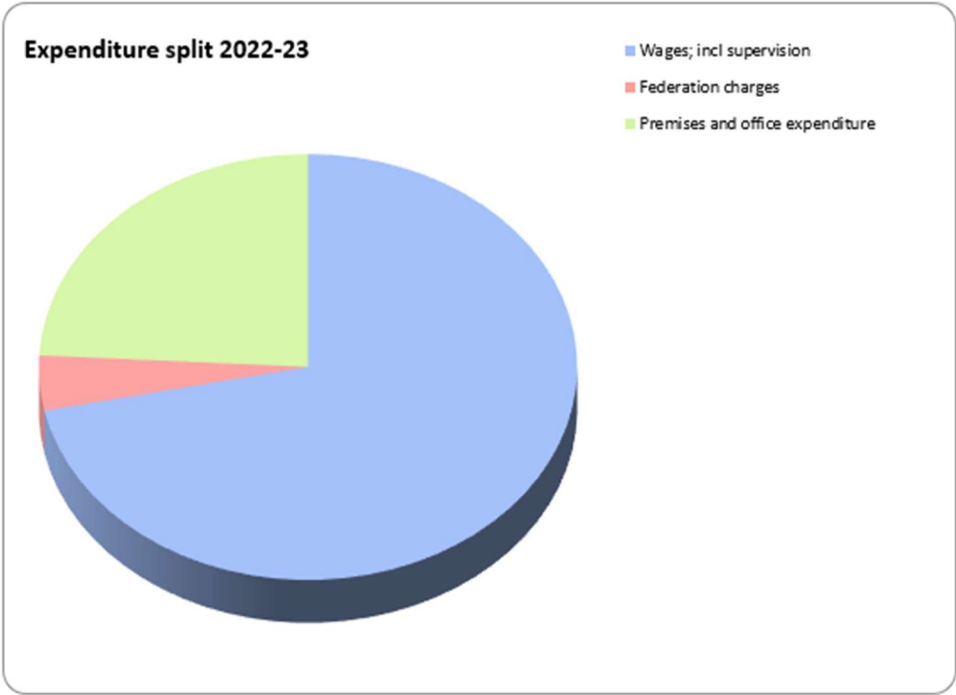
- Management looking at ways to increase utilisation of hours offered.
- Management looking at new income streams
- Management looking at staff recruitment and retention
- Shop has been renovated to improve customer experience, better working conditions for the volunteers, and ability to take increased donations should lead to increased income
- Schools continuing to give their students access to counselling and committed to fulfilling their current contract and paying for the service of Young Peoples Counselling.

TREASURER'S REPORT - continued

- Renting out rooms where we have spare capacity
- Flexibility to offer both face to face and online counselling sessions.
- Recruitment and retention must remain a key priority. RMES will continue to develop improved ways for recruitment.
- There will be an investment in our internet profile, we hope this will drive additional delivery of services and marketing opportunities.



RELATE MID & EAST SURREY LTD



RELATE MID & EAST SURREY LTD



INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF RELATE MID & EAST SURREY LTD

I report to the charity trustees on my examination of the accounts of Relate Mid & East Surrey Ltd ('the Company') for the year ended 31 March 2023

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- 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
- 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 (FRS102)].

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.

Matthew Cleghorn
Matthew Cleghorn (Dec 19, 2023 09:45 GMT)

Matthew Cleghorn FCA, Anova
The Cottage
2 Castlefield Road
Reigate
Surrey
RH2 0SH

19/12/2023
Dated:

Relate Mid & East Surrey Ltd
STATEMENT OF FINANCIAL ACTIVITIES
31 March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £	Total 2020 £
Income from:									
Donations and legacies	2(a)	22,788	31,933	54,721	3,231	32,998	36,229	102,504	59,974
Charitable activities	2(b)	247,933	-	247,933	288,463	-	288,463	280,335	321,758
Other trading activities	2(c)	45,278	-	45,278	37,175	-	37,175	5,622	63,138
Investments	2(d)	991	-	991	596	-	596	1,224	1,996
Total income		316,989	31,933	348,922	329,465	32,998	362,463	389,685	446,866
Expenditure on:									
Charitable Activities	3(a)	313,510	31,933	345,443	347,977	32,998	380,975	372,947	377,241
Other trading activities	3(b)	37,744	-	37,744	24,960	-	24,960	22,520	29,323
Total expenditure		351,254	31,933	383,187	372,937	32,998	405,935	395,467	406,564
Net income/(expenditure)		-34,265	0	-34,265	-43,472	0	-43,472	-5,782	40,302
Transfers between funds		-	-	-	-	-	-	-	-
Net movement in funds		-34,265	0	-34,265	-43,472	0	-43,472	-5,782	40,302
Funds brought forward at 1 April 2022		264,319	11,517	275,836	307,791	11,517	319,308	325,090	284,788
Funds carried forward at 31 March 2023		230,055	11,517	241,572	264,319	11,517	275,836	319,308	325,090

All income arising from the continuing activities of the charity. The charity had no recognised gains or losses other than those dealt with in the statement of Financial Activities. The notes on pages 20-26 form part of these accounts.

Relate Mid & East Surrey Ltd

BALANCE SHEET

31 March 2023

	Notes	2023 £	2022 £
Current assets			
Debtors	5	7,300	35,033
Prepayments and accrued income adjustments		4,660	161
Cash at bank and in hand	6	251,104	262,992
		<u>263,064</u>	<u>298,186</u>
Liabilities: amounts falling due within one year			
Creditors	7	-21,492	-22,350
		<u>241,572</u>	<u>275,836</u>
Net current assets			
		<u>241,572</u>	<u>275,836</u>
Liabilities: amounts falling due after one year			
Creditors			-
		<u>241,572</u>	<u>275,836</u>
Net assets	8	<u>241,572</u>	<u>275,836</u>
Funds			
Unrestricted reserves		230,055	264,319
Restricted reserves		11,517	11,517
	9	<u>241,572</u>	<u>275,836</u>

(Company No: 2826600)

Relate Mid & East Surrey Ltd

BALANCE SHEET

31 March 2023

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS 102 SORP.

Approved by the trustees on 18/12/2023

2023 and signed on its behalf by:

Clive Charig

[Clive Charig \(Dec 18, 2023 19:27 GMT\)](#)

Clive Charig

Chairperson

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

- The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
- The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- The Charities Act 2011

The charity constitutes a public benefit entity as defined by FRS 102.

Going concern

At the time the accounts were approved, the trustees have a reasonable expectation that the charity has adequate resources in order to continue for the foreseeable future. Therefore, the going concern basis of accounting has been used to prepare these accounts.

These considerations take into account the impact that Covid-19 has had on the charity. There has been a reduction in counselling activity but this is improving and Zoom is working well as a means of conducting counselling sessions. The Trehaven Parade shop was also closed for some months with the subsequent loss of income. However, we have been fortunate to receive a number of grants which have enabled us to cover our ongoing costs. The trustees have therefore concluded that it is appropriate to continue to adopt the going concern basis in preparing these accounts.

Change of accounting policy

The accounts present a true and fair view and no changes have been made to the accounting policies adopted.

Funds

General funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for application on the general purposes of the charity.

Restricted funds are those monies received by the charity which have been given for a particular purpose, for example the Children in Need Grant.

Income

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Charity Information

Relate Mid and East Surrey Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is 44c Church Street, Reigate, Surrey, RH2 0AJ

Grants and Donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP).

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP)

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Donated goods

Due to the high volume of low value donated goods for resale it is impractical to estimate the fair value (the amount for which the asset could be exchanged) on receipt. Instead, the value to the charity of donated goods sold is recognised as income when sold. The proceeds from the sale are recognised as 'Income from other trading activities' in the SoFA.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Income from interest

This is included in the accounts when receipt is probable, and the amount receivable can be measured reliably.

Expenditure and Liabilities

Expenditure is accrued as soon as a liability is incurred.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Assets and Liabilities

Debtors

Income tax recoverable and other debtors are included at the amount due. Prepayments are valued at the amount prepaid. Cash at bank and in hand includes cash, and short-term deposits include short term highly liquid investments with a short maturity of three months or less from the date of opening of the deposit.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation arising from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Reserves Policy

RMES Reserves policy is to maintain funds to cover 6 months expenditure (£192k). This is to protect the charity in periods of downturn and to assist in providing services for the financially disadvantaged. This policy will be reviewed every year with the annual accounts.

Accounting Policies (continued)

Public Benefit

RMES purpose is to provide the public and local community with an easily accessible affordable counselling and mediation service. This includes the delivery of Young Peoples Counselling in the school settlement, enabling a confidential service, in the hopes of reducing mental health issues. RMES believes in stronger families and as such providing a public service in helping build stronger communities.

2	Income	Unrestricted	Restricted		Unrestricted	Restricted	
		Funds	Funds	2023	Funds	Funds	2022
		£	£	£	£	£	
(a)	Donations and legacies						
	Donations and gifts	22,435		22,435	1,479		1,479
	Income tax recovery (Gift Aid)	353		353	1,752		1,752
	Legacies			0			0
	Grants		31,933	31,933	0	32,998	32,998
	Subscriptions and sponsorships			0			0
	Donated goods, facilities and services	-	-	0	-	-	0
	Other income from donors		-	0		-	0
		<u>22,788</u>	<u>31,933</u>	<u>54,721</u>	<u>3,231</u>	<u>32,998</u>	<u>36,229</u>
(b)	Charitable activities						
	Counselling fees	179,700	-	179,700	198,410	-	198,410
	Mediation and consultancy	12,570	-	12,570	21,298	-	21,298
	Receipts from schools/colleges/ Locality teams	55,662	-	55,662	68,755	-	68,755
	Other income	0	-	0	0	-	0
		<u>247,933</u>	<u>0</u>	<u>247,933</u>	<u>288,463</u>	<u>0</u>	<u>288,463</u>
(c)	Other trading activities						
	Charity Shop income	45,278	-	45,278	37,175	-	37,175
	Fundraising income and Government support Covid	-	-	0	-	-	0
	Other income - room hire		-	0		-	0
		<u>45,278</u>	<u>0</u>	<u>45,278</u>	<u>37,175</u>	<u>0</u>	<u>37,175</u>
(d)	Investments						
	Interest	991	0	991	596	0	596
		<u>316,989</u>	<u>31,933</u>	<u>348,922</u>	<u>329,465</u>	<u>32,998</u>	<u>362,463</u>
	Total income	<u>316,989</u>	<u>31,933</u>	<u>348,922</u>	<u>329,465</u>	<u>32,998</u>	<u>362,463</u>

3 Expenditure

	Unrestricted	Restricted		Unrestricted	Restricted	
	Funds	Funds	2023	Funds	Funds	2022
	£	£	£	£	£	£
(a) Charitable activities						
Staff costs	242,794	31,933	274,727	273,032	32,998	306,030
Premises and office overheads	54,752		54,752	59,561		59,561
Relate Federation Central cost	15,964		15,964	15,384		15,384
	<u>313,510</u>	<u>31,933</u>	<u>345,443</u>	<u>347,977</u>	<u>32,998</u>	<u>380,975</u>
(b) Other trading activities						
Charity Shop expenditure	24,496		24,496	24,960		24,960
Fundraising costs	13,247		13,247			0
	<u>37,744</u>	<u>0</u>	<u>37,744</u>	<u>24,960</u>	<u>0</u>	<u>24,960</u>
Total expenditure	<u>351,254</u>	<u>31,933</u>	<u>383,187</u>	<u>372,937</u>	<u>32,998</u>	<u>405,935</u>

4 Staff costs	2023	2022
		£
Wages and salaries	266,312	299,822
Social security costs	5,691	9,182
Pension costs (defined contribution pension plan)	2,725	3,476
	<u>274,727</u>	<u>312,480</u>

Average number of employees during the year:

	2023	2022
The parts of the charity in which the employees work:		
Fundraising	1	1
Charitable Activities	32	43
Governance	6	8
Shop volunteers	31	35
	<u>70</u>	<u>87</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000.
There were no payments, excluding reimbursement of expenses incurred on charitable business, made to trustees who comprise the Key Management Personnel in the year. (2023: £Nil)

Relate Mid & East Surrey Ltd
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

5 Debtors	2023	2022
	£	£
Gift aid recoverable		
Trade debtors	7,300	35,033
Interest due		0
Prepayments and accrued income adjustments	4,660	161
	11,960	35,194

6 Cash at bank and in hand	2023	2022
	£	£
Short term deposits	166,216	165,266
Cash at bank and in hand	84,888	97,726
	251,104	262,992

7 Liabilities: amounts falling due within one year	2023	2022
	£	£
Accruals	15,837	
Other creditors		0
Deferred Income	5,655	22,350
	21,492	22,350

8 Analysis of net assets by fund	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
			2023			2022
			£			£
Current assets	251,547	11,517	263,064	286,669	11,517	298,186
Current liabilities	(21,492)		(21,492)	(22,350)		(22,350)
	230,055	11,517	241,572	264,319	11,517	275,836

RELATE MID & EAST SURREY LTD

9 Analysis of fund movements during theyear

2023	Bal b/f	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/f
	01.04.22					31.03.23
	£	£	£	£	£	£
Reserves						
Unrestricted	264,319	316,989	(351,254)	-	-	230,055
Restricted	11,517	31,933	(31,933)	-	-	11,517
	<u>275,836</u>	<u>348,922</u>	<u>(383,187)</u>	<u>-</u>	<u>-</u>	<u>241,572</u>
2022	Bal b/f	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/f
	01.04.21					31.03.22
	£	£	£	£	£	£
Reserves						
Unrestricted	307,791	329,465	(372,937)	-	-	264,319
Restricted	11,517	32,998	(32,998)	-	-	11,517
	<u>319,308</u>	<u>362,463</u>	<u>(405,935)</u>	<u>-</u>	<u>-</u>	<u>275,836</u>

RELATE MID & EAST SURREY LTD

Fees for examination of the accounts

The independent examiner's fees for examination for 2023 is £1800 (2022:£480)

Taxation

The charity is a registered charity and as such its income and gains falling within Sections 471 to 489 of the Corporation Tax Act 2010 or Section of the Taxation of Chargeable Gains Act 1992 are exempt from corporation tax . to the extent that they are applied to its charitable objects

Commitments

There were no capital commitments at 31 March 2023 (2022 :nil)



Trustees ad Related Party Transactions

No Trustees expenses have been incurred.

Trustees are considered to be related parties. None of the trustees have received any remuneration or received any other benefits from an employment with Relate Mid Surrey or any other related entity.

Trustees and individual liability insurance is covered under the Public Liability section of our charity's insurance.

Defined contribution scheme

Relate Mid Surrey operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost and charge represents contributions payable by the charity to the fund or to separate schemes in which employees are members and amounted to £2,725 (2022: £3,476)

Lease Commitments

The total future minimum lease payments under non-cancellable operating leases amounted to £197,500.

RECOGNITION AND APPRECIATION OF SPONSERS

The Executive and staff would like to thank the following people and organisations for their support and donations during the year.

BBC Children In Need
Community Foundation for Surrey
Tesco Community Grant
Reigate & Banstead BC
Surrey County Council
Gatwick Airport Community Trust
Rebecca Canon Vitality Fund
Waitrose

All other people who gave their time freely in support of Relate Mid & East Surrey Ltd



INFORMATION

Relate Mid & East Surrey Ltd offers 6 key services in Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge.

- Relationship counselling (adults)
- Sexual Therapy (PST)
- Young Peoples Counselling (YPC) for young people aged 11 to 21
- Family counselling
- Education & Learning
- Mediation

Service Quality

All our practitioners are trained and supervised, and we work to Relate service specification standards. We work to Relate National Federation and BACP code of ethics. All our work is monitored, and we obtain feedback from our clients who consistently rate the service highly in respect of our capacity to increase their understanding and make positive changes in their relationships.

Epsom and Reigate's counselling hours are:

- 9am – 10pm Monday – Thursday
- 9am– 2pm Friday
- 9am– 1pm Saturday

Telephone:

- Reigate 01737 245212
- Epsom: 01372 722976

Addresses:

- Reigate: 44c Church Street, Reigate, Surrey RH2 0AJ
- Epsom: 92b High Street, Epsom, Surrey KT19 8BJ

Charity Shop

- Relate Mid & East Surrey Charity Shop, 2 Trehaven Parade, Woodhatch, Reigate, RH2 7LL
- Opening times 10am-4.30pm Monday to Friday and 10am-1pm Saturday

Schools & Colleges we offer counselling and courses in:

- The Beacon School (Discontinued)
- East Surrey College (Discontinued)
- Epsom and Ewell School
- Howard of Effingham School
- Oxted School
- Reigate College
- Warwick School

For further details please visit our web site

www.relatemidandeastsurrey.co.uk

Relate Mid & East Surrey
44c Church Street
Reigate
Surrey
RH2 0AJ

Anova Chartered Accountants
The Cottage
2 Castlefield Road
Reigate
Surrey
RH2 0SH

18 December 2023

Dear Sirs

Relate Mid & East Surrey – year ended 31 March 2023

We confirm, during the course of your independent examination of the financial statements of the charity for the year ended 31 March 2023, the following representations were made to you by the management and trustees.

1. Accounting Records and Bank Financial Statements

We confirm that we have fulfilled our responsibilities as trustees under the Charities Act 2011 for preparing financial statements, in accordance with the applicable financial reporting framework, Financial Reporting Standard 102 (Charities SORP FRS 102), that give a true and fair view and for making accurate representations to you as our examiners and for the financial statements which we have prepared on behalf of the charity.

We confirm that all accounting records have been made available to you for the purpose of your independent examination, in accordance with your terms of engagement, and that all the transactions undertaken by the charity have been properly reflected and recorded in the accounting records. All other records and related information have been made available to you.

We have given you unrestricted access to persons within the charity in order to obtain evidence where required and have provided any additional information that you have requested for the purposes of your independent examination.

2. Accounting Estimates

We confirm that significant assumptions used in making accounting estimates, including those measured at fair value, are reasonable.

3. Actual and Possible Litigation

We confirm that all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to you and accounted for and disclosed in accordance with the applicable financial reporting framework.

4. Subsequent Events and Transactions

All events subsequent to the date of the financial statements which require adjustment or disclosure have been properly accounted for and disclosed in the Financial Statements.

5. Related Party Disclosures

We confirm that we are aware that a related party of the charity is a person or organisation which either (directly or indirectly) controls, has joint control of, or significantly influences the charity or vice versa and as a result will include trustees/directors, other key management, close family and other business interests of the aforementioned related party.

We confirm that all related party relationships and transactions have been accounted for and disclosed in accordance with the applicable financial reporting framework.

6. Loans to Trustees

We confirm that the charity has had, at no time during the period, any arrangement, transaction or agreement to provide credit facilities (including advances and credits granted by the charity) for trustees, nor to provide guarantees of any kind on behalf of the trustees.

7. Capital Expenditure

We confirm that the charity has not contracted for any capital expenditure other than as disclosed in the financial statements.

8. Laws and Regulations

We are not aware of any irregularities, including fraud, involving any member; nor are we aware of any breaches or possible breaches of statute, regulations, contracts or agreements which might prejudice the charity's going concern status or that might result in the charity suffering significant penalties or other loss. No allegations of such irregularities, including fraud, or such breaches, other than noted above, have come to our notice.

9. Implementation of Internal Controls

We acknowledge our responsibility for the design and implementation of internal controls to prevent and detect fraud.

10. Income and Expenditure Account

We confirm that all incoming resources have been fully recorded and all amounts charged to Income and Expenditure Account in respect of purchases and other expenses are properly chargeable to the charity.

11. Grants and Donations

All grants, donations and other income, the receipt of which is subject to specific terms or conditions, have been notified to you. There have been no breaches of terms or conditions during the period in the application of such income.

12. Going concern

We believe that the charity's financial statements should be prepared on a going concern basis on the grounds that current and future sources of funding or support will be more than adequate for the charity's needs. We have considered a period of twelve months from the date of approval of the financial statements. We believe that no further disclosures relating to the charity's ability to continue as a going concern need to be made in the financial statements.

We confirm that the above matters were considered at a meeting of the Trustees. We further confirm that the contents of this letter are agreed and it accurately reflects the representations made to you during the course of your examination.

Yours faithfully



Clive Charig (Dec 18, 2023 19:27 GMT)

Clive Charig – Chair of Trustees

For and on behalf of the Board of Trustees of Relate Mid & East Surrey

18/12/2023
Date



Naomi Burger (Dec 18, 2023 12:49 GMT)

Naomi Burger – Trustee and Treasurer

For and on behalf of the Board of Trustees of Relate Mid & East Surrey

18/12/2023
Date

Accounts

relate

the relationship people

Relate Mid & East Surrey

Registered Charity No. 1108239

Company No. 2826600

Annual Report and Accounts 2021-22

For the period ended 31 March 2022

Compact version

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STATEMENT OF PURPOSE

Relate's Vision:

Relate's vision is a future where healthy relationships are actively promoted as the heart of a thriving society.

Relate's Mission:

Relate's mission is to make expert information and support for healthy relationships available to everyone.

Relate's Values:

Be human – We respect everyone and value all relationships. We listen and support people to make positive changes in their lives.

Be connected – We are in touch with the world around us and use evidence to explain why relationships matter. We collaborate to provide great services for all our communities.

Be smart – We keep things simple and focus on what works. We put our clients first and maximise every penny for their benefit.

Relate Mid & East Surrey's (RMES) activities

We offer six core services to the people of Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge including

- Relationship counselling
- Young People's counselling
- Family counselling
- Sex therapy
- Mediation
- Education and Learning

MEMBERS, STAFF and Volunteers of MID & EAST SURREY

EXECUTIVES

1. Hugh Bucknill (Resigned as Chairman Apr 22)
2. Alexis Abed
3. Naomi Burger
4. Stephanie Calthrop-Owen (Resigned)
5. Jo Cawthorne
6. Clive Charig - **Chairman**
7. Nicola Evans
8. Amy Lewis
9. Funmi Onamusi

CEOS

1. Abigail Stokes
2. Janine Fuller (Resigned Apr 22)
3. Jayne Swanston (Resigned Apr 22)

SUPERVISORS

1. Sharon Reynolds
2. Barbara Wilkinson

COUNSELLORS

1. Jessica Doyle
2. Terry Charig
3. Madeline Coates (Resigned)
4. Katharine Coode
5. Patricia Dobbe
6. Maria Konstantinelli
7. Jane Osmore-Clarke (Resigned)
8. Davida Parker (Resigned)
9. Tim Richards (Resigned)
10. Sofi Robinson
11. Laura Scott (Resigned)
12. Teena Shami
13. Andrea Simson
14. Georgina Smith (Resigned)
15. Irene Stock
16. Nurten Tyson
17. Rosalind Vickerman (Resigned)
18. Katherine Ward (leaver Oct 21)
19. Christopher Watson
20. Barbara Wilkinson
21. Annie Leach

PLACEMENT COUNSELLORS

1. Nicola Hambley
2. Jillian Hoppins
3. Simon Kruger (leaver Feb 22)
4. Sheni Lewery (leaver Feb 22)

RELATE MID & EAST SURREY

MEDIATOR

Jayne Swanston

ADMINISTRATION

1. Natasha Clarke
2. Katharine Coode
3. Angela Edwards (Resigned)
4. Dawn Mackintosh
5. Hazel Uden
6. Abigail Stokes
7. Jacqueline MacEacharn (volunteer)

APPOINTMENT SECRETARIES

1. Katie Barry (leaver Mar 22)
2. Sarah Beaven-Hollidge (Maternity Nov 21)
3. Katy Kirton
4. Sally Chapman (Retired Mar 22)
5. Natasha Clarke
6. Kate Damen (leaver Jul 21)
7. Maureen Davey
8. Margaret Ellwood
9. Claire Hogarth (joined Jan 22)
10. Michelle Freeman (joined May 22)
11. Rosetta Raffa (joined June 22)
12. Katy Will (joined Nov 22)

VOLUNTARY HANDYMAN

Keith Vickers

CHARITY SHOP

VOLUNTARY SHOP MANAGER

Jean Reynolds

KEYHOLDERS

1. Sue Casbon
2. Chris Freeman
3. Nicki Grossmith
4. Mo Hollister
5. Dee Marples
6. Chris Owen
7. Gill Packham
8. Joyce Rose
9. Kat Turner
10. Rosemary Webb
11. Lynda Hart
12. Margaret Witty (Leaver Jan 2022)

REGULAR VOLUNTEERS

1. Melanie Bromley
2. Eleanor Brooks
3. Beulah Caldecourt
4. Joy Davidson
5. Marielle Flint

RELATE MID & EAST SURREY

6. Mary Gough
7. Lynda Hart
8. Jill Morgan
9. Margaret Neale
10. Pat Neale (leaver Jan 2022)
11. Chris Pickett
12. Bernice Potts
13. Susan Smith
14. Win Sparshot (leaver Jan 2022)
15. Hilary Woodcock
16. Jean Hogwood
17. Suzanne Quinn
18. Joy Purser

EMERGENCY VOLUNTEERS

1. Jennifer Hughes
2. Joan Ryan

BANKERS

HSBC, 8 High Street, Reigate, Surrey, RH2 9BB
CAF Bank
CCLA
Virgin
Shawbrook

INDEPENDENT EXAMINERS

Charles and Company Accountancy Limited
2 Castlefield Road
Reigate RH2 0SH



DIRECTORS' / EXECUTIVE'S REPORT

The directors present their report and the financial statements for the year ended 31st March 2022.

Constitution and principal activities

Relate Mid & East Surrey (the "Company") is a registered charity and a company limited by guarantee. The principal activity of the Company is the provision of counselling services.

Directors and their Interests

The directors who held office at the end of the year were as follows:

1. Hugh Bucknill: **Chairperson** (Resigned)
2. Naomi Burger
3. Stephanie Calthrop-Owen (Resigned)
4. Jo Cawthorne
5. Clive Charig **Chairperson**
6. Amy Lewis
7. Nicola Ewins
8. Funmi Onamusi

No financial interests in the Company are held by the directors (Executive).

Small Company Disclosure

In preparing this report, the directors have taken advantage of the special exemptions applicable to small companies because the Company meets all the criteria to be classified as a small company.

Risk Management

A risk management policy is in place, which formally identifies the major risks that the Company faces together with details on how these risks are being managed. Further details are available with our business plan and quarterly reporting.

The Company is exposed to risk from non-collection of contributions from clients. The directors have ensured that there are controls and procedures in place to collect contributions from clients and this has not been a significant issue in the current year.

The directors have ensured that we have maintained appropriate reserves in line with Charity Commission guidelines: retaining reserves to cover at least 6 months of expenses. The directors are satisfied that current reserve levels represent an acceptably low level of risk of funds not being available to pay debts as they fall due.



DIRECTORS' / EXECUTIVE'S REPORT (continued)

Operational report

For the year 2021/22, Relate Mid Surrey has changed its name with effect from 1st January 2022 to become Relate Mid and East Surrey (RMES). The reason for the name change was to help clarify for clients and referring agencies alike the actual geographic coverage of the service it provides.

Once again, like most other organisations, RMES has continued to face a major challenge to its principal business of providing locally based counselling and mediation services to people face to face. The COVID pandemic and the subsequent series of full and partial lock-downs imposed by the Government from 23rd March 2020 onwards continued for part of 2021/2 to disrupt much face-to-face working.

However the more recent lifting of restrictions on work and social contact in person has enabled RMES to resume an increasing proportion of face to face working at its two bases at Reigate and Epsom, whilst face to face services were maintained throughout the year at schools and colleges wherever possible within the necessary Health and Safety guidelines.

The RMES charity shop has been closed for periods during the pandemic as required by lockdown measures. Clearly the loss of shop income and reduction in service levels have had an adverse impact on our income but RMES continued successfully to claim a variety of governmental supports, including 'furlough' for some staff costs, business rate repayments and grants from a variety of other sources where available. The RMES management team has implemented efficiencies in working methods through the use of IT systems and also restructuring staffing arrangements to reflect current requirements. The result of this is that services have been maintained, albeit at approximately the 80% level. However in the latter part of 2021 and in the first quarter of 2022, service levels have been maintained only, and the planned increase in activity in the shop had not yet been achieved. A significant reinvestment in the shop to make it a more attractive place for customers and volunteers alike was prepared whilst negotiation of the extension of the lease for the shop premises took place.

Overall, the result of these actions has been the projected loss on the Annual Accounts has exceeded the budgeted level for the current period. The difference is attributed both to the shop income not recovering to pre-pandemic levels, and to grants that were bid for but not received. The RMES Trustee Board has recognised the considerable work of the RMES staff and management team in maintaining the service in the face of continuing difficult trading. The outcome is that, with its longer term financial reserves, RMES remains financially secure going forward but with a need to turn the finances around.

Relate Mid and East Surrey has continue to play its part as an independent Federated Centre in the development of the Relate Federation and the Relate 'brand'. It supports the National Relate organisation both with its financial contribution as a member of the Federation and with advice and active input as the national organisation goes through an extensive restructure. As Relate National has a major input into staff training and staff and systems development at RMES, its ability to meet the organisational needs of RMES is essential going forward. RMES has noted an improvement in its ability to recruit trainee staff due to changes in the way Relate National arranges training for counsellors. RMES recognises the value offered by the National organisation over a number of areas, including the Practice Helpline, the Penelope IT system and Relate Mid & East Surrey has continued to play a part in the development of groups working across the Federation to improve practice.

RELATE MID & EAST SURREY

Our six Service Areas have been maintained in size and scope, and to support this we continue to appoint and recruit more counsellors along with the supervisory team that plays such an important part in the maintenance of service quality. Relate Mid and East Surrey is able to subvent some of the direct costs of its counselling services for those people who are unable to bear the full costs themselves, thus facilitating access for the widest range of potential service users.

A further challenge that results from the significant rise from other organisations and private practitioners that offer their services online. These services may cost less than a Relate service, may not have the same overheads and may not necessarily be local – they may in fact be based in other parts of the UK or abroad. RMES, in common with other Federated Centres, will seek to refine and promote the benefits of face to face and locally based services for its clients.

The RMES Board of Trustees has undergone a number of changes of personnel in the period. John Hill, Stephanie Calthrop-Owen and Hannah Jenkins have resigned as Trustees. John Hill has however become a Member, qualified through a significant contribution to the efficient operation of RMES and also a substantial financial one. The Board had welcomed Alexis Abed, Funmi Onamusi and Nicola Evans as newly appointed Trustees. The Board seeks regularly to refresh its Trustee membership in order to balance long-term experience of the operation with new relevant skills, experience and a variety of backgrounds.

The success of Relate Mid and East Surrey continues to rely heavily on the dedication of its staff; counsellors, supervisors, appointment secretaries, office staff, fundraisers, and managers; and on the large team of volunteers that operates its charity shop in Woodhatch on which so much of its secure funding is based. In addition, the time and resources offered by local businesses helps to maintain its counselling centres to a high standard, properly resourced with IT equipment. The fortnightly Newsletter illustrates the range and scope of the organisation's activities.

Relate Mid & East Surrey has responded to the evolution of data protection and its recent strengthening through the General Data Protection Regulations 2018 and is compliant with them.

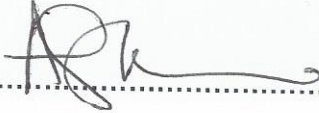
We would like to thank those who have supported us through grants. Our main sponsors include.

- BBC CIN
- Community Foundation for Surrey
- Tesco Community Grant
- Reigate & Banstead BC
- Surrey County Council
- Waitrose

In addition, we received several smaller donations, which are all very important to us and the funds are put to significant use at the Centre supporting vulnerable and less well-off clients.

On behalf of the Board

etc.


..... Abigail Stokes

Date..... 1/2/2023

Statement of Directors' Responsibilities in respect of the Preparation of Financial Statements and the Directors' / Executive's report

The directors are responsible for preparing the Directors' / Executive's report and the financial statements for the financial year which give a true and fair view of the state of affairs of the Company and of the income and expenditure of the Company for that period, in accordance with applicable law and regulations.

In preparing these financial statements the directors are required to:

1. Select suitable accounting policies and then apply them consistently.
2. Make judgments and estimates that are reasonable and prudent.
3. Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the requirements of the Companies Act 1985 and the Charities Act 1993. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Company and to prevent and detect fraud and other irregularities.

The accounts reveal reserves of £275,836 as of 31st March 2022 compared to £319,308 as of 31st March 2021. Our reserves have been maintained in a healthy position.



Relate Mid & East Surrey: Management Report

Objectives for 2021-22

In line with our business development plan, we have 7 main areas which each have their own overall objectives with goals and strategies. This plan has of course been impacted by the Covid pandemic and the resulting adjustments and developments have been included in this report.

1. Service accessibility

To provide a flexible service that meets the diverse social and working demands of its clients.

Remote working continued for the majority of this financial year. In February 2022 we reopened both of our centres to face to face counselling. We now offer both in-person counselling from our two centres as well as Zoom and telephone. The demand for in person counselling is much greater than Zoom.

2. Governance and Management

To continually strive to manage the operation to the highest standards of efficiency, integrity, and transparency, being cognisant at all times of legal, Charity Commission and Relate National requirements.

Relate Mid & East Surrey has continued to retain 8 trustees. At the end of this financial year Hugh Bucknill remained as chair however he had resigned his position to step down in April 2022. The board continues to meet four times a year. The Chair provides a fuller account in this operational report.

3. Financial Management

To optimise income, control costs and manage financial risk.

Financial stability continues to be maintained however our reserves have decreased. As a charity, we have been financially impacted by Covid. Valuable income has been lost due to the closure of our charity shop for a long period of time. In addition, there has been the temporary cessation of gift aid contributions which have been difficult to apply due to the impracticalities of working remotely. Furthermore we have seen office costs increasing. The charity shop income has slowly increased over the past year towards pre-pandemic levels and there are plans to refurbish the shop interiors to increase customer footfall and volunteers.

4. People and Organisation

To create, develop and motivate a team that is responsive to client needs and demands.

Recruitment and training are a slow process, and it is always a challenge to keep this in line with demand and this was exacerbated during Covid.

Free and regular Continuous Professional Development courses are offered to ensure our counsellors are kept up to date with new developments in their work and to provide opportunities for our counsellors to enhance their skills and abilities. This year, CPD's were provided on the topics of Traumatic Birth, Disordered Eating, Boarding School Syndrome. Course feedback questionnaires are disseminated after each course. The feedback on our CPD courses is positive with regards to the quality of the course and the knowledge of the trainer, who are either internal or external providers. Relate also offer a selection of online CPD courses for all staff.

5. Service Development

RELATE MID & EAST SURREY

To develop and enhance the range of services offered to meet all aspects of relationship conflict.

As previously discussed, due to Covid we have been able to enhance our webcam services throughout this period. We have experienced an overall 1.5% increase in our services during this period year on year.

Our Couples Report (March 2021 – April 2022) showed that our counselling services have had a significant impact on clients lives. The main reasons identified for couples attending counselling were communication (81%), and behaviour issues (52%) such as managing conflict, their partners' behaviours and arguments. 85% of clients identified that their issues were affecting their home life and 81% stated their mental wellbeing was affected. After counselling 83% of our clients said that their situation had improved, and 72% stated their mental health had improved.

Our 2021-2022 report showed that following the counselling sessions 84% of our clients felt able to cope with the difficulties that they may have had in their relationships. 86% agreed they would return to Relate in the future if they had any problems and 90% of clients agreed that they would recommend Relate to others.

Often our clients write an extra note in their final questionnaire, thanking a particular counsellor and it is these comments which really explain how counselling has helped. These are some of the comments from 2021-22:

"The whole process has been a very positive experience, from the initial phone call to being provided with a counsellor. My counsellor was very supportive and enabled me to move forward with my life".

"The service I received has been ideal. It helped me through a situation and having someone to talk to professionally has changed my life from being mostly sad with a few moments of happiness to mostly happy".

The general feedback from our YP counsellors is that Young people who have used our service really appreciate it and the data from our last Young Peoples report (21/22) show that psychological distress improved in 73% of cases between the first and last session.

At the start of counselling 77% of young people had moderate to severe psychological distress, but this reduced to 59% by the last session. We also use a GBO (Goal Based Objectives) form which allows the young person, with the help of the counsellor establish what they want from the counselling and to set achievable goals. Following counselling 96% of these goals were at least halfway to being achieved, with 31% achieved/almost achieved. The goals set by the young people mainly focused around managing their emotions including anger, anxiety and depression. Goals were also set in relation to improving relationships with parents and family members by understanding situations and learning coping strategies, and also finding ways to resolve issues within friendship groups. Other goals focused on changing their attitude to themselves, for example to be kinder to themselves, to be happy with who they are, to be more confident and to talk more openly about trauma. Goals often focused on specific events such as bullying, self-harm, bereavement and health issues that were impacting their lives and they wished to have support for themselves.

We consistently make great efforts to improve the measuring of outcomes beyond using feedback forms, qualitative and quantitative questionnaires for adults, young people, family, mediation, and sex therapy. We also periodically survey staff, volunteers and distribute client surveys to assess our front of house service.

6.Service Profile

To increase awareness of the services offered through pro-active promotion and key partnerships.

Due to the previously long waiting lists, there has never been a strong rationale to market our services. However, with the decrease in the waiting lists we have invested in Adword campaigns to increase traffic to our website and increase awareness of our services and we have seen this have a positive impact.

RELATE MID & EAST SURREY

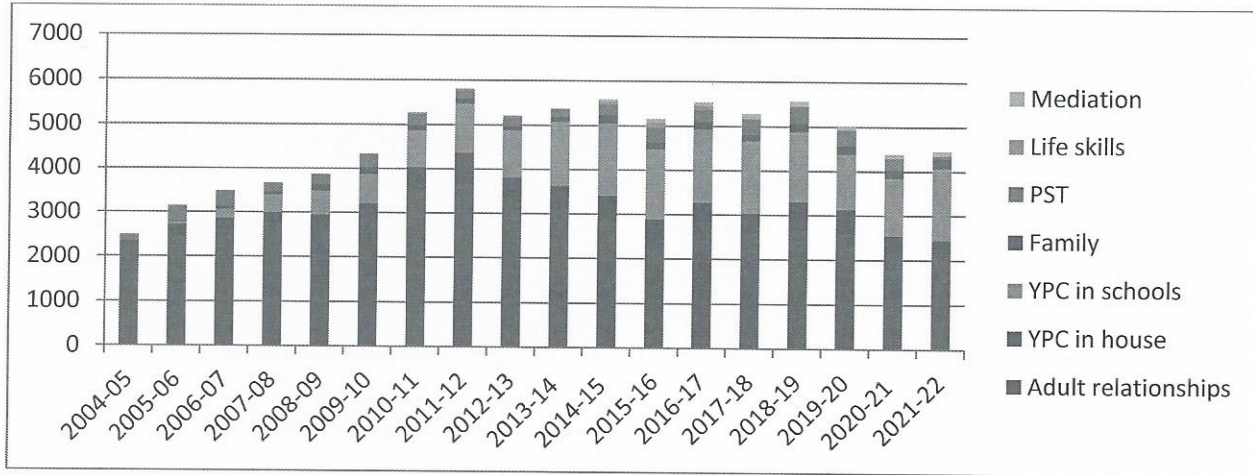
7.Federation Collaboration

To actively support the vision and mission statements of Relate through information sharing, insights, and ideas generation.

Across the Relate Federation regional management meetings occur monthly as well as ARCCO (Association for Relate Centres Chief Officers). We meet monthly through webcam to discuss improving practices and new ideas. There is now significant interaction and communication between the centres and much more collaboration and help when required.

Annual service delivery

Annual summary of client hours delivered.





the relationship people

Treasurer's Report

The accounts reveal reserves of £275,836 as of 31st March 2022 compared to £319,308 as of 31st March 2021. The financial year was hugely impacted by a complete change of working practices due to the Covid pandemic.

We maintain a conscientious approach in our appeal to clients for donations for the services they receive. However, it is always a struggle to support these specialist services and support the diverse range of clients that we see, whilst not compromising those unable to contribute by way of donation.

We are ever grateful to Epsom and Ewell Borough Council who continue to sponsor us by providing accommodation in Epsom High Street, without which our operation there would be jeopardized. A fuller list of sponsors is shown at the end of this report.

Review for 2021-22

- Overall, 2021-22 has seen a 14% decrease on reserves with a £43k deficit this year (2020-21 £6k surplus).
- Expenditure has increased during 2021-22 by £10k (2.7%).
- Income has reduced by £27k (7%).
 - delivery of remedial couple's work and mediation remained similar £219k (2020-21 £218k)
 - School's work has increased to £68k (2020-21 £62k). School income covers the counsellor's fees, with a minimum amount towards administration.
 - Grants have reduced to £33k (2020-21 £80k) due to reduction in support for impact of Covid
 - Our charity shop reopened although with reduced hours, income was £37k, Shop expenditure was £25k; net income £12k.
- Our full cost of delivery is £91 per hour (2020-21 £85ph)

Planning for 2022-23

The impact of Covid on our service has remained significant, the losses encountered in the last year will be mitigated through key developments of services and the reopening further and redevelopment of the charity shop.

The transition to a digital service gave a consistent service for clients which is hoped will continue along with the reintroduction of face to face therapy. With the retirement of the CEO and the recruitment of her replacement, it is hoped to expand the services through to 2022-23. Although Digital has created a competitive market, we are enhancing our marketing to ensure our visibility securing our future

Treasurer's Report - continued

Risks for the foreseeable future will include the

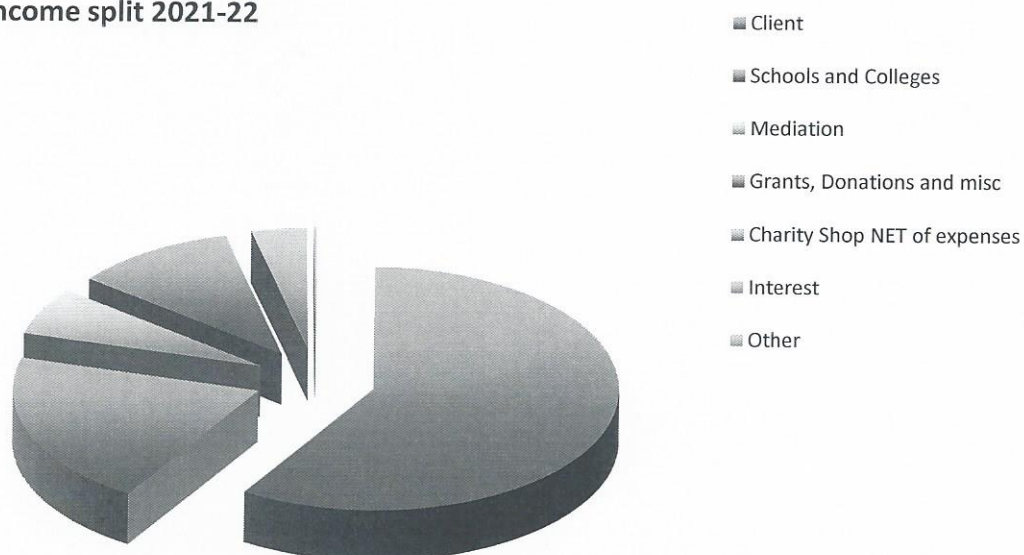
- the downturn in client take up
- the ability of clients to afford counselling fees.
- loss of grant funding
- loss of key counselling staff
- the charity shop reduced working hours and support by local volunteers resulting in subsequent lost income

Contingencies and consequences

RELATE MID & EAST SURREY

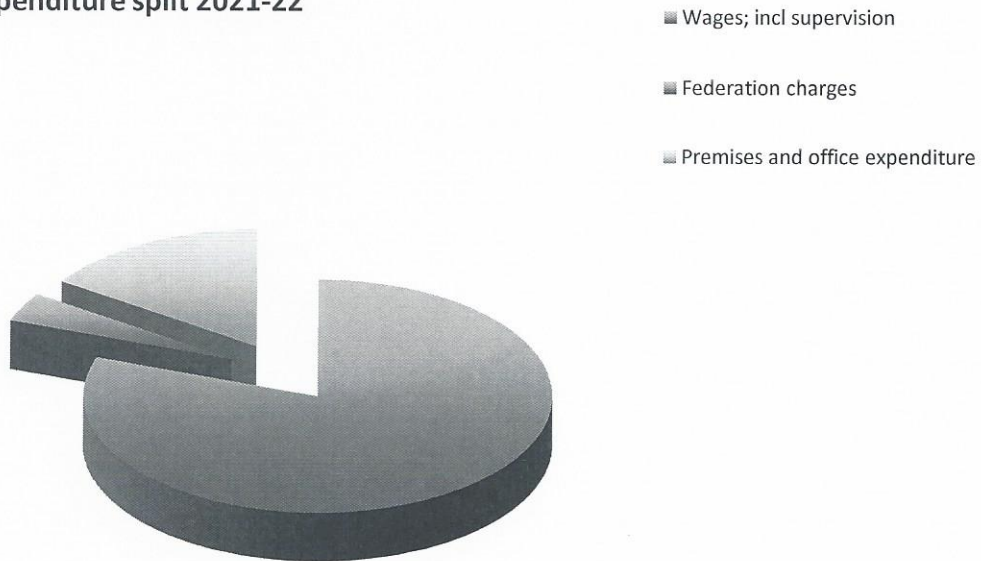
- Counsellors, the supervisors, management and administration team quickly adopt new ways of working.
- Redevelopment of shop, both interior and management.
- Schools continuing to give their students access to counselling and committed to fulfilling their current contract and paying for the service of Young Peoples Counselling.
- More dynamic working which could help expand our service, we were previously reaching the limit in our current offices.
- Counselling being offered inhouse face to face in addition to online could suit many more people. Flexibility in both options for clients who currently do not have access due to work, family, travel and other limitations.
- Many more people may need to access our client bursary
- Continued monitoring of client fees is required, to ensure that RMES offer a competitive service without falling behind market conditions, with what our Counsellors receive for the work they do.
- Recruitment and retention must remain a key priority. RMES will continue to develop improved ways for recruitment, with incentive schemes for the APEL facility, along with conventional trainees.
- There will be an investment in our internet profile, we hope this will drive additional delivery of services and marketing opportunities.

Income split 2021-22

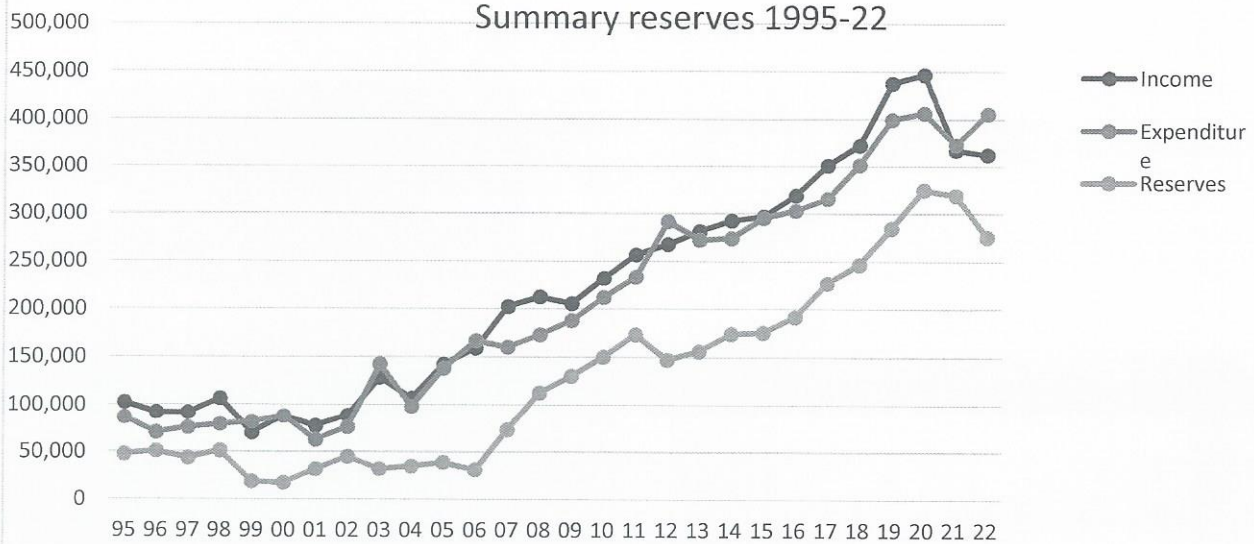


RELATE MID & EAST SURREY

Expenditure split 2021-22



Summary reserves 1995-22



INDEPENDENT EXAMINERS' REPORT TO THE MEMBERS OF RELATE MID & EAST SURREY

I report to the charity trustees on my examination of the accounts of Relate Mid & East Surrey ('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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- 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
- 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 (FRS102)].

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.

David C Craft FCA

The Cottage
2 Castlefield Road
Reigate
Surrey
RH2 0SH

Charles and Company Accountancy Limited

David C Craft

Dated: 1 February 2023

Relate Mid & East Surrey
STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Income from:							
Donations and legacies	2(a)	3,231	32,998	36,229	42,587	59,917	102,504
Charitable activities	2(b)	288,463	-	288,463	280,335	-	280,335
Other trading activities	2(c)	37,175	-	37,175	5,622	-	5,622
Investments	2(d)	596	-	596	1,224	-	1,224
Total income		329,465	32,998	362,463	329,768	59,917	389,685
Expenditure on:							
Charitable Activities	3(a)	347,977	32,998	380,975	313,030	59,917	372,947
Other trading activities	3(b)	24,960	-	24,960	22,520	-	22,520
Total expenditure		372,937	32,998	405,935	335,550	59,917	395,467
Net income/(expenditure)		(43,472)	0	(43,472)	(5,782)	0	(5,782)
Transfers between funds		-	-	-	-	-	-
Net movement in funds		(43,472)	0	(43,472)	(5,782)	0	(5,782)
Funds brought forward at 1 April 2021		307,791	11,517	319,308	313,573	11,517	325,090
Funds carried forward at 31 March 2022		264,319	11,517	275,836	307,791	11,517	319,308

Relate Mid & East Surrey
STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 March 2022

All income arises from the continuing activities of the charity. The charity had no recognised gains or losses other than those dealt with in the Statement of Financial Activities. The notes on pages 22 to 28 form part of these accounts.

Relate Mid & East Surrey

BALANCE SHEET

31 March 2022

	Notes	2022	2021
		£	£
Current assets			
Debtors	5	35,194	36,684
Cash at bank and in hand	6	262,992	308,119
		<u>298,186</u>	<u>344,803</u>
Liabilities: amounts falling due within one year			
Creditors	7	(22,350)	(25,495)
		<u>275,836</u>	<u>319,308</u>
Net current assets			
		<u>275,836</u>	<u>319,308</u>
Liabilities: amounts falling due after one year			
Creditors		-	-
		<u>275,836</u>	<u>319,308</u>
Net assets	8	<u>275,836</u>	<u>319,308</u>
Funds			
Unrestricted reserves		275,836	307,791
Restricted reserves		-	11,517
	9	<u>275,836</u>	<u>319,308</u>

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS 102 SORP.

Approved by the trustees on

2022 and signed on its behalf by:

Clive Charig
Chairperson


1.2.23

1. Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014

The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)

The Charities Act 2011

The charity constitutes a public benefit entity as defined by FRS 102.

Going concern

At the time the accounts were approved, the trustees have a reasonable expectation that the charity has adequate resources in order to continue for the foreseeable future. Therefore, the going concern basis of accounting has been used to prepare these accounts.

These considerations take into account the impact that Covid-19 has had on the charity. There has been a reduction in counselling activity but this is improving and Zoom is working well as a means of conducting counselling sessions. The Trehaven Parade shop was also closed for some months with the subsequent loss of income. However, we have been fortunate to receive a number of grants which have enabled us to cover our ongoing costs. The trustees have therefore concluded that it is appropriate to continue to adopt the going concern basis in preparing these accounts.

Change of accounting policy

The accounts present a true and fair view and no changes have been made to the accounting policies adopted.

Funds

General funds represent the funds of the charity that are not subject to any restrictions regarding their use and are available for application on the general purposes of the charity

Restricted funds are those monies received by the charity which have been given for a particular purpose, for example the Children in Need Grant.

Income

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP).

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP)

1. **Accounting policies (continued)**

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Donated goods

Due to the high volume of low value donated goods for resale it is impractical to estimate the fair value (the amount for which the asset could be exchanged) on receipt. Instead, the value to the charity of donated goods sold is recognised as income when sold. The proceeds from the sale are recognised as 'Income from other trading activities' in the SoFA.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Income from interest

This is included in the accounts when receipt is probable, and the amount receivable can be measured reliably.

Expenditure and Liabilities

Expenditure is accrued as soon as a liability is incurred.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Assets and Liabilities

Debtors

Income tax recoverable and other debtors are included at the amount due. Prepayments are valued at the amount prepaid. Cash at bank and in hand includes cash, and short-term deposits include short term highly liquid investments with a short maturity of three months or less from the date of opening of the deposit.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation arising from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Reserves Policy

RMES Reserves policy is to maintain funds to cover 6 months expenditure (£203k). This is to protect the charity in periods of downturn and to assist in providing services for the financially disadvantaged. This policy will be reviewed every year with the annual accounts.

Relate Mid & East Surrey

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022

1. Accounting Policies (continued)

Public Benefit

RMES purpose is to provide the public and local community with an easily accessible affordable counselling and mediation service. This includes the delivery of Young Peoples Counselling in the school settlement, enabling a confidential service, in the hopes of reducing mental health issues. RMES believes in stronger families and as such providing a public service in helping build stronger communities.

2 Income

	Unrestricted	Restricted		Unrestricted	Restricted	
	Funds	Funds	2022	Funds	Funds	2021
	£	£	£	£	£	£
(a) Donations and legacies						
Donations and gifts	1,479		1,479	135		135
Income tax recovery (Gift Aid)	1,752		1,752	22,211		22,211
Legacies			0			0
Grants	0	32,998	32,998	20,241	59,917	80,158
Subscriptions and sponsorships			0			0
Donated goods, facilities and services	-	-	0	-	-	0
Other income from donors		-	0		-	0
	<u>3,231</u>	<u>32,998</u>	<u>36,229</u>	<u>42,587</u>	<u>59,917</u>	<u>102,504</u>
(b) Charitable activities						
Counselling fees	198,410	-	198,410	193,448	-	193,448
Mediation and consultancy	21,298	-	21,298	24,804	-	24,804
Receipts from schools/colleges/ Locality teams	68,755	-	68,755	62,043	-	62,043
Other income	0	-	0	40	-	40
	<u>288,463</u>	<u>0</u>	<u>288,463</u>	<u>280,335</u>	<u>0</u>	<u>280,335</u>
(c) Other trading activities						
Charity Shop income	37,175	-	37,175	5,622	-	5,622
Fundraising income and Government support Covid	-	-	0	-	-	0
Other income - room hire		-	0		-	0
	<u>37,175</u>	<u>0</u>	<u>37,175</u>	<u>5,622</u>	<u>0</u>	<u>5,622</u>
(d) Investments						
Interest	596	0	596	1,224	0	1,224
Total income	<u>329,465</u>	<u>32,998</u>	<u>362,463</u>	<u>329,768</u>	<u>59,917</u>	<u>389,685</u>

Relate Mid & East Surrey
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

3 Expenditure

	Unrestricted Funds £	Funds £	Restricted 2022 £	Unrestricted Funds £	Funds £	Restricted 2021 £
(a) Charitable activities						
Staff costs	273,032	32,998	306,030	245,162	59,917	305,079
Premises and office overheads	59,561		59,561	53,358		53,358
Relate Federation Central cost	15,384		15,384	14,510		14,510
	<u>347,977</u>	<u>32,998</u>	<u>380,975</u>	<u>313,030</u>	<u>59,917</u>	<u>372,947</u>
(b) Other trading activities						
Charity Shop expenditure	24,960	-	24,960	22,520	-	22,520
Fundraising costs		-	0		-	0
	<u>24,960</u>	<u>0</u>	<u>24,960</u>	<u>22,520</u>	<u>0</u>	<u>22,520</u>
Total expenditure	<u>372,937</u>	<u>32,998</u>	<u>405,935</u>	<u>335,550</u>	<u>59,917</u>	<u>395,467</u>

4 Staff costs

	2022 £	2021 £
Wages and salaries	299,822	293,082
Social security costs	9,182	8,624
Pension costs (defined contribution pension plan)	3,476	3,373
	<u>312,480</u>	<u>305,079</u>

Average number of employees during the year:

The parts of the charity in which the employees work:

	2022	2021
Fundraising	1	1
Charitable Activities	42	43
Governance	8	8
Shop volunteers	31	35
	<u>82</u>	<u>87</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000

There were no payments, excluding reimbursement of expenses incurred on charitable business, made to trustees who comprise the Key Management Personnel in the year. (2022: £Nil)

Relate Mid & East Surrey

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022

5 Debtors	2022	2021
	£	£
Gift aid recoverable		
Trade debtors	35,033	32,834
Interest due	0	0
Prepayments and accrued income adjustments	161	3,850
	<u>35,194</u>	<u>36,684</u>

6 Cash at bank and in hand	2022	2021
	£	£
Short term deposits	165,266	189,812
Cash at bank and in hand	97,726	118,307
	<u>262,992</u>	<u>308,119</u>

7 Liabilities: amounts falling due within one year	2022	2021
	£	£
Accruals	0	432
Other creditors	22,350	25,063
	<u>22,350</u>	<u>25,495</u>

8 Analysis of net assets by fund	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
			2022			2021
			£			£
Current assets	298,186	-	298,186	333,286	11,517	642,989
Current liabilities	(22,350)		(22,350)	(25,495)		(47,845)
	<u>275,836</u>	<u>0</u>	<u>275,836</u>	<u>307,791</u>	<u>11,517</u>	<u>595,144</u>

Relate Mid & East Surrey

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

9 Analysis of fund movements during the year

2022	Bal b/f	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/f
	1.4.21					31.3.22
	£	£	£	£	£	£
Reserves						
Unrestricted	307,791	329,465	(372,937)	-	-	264,319
Restricted	11,517	32,998	(32,998)	-	-	11,517
	<u>319,308</u>	<u>362,463</u>	<u>(405,935)</u>	<u>-</u>	<u>-</u>	<u>275,836</u>
2021	Bal b/f	Income	Expenditure	Other gains/ (losses)	Transfers	Bal c/f
	1.4.20					31.3.21
	£	£	£	£	£	£
Reserves						
Unrestricted	313,573	329,768	(335,550)	-	-	307,791
Restricted	11,517	59,917	(59,917)	-	-	11,517
	<u>325,090</u>	<u>389,685</u>	<u>(395,467)</u>	<u>-</u>	<u>-</u>	<u>319,308</u>

10 Fees for examination of the accounts

The independent examiner's fees for examination of the accounts was £432 (2021:£432)

11 Taxation

The charity is a registered charity and as such its income and gains falling within Sections 471 to 489 of the Corporation Tax Act 2010 or Section of the Taxation of Chargeable Gains Act 1992 are exempt from corporation tax to the extent that they are applied to its charitable objects

12 Commitments

There were no capital commitments at 31 March 2022 (2021 :nil)

13 **Trustees and Related Party
Transactions**

Trustees are considered to be related parties. None of the trustees have received any remuneration or received any other benefits from an employment with Relate Mid & East Surrey or any other related entity.

Trustees and individual liability insurance is covered under the Public Liability section of our charity's insurance. No Trustees expenses have been incurred.

14 **Defined contribution scheme**

Relate Mid & East Surrey operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost and charge represents contributions payable by the charity to the fund or to separate schemes in which employees are members and amounted to £3,476 (2021: £3,373)



RECOGNITION AND APPRECIATION OF SPONSERS

The Executive and staff would like to thank the following people and organisations for their support and donations during the year.

Community Foundation for Surrey - Emergency Coronavirus Fund
Community Foundation for Surrey - Laptops
Coronavirus Job Retention Scheme
Epsom & Ewell Borough Council
Government Community Support Fund
Reigate & Banstead BC discretionary grant
Reigate & Banstead Borough Council
Surrey County Council
Tesco Bags of Help
Waitrose Caterham Community Matters

All other people who gave their time freely in support of Relate Mid & East Surrey

INFORMATION

Relate Mid & East Surrey offers 6 key services in Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge.

- Relationship counselling (adults)
- Sexual Therapy (PST)
- Young Peoples Counselling (YPC) for young people aged 11 to 21
- Family counselling
- Education & Learning
- Mediation

Service Quality

All our practitioners are trained and supervised, and we work to Relate service specification standards. We work to Relate National Federation and BACP code of ethics. All our work is monitored, and we obtain feedback from our clients who consistently rate the service highly in respect of our capacity to increase their understanding and make positive changes in their relationships.

Epsom and Reigate's counselling hours are:

- 9am – 10pm Monday – Thursday
- 9am– 2pm Friday
- 9am– 1pm Saturday

Telephone:

- Reigate 01737 245212
- Epsom: 01372 722976

Addresses:

- Reigate: 44c Church Street, Reigate, Surrey RH2 0AJ
- Epsom: 92b High Street, Epsom, Surrey KT19 8BJ

Charity Shop

- Relate Mid & East Surrey Charity Shop, 2 Trehaven Parade, Woodhatch, Reigate, RH2 7LL
- Opening times 10am-4.30pm Monday to Friday and 10am-1pm Saturday

Schools & Colleges we offer counselling and courses in:

- The Beacon School (Discontinued)
- East Surrey College
- Epsom and Ewell School
- Howard of Effingham School
- Oxted School
- Reigate College
- Warwick School

For further details please visit our web site

www.relate-mid-surrey.co.uk