

# 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**

**Contents**

	<b>Page</b>
Statement of common purpose	3
Members, staff, and volunteers	4-6
Directors'/Executive's report	7-9
Statement of Directors'/Executive's responsibilities	10
Management Report	11-15
Treasurer's report for the year ended 31st March 2022	16-18
Independent Examiners report to the Trustees of Relate Mid & East Surrey	19
Financial statements for the year ended 31st March 2022	20-28
Recognition and appreciation of sponsors	29
Information about Relate Mid & East Surrey	30



## 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.

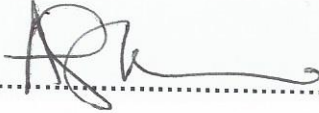
We would like to thank those who have supported us through grants. Our main sponsors include.

- 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 31<sup>st</sup> 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

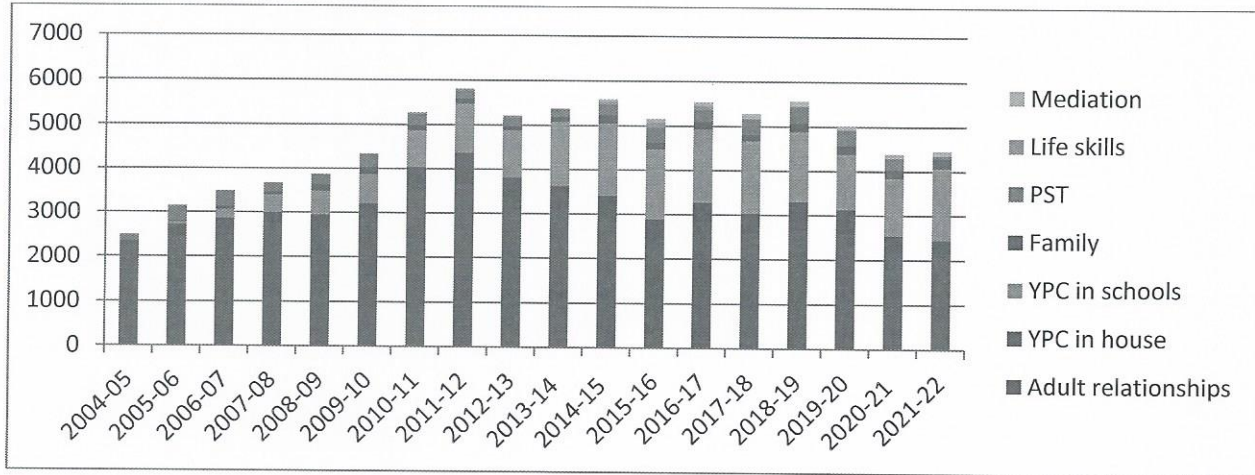
### 7.Federation Collaboration

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 31<sup>st</sup> 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

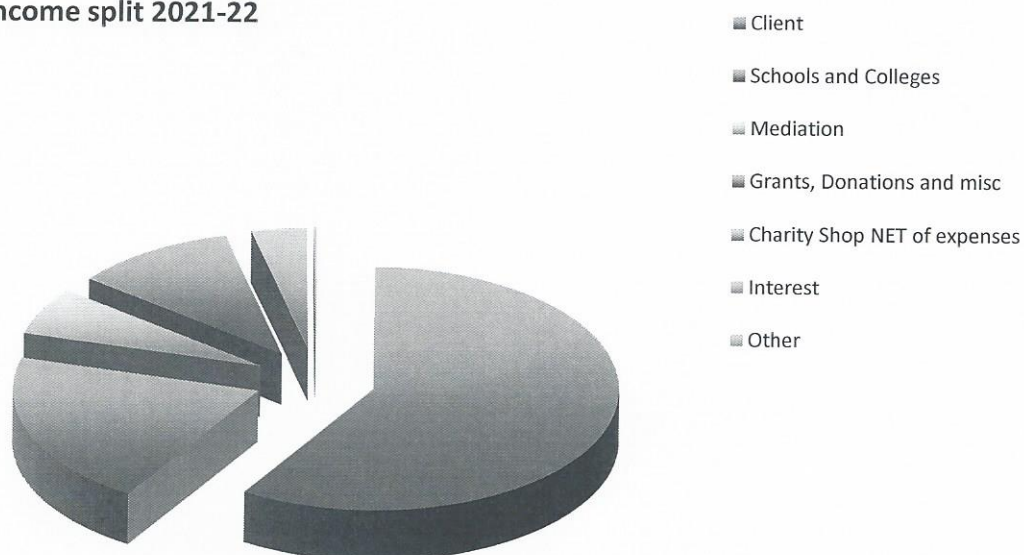
### Contingencies and consequences



## RELATE MID & EAST SURREY

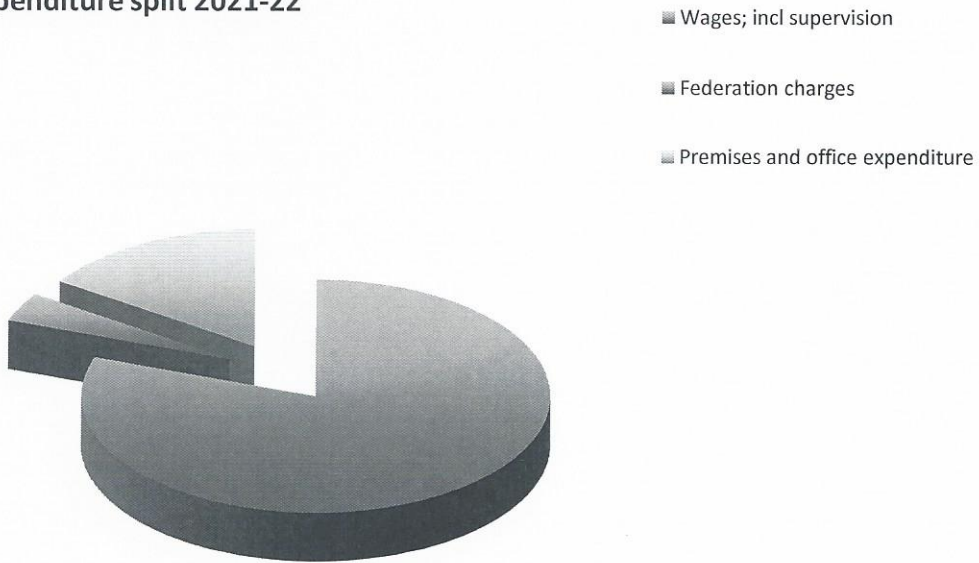
- Counsellors, the supervisors, management and administration team quickly adopt new ways of working.
- Redevelopment of shop, both interior and management.
- Schools continuing to give their students access to counselling and committed to fulfilling their current contract and paying for the service 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**

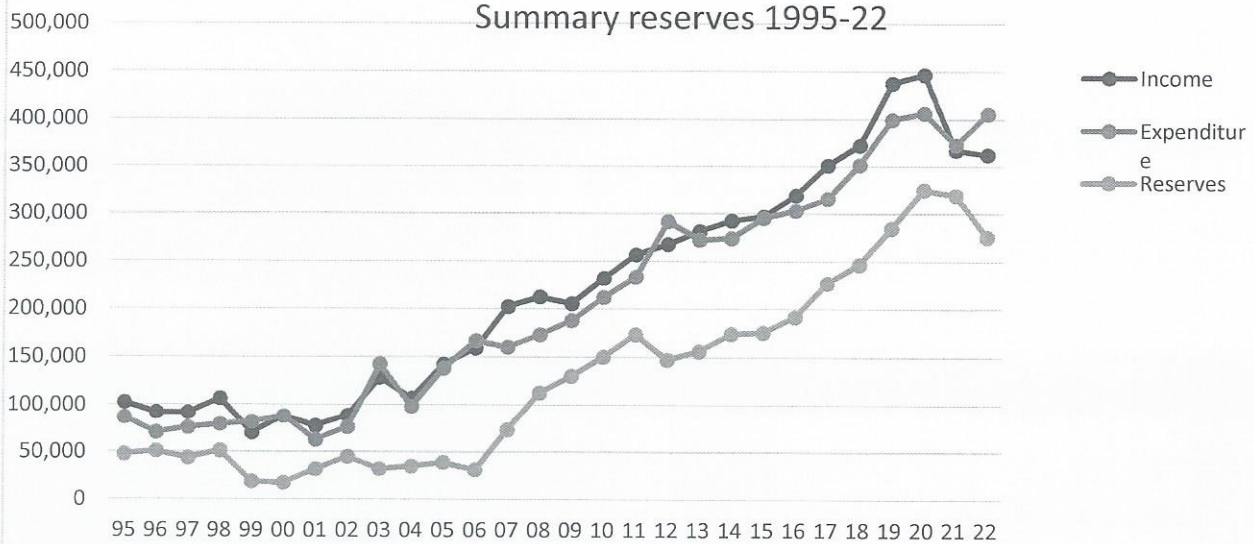


## RELATE MID & EAST SURREY

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 £
<b>Income from:</b>							
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
<b>Total income</b>		<b>329,465</b>	<b>32,998</b>	<b>362,463</b>	<b>329,768</b>	<b>59,917</b>	<b>389,685</b>
<b>Expenditure on:</b>							
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
<b>Total expenditure</b>		<b>372,937</b>	<b>32,998</b>	<b>405,935</b>	<b>335,550</b>	<b>59,917</b>	<b>395,467</b>
<b>Net income/(expenditure)</b>		<b>(43,472)</b>	<b>0</b>	<b>(43,472)</b>	<b>(5,782)</b>	<b>0</b>	<b>(5,782)</b>
Transfers between funds		-	-	-	-	-	-
<b>Net movement in funds</b>		<b>(43,472)</b>	<b>0</b>	<b>(43,472)</b>	<b>(5,782)</b>	<b>0</b>	<b>(5,782)</b>
Funds brought forward at 1 April 2021		307,791	11,517	319,308	313,573	11,517	325,090
<b>Funds carried forward at 31 March 2022</b>		<b>264,319</b>	<b>11,517</b>	<b>275,836</b>	<b>307,791</b>	<b>11,517</b>	<b>319,308</b>

**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
		£	£
<b>Current assets</b>			
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>
<b>Liabilities: amounts falling due within one year</b>			
Creditors	7	(22,350)	(25,495)
		<u>275,836</u>	<u>319,308</u>
<b>Net current assets</b>			
		<u>275,836</u>	<u>319,308</u>
<b>Liabilities: amounts falling due after one year</b>			
Creditors		-	-
		<u>275,836</u>	<u>319,308</u>
<b>Net assets</b>	8	<u>275,836</u>	<u>319,308</u>
<b>Funds</b>			
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) <b>Donations and legacies</b>						
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) <b>Charitable activities</b>						
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) <b>Other trading activities</b>						
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) <b>Investments</b>						
Interest	596	0	596	1,224	0	1,224
<b>Total income</b>	<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 £
<b>(a) Charitable activities</b>						
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>(b) Other trading activities</b>						
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>
<b>Total expenditure</b>	<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>
<b>Average number of employees during the year:</b>	<b>2022</b>	<b>2021</b>
<b>The parts of the charity in which the employees work:</b>		
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
	£	£	£	£	£	£
<b>Reserves</b>						
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>
<b>2021</b>	<b>Bal b/f</b>	<b>Income</b>	<b>Expenditure</b>	<b>Other gains/ (losses)</b>	<b>Transfers</b>	<b>Bal c/f</b>
	1.4.20					31.3.21
	£	£	£	£	£	£
<b>Reserves</b>						
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](http://www.relate-mid-surrey.co.uk)