



## 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

<p><b>DIRECTORS</b></p> <ol style="list-style-type: none"> <li>1. Clive Charig – Chairman (Appointed 2014)</li> <li>2. Alexis Abed (Appointed July 2021)</li> <li>3. Naomi Burger (Appointed Nov 2019)</li> <li>4. Jo Cawthorne (Appointed Jan 2014, Resigned Oct 2024)</li> <li>5. Amy Lewis (Appointed May 2018, Resigned Oct 2024)</li> <li>6. Funmi Onamusi (Appointed July 2021, Resigned Nov 23)</li> <li>7. Susan Soar (Appointed Jan 2024)</li> <li>8. Hazel Wright (Appointed Jan 2024, Resigned March 24)</li> <li>9. Amit Patel (January 2024)</li> <li>10. Jai Gohill (Appointed Jan 2024)</li> <li>11. Ruth Lake (Appointed July 2024)</li> </ol> <p><b>CEO</b></p> <ol style="list-style-type: none"> <li>1. Abigail Stokes (Appointed April 2022, Resigned Oct 2024))</li> </ol>	
<p><b>SUPERVISORS</b></p> <ol style="list-style-type: none"> <li>1. Sharon Reynolds</li> <li>2. Barbara Wilkinson</li> </ol>	
<p><b>COUNSELLORS</b></p> <ol style="list-style-type: none"> <li>1. Jessica Doyle</li> <li>2. Terry Charig</li> <li>3. Katharine Coode</li> <li>4. Patricia Dobbe</li> <li>5. Sofi Robinson (Retired May 23)</li> <li>6. Teena Shami</li> <li>7. Andrea Simson (Leaver Feb 24)</li> <li>8. Irene Stock</li> <li>9. Nurten Tyson</li> <li>10. Christopher Watson (Leaver Dec 23)</li> <li>11. Annie Leach</li> <li>12. Yasmin Rahemtulla</li> <li>13. Jillian Hoppins (Leaver Dec 23)</li> <li>14. Perry Pearman (Leaver Jun 24)</li> <li>15. Anna Scott (Leaver Apr 24)</li> <li>16. Ingrid Marsh (Leaver Jun 24)</li> <li>17. Julie Bickerdike</li> <li>18. Jeanne Neil Boss</li> <li>19. Omei Riches</li> <li>20. Alice Sinkinson</li> <li>21. Sarah Farrell</li> </ol>	

## 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.

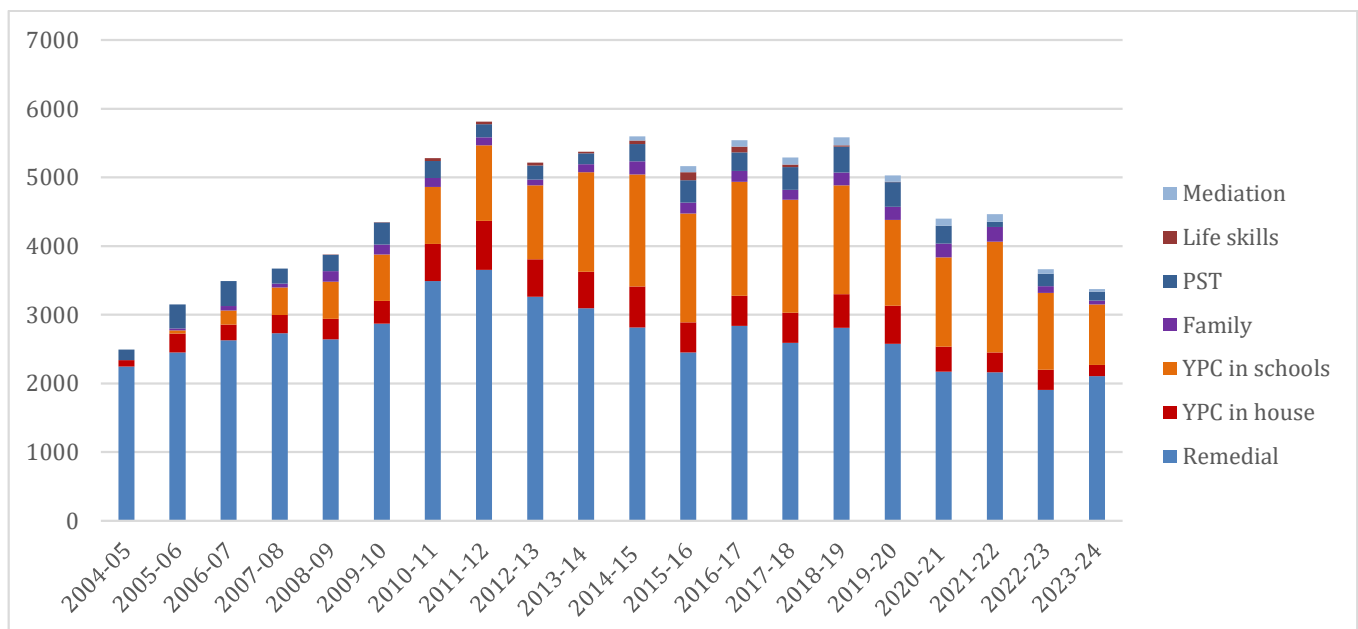
## 7. Federation Collaboration

**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 31<sup>st</sup> 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

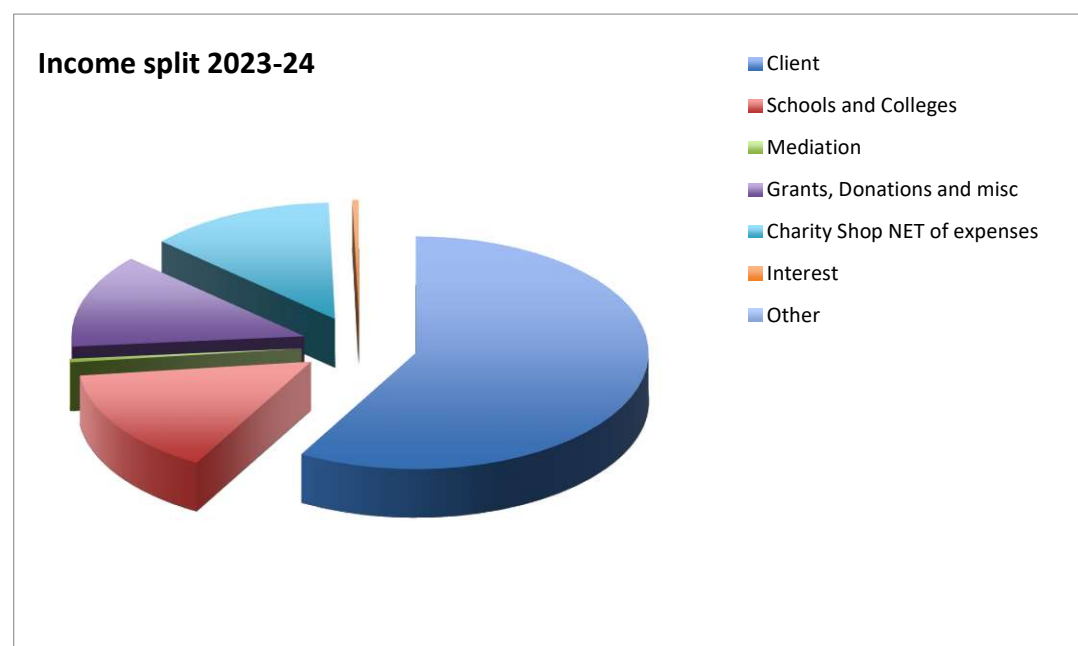
- A downturn in client take up
- The ability of clients to afford counselling fees.
- Retention of counselling staff
- Reduced local volunteers at the charity shop meaning reduced hours that shop is open resulting in subsequent lost income
- Succession planning for the charity shop management
- Schools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



## TREASURER'S REPORT - continued

### Contingencies and consequences

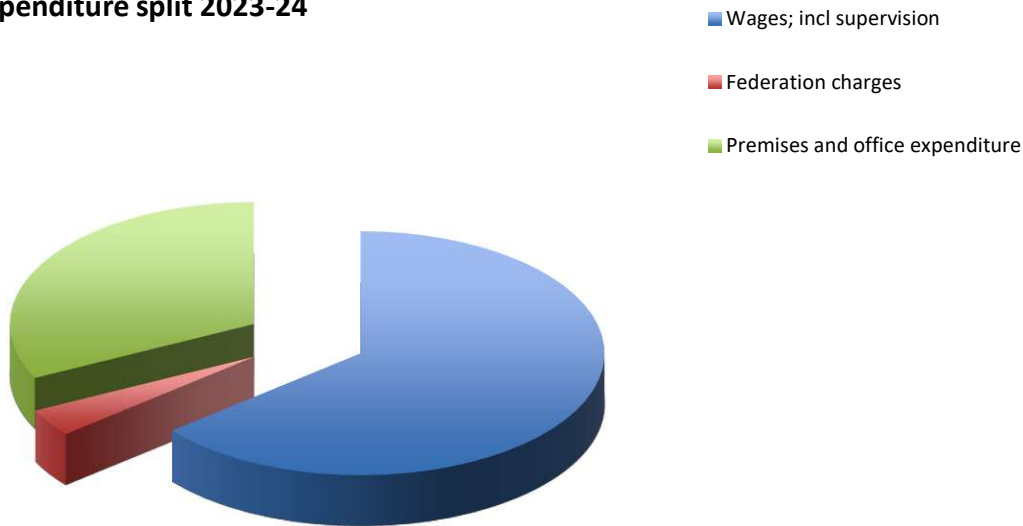
- Management looking at new income streams
- Utilisation is a key priority and management will learn from best practice at other Relate centres
- Management and the shop manager need to look into succession planning for the charity shop management
- Schools continuing to give their students access to 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.



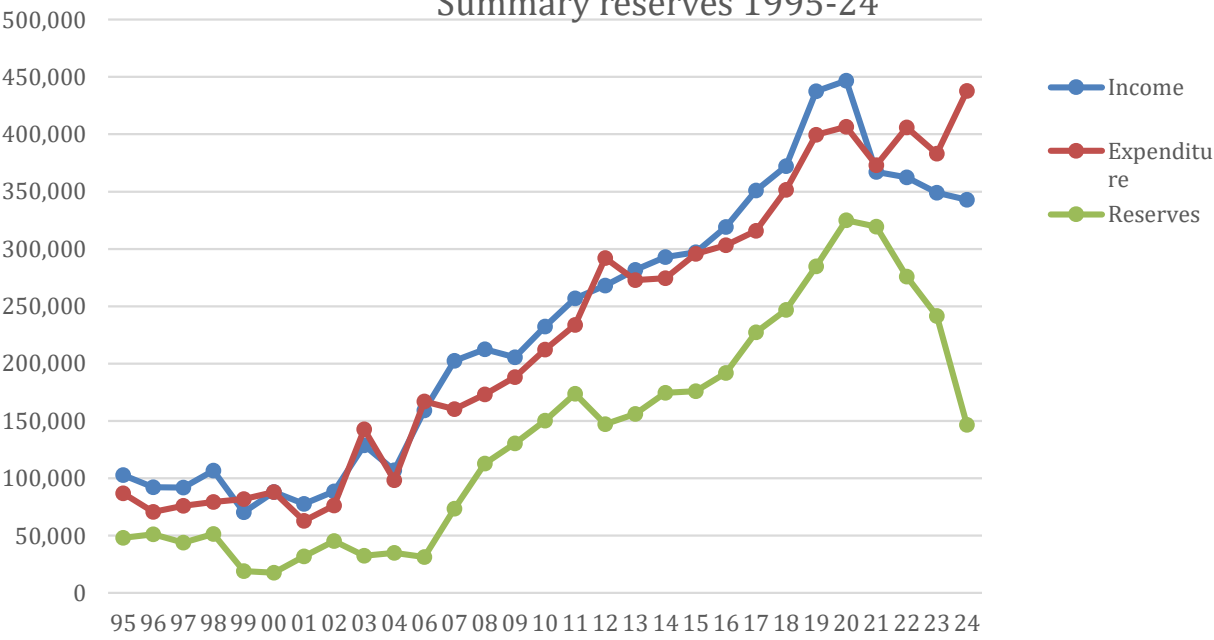
RELATE MID & EAST SURREY LTD



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 £
<b>Income from:</b>									
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
<b>Total income</b>		300,969	41,925	342,894	316,989	31,933	348,922	362,463	389,685
<b>Expenditure on:</b>									
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
<b>Total expenditure</b>		395,846	41,925	437,771	351,254	31,933	383,187	405,935	395,467
<b>Net income/(expenditure)</b>		-94,877	0	-94,877	-34,265	0	-34,265	-43,472	-5,782
Transfers between funds		11,517	-11,517	-	-	-	-	-	-
<b>Net movement in funds</b>		-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
<b>Funds carried forward at 31 March 2024</b>		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
		£	£
<b>Current assets</b>			
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
		<hr/>	<hr/>
		170,804	263,064
<b>Liabilities: amounts falling due within one year</b>			
Creditors	7	-24,109	-21,492
		<hr/>	<hr/>
<b>Net current assets</b>		146,695	241,572
		<hr/>	<hr/>
<b>Liabilities: amounts falling due after one year</b>			
Creditors			
		<hr/>	<hr/>
<b>Net assets</b>	8	146,695	241,572
		<hr/>	<hr/>
			-
<b>Funds</b>			
Unrestricted reserves		146,695	230,055
Restricted reserves			11,517
		<hr/>	<hr/>
	9	146,695	241,572
		<hr/>	<hr/>
			-

# 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	Restricted		Unrestricted	Restricted	
	Funds	Funds	2024	Funds	Funds	2023
	£	£	£	£	£	£
(a) <b>Donations and legacies</b>						
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) <b>Charitable activities</b>						
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) <b>Other trading activities</b>						
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) <b>Investments</b>						
Interest	1,512	0	1,512	991	0	991
	<u></u>	<u></u>	<u></u>	<u></u>	<u></u>	<u></u>
<b>Total income</b>	<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) <b>Charitable activities</b>						
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) <b>Other trading activities</b>						
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>
<b>Total expenditure</b>	<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	<b>Staff costs</b>	<b>2024</b>	<b>2023</b>
	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>
	<b>Average number of employees during the year:</b>	<b>2024</b>	<b>2023</b>
	<b>The parts of the charity in which the employees work:</b>		
	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

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

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

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

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



# 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
<b>2024</b>	<b>01.04.23</b>					<b>31.03.24</b>
	£	£	£	£	£	£
<b>Reserves</b>						
Unrestricted	230,055	300,969	(395,846)	-	11,517	146,695
Restricted	11,517	41,925	(41,925)	-	-11,517	
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	241,572	342,894	(437,771)	-	-	146,695
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>2023</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>
	<b>01.04.22</b>					<b>31.03.23</b>
	£	£	£	£	£	£
<b>Reserves</b>						
Unrestricted	264,319	316,989	(351,254)	-	-	230,055
Restricted	11,517	31,933	(31,933)	-	-	11,517
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	275,836	348,922	(383,187)	-	-	241,572
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

## 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](http://www.relatemidandeastsurrey.co.uk)