Relationship and Family Therapy (RAFT) Ltd

England & Wales · Charity number 1120017

Details

Other names	RELATE BOURNEMOUTH POOLE & CHRISTCHURCH
Status	Registered
Legal form	Charitable company
Company number	06109030
Registered	2007-07-11
Register	View on the Charity Commission register

Contact

Address	1 Stratfield Saye 20-22 Wellington Road Bournemouth
Phone	01202311231
Email	office@relate-bournemouth.org.uk
Website	www.relate-bournemouth.org.uk

Activities

Objects: TO EDUCATE THE PUBLIC CONCERNING THE BENEFITS OF SECURE COUPLE RELATIONSHIPS, MARRIAGE AND FAMILY LIFE IN ORDER TO IMPROVE THE EMOTIONAL, SEXUAL AND SPIRITUAL WELL-BEING OF INDIVIDUALS WHICH IS DERIVED FROM COMMITTED RELATIONSHIPS.(FOR MORE DETAILS SEE CLAUSE 4 OF ARTICLES)

Activities: RELATE BOURNEMOUTH PROVIDES A RANGE OF SERVICES TO PROMOTE AND SUPPORT RELATIONSHIPS. THESE SERVICES INCLUDE RELATIONSHIP COUNSELLING, FAMILY COUNSELLING, SEX THERAPY, SERVICES FOR CHILDREN AND YOUNG PEOPLE. EMOTIONAL SUPPORT SERVICES, LIFESKILLS TRAINING AND DEVELOPMENT AND MEDIATION.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, The General Public/mankind

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Geography

- **Area of benefit:** BOURNEMOUTH
- Bournemouth
- Dorset
- Hampshire
- Poole

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£193,627	£194,477	-	-
2024-03-31	£149,521	£173,155	-	-
2023-03-31	£197,226	£182,320	-	-
2022-03-31	£185,596	£171,563	-	-
2021-03-31	£159,145	£163,545	-	-

Trustees

Name	Role	Appointed
Richard Cook	Chair	2018-03-15
ANNE CLARKSON		2018-10-29
Dorothy Brown		2019-09-13
Jackie Reeves		2018-08-20
Nicole Jessop		2023-04-18
Pauline Wheeler		2018-10-29

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Relationship and Family Therapy (RAFT) Ltd

England & Wales - Charity number 1120017

Accounts

Annual Report

Year ending 31st March 2025



Relate
Bournemouth, Poole & Christchurch

Message from our Chair



It's been quite a year for our charity, one filled with both significant challenges and important decisions that will shape our future. The cost of living crisis has affected many of the families we support, making our charitable delivery even more vital.

I'm pleased to share that we reached an all-time high of 66.7% charitable delivery in June, and maintained an average of 50.8% across the year overall. This demonstrates our continued commitment to ensuring cost isn't a barrier to accessing the support people need.

February brought unexpected disruption when flooding hit our premises, but it was the insolvency of Relate National in November and Family Action takeover that presented us with a defining moment. Rather than simply accepting change imposed from outside, we chose to chart our own course. After careful consideration, we made the decision to relaunch and rebrand as Relationship and Family Therapy (RAFT) Ltd as of 1st April 2025. This transformation creates new opportunities, and allows us to better serve our beneficiaries whilst preserving many years of expertise and community connections. We're in consultation with other centres making similar moves, with hopes of creating a new collaborative network under Relationships England and Wales.

Change always brings uncertainty, but I'm genuinely excited about what lies ahead. Our office team, counsellors, volunteers, supervisors, leadership and everyone who keeps us going have shown remarkable resilience throughout these challenges. You're all part of something we can be truly proud of. The future of RAFT looks bright, and I can't wait to see what we achieve together.



The trustees present their report and financial statements for the year to 31st March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the charitable company's memorandum and articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities issued on 16 July 2014 (SORP 2015 (FRSSE).

Our Mission

To enhance the quality of couple and parental family relationships

To help relationships, marriages and civil partnerships withstand the pressures leading to breakdown

To help make living, working and being with other people, a better experience for our clients, at every stage of life

To limit the damage which commonly accompanies failing relationships, separation and divorce and increase the prospect of subsequent relationships succeeding.

To deliver services with cultural sensitivity and without discrimination. To operate fully within an equal opportunities policy and promote anti-discriminatory practice.

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Our service delivery demonstrates excellence in practice, inclusiveness and respect for clients, stakeholders, employees and volunteers

We believe...

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Children thrive in families where relationships are positive and free from destructive conflict

People gain from an understanding of their sexuality

Performance

This Annual Report examines what we have achieved and the outcomes of our work in the previous 12 months. The report looks at the success of our key activities and the benefits they have brought to the people we are set up to help. It helps us ensure our activities remain focussed on our stated purpose. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit to ensure our previous and planned activities will contribute to the aims and objectives we have set.

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Our Relate centre is an organisational member of the BACP, adhering to their ethical guidelines as well as Relate National's service specifications. The impact on the lives of clients is demonstrated in feedback from our clients gathered through our in-house survey as well as nationally recognised outcomes-measures.

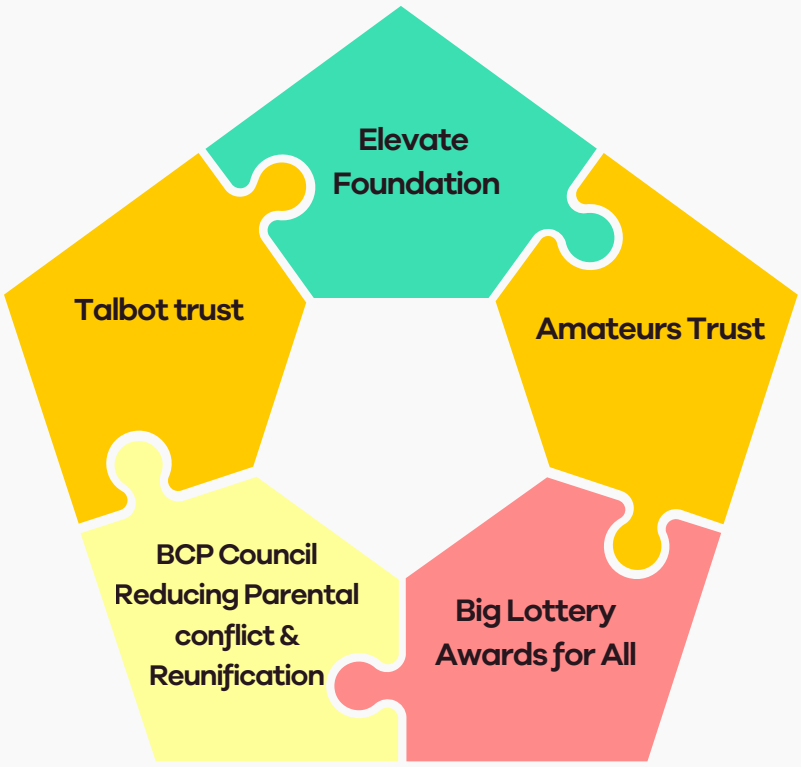
Charitable Value

This year, we have worked hard to maintain our charitable offer, with over 50% of our counselling sessions being partially or fully funded.



We have delivered 790 sessions of counselling thanks to the generous donations from Elevate Foundation, the Big Lottery and the Amateurs Trust. We have expanded our Family Coaching service, delivering Local Authority funded support for children returning from care to their birth families and coaching for their parents/ carers.

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Beneficiaries

Funding from trusts and grant-giving bodies in 2024-25 enabled us to provide fully funded and low cost counselling services to the following beneficiaries:

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School Partners

This year, we provided counselling services to schools across BCP. Partner schools include: Bourne Academy, St Aldhelm's Academy, Jewell Academy, Mudeford, Longfleet Primary and St Peter's Catholic Secondary School; delivering a total of 790 sessions across all schools and our centre.



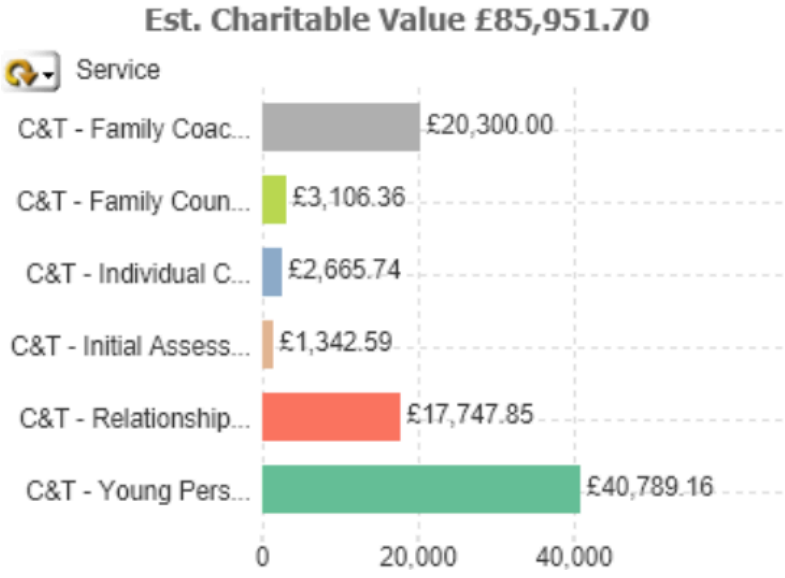


National Partners

Our Charity provide fully and partially funded counselling to individuals, couples, families and children in partnership with the following trusts:

Royal Navy & Royal Marines Charity
Seafarers Charity
Royal Air Force Benevolent Trust
Bank Workers Charity
Chartered Accountants Benevolent Association (CABA)
Charity for Civil Servants
Grocery Aid
The Brain Tumour Charity
The Retail Trust
Licensed Trade Charity

Delivery of partner-funded and bursary sessions for the financial year ending 31st March 2025



We have successfully reduced financial barriers to accessing our services in 2024-25. Our charitable delivery target of 50% has exceeded self-funded sessions over the past year. In total, we have spent £85,952 on delivering funded and subsidised sessions to low-income families. This compares to £83,303 income generated through self-funded appointments. The national partners are complimented by local partners, creating a more sustainable source of income and referrals.



Service Delivery

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We delivered 932 sessions of relationship counselling including 89 initial consultations. This service supports people's relationships by helping them discuss their feelings, attitudes and expectations, offering assistance with communication and problem solving.

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Family Coaching

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Individual Counselling

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In total our centre delivered a total of 2203 sessions in 2024-25 compared to 2255 sessions in 2023-24.

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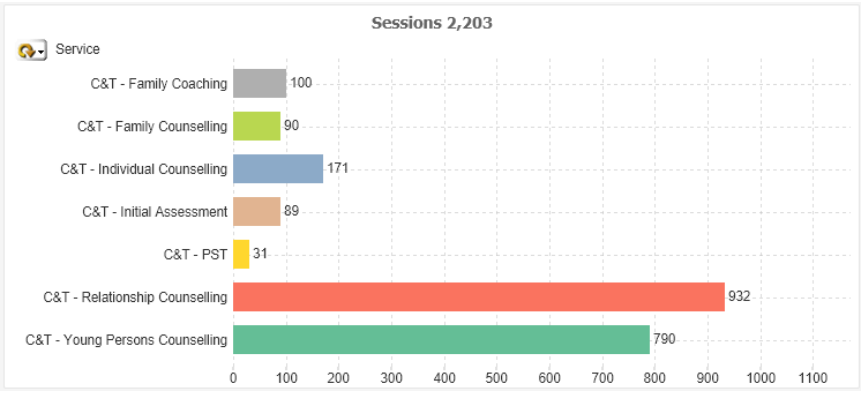
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Counselling Sessions



What our Young Clients Have to Say...

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I am able to talk about my feelings instead of bottling them all up.

66% of young people rated our service as 'Excellent'.

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Counselling has made me feel a lot better. I use the tips a lot and feel much better

Counselling provided an outlet for me until the CAMHS referral came through

Client Children & Young People's survey 2024-25

Feedback from Families...

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Our coach was amazing. It felt like she had all the time in the world for a family that never stops.

88% of families rated our coaching service as 'Excellent', with 11% rating it as 'Good'

We are now able to more positively manage our son in a crisis

Now we make an effort to sit down together and talk about things in a way we didn't before. We've noticed changes in the family dynamic as a whole

Our coach was fantastic. I learned how to respect myself and set boundaries.

Financial Summary

Reserves

The reserves policy should reflect three months running costs, which currently stands at £19,500 (3 months of £6,500 fixed costs). At year end, the reserves remained at £22,850 as at 31st March 2025. This financial position is being reviewed on a monthly basis. In addition, there is a designated Building Fund reserve of £8,391 following a £2,000 spend on a replacement boiler. We hold reserves in CAF Bank, a subsidiary of the Charities Aid Foundation.

Principal Funding Sources

The principal funding sources for the charity are currently from client contributions, trust fundraising and spot purchasing from local schools and authorities.

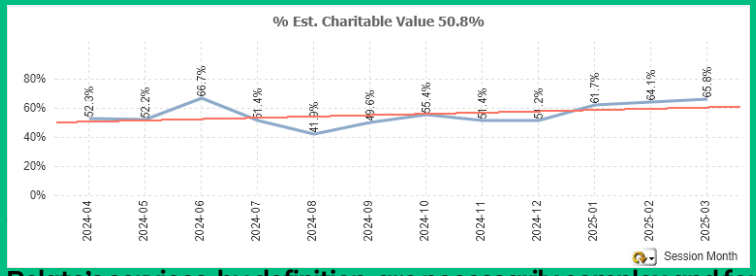
Public Benefit

The Trustees confirm that they have complied with the duty to give due regard to the Charity Commission's general guidance on public benefit. The work of the Charity is to prevent harm or further distress resulting from relationship breakdown and to educate the general public on matters pertaining to these issues. It is not considered that the Charity's activities include any detriment to beneficiaries or that they convey any significant incidental private benefit to those governing the Charity. By fundamental definition, the charity's beneficiaries; families under stress, or in relationship crisis, are the public. All counselling services rarely cover their costs. The Department for Education's Evaluation of Relationship Services estimated the cost to provide one hour of counselling was £78. . These deficits are made up by a small gift aid stream from clients who make full contributions of £70 per supplied hour and by generating funds in other services to underpin the core services provided. The Relationship Foundation's research on the cost to society of relationship breakdown, showed that, by reducing the risk of couples separating, every £1 spent on relationship counselling could save the public purse up to £11.50.

Subsidy

As detailed in this report, Relate Bournemouth, Poole and Christchurch provides subsidised and fully funded counselling sessions using funds raised in the form of grants, donations and Gift Aid. The Charity also provides fully funded services to individuals, couples and families through both local and national contracts, such as employee assistance programmes and welfare services. The past year has seen growth in our charitable work in proportion to our self-funded client income.

Charitable Value 2024-25



Relate's services, by definition, are necessarily complex and for the most part the Board (which is entirely comprised of volunteers) is not able to agree to the deployment of volunteers in clinical or educational work, with the exception of individuals participating in a Relate accredited course. The centre currently has 2 volunteer counsellors.

Structure, Governance & Management

Governing Document

Relate Bournemouth, Poole and Christchurch is a charitable company limited by guarantee; incorporated 1st April 2008 and Registered as a Charity 1st April 2008. The company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed by its Articles of Association, which were ratified on 15th July 2010 to bring them in line with Relate as a Federation. Strategic, financial and policy decisions are exclusively taken by the individual Charity at quarterly Board meetings. Operational issues are address in supervision between the Chair and CEO, decisions are made and reported to the Board at Executive meetings. The Chairman supervises the work of the CEO and receives the financial reports.

Finance Meetings

The CEO, Treasurer and Management Accountant meet on a regular basis. The purpose of this meeting is to examine the draft management accounts, to look at variances against budget and in activity, to examine cash flow demands and income streams. Additionally, it is an opportunity to answer any queries for the financial staff. Once this group has agreed the figures they are presented to the Main Board every quarter.

Service Management

The CEO is Claire Ranford, who is responsible for reporting to the Board on issues of Finance, HR, Quality Control, Service Delivery, Safeguarding and Development. Claire is a registered member of NCPS and a qualified Clinical Supervisor. She is responsible for managing and developing existing contracts, developing business ideas and is the public face of the Charity. Our BACP Registered / Accredited Clinical Supervisors are Helen Strickland and Lindsey Flack. The Centre's Senior Practice Consultant is Sue Armstrong. The Clinical Supervisors, Senior Practice Consultant and CEO work closely to maintain high standards and look for areas of improvement within our clinical practice. All our practitioners are registered on the Relate Practitioner Directory, who vet and monitor staff and volunteer DBS checks, professional membership, qualifications, supervision and Continuing Professional Development training certificates.

In the interests of achieving a sustainable team of practitioners, whilst improving service quality, over the past year, we have successfully recruited 7 new Counsellors. We have also provided placements to 3 trainee counsellors (including couples, children and young people's therapy). We have increased workforce capacity by supporting existing Counsellors through provision of placements for additional specialist qualifications.

Plans for the Future

Meeting the Needs of our Communities

We are committed to inclusion and striving to better meet the needs of those affected by the cost of living crisis. We aim to sustain continued growth in the percentage of funded and subsidised counselling sessions. We are aiming for 60% of total delivery.

Fundraising

We will continue to seek funding for schools-based counselling and for sustained subsidies for low income families. We plan to apply for core funding to sustain the growth of the charity.

Inclusion

We are striving to better represent the community that we serve by recruiting Counsellors, staff and Trustees from diverse backgrounds. We plan to improve access to therapy through increasing our offer of languages for non-English speaking clients.

Recruitment

We will recruit to meet the growing demand for our services, ensuring we have a pipeline of couples, family and children's counsellors. We will increase our workforce of Family Coaches to deliver our Reducing Parental Conflict and Reunification projects in partnership with Bournemouth, Christchurch and Poole Council.

Building Relationships

We plan to extend our reach of partnerships by developing our relationships with local collaborations, charities, agencies and statutory sector partners including BCP Council and health sector providers. We are looking to invest in forging a new network of relationship counselling providers following the insolvency of Relate National in November 2024.

Be More Visible

We will promote our re-branded Charity at local networking events and meetings, improve our social media presence and continue to deliver Continuing Professional Development training for local and national organisations.



Board of Trustees

Trustee Appointments

An appointment of a new Trustee is a formal process. Once an interested party is identified (such as via a public speaking event or networking) the person(s) are invited to information briefings which are usually held by the CEO and at least one Trustee. If after this process, the person concerned wishes to apply they are supplied with good practice guides from the Charity Commission on Trusteeship and Responsibilities, relevant business plan(s), annual reports / accounts, a person specification and a job description. Upon receipt of a completed application form, the Chair or Vice Chair will meet with the applicant and determine suitability on the basis of skills, Board needs, time available and commitment. If successful, references and a DBS check will be undertaken and parties invited to attend meetings as an observer. Once all matters are satisfactory an invitation to become a Director is made and the relevant Companies House information completed. Whilst this process is lengthy, it has led to long-term commitment from people who can contribute to the quality and effectiveness of the organisation and add value to its service delivery. Our trustees may serve for a maximum of 8 years and we are delighted that many stay to give this length of invaluable service.

Trustee Training

Trustee training is dependent on need. Trustees have attended conferences and local Community Voluntary Services events; Monthly updates from Charity Lawyers and HR Professionals are shared. The agency subscribes to Third Sector publications and attempts to send a representative to at least one National Council for Voluntary Organisations learning event per annum, with information being cascaded, shared or implemented. Relate also recognises the training brought to the Board by Trustee's other roles, some of which is extensive, given annual requirements for Continuous Professional Development.

Report Approval

Small Company Provisions

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

This Report was approved by the Board on :

Company registration number: **06109030**
Registered Charity: **1120017**

Relate Bournemouth, Poole and Christchurch

REPORT AND UNAUDITED ACCOUNTS

For the year ended 31 March 2025

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LEGAL AND ADMINISTRATIVE INFORMATION

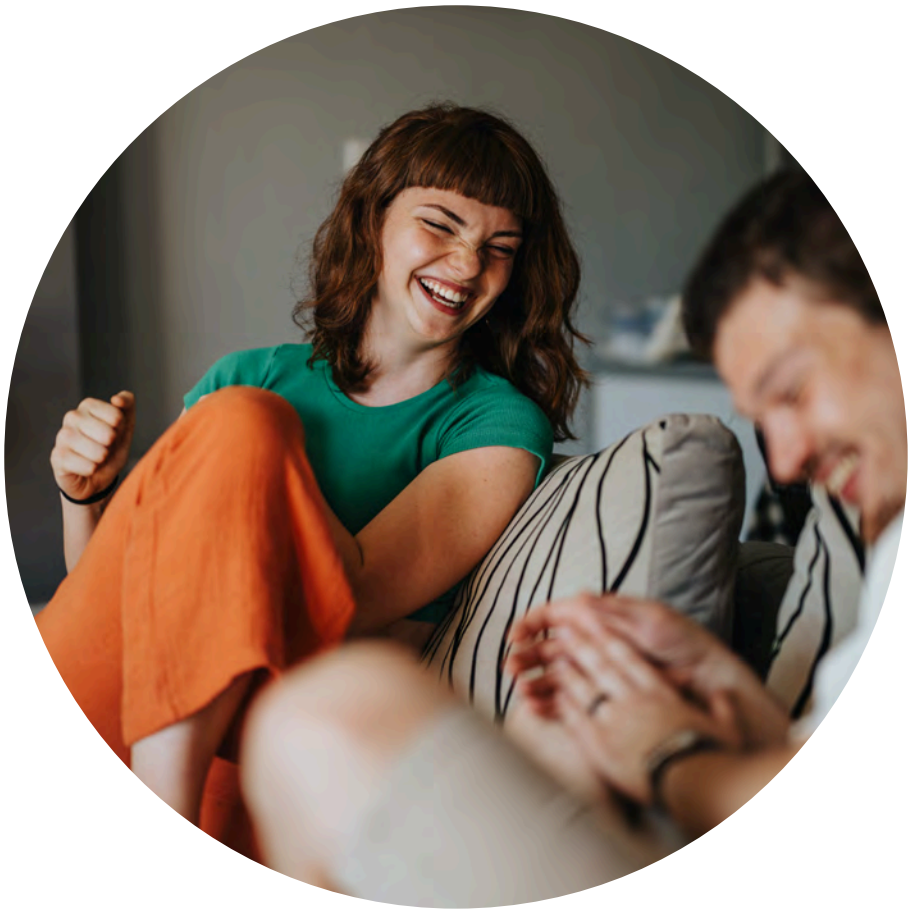
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Trustees	Nicole Jessop Anne Clarkson Richard Cook Jacqueline Reeves Dorothy Brown Debra Clark Pauline Wheeler
Registered office	1 Stratfield Saye 20-22 Wellington Road Bournemouth Dorset BHS SJN United Kingdom
Bankers	CAF Bank
Accountant	HJ Accounts Management Ltd 45 Ensbury Avenue Bournemouth Dorset BH10 4HF United Kingdom

Annual Report

Year ending 31st March 2025



Relate
Bournemouth, Poole & Christchurch

Message from our Chair



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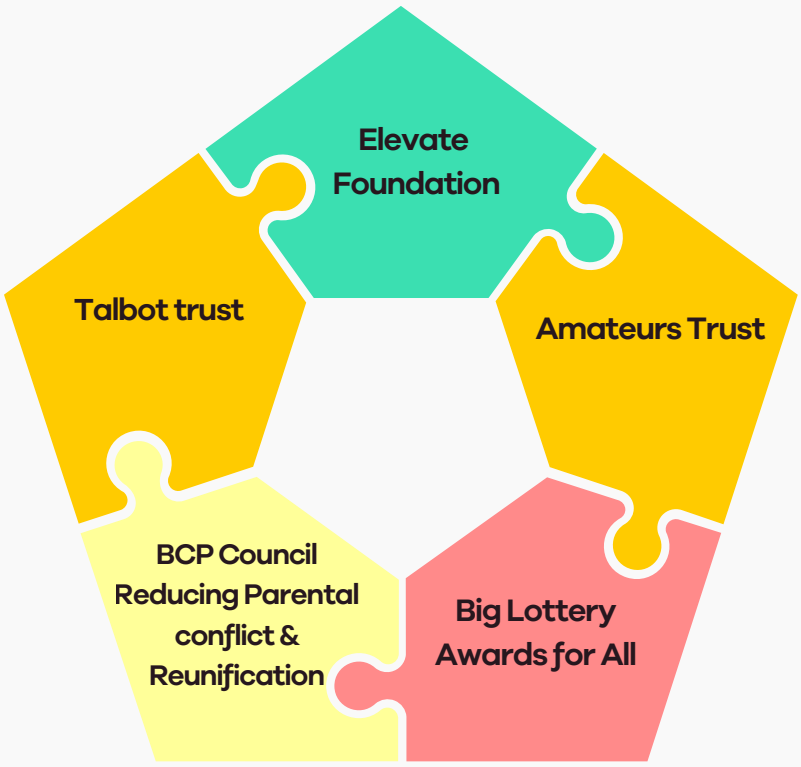
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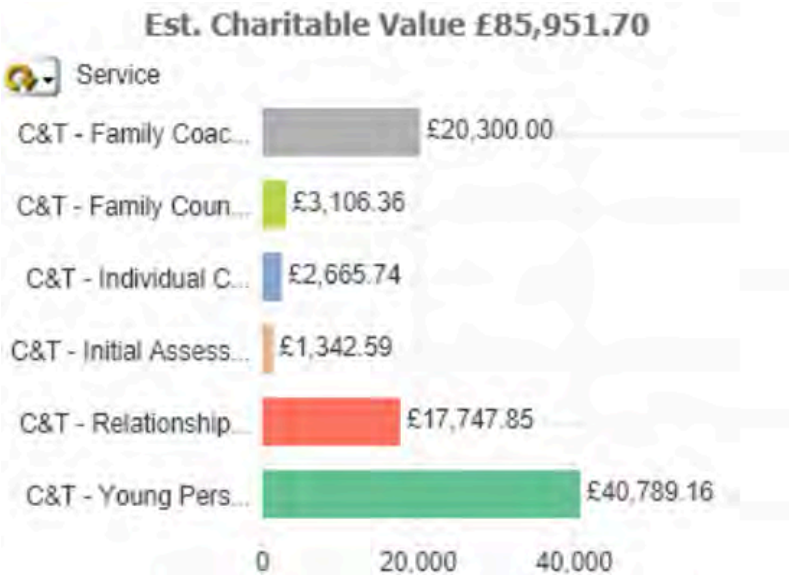


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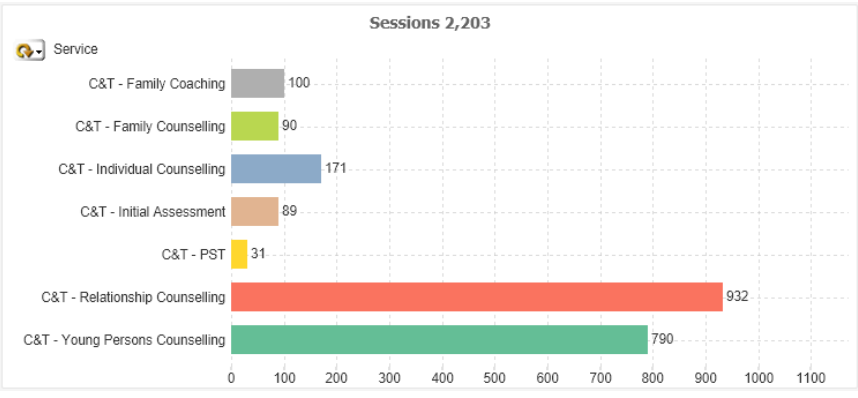
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Principal Funding Sources

The principal funding sources for the charity are currently from client contributions, trust fundraising and spot purchasing from local schools and authorities.

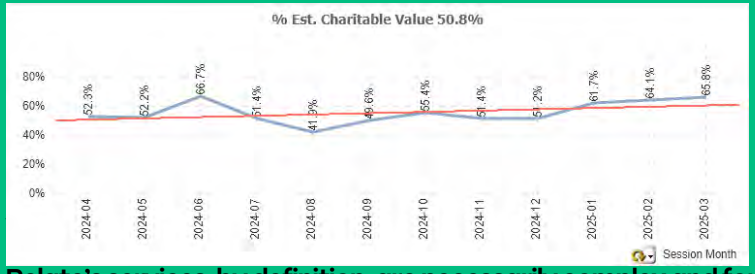
Public Benefit

The Trustees confirm that they have complied with the duty to give due regard to the Charity Commission's general guidance on public benefit. The work of the Charity is to prevent harm or further distress resulting from relationship breakdown and to educate the general public on matters pertaining to these issues. It is not considered that the Charity's activities include any detriment to beneficiaries or that they convey any significant incidental private benefit to those governing the Charity. By fundamental definition, the charity's beneficiaries; families under stress, or in relationship crisis, are the public. All counselling services rarely cover their costs. The Department for Education's Evaluation of Relationship Services estimated the cost to provide one hour of counselling was £78. . These deficits are made up by a small gift aid stream from clients who make full contributions of £70 per supplied hour and by generating funds in other services to underpin the core services provided. The Relationship Foundation's research on the cost to society of relationship breakdown, showed that, by reducing the risk of couples separating, every £1 spent on relationship counselling could save the public purse up to £11.50.

Subsidy

As detailed in this report, Relate Bournemouth, Poole and Christchurch provides subsidised and fully funded counselling sessions using funds raised in the form of grants, donations and Gift Aid. The Charity also provides fully funded services to individuals, couples and families through both local and national contracts, such as employee assistance programmes and welfare services. The past year has seen growth in our charitable work in proportion to our self-funded client income.

Charitable Value 2024-25



Relate's services, by definition, are necessarily complex and for the most part the Board (which is entirely comprised of volunteers) is not able to agree to the deployment of volunteers in clinical or educational work, with the exception of individuals participating in a Relate accredited course. The centre currently has 2 volunteer counsellors.

Structure, Governance & Management

Governing Document

Relate Bournemouth, Poole and Christchurch is a charitable company limited by guarantee; incorporated 1st April 2008 and Registered as a Charity 1st April 2008. The company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed by its Articles of Association, which were ratified on 15th July 2010 to bring them in line with Relate as a Federation. Strategic, financial and policy decisions are exclusively taken by the individual Charity at quarterly Board meetings. Operational issues are address in supervision between the Chair and CEO, decisions are made and reported to the Board at Executive meetings. The Chairman supervises the work of the CEO and receives the financial reports.

Finance Meetings

The CEO, Treasurer and Management Accountant meet on a regular basis. The purpose of this meeting is to examine the draft management accounts, to look at variances against budget and in activity, to examine cash flow demands and income streams. Additionally, it is an opportunity to answer any queries for the financial staff. Once this group has agreed the figures they are presented to the Main Board every quarter.

Service Management

The CEO is Claire Ranford, who is responsible for reporting to the Board on issues of Finance, HR, Quality Control, Service Delivery, Safeguarding and Development. Claire is a registered member of NCPS and a qualified Clinical Supervisor. She is responsible for managing and developing existing contracts, developing business ideas and is the public face of the Charity. Our BACP Registered / Accredited Clinical Supervisors are Helen Strickland and Lindsey Flack. The Centre's Senior Practice Consultant is Sue Armstrong. The Clinical Supervisors, Senior Practice Consultant and CEO work closely to maintain high standards and look for areas of improvement within our clinical practice. All our practitioners are registered on the Relate Practitioner Directory, who vet and monitor staff and volunteer DBS checks, professional membership, qualifications, supervision and Continuing Professional Development training certificates.

In the interests of achieving a sustainable team of practitioners, whilst improving service quality, over the past year, we have successfully recruited 7 new Counsellors. We have also provided placements to 3 trainee counsellors (including couples, children and young people's therapy). We have increased workforce capacity by supporting existing Counsellors through provision of placements for additional specialist qualifications.

Plans for the Future

Meeting the Needs of our Communities

We are committed to inclusion and striving to better meet the needs of those affected by the cost of living crisis. We aim to sustain continued growth in the percentage of funded and subsidised counselling sessions. We are aiming for 60% of total delivery.

Fundraising

We will continue to seek funding for schools-based counselling and for sustained subsidies for low income families. We plan to apply for core funding to sustain the growth of the charity.

Inclusion

We are striving to better represent the community that we serve by recruiting Counsellors, staff and Trustees from diverse backgrounds. We plan to improve access to therapy through increasing our offer of languages for non-English speaking clients.

Recruitment

We will recruit to meet the growing demand for our services, ensuring we have a pipeline of couples, family and children's counsellors. We will increase our workforce of Family Coaches to deliver our Reducing Parental Conflict and Reunification projects in partnership with Bournemouth, Christchurch and Poole Council.

Building Relationships

We plan to extend our reach of partnerships by developing our relationships with local collaborations, charities, agencies and statutory sector partners including BCP Council and health sector providers. We are looking to invest in forging a new network of relationship counselling providers following the insolvency of Relate National in November 2024.

Be More Visible

We will promote our re-branded Charity at local networking events and meetings, improve our social media presence and continue to deliver Continuing Professional Development training for local and national organisations.



Board of Trustees

Trustee Appointments

An appointment of a new Trustee is a formal process. Once an interested party is identified (such as via a public speaking event or networking) the person(s) are invited to information briefings which are usually held by the CEO and at least one Trustee. If after this process, the person concerned wishes to apply they are supplied with good practice guides from the Charity Commission on Trusteeship and Responsibilities, relevant business plan(s), annual reports / accounts, a person specification and a job description. Upon receipt of a completed application form, the Chair or Vice Chair will meet with the applicant and determine suitability on the basis of skills, Board needs, time available and commitment. If successful, references and a DBS check will be undertaken and parties invited to attend meetings as an observer. Once all matters are satisfactory an invitation to become a Director is made and the relevant Companies House information completed. Whilst this process is lengthy, it has led to long-term commitment from people who can contribute to the quality and effectiveness of the organisation and add value to its service delivery. Our trustees may serve for a maximum of 8 years and we are delighted that many stay to give this length of invaluable service.

Trustee Training

Trustee training is dependent on need. Trustees have attended conferences and local Community Voluntary Services events; Monthly updates from Charity Lawyers and HR Professionals are shared. The agency subscribes to Third Sector publications and attempts to send a representative to at least one National Council for Voluntary Organisations learning event per annum, with information being cascaded, shared or implemented. Relate also recognises the training brought to the Board by Trustee's other roles, some of which is extensive, given annual requirements for Continuous Professional Development.

Report Approval

Small Company Provisions

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

Richard Cook

Richard Cook (Dec 12, 2025 15:53:53 GMT)

This Report was approved by the Board on : Dec 12, 2025

Statement of financial activities (including Income and Expenditure account)
For the year ended 31 March 2025

The company had no gains or losses other than those shown above.

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Income from:						
Donations and legacies	2	10,104	0	0	10,104	11,285
Investment Income	3	1,556	0	0	1,556	1,697
Charitable activities	4	118,743	0	63,225	181,968	136,539
Total Income		130,402	0	63,225	193,627	149,521
Expenditure on:					0	0
Charitable activities	6	194,477	0	0	194,477	173,155
Total Expenditure	6	194,477	0	0	194,477	173,155
Net income before transfers	5	(64,074)	0	63,225	(849)	(23,634)
Transfer between funds	12	67,073	(2,000)	(65,073)	0	0
Net (expenditure)/income for the year		2,999	(2,000)	(1,848)	(849)	(23,634)
Funds brought forward		1,193	33,241	105,884	140,318	163,952
Funds carried forward	12&13	4,192	31,241	104,036	139,469	140,319

Balance Sheet as at 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total £	2024 Total £
Fixed assets					
Tangible assets	8	2,089	77,732	79,821	80,720
Investments	9	253	-	253	253
		2,342	77,732	80,074	80,973
Current assets					
Debtors	10	17,465	-	17,465	8,506
Cash at bank and in hand		34,378	26,304	60,682	65,710
		51,843	26,304	78,147	74,216
Creditors: amounts falling due within one year	11	(18,752)	-	(18,752)	(14,870)
Net current assets		33,091	26,304	59,395	59,346
Net assets		35,433	104,036	139,469	140,319
Funds					
Unrestricted income funds					
Designated funds	13	31,241	-	31,241	33,241
General funds		4,192	-	4,192	1,193
Restricted funds	12	-	104,036	104,036	105,884
Total funds		35,433	104,036	139,469	140,319

For the year ended 31 March 2025, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006. No Member of the charitable company has deposited a notice, pursuant of section 476, requiring an audit of these accounts under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the charity.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within part 15 of the Companies Act 2006 and with the micro-entities provision.

Approved by the Trustees on: Dec 12, 2025

And signed on their behalf by Richard Cook, Chair of Trustees

Richard Cook

Richard Cook (Dec 12, 2025 15:53:53 GMT)

Notes to the Accounts for the year ended 31 March 2025

Accounting Policies

(a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014, the Financial Reporting Standard for Smaller Entities (FRSSE), and the Charities Act 2011 and applicable regulations.

The 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.

(b) Income recognition

Income is recognised in the period in which the charity is entitled to receipt, the amount can be measured reliably, it is probable that the income will be received.

(c) Expenditure

All expenditure is accounted for on the accruals basis as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probably that settlement will be required, and the amount of the obligation can be measured reliably. Irrecoverable value added tax is included in the cost of those items to which it relates.

(d) Fixed assets and depreciation

Fixed assets retained for continuing use in the charity are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold property amortisation	1% straight line
Office equipment and furniture	15% reducing balance
Computer Equipment	25% straight line

(e) Fund accounting

The General Fund is an unrestricted fund which is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for a specific purpose.

The Designated Funds are unrestricted funds which have been set up by the Trustees to meet identified future costs of the charity and allow the charity to continue should there be a future funding shortfall.

Restricted Funds are funds which are to be used in accordance with specific restrictions imposed by the donors. The aim and use of each restricted fund is set out in the notes to the accounts.

Incoming resources and resources expended are allocated to the Funds on a direct or time apportioned basis as appropriate.

(f) Pensions

The charity operates a defined contribution pension scheme. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the scheme.

(g) Donated Service

Donated services provided by individuals or entities as part of their trade or profession are included as incoming resources as their estimated open market value where the benefit to the charity is reasonably quantifiable and measurable.

Notes to the Accounts (continued) for the year ended 31 March 2025

2. Donations and legacies	**General Funds £**	**Restricted Funds £**	**Total 2025 £**	**Total 2024 £**
Donations:				
Unrestricted donations	104	-	104	160
Grant Income	10,000		10,000	11,125
	10,104	-	10,104	11,285

3. Investment income	**General Funds £**	**Restricted Funds £**	**Total 2025 £**	**Total 2024 £**
Interest	1,556	-	1,556	1,697
	1,556	-	1,556	1,697

4. Income from charitable activities	**General Funds £**	**Restricted Funds £**	**2025 £**	**2024 £**
Client contributions for counselling	106,753	-	106,753	105,669
Gift Aid recoverable on client contributions	-	-	-	4,462
Mediation income	-	-	-	-
Family Matters Bursary Fund	-	-	-	-
Award for All	-	20,000	20,000	-
Bursary Income	-	43,225	43,225	20,000
Training income	-	-	-	270
Room hire and other income	11,990	-	11,990	6,139
	118,743	63,225	181,968	136,539

Notes to the Accounts (continued) for the year ended 31 March 2025

5. Total resources expended	**2025**	**2024**
	£	**£**
These include:		
Wages and salaries (including redundancy)	130,363	125,708
Employers national insurance	-	-
Pension costs	4,687	3,274
Depreciation	1,506	1,324
Average number of employees	20	17

There are no staff members earning in excess of £60,000 pa

Notes to the Accounts (continued) for the year ended 31 March 2025

6. Expenditure	**2025**	**2024**
	£	**£**
Charitable activity costs, by type of expense		
Wages and salaries (including redundancy)	130,363	125,708
Pension costs	4,687	3,274
Subcontractor costs	4,515	1,702
Mediation costs	-	25
Training direct costs	250	200
Supervision	4,220	2,930
Travel and subsistence	197	165
Rates	2,861	2,811
Light and heat	2,629	2,071
Cleaning	1,897	2,624
Telephone and fax	4,200	4,717
Advertising	-	-
Stationery, postage and printing	751	588
Subscriptions	370	532
Relate membership	11,501	11,829
Bank charges	1,024	1,264
Insurance	1,463	1,336
Software and computer maintenance	2,722	373
Repairs and maintenance	7,627	2,183
Staff Entertainment	2,584	1,616
Gifts & Donations	1,212	418
Sundry expenses	3,889	1,230
Professional fees	209	420
Depreciation and loss on disposal of assets	1,506	1,324
	190,678	169,341
Governance costs		
Independent examination	415	395
Accountancy	3,384	3,419
	3,799	3,814
Total charitable expenditure	194,477	173,155

7. Trustee's remuneration and expenses

No Trustee received any remuneration from the charity in relation to the performance of their duties.

There are no related party transactions to disclose.

Notes to the Accounts (continued) for the year ended 31 March 2025

8. Fixed assets	Land and buildings	Plant and machinery	Total
	£	£	£
Cost			
At 1 April 2024	93,644	11,819	105,463
Additions	-	607	607
Disposals	-	-	-
At 31 March 2025	93,644	12,426	106,070
Depreciation			-
At 1 April 2024	14,976	9,767	24,743
Charge for the year	936	570	1,506
On disposals	-	-	-
At 31 March 2025	15,912	10,337	26,249
Net book value			-
At 31 March 2025	77,732	2,089	79,821
At 31 March 2024	78,668	2,052	80,720

In the opinion of the Trustees, the current market value of the leasehold land and buildings at the balance sheet date was approximately £190,000.

9. Investments	Other investments
	£
Cost	
At 1 April 2024	253
At 31 March 2025	253

Other investments	2025	2024
	£	£
Unlisted investments stated at cost	253	253

10. Debtors	2025	2024
	£	£
Trade debtors	11,865	2,385
Other debtors and prepayments	5,601	6,121
	17,465	8,506

11. Creditors: amounts falling due within one year	2025	2024
	£	£
Trade creditors	4,781	307
Other taxation and social security	983	1,253
Accruals	12,989	13,310
Other creditors	-	-
	18,752	14,870

Notes to the Accounts (continued) for the year ended 31 March 2025

12. Restricted Funds

	At 1 April 2024 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2025 £
Capital Fund					
Leasehold property	78,668	-	-	(936)	77,732
Promoting health and well-being					
Parenting Project Grant	-	-	-	-	-
Awards for All	-	20,000	-	-	20,000
Bursary Income	27,216	43,225	-	(64,137)	6,304
Total restricted funds	105,884	63,225	-	(65,073)	104,036

13. Designated Funds

	At 1 April 2024 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2025 £
Building Fund	10,391	-	-	(2,000)	8,391
Running Costs Reserves Fund	22,850	-	-	-	22,850
Organisational Development Fund	-	-	-	-	-
	33,241	-	-	(2,000)	31,241

14. Members' liability

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets of the company in the event of the same being wound up while he or she is a member, or within one year after he or she ceases to be a member, for payment of the debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up such amount as may be required not exceeding £1. The number of members at the balance sheet date was 7 (31/03/2025).

15. Control

Relate Bournemouth, Poole and Christchurch (now Relationship and Family Therapy (RAFT) Ltd) is constituted as a charitable company with no share capital. Control of the company is therefore vested in the trustees.

Final Annual Report and Accounts 2024-25 Updated Compressed

Final Audit Report 2025-12-12

Created:	2025-12-05
By:	Hannah Jeffery (hannah@hjaccountsmanagement.co.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAAIytq87vulc1hP3fHytXIQg754Td-IOZA

"Final Annual Report and Accounts 2024-25 Updated Compressed" History

Document created by Hannah Jeffery (hannah@hjaccountsmanagement.co.uk)
2025-12-05 - 09:26:39 GMT- IP address: 86.167.206.214

Document emailed to Richard Cook (richard@raft.org.uk) for signature
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New document URL requested by Richard Cook (richard@raft.org.uk)
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Document e-signed by Richard Cook (richard@raft.org.uk)
Signature Date: 2025-12-12 - 15:53:53 GMT - Time Source: server- IP address: 82.31.205.188

Agreement completed.
2025-12-12 - 15:53:53 GMT

Adobe Acrobat Sign

4th December 2025

The Trustees
RAFT
1 Stratfield SAYE
20-22 Wellington Road
Bournemouth
BH5 5JN

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

Report to the trustees of RAFT, on accounts for the year ended 31st March 2025

Respective responsibilities of Trustees and examiner
The trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts (under section 145 of the Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- To state whether particular matters have come to my attention.

Basis of independent examiner's statement
My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement
In the course of my examination, no matter has come to my attention:

1. Which gives me reasonable cause to believe that, in any material respect, the trustees have not met the requirements to ensure that:
    a. Proper accounting records are kept (in accordance with section 41 of the Act); and
    b. Accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed…*SueW*…… Date… 4/12/2025…..

Sue Wintle ACIE
27 Bascott Road
Bournemouth
Dorset BH11 8RJ

Relationship and Family Therapy (RAFT) Ltd

England & Wales - Charity number 1120017

Accounts

Company registration number: **06109030**
Registered Charity: **1120017**

Relate Bournemouth Poole and Christchurch

REPORT AND UNAUDITED ACCOUNTS

For the year ended 31 March 2024

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Notes to the accounts	18-23

LEGAL AND ADMINISTRATIVE INFORMATION

Relate Bournemouth Poole and Christchurch is a company limited by guarantee and not having share capital and is governed by its Memorandum and Articles of Association. The company is a registered charity.

Charity Name	Relate Bournemouth Poole and Christchurch
Charity registration number	1120017 (registered 11 July 2007)
Company Number	06109030 (incorporated 15 February 2007)
Trustees	Nicole Jessop Anne Clarkson Richard Cook Jacqueline Reeves Dorothy Brown Debra Clark Pauline Wheeler
Registered office	1 Stratfield Saye 20-22 Wellington Road Bournemouth Dorset BHS SJN United Kingdom
Bankers	CAF Bank
Accountant	HJ Accounts Management Ltd 45 Ensbury Avenue Bournemouth Dorset BH10 4HF United Kingdom

Annual Report

Year ending 31st March 2024



Relate
Bournemouth, Poole & Christchurch

Message from our Chair



It's been another good year for the Relate team. Face to face sessions are now around 50% of our delivery and we've managed to meet demand by using funds raised and hiring new staff.

We passed a long standing goal of having 50% of our session costs funded, a huge achievement and demonstration of our commitment to supporting the community regardless of people's financial means.

Due to the huge demand and success for young people's counselling we turned around 2 years of funding in 3 months to help 72 children and young people in the area.

You never know what's around the corner but myself and the Board continue to have huge confidence in the Relate team, our volunteers, counsellors, supervisors, leadership and admin heroes. Great work everyone, you're a part of something to be proud of.



The trustees present their report and financial statements for the year to 31st March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the charitable company's memorandum and articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities issued on 16 July 2014 (SORP 2015 (FRSSE).

Our Mission

To enhance the quality of couple and parental family relationships

To help relationships, marriages and civil partnerships withstand the pressures leading to breakdown

To help make living, working and being with other people, a better experience for our clients, at every stage of life

To limit the damage which commonly accompanies failing relationships, separation and divorce and increase the prospect of subsequent relationships succeeding.

To deliver services with cultural sensitivity and without discrimination. To operate fully within an equal opportunities policy and promote anti-discriminatory practice.

Our Values

We are focused on the needs of clients and communities and we encourage continuous improvement and development

Our service delivery demonstrates excellence in practice, inclusiveness and respect for clients, stakeholders, employees and volunteers

We believe...

An individual's physical well-being, emotional and mental health benefit from a committed relationship.

Children thrive in families where relationships are positive and free from destructive conflict

People gain from an understanding of their sexuality

Performance

This Annual Report examines what we have achieved and the outcomes of our work in the previous 12 months. The report looks at the success of our key activities and the benefits they have brought to the people we are set up to help. It helps us ensure our activities remain focussed on our stated purpose. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit to ensure our previous and planned activities will contribute to the aims and objectives we have set.

Clinical Standards

Our Relate centre is an organisational member of the BACP, adhering to their ethical guidelines as well as Relate National's service specifications. The impact on the lives of clients is demonstrated in feedback from our clients gathered through our in-house survey as well as nationally recognised outcomes-measures.

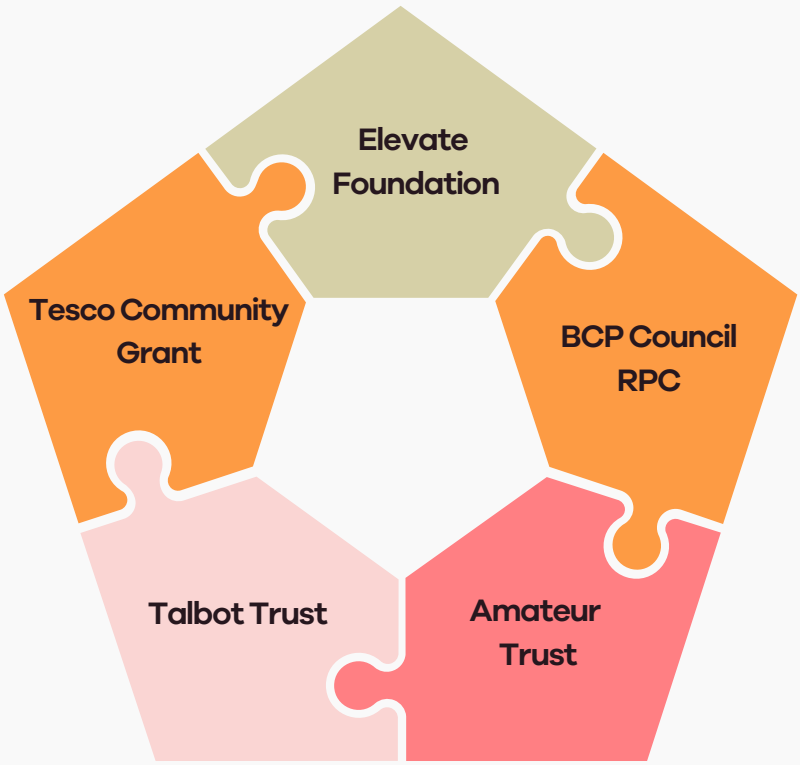
Charitable Value

This year, we have increased our charitable offer, with 50% of our counselling sessions being partially or fully funded.

We have reached record levels of schools-based service counselling thanks to the generous donations from Elevate Foundation, Talbot Trust and the Amateurs Trust. As we have increased our capacity and delivery, we have been able to offer more heavily subsidised sessions to local schools and self-referred families.



Local Funders



Beneficiaries

Funding from trusts and grant-giving bodies in 2023-24 enabled us to provide fully funded and low cost counselling services to the following beneficiaries:

- Children and young people aged 8+ (Elevate Foundation, Talbot Trust)
- Children, young people and families (core costs - Amateur Trust £10,000)
- 40 sessions were funded for children and young people in schools of high deprivation (Dorset Communities Foundation - Neighbourhood Fund)
- Families of SEND children (BCP Council - Reducing Parental Conflict Grant). £33,632 was spent in 2023-24. This project is to be continued into 2024-25.
- We received £1125 from the Tesco Community Grants, supporting children and young people's mental health through counselling at Bourne Academy.
- 14 remaining sessions funded for couples, families, individuals and children by Ardonagh Trust from a previous grant.
- Alice Ellen Cooper-Dean £2392 was spent on funded counselling from a previous grant.
- Wessex Water funded subsidised counselling to the value of £1275

School Partners

This year, we provided counselling services to schools across BCP. Partner schools include: Bourne Academy, St Aldhelm's Academy, Jewell Academy, Mudeford, Longfleet Primary and St Peter's Catholic Secondary School; delivering a total of 410 sessions across all schools.



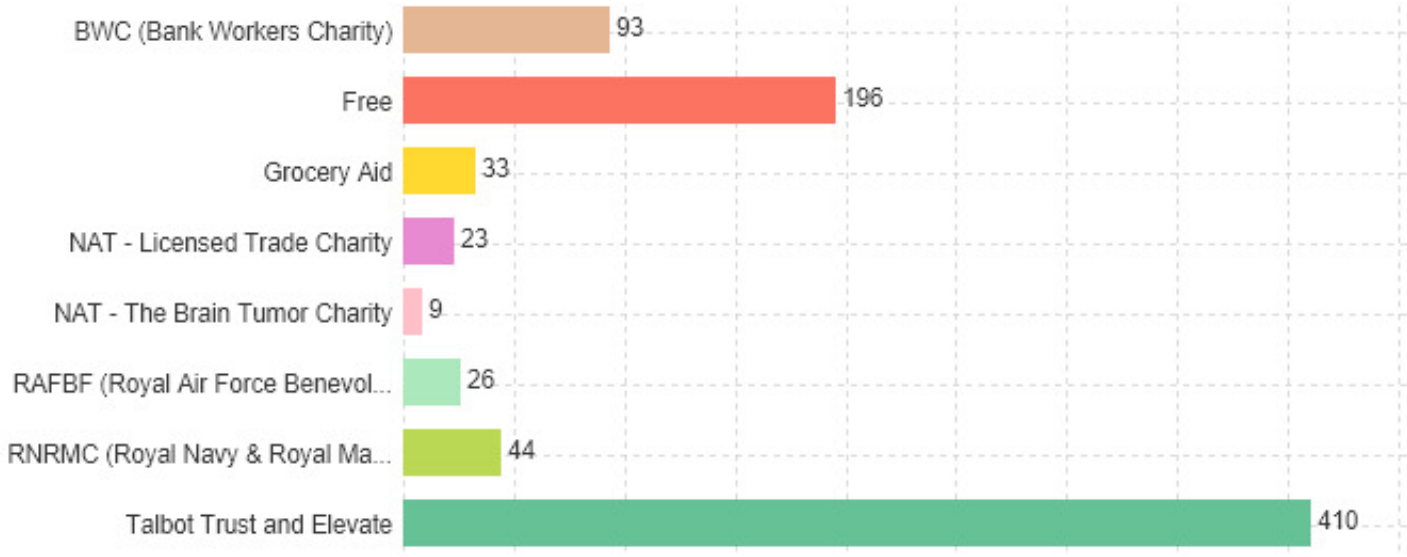


National Partners

Our Charity provide fully and partially funded counselling to individuals, couples, families and children in partnership with the following trusts:

Royal Navy & Royal Marines Charity
Seafarers Charity
Royal Air Force Benevolent Trust
Bank Workers Charity
Chartered Accountants Benevolent Association (CABA)
Charity for Civil Servants
Grocery Aid
The Brain Tumour Charity
The Retail Trust
Licensed Trade Charity

Delivery of partner-funded sessions for the financial year ending 31st March 2024:





Service Delivery

Relationship Counselling
We delivered 1303 sessions of relationship counselling including 141 initial consultations. This service supports people's relationships by helping them discuss their feelings, attitudes and expectations, offering assistance with communication and problem solving.

Family Counselling
We delivered 123 sessions of family counselling, supporting families of all ages, situations and dynamics to have more positive relationships with one another.

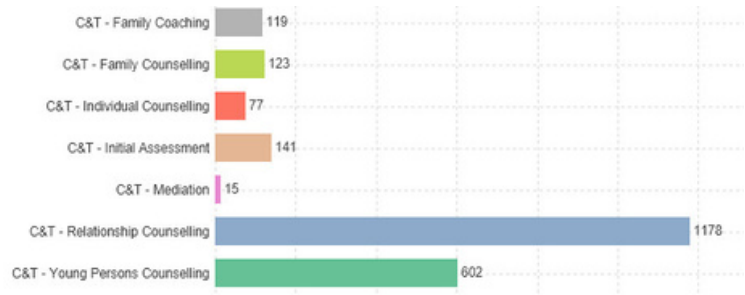
Children & Young People's Counselling
We delivered 602 sessions of counselling to children and young people between ages 5-18

Family Coaching
We delivered 119 sessions of family coaching

Individual Counselling
We delivered 77 sessions of individual counselling

In Total
Our centre delivered a total of 2255 sessions in 203-24, compared to 2065 in 2022-23

Counselling Sessions



Mediation
We delivered 16 sessions of mediation including finance, property and child arrangements.

Training
We delivered 2 CPD days to Level 4 Diploma counselling students at Redlands Counselling College, Bournemouth on the subject of eating disorders.

'The training gave me a clear understanding of positive ways to work with clients who have eating disorders. Faith that change is possible through personal example.'

All useful information but particularly engaging to hear about personal experiences of both tutors'

'The course facilitators were both engaging and provided plenty of opportunities for questions and examples of real life case studies of clients.'

* Training Feedback Survey 2023-24

What our Young Clients Have to Say...

It helped me quite a lot. I learnt how to express myself and feel. We've done super fun things to make me worry less.

I am happier, I realised I hold on to way too much, and noticed I need to stand up for myself.

Counselling made a very big difference to help me manage my feelings.

100% of young people said they would recommend our service

It's made me open my eyes up to reality, and see that I can actually do it, and if something is on my mind I have to speak up about it.

I have more energy, I am happy and I enjoy everything I can.

Feedback from Families...

I just think having someone listen and validate and hear me really helped, as well as learning things to help me feel less selfish when I take time for myself.

Being validated in our role as parents, looking at our strengths as a couple. We found love languages helpful in enabling us encourage our children better.

89% of families rated our coaching service as 'Excellent', with 11% rating it as 'Good'

My child is more responsive and his behaviour is easier to manage.

Life at home is much calmer now. We take time instead of shouting at each other and we listen more now.

It really helped us see how our emotions and our reactions affected the kids and how we could do things better..

Financial Summary

Reserves

The Trustees have reviewed the reserves policy to allow for temporary fluctuation of our financial position in light of short-term investment in fundraising and business development. The usual reserves policy should reflect three months running costs, which currently stands at £23,100 (3 months of £7,700 fixed costs). At year end, whilst reserves had dipped below this threshold in the previous year, the reserves have now been built back up to £22,850 as at 31st March 2024. This financial position is being reviewed on a monthly basis. In addition, there is a designated Building Fund reserve of £10,391. We hold reserves in CAF Bank, a subsidiary of the Charities Aid Foundation.

Principal Funding Sources

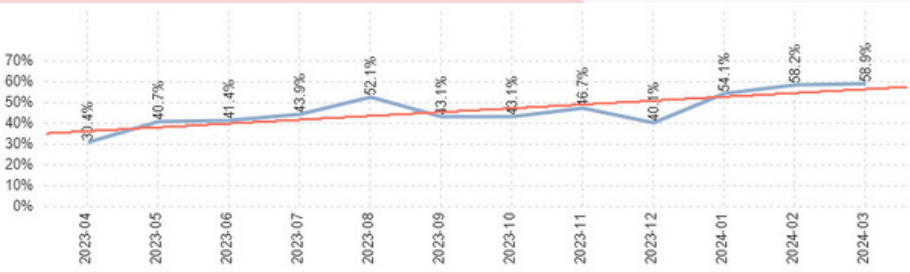
The principal funding sources for the charity are currently from client contributions, trust fundraising and spot purchasing from local schools and authorities.

Public Benefit

The Trustees confirm that they have complied with the duty to give due regard to the Charity Commission's general guidance on public benefit. The work of the Charity is to prevent harm or further distress resulting from relationship breakdown and to educate the general public on matters pertaining to these issues. It is not considered that the Charity's activities include any detriment to beneficiaries or that they convey any significant incidental private benefit to those governing the Charity. By fundamental definition, the charity's beneficiaries; families under stress, or in relationship crisis, are the public. All counselling services rarely cover their costs. The Department for Education's Evaluation of Relationship Services estimated the cost to provide one hour of counselling was £78. These deficits are made up by a small gift aid stream from clients who make full contributions of £70 per supplied hour and by generating funds in other services to underpin the core services provided.

Subsidy

As detailed in this report, Relate Bournemouth, Poole and Christchurch provides subsidised and fully funded counselling sessions using funds raised in the form of grants, donations and Gift Aid. The Charity also provides fully funded services to individuals, couples and families through both local and national contracts, such as employee assistance programmes and welfare services. The past year has seen growth in our charitable work.
Charitable Value 2023-2024



Volunteer Contribution

Relate's services, by definition, are necessarily complex and for the most part the Board (which is entirely comprised of volunteers) is not able to agree to the deployment of volunteers in clinical or educational work, with the exception of individuals participating in a Relate accredited course. The centre currently has 2 volunteer counsellors.

Structure, Governance & Management

Governing Document

Relate Bournemouth, Poole and Christchurch is a charitable company limited by guarantee; incorporated 1st April 2008 and Registered as a Charity 1st April 2008. The company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed by its Articles of Association, which were ratified on 15th July 2010 to bring them in line with Relate as a Federation. Strategic, financial and policy decisions are exclusively taken by the individual Charity at quarterly Board meetings. Operational issues are address in supervision between the Chair and CEO, decisions are made and reported to the Board at Executive meetings. The Chairman supervises the work of the CEO and receives the financial reports.

Finance Meetings

The CEO, Operations Manager, Treasurer and Management Accountant meet on a regular basis. The purpose of this meeting is to examine the draft management accounts, to look at variances against budget and in activity, to examine cash flow demands and income streams. Additionally, it is an opportunity to answer any queries for the financial staff. Once this group has agreed the figures they are presented to the Main Board every quarter.

Service Management

The CEO is Claire Ranford, who is responsible for reporting to the Board on issues of Finance, HR, Quality Control, Service Delivery, Safeguarding and Development. Claire is a registered member of the BACP and a qualified Clinical Supervisor. She is responsible for managing and developing existing contracts, developing business ideas and is the publ ic face of the Charity. Our BACP Registered / Accredited Clinical Supervisors are Helen Strickland and Lindsey Flack. The Centre's Senior Practice Consultant is Sue Armstrong. The Clinical Supervisors, Senior Practice Consultant and CEO work closely to maintain high standards and look for areas of improvement within our clinical practice. All our practitioners are registered on the Relate Practitioner Directory, who vet and monitor staff and volunteer DBS checks, professional membership, qualifications, supervision and Continuing Professional Development training certificates.

In the interests of achieving a sustainable team of practitioners, whilst improving service quality, over the past year, we have successfully recruited 5 new Counsellors. We have also provided placements to 3 trainee counsellors (including couples, children and young people's therapy). We have increased workforce capacity by supporting existing Counsellors through provision of placements for additional specialist qualifications.

Plans for the Future

Meeting the Needs of our Communities

We are committed to inclusion and striving to better meet the needs of those affected by the cost of living crisis. We aim to increase the percentage of funded and subsidised counselling sessions to 60% of total delivery.

Fundraising

We will continue to seek funding for schools-based counselling and for sustained subsidies for low income families. We plan to apply for core funding to sustain the growth of the charity.

Inclusion

We are striving to better represent the community that we serve by recruiting Counsellors, staff and Trustees from diverse backgrounds. We plan to improve access to therapy through increasing our offer of languages for non-English speaking clients.

Recruitment

We will recruit to meet the growing demand for our services, ensuring we have a pipeline of couples, family and children's counsellors. We will increase our workforce of Family Coaches to deliver our Reducing Parental Conflict project in partnership with Bournemouth, Christchurch and Poole Council.

Building Relationships

We plan to extend our reach of partnerships by developing our relationships with local collaborations, charities, agencies and statutory sector partners including BCP Council and health sector providers.

Be More Visible

We will promote our re-branded Charity at local networking events and meetings, improve our social media presence and continue to deliver Continuing Professional Development training for local and national organisations.



Board of Trustees

Trustee Appointments

An appointment of a new Trustee is a formal process. Once an interested party is identified (such as via a public speaking event or networking) the person(s) are invited to information briefings which are usually held by the CEO and at least one Trustee. If after this process, the person concerned wishes to apply they are supplied with good practice guides from the Charity Commission on Trusteeship and Responsibilities, relevant business plan(s), annual reports / accounts, a person specification and a job description. Upon receipt of a completed application form, the Chair or Vice Chair will meet with the applicant and determine suitability on the basis of skills, Board needs, time available and commitment. If successful, references and a DBS check will be undertaken and parties invited to attend meetings as an observer. Once all matters are satisfactory an invitation to become a Director is made and the relevant Companies House information completed. Whilst this process is lengthy, it has led to long-term commitment from people who can contribute to the quality and effectiveness of the organisation and add value to its service delivery. Our trustees may serve for a maximum of 8 years and we are delighted that many stay to give this length of invaluable service.

Trustee Training

Trustee training is dependent on need. Trustees have attended conferences and local Community Voluntary Services events; Monthly updates from Charity Lawyers and HR Professionals are shared. The agency subscribes to Third Sector publications and attempts to send a representative to at least one National Council for Voluntary Organisations learning event per annum, with information being cascaded, shared or implemented. Relate also recognises the training brought to the Board by Trustee's other roles, some of which is extensive, given annual requirements for Continuous Professional Development.

Report Approval

Small Company Provisions

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

This Report was approved by the Board on : 08.07.24

Statement of financial activities (including Income and Expenditure account)
For the year ended 31 March 2024

The company had no gains or losses other than those shown above.

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Income from:						
Donations and legacies	2	11,285	0	0	11,285	759
Investment Income	3	1,697	0	0	1,697	436
Charitable activities	4	116,539	0	20,000	136,539	196,031
Total Income		129,521	0	20,000	149,521	197,226
Expenditure on:					0	0
Charitable activities	6	173,155	0	0	173,155	182,320
Total Expenditure	6	173,155	0	0	173,155	182,320
Net income before transfers	5	(43,634)	0	20,000	(23,634)	14,906
Transfer between funds	12	55,101	21,000	(76,101)	0	0
Net (expenditure)/income for the year		11,467	21,000	(56,101)	(23,634)	14,906
Funds brought forward		14	12,241	151,697	163,952	149,046
Funds carried forward	12&13	11,481	33,241	95,596	140,319	163,952

Balance Sheet as at 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total £	2023 Total £
Fixed assets					
Tangible assets	8	2,052	78,668	80,720	80,484
Investments	9	253	-	253	253
		2,305	78,668	80,973	80,737
Current assets					
Debtors	10	8,506	-	8,506	6,804
Cash at bank and in hand		48,782	16,928	65,710	91,394
		57,288	16,928	74,216	98,197
Creditors: amounts falling due within one year	11	(14,870)	-	(14,870)	(14,982)
Net current assets		42,418	16,928	59,346	83,215
Net assets		44,723	95,596	140,319	163,952
Funds					
Unrestricted income funds					
Designated funds	13	33,241	-	33,241	12,241
General funds		11,481	-	11,481	14
Restricted funds	12	-	95,596	95,596	151,697
Total funds		44,723	95,596	140,319	163,952

For the year ended 31 March 2024, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006. No Member of the charitable company has deposited a notice, pursuant of section 476, requiring an audit of these accounts under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the charity.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within part 15 of the Companies Act 2006 and with the micro-entities provision.

Approved by the Trustees on:

And signed on their behalf by Richard Cook, Chair of Trustees

Notes to the Accounts for the year ended 31 March 2024

Accounting Policies

(a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014, the Financial Reporting Standard for Smaller Entities (FRSSE), and the Charities Act 2011 and applicable regulations.

The 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.

(b) Income recognition

Income is recognised in the period in which the charity is entitled to receipt, the amount can be measured reliably, it is probable that the income will be received.

(c) Expenditure

All expenditure is accounted for on the accruals basis as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probably that settlement will be required, and the amount of the obligation can be measured reliably. Irrecoverable value added tax is included in the cost of those items to which it relates.

(d) Fixed assets and depreciation

Fixed assets retained for continuing use in the charity are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold property amortisation	1% straight line
Office equipment and furniture	15% reducing balance
Computer Equipment	25% straight line

(e) Fund accounting

The General Fund is an unrestricted fund which is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for a specific purpose.

The Designated Funds are unrestricted funds which have been set up by the Trustees to meet identified future costs of the charity and allow the charity to continue should there be a future funding shortfall.

Restricted Funds are funds which are to be used in accordance with specific restrictions imposed by the donors. The aim and use of each restricted fund is set out in the notes to the accounts.

Incoming resources and resources expended are allocated to the Funds on a direct or time apportioned basis as appropriate.

(f) Pensions

The charity operates a defined contribution pension scheme. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the scheme.

(g) Donated Service

Donated services provided by individuals or entities as part of their trade or profession are included as incoming resources as their estimated open market value where the benefit to the charity is reasonably quantifiable and measurable.

Notes to the Accounts (continued) for the year ended 31 March 2024

2. Donations and legacies	General Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Donations:				
Unrestricted donations	160	-	160	759
Grant Income	11,125		11,125	
	11,285	-	11,285	759

3. Investment income	General Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Interest	1,697	-	1,697	436
	1,697	-	1,697	436

4. Income from charitable activities	General Funds £	Restricted Funds £	2024 £	2023 £
Client contributions for counselling	105,669	-	105,669	96,766
Gift Aid recoverable on client contributions	4,462	-	4,462	3,281
Mediation income	-	-	-	-
Family Matters Bursary Fund	-	-	-	-
Award for All	-	-	-	-
Bursary Income	-	20,000	20,000	86,471
Training income	270	-	270	540
Room hire and other income	6,138	-	6,138	8,974
	116,539	20,000	136,539	196,031

Notes to the Accounts (continued) for the year ended 31 March 2024

5. Total resources expended	**2024**	**2023**
	£	**£**
These include:		
Wages and salaries (including redundancy)	125,708	125,653
Employers national insurance	-	-
Pension costs	3,274	3,733
Depreciation	1,324	1,188
Average number of employees	17	17

There are no staff members earning in excess of £60,000 pa

Notes to the Accounts (continued) for the year ended 31 March 2024

6. Expenditure	2024	2023
	£	£
Charitable activity costs, by type of expense		
Wages and salaries (including redundancy)	125,708	125,653
Pension costs	3,274	3,733
Subcontractor costs	1,702	3,548
Mediation costs	25	209
Training direct costs	200	905
Supervision	2,930	4,980
Travel and subsistence	165	296
Rates	2,811	2,766
Light and heat	2,071	1,023
Cleaning	2,624	2,234
Telephone and fax	4,717	3,477
Advertising	-	-
Stationery, postage and printing	588	814
Subscriptions	532	1,332
Relate membership	11,829	11,899
Bank charges	1,264	1,215
Insurance	1,336	1,346
Software and computer maintenance	373	322
Repairs and maintenance	2,183	5,541
Staff Entertainment & Welfare	1,616	533
Gifts & Donations	418	1,004
Sundry expenses	1,230	1,195
Professional fees	420	3,360
Depreciation and loss on disposal of assets	1,324	1,188
	169,341	178,576
Governance costs		
Independent examination	395	360
Accountancy	3,419	3,384
	3,814	3,744
Total charitable expenditure	173,155	182,320

7. Trustee's remuneration and expenses

No Trustee received any remuneration from the charity in relation to the performance of their duties.

There are no related party transactions to disclose.

Notes to the Accounts (continued) for the year ended 31 March 2024

8. Fixed assets	Land and buildings	Plant and machinery	Total
	£	£	£
Cost			
At 1 April 2023	93,644	10,259	103,903
Additions	-	1,560	1,560
Disposals	-	-	-
At 31 March 2024	93,644	11,819	105,463
Depreciation			-
At 1 April 2023	14,040	9,379	23,419
Charge for the year	936	388	1,324
On disposals	-	-	-
At 31 March 2024	14,976	9,767	24,743
Net book value			-
At 31 March 2024	78,668	2,052	80,720
At 31 March 2023	79,604	880	80,484

In the opinion of the Trustees, the current market value of the leasehold land and buildings at the balance sheet date was approximately £190,000.

9. Investments	Other investments
	£
Cost	
At 1 April 2023	253
At 31 March 2024	253

Other investments	2024	2023
	£	£
Unlisted investments stated at cost	253	253

10. Debtors	2024	2023
	£	£
Trade debtors	2,385	5,351
Other debtors and prepayments	6,121	1,453
	8,506	6,804

11. Creditors: amounts falling due within one year	2024	2023
	£	£
Trade creditors	307	745
Other taxation and social security	1,253	1,951
Accruals	13,310	10,842
Other creditors	-	1,444
	14,870	14,982

Notes to the Accounts (continued) for the year ended 31 March 2024

12. Restricted Funds

	At 1 April 2023 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2024 £
Capital Fund					
Leasehold property	79,604	-	-	(936)	78,668
Promoting health and well-being					
Parenting Project Grant	-	-	-	-	-
Awards for All	-	-	-	-	-
Bursary Income	72,093	20,000	-	(75,165)	16,928
Total restricted funds	151,697	20,000	-	(76,101)	95,596

13. Designated Funds

	At 1 April 2023 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2024 £
Building Fund	10,391	-	-	-	10,391
Running Costs Reserves Fund	1,850	-	-	21,000	22,850
Organisational Development Fund	-	-	-	-	-
	12,241	-	-	21,000	33,241

14. Members' liability

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets of the company in the event of the same being wound up while he or she is a member, or within one year after he or she ceases to be a member, for payment of the debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up such amount as may be required not exceeding £1. The number of members at the balance sheet date was 7 (31/03/2024).

15. Control

Relate Bournemouth Poole and Christchurch is constituted as a charitable company with no share capital. Control of the company is therefore vested in the trustees.

3rd December 2024

The Trustees
Relate Bournemouth Poole and Christchurch
1 Stratfield SAYE
20-22 Wellington Road
Bournemouth
BH5 5JN

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

Report to the trustees of Relate Bournemouth Poole and Christchurch, on accounts for the year ended 31st March 2024

Respective responsibilities of Trustees and examiner
The trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts (under section 145 of the Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- To state whether particular matters have come to my attention.

Basis of independent examiner's statement
My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement
In the course of my examination, no matter has come to my attention:

1. Which gives me reasonable cause to believe that, in any material respect, the trustees have not met the requirements to ensure that:
    a. Proper accounting records are kept (in accordance with section 41 of the Act); and
    b. Accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed…*SueW*…… Date… 3/12/2024…..

Sue Wintle ACIE
27 Bascott Road Bournemouth
Dorset BH11 8RJ

Relationship and Family Therapy (RAFT) Ltd

England & Wales - Charity number 1120017

Accounts

Annual Report

Year ending 31st March 2023



Relate
Bournemouth, Poole & Christchurch

Message from our Chair



This has been a strong year for Relate amid challenging times for the UK and the local community we serve. Everyone in the team has felt the impact of the rapid change in supply and demand of services as we adapt to the needs of the community and the resources we have available. You have all more than risen to this challenge.

Our investment in fundraising and marketing has paid off, as we secured a large amount of funding that is already making a difference for many. We've seen a solid rise in the demand for face-to-face sessions and opened the centre to accommodate.

Myself and the Board continue to have huge confidence in the Relate team, our volunteers, counsellors, supervisors, leadership and admin heroes. Great work everyone, you're a part of something to be proud of.



The trustees present their report and financial statements for the year to 31st March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the charitable company's memorandum and articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities issued on 16 July 2014 (SORP 2015 (FRSSE).

Our Mission

To enhance the quality of couple and parental family relationships

To help relationships, marriages and civil partnerships withstand the pressures leading to breakdown

To help make living, working and being with other people, a better experience for our clients, at every stage of life

To limit the damage which commonly accompanies failing relationships, separation and divorce and increase the prospect of subsequent relationships succeeding.

To deliver services with cultural sensitivity and without discrimination. To operate fully within an equal opportunities policy and promote anti-discriminatory practice.

Our Values

We are focused on the needs of clients and communities and we encourage continuous improvement and development

Our service delivery demonstrates excellence in practice, inclusiveness and respect for clients, stakeholders, employees and volunteers

We believe...

An individual's physical well-being, emotional and mental health benefit from a committed relationship.

Children thrive in families where relationships are positive and free from destructive conflict

People gain from an understanding of their sexuality



Performance

This Annual Report examines what we have achieved and the outcomes of our work in the previous 12 months. The report looks at the success of our key activities and the benefits they have brought to the people we are set up to help. It helps us ensure our activities remain focussed on our stated purpose. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit to ensure our previous and planned activities will contribute to the aims and objectives we have set.

Service Delivery

This year, we have increased our charitable offer, with up to 50% of our counselling sessions being partially or fully funded. We have re-launched our mediation service and reached record levels of schools-based service delivery for our Charity.

Clinical Standards

Our Relate centre is an organisational member of the BACP, adhering to their ethical guidelines as well as Relate National's service specifications. The impact on the lives of clients is demonstrated in feedback from our clients gathered through our in-house survey as well as nationally recognised outcomes-measures.

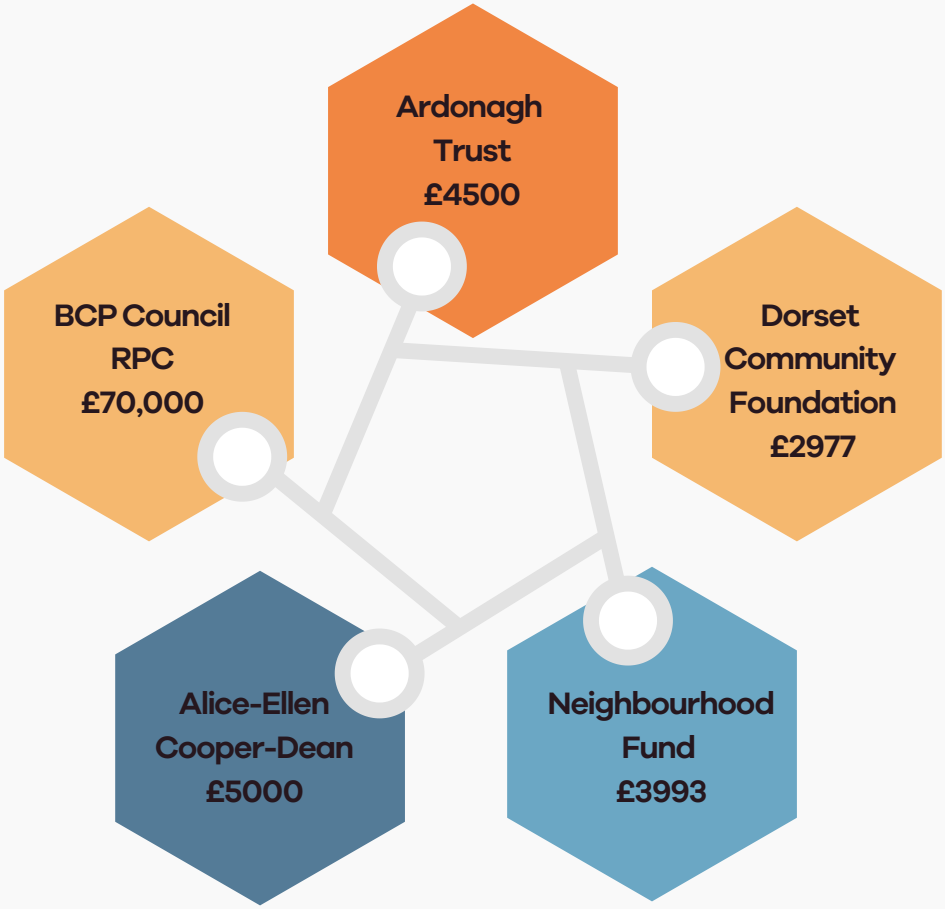
Relationship Counselling Survey

96% of respondents reported that the atmosphere at home had improved following Relate counselling

100% of respondents rated our service either 'good' or 'excellent', with 79% indicating it was 'excellent'

100% recommend Relate to others

Local Funders



Beneficiaries

Funding from trusts and grant-giving bodies in 2022-2023 enabled us to provide fully funded and low cost counselling services to the following beneficiaries:

- Children, young people and families experiencing hardship due to covid or the cost of living crisis (Dorset Community Foundation)
- Couples, families, individuals and children (Ardonagh Trust)
- Young people and their families (Alice-Ellen Cooper Dean Trust)
- Children and young people in schools of high deprivation (Dorset Communities Foundation - Neighbourhood Fund)
- Families of SEND children (BCP Council - Reducing Parental Conflict Grant). This project is to be continued into 2023-24

School Partners

This year, we provided counselling services to Bourne Academy (Bournemouth) and Avonbourne (Southbourne), delivering a total of 410 sessions across both schools.



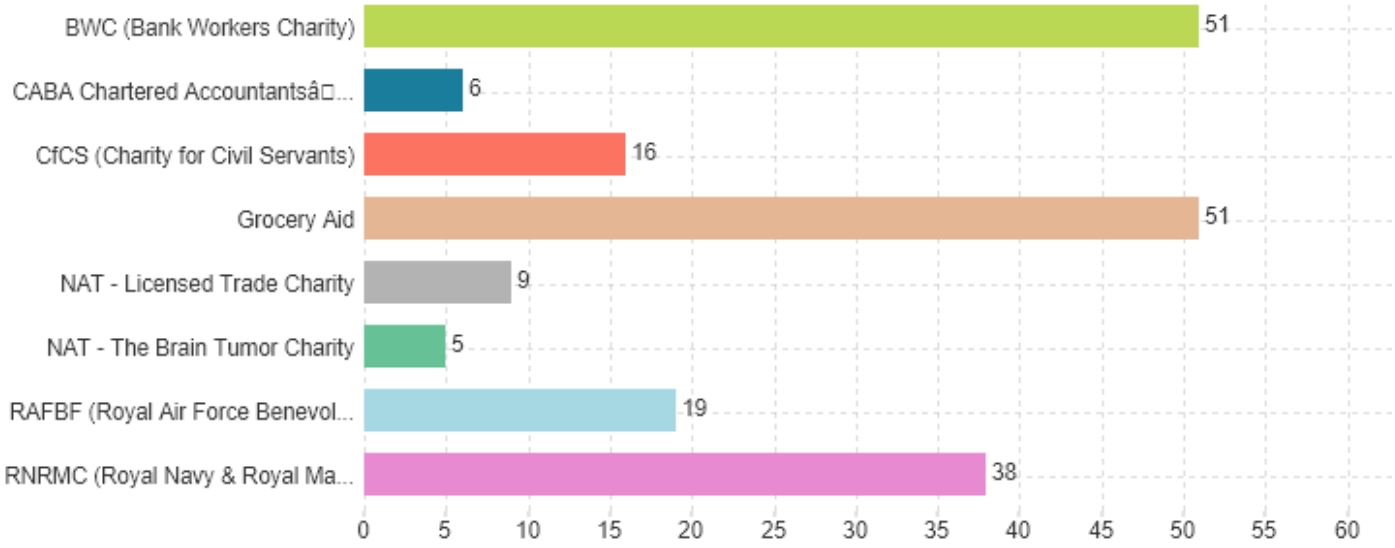


National Partners

Our Charity provide fully and partially funded counselling to individuals, couples, families and children in partnership with the following trusts:

Royal Navy & Royal Marines Charity
Seafarers Charity
Royal Air Force Benevolent Trust
Bank Workers Charity
Chartered Accountants Benevolent Association (CABA)
Charity for Civil Servants
Grocery Aid
The Brain Tumour Charity
The Retail Trust
Licensed Trade Charity

Delivery of partner-funded sessions for the financial year ending 31st March 2023:





Service Delivery

Relationship Counselling

We delivered 1200 sessions of relationship counselling
This service supports people's relationships by helping them discuss their feelings, attitudes and expectations, offering assistance with communication and problem solving.

Family Counselling

We delivered 153 sessions of family counselling, supporting families of all ages, situations and dynamics to have more positive relationships with one another.

Children & Young People's Counselling

We delivered 537 sessions of counselling to children and young people between ages 5-18

Sexual Problems Service

We delivered 6 sessions of psychosexual therapy (PST).

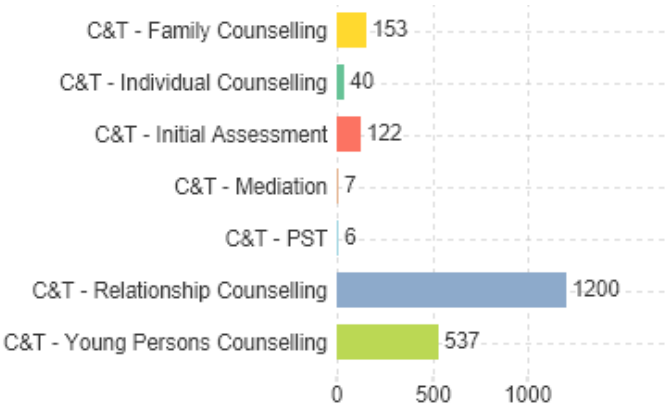
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Client Relationship Counselling survey 2022-23

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The CEO, Operations Manager, Treasurer and Management Accountant meet on a regular basis. The purpose of this meeting is to examine the draft management accounts, to look at variances against budget and in activity, to examine cash flow demands and income streams. Additionally, it is an opportunity to answer any queries for the financial staff. Once this group has agreed the figures they are presented to the Main Board every quarter.

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In the interests of achieving a sustainable team of practitioners, whilst improving service quality, over the past year, we have successfully recruited 3 new Counsellors and one Mediator. We have also provided placements to 3 trainee counsellors (including couples, children and young people's therapy). We have increased workforce capacity by supporting existing Counsellors through provision of placements for additional specialist qualifications.

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An appointment of a new Trustee is a formal process. Once an interested party is identified (such as via a public speaking event or networking) the person(s) are invited to information briefings which are usually held by the CEO and at least one Trustee. If after this process, the person concerned wishes to apply they are supplied with good practice guides from the Charity Commission on Trusteeship and Responsibilities, relevant business plan(s), annual reports / accounts, a person specification and a job description. Upon receipt of a completed application form, the Chair or Vice Chair will meet with the applicant and determine suitability on the basis of skills, Board needs, time available and commitment. If successful, references and a DBS check will be undertaken and parties invited to attend meetings as an observer. Once all matters are satisfactory an invitation to become a Director is made and the relevant Companies House information completed. Whilst this process is lengthy, it has led to long-term commitment from people who can contribute to the quality and effectiveness of the organisation and add value to its service delivery. Our trustees may serve for a maximum of 8 years and we are delighted that many stay to give this length of invaluable service.

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Trustee training is dependent on need. Trustees have attended conferences and local Community Voluntary Services events; Monthly updates from Charity Lawyers and HR Professionals are shared. The agency subscribes to Third Sector publications and attempts to send a representative to at least one National Council for Voluntary Organisations learning event per annum, with information being cascaded, shared or implemented. Relate also recognises the training brought to the Board by Trustee's other roles, some of which is extensive, given annual requirements for Continuous Professional Development.

Report Approval

Small Company Provisions

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

This Report was approved by the Board on : 18.07.23

Company registration number: **06109030**
Registered Charity: **1120017**

Relate Bournemouth Poole and Christchurch

REPORT AND UNAUDITED ACCOUNTS

For the year ended 31 March 2023

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LEGAL AND ADMINISTRATIVE INFORMATION

Relate Bournemouth Poole and Christchurch is a company limited by guarantee and not having share capital and is governed by its Memorandum and Articles of Association. The company is a registered charity.

Charity Name	Relate Bournemouth Poole and Christchurch
Charity registration number	1120017 (registered 11 July 2007)
Company Number	06109030 (incorporated 15 February 2007)
Trustees	Chris Bazell (Resigned 21 July 2022) Anne Clarkson Richard Cook Jacqueline Reeves Dorothy Brown Debra Clark Pauline Wheeler
Registered office	1 Stratfield Saye 20-22 Wellington Road Bournemouth Dorset BHS SJN United Kingdom
Bankers	CAF Bank
Accountant	HJ Accounts Management Ltd 45 Ensbury Avenue Bournemouth Dorset BH10 4HF United Kingdom

Annual Report

Year ending 31st March 2023



Relate
Bournemouth, Poole & Christchurch

Message from our Chair



This has been a strong year for Relate amid challenging times for the UK and the local community we serve. Everyone in the team has felt the impact of the rapid change in supply and demand of services as we adapt to the needs of the community and the resources we have available. You have all more than risen to this challenge.

Our investment in fundraising and marketing has paid off, as we secured a large amount of funding that is already making a difference for many. We've seen a solid rise in the demand for face-to-face sessions and opened the centre to accommodate.

Myself and the Board continue to have huge confidence in the Relate team, our volunteers, counsellors, supervisors, leadership and admin heroes. Great work everyone, you're a part of something to be proud of.



The trustees present their report and financial statements for the year to 31st March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the charitable company's memorandum and articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities issued on 16 July 2014 (SORP 2015 (FRSSE).

Our Mission

To enhance the quality of couple and parental family relationships

To help relationships, marriages and civil partnerships withstand the pressures leading to breakdown

To help make living, working and being with other people, a better experience for our clients, at every stage of life

To limit the damage which commonly accompanies failing relationships, separation and divorce and increase the prospect of subsequent relationships succeeding.

To deliver services with cultural sensitivity and without discrimination. To operate fully within an equal opportunities policy and promote anti-discriminatory practice.

Our Values

We are focused on the needs of clients and communities and we encourage continuous improvement and development

Our service delivery demonstrates excellence in practice, inclusiveness and respect for clients, stakeholders, employees and volunteers

We believe...

An individual's physical well-being, emotional and mental health benefit from a committed relationship.

Children thrive in families where relationships are positive and free from destructive conflict

People gain from an understanding of their sexuality



Performance

This Annual Report examines what we have achieved and the outcomes of our work in the previous 12 months. The report looks at the success of our key activities and the benefits they have brought to the people we are set up to help. It helps us ensure our activities remain focussed on our stated purpose. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit to ensure our previous and planned activities will contribute to the aims and objectives we have set.

Service Delivery

This year, we have increased our charitable offer, with up to 50% of our counselling sessions being partially or fully funded. We have re-launched our mediation service and reached record levels of schools-based service delivery for our Charity.

Clinical Standards

Our Relate centre is an organisational member of the BACP, adhering to their ethical guidelines as well as Relate National's service specifications. The impact on the lives of clients is demonstrated in feedback from our clients gathered through our in-house survey as well as nationally recognised outcomes-measures.

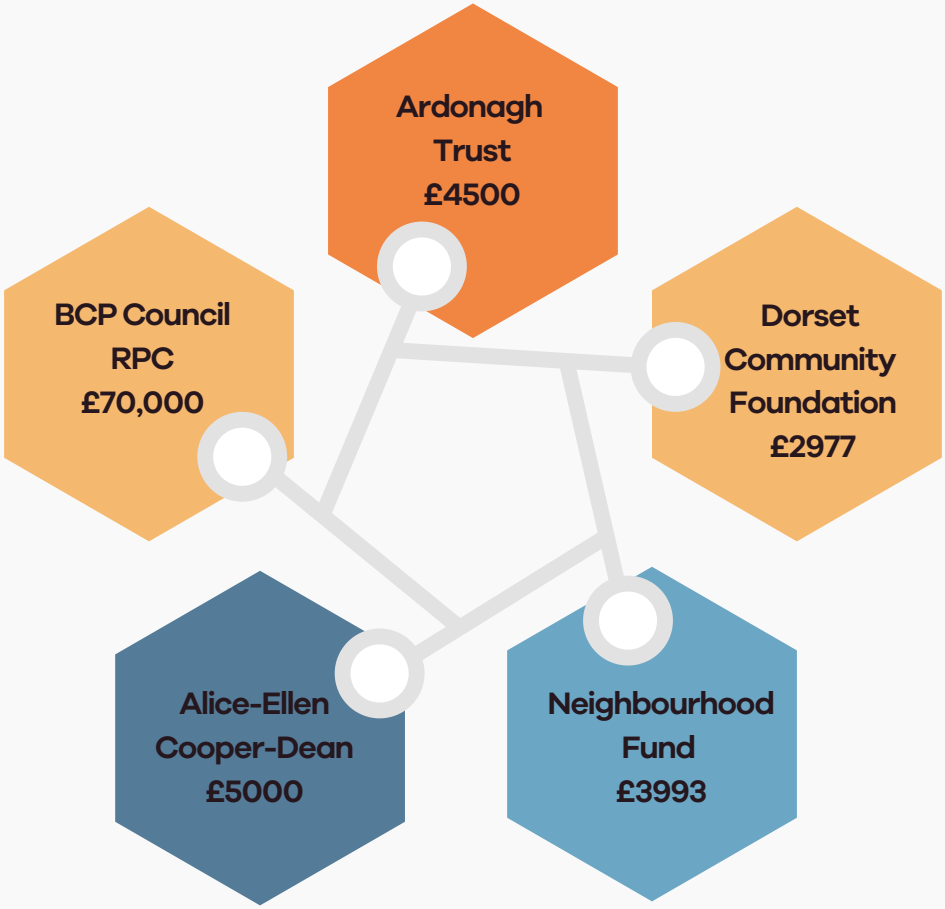
Relationship Counselling Survey

96% of respondents reported that the atmosphere at home had improved following Relate counselling

100% of respondents rated our service either 'good' or 'excellent', with 79% indicating it was 'excellent'

100% recommend Relate to others

Local Funders



Beneficiaries

Funding from trusts and grant-giving bodies in 2022-2023 enabled us to provide fully funded and low cost counselling services to the following beneficiaries:

- Children, young people and families experiencing hardship due to covid or the cost of living crisis (Dorset Community Foundation)
- Couples, families, individuals and children (Ardonagh Trust)
- Young people and their families (Alice-Ellen Cooper Dean Trust)
- Children and young people in schools of high deprivation (Dorset Communities Foundation - Neighbourhood Fund)
- Families of SEND children (BCP Council - Reducing Parental Conflict Grant). This project is to be continued into 2023-24

School Partners

This year, we provided counselling services to Bourne Academy (Bournemouth) and Avonbourne (Southbourne), delivering a total of 410 sessions across both schools.



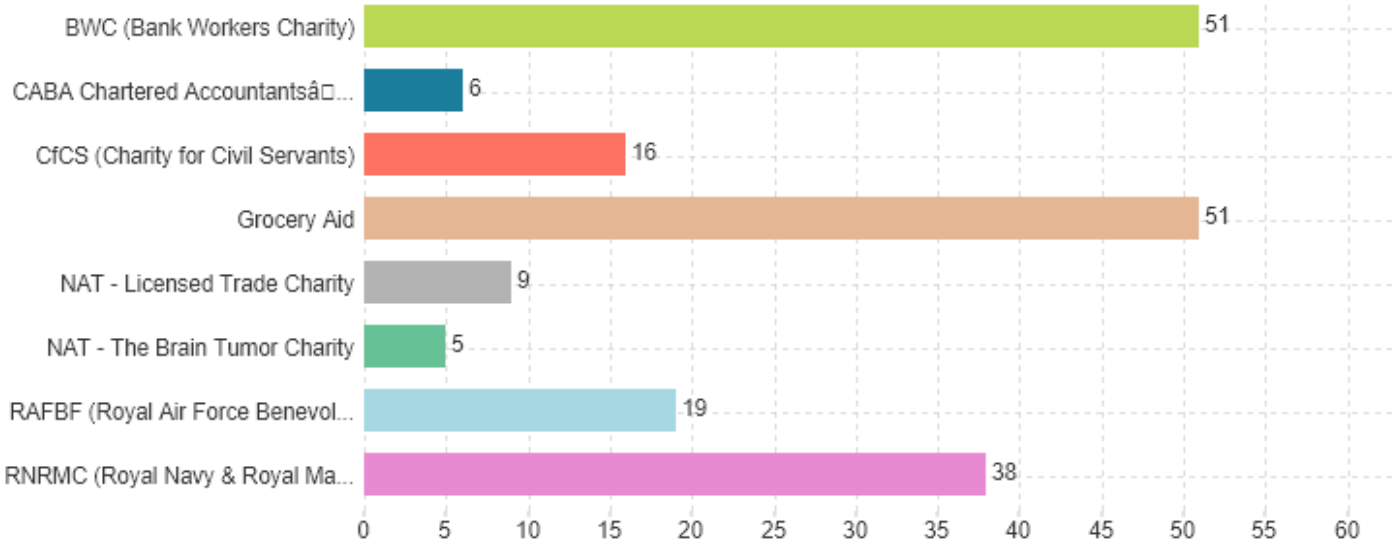


National Partners

Our Charity provide fully and partially funded counselling to individuals, couples, families and children in partnership with the following trusts:

Royal Navy & Royal Marines Charity
Seafarers Charity
Royal Air Force Benevolent Trust
Bank Workers Charity
Chartered Accountants Benevolent Association (CABA)
Charity for Civil Servants
Grocery Aid
The Brain Tumour Charity
The Retail Trust
Licensed Trade Charity

Delivery of partner-funded sessions for the financial year ending 31st March 2023:





Service Delivery

Relationship Counselling

We delivered 1200 sessions of relationship counselling
This service supports people's relationships by helping them discuss their feelings, attitudes and expectations, offering assistance with communication and problem solving.

Family Counselling

We delivered 153 sessions of family counselling, supporting families of all ages, situations and dynamics to have more positive relationships with one another.

Children & Young People's Counselling

We delivered 537 sessions of counselling to children and young people between ages 5-18

Sexual Problems Service

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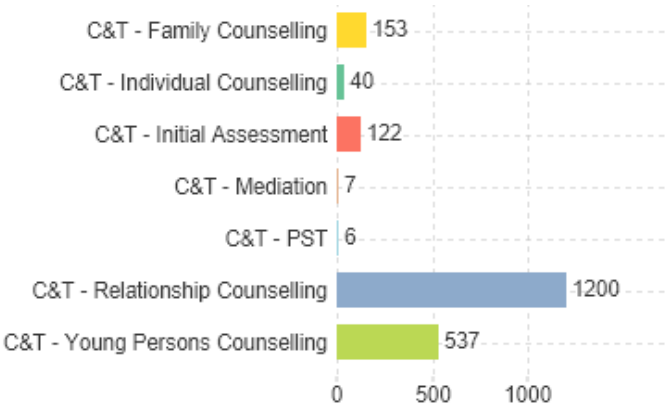
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Small Company Provisions

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

This Report was approved by the Board on : 18.07.23

Richard Cook

Richard Cook (Nov 28, 2023 21:20 GMT)

28/11/2023

Statement of financial activities (including Income and Expenditure account)
For the year ended 31 March 2023

The company had no gains or losses other than those shown above.

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Income from:						
Donations and legacies	2	759	0	0	759	421
Investment Income	3	436	0	0	436	110
Charitable activities	4	109,560	0	86,471	196,031	185,064
Total Income		110,755	0	86,471	197,226	185,596
Expenditure on:					0	0
Charitable activities	6	182,320	0	0	182,320	171,563
Total Expenditure	6	182,320	0	0	182,320	171,563
Net income before transfers	5	(71,564)	0	86,471	14,906	14,032
Transfer between funds	12	68,090	(25,259)	(42,831)	0	0
Net (expenditure)/income for the year		(3,474)	(25,259)	43,640	14,906	14,032
Funds brought forward		3,488	37,500	108,057	149,046	135,013
Funds carried forward	12&13	14	12,241	151,697	163,952	149,046

Balance Sheet as at 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total £	2022 Total £
Fixed assets					
Tangible assets	8	880	79,604	80,484	81,292
Investments	9	253	-	253	253
		1,133	79,604	80,737	81,545
Current assets					
Debtors	10	6,804	-	6,804	8,217
Cash at bank and in hand		19,301	72,093	91,394	73,591
		26,105	72,093	98,198	81,808
Creditors: amounts falling due within one year	11	(14,982)	-	(14,982)	(14,307)
Net current assets		11,123	72,093	83,216	67,501
Net assets		12,255	151,697	163,952	149,046
Funds					
Unrestricted income funds					
Designated funds	13	12,241	-	12,241	37,500
General funds		14	-	14	3,488
Restricted funds	12	-	151,697	151,697	108,057
Total funds		12,255	151,697	163,952	149,046

For the year ended 31 March 2023, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006. No Member of the charitable company has deposited a notice, pursuant of section 476, requiring an audit of these accounts under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the charity.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within part 15 of the Companies Act 2006 and with the micro-entities provision.

Approved by the Trustees on:

28/11/2023

And signed on their behalf by Richard Cook, Chair of Trustees

Richard Cook

Richard Cook (Nov 28, 2023 21:20 GMT)

Notes to the Accounts for the year ended 31 March 2023

Accounting Policies

(a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014, the Financial Reporting Standard for Smaller Entities (FRSSE), and the Charities Act 2011 and applicable regulations.

The 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.

(b) Income recognition

Income is recognised in the period in which the charity is entitled to receipt, the amount can be measured reliably, it is probable that the income will be received.

(c) Expenditure

All expenditure is accounted for on the accruals basis as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probably that settlement will be required, and the amount of the obligation can be measured reliably. Irrecoverable value added tax is included in the cost of those items to which it relates.

(d) Fixed assets and depreciation

Fixed assets retained for continuing use in the charity are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold property amortisation	1% straight line
Office equipment and furniture	15% reducing balance
Computer Equipment	25% straight line

(e) Fund accounting

The General Fund is an unrestricted fund which is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for a specific purpose.

The Designated Funds are unrestricted funds which have been set up by the Trustees to meet identified future costs of the charity and allow the charity to continue should there be a future funding shortfall.

Restricted Funds are funds which are to be used in accordance with specific restrictions imposed by the donors. The aim and use of each restricted fund is set out in the notes to the accounts.

Incoming resources and resources expended are allocated to the Funds on a direct or time apportioned basis as appropriate.

(f) Pensions

The charity operates a defined contribution pension scheme. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the scheme.

(g) Donated Service

Donated services provided by individuals or entities as part of their trade or profession are included as incoming resources as their estimated open market value where the benefit to the charity is reasonably quantifiable and measurable.

Notes to the Accounts (continued) for the year ended 31 March 2023

2. Donations and legacies	General Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations:				
Unrestricted donations	759	-	759	421
	759	-	759	421

3. Investment income	General Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Interest	436	-	436	110
	436	-	436	110

4. Income from charitable activities	General Funds £	Restricted Funds £	2023 £	2022 £
Client contributions for counselling	96,766	-	96,766	116,220
Gift Aid recoverable on client contributions	3,281	-	3,281	6,465
Mediation income	-	-	-	-
Family Matters Bursary Fund	-	-	-	-
Award for All	-	-	-	-
Bursary Income	-	86,471	86,471	35,490
Training income	540	-	540	-
Room hire and other income	8,974	-	8,974	26,888
	109,560	86,471	196,031	185,064

Other income includes £6,908 DWP Access To Work income.

Notes to the Accounts (continued) for the year ended 31 March 2023

5. Total resources expended	**2023**	**2022**
	£	**£**
These include:		
Wages and salaries (including redundancy)	125,653	116,711
Employers national insurance	-	-36
Pension costs	3,733	2,630
Depreciation	1,188	1,093
Average number of employees	17	16

There are no staff members earning in excess of £60,000 pa

Notes to the Accounts (continued) for the year ended 31 March 2023

6. Expenditure	2023	2022
	£	£
Charitable activity costs, by type of expense		
Wages and salaries (including redundancy)	125,653	116,675
Pension costs	3,733	2,630
Subcontractor costs	3,548	15,652
Mediation costs	209	-
Training direct costs	905	419
Supervision	4,980	5,630
Travel and subsistence	296	188
Rates	2,766	2,766
Light and heat	1,023	1,569
Cleaning	2,234	113
Telephone and fax	3,477	1,984
Advertising	-	17
Stationery, postage and printing	814	316
Subscriptions	1,332	1,201
Relate membership	11,899	11,652
Bank charges	1,215	1,383
Insurance	1,346	1,229
Software and computer maintenance	322	809
Repairs and maintenance	5,541	572
Staff Entertainment & Welfare	533	957
Gifts & Donations	1,004	799
Sundry expenses	1,195	118
Professional fees	3,360	-
Depreciation and loss on disposal of assets	1,188	1,093
	178,576	167,771
Governance costs		
Independent examination	360	360
Accountancy	3,384	3,432
	3,744	3,792
Total charitable expenditure	182,320	171,563

7. Trustee's remuneration and expenses

No Trustee received any remuneration from the charity in relation to the performance of their duties.

There are no related party transactions to disclose.

Notes to the Accounts (continued) for the year ended 31 March 2023

8. Fixed assets	Land and buildings	Plant and machinery	Total
	£	£	£
Cost			
At 1 April 2022	93,644	9,879	103,523
Additions	-	380	380
Disposals	-	-	-
At 31 March 2023	93,644	10,259	103,903
Depreciation			-
At 1 April 2022	13,104	9,127	22,231
Charge for the year	936	252	1,188
On disposals	-	-	-
At 31 March 2023	14,040	9,379	23,419
Net book value			-
At 31 March 2023	79,604	880	80,484
At 31 March 2022	80,540	752	81,292

In the opinion of the Trustees, the current market value of the leasehold land and buildings at the balance sheet date was approximately £190,000.

9. Investments	Other investments
	£
Cost	
At 1 April 2022	253
At 31 March 2023	253

Other investments	2023	2022
	£	£
Unlisted investments stated at cost	253	253

10. Debtors	2023	2022
	£	£
Trade debtors	5,351	6,740
Other debtors and prepayments	1,453	1,477
	6,804	8,217

11. Creditors: amounts falling due within one year	2023	2022
	£	£
Trade creditors	745	3,301
Other taxation and social security	1,951	982
Accruals	10,842	10,024
	14,982	14,307

Notes to the Accounts (continued) for the year ended 31 March 2023

12. Restricted Funds

	At 1 April 2022 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2023 £
Capital Fund					
Leasehold property	80,540	-	-	(936)	79,604
Promoting health and well-being					
Parenting Project Grant	1,000	-	-	(1,000)	-
Awards for All	610	-	-	(610)	-
Bursary Income	25,907	86,471	-	(40,285)	72,093
Total restricted funds	108,057	86,471	-	(42,831)	151,697

13. Designated Funds

	At 1 April 2022 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2023 £
Building Fund	15,000	-	-	(4,609)	10,391
Running Costs Reserves Fund	22,500	-	-	(20,650)	1,850
Organisational Development Fund	-	-	-	-	-
	37,500	-	-	(25,259)	12,241

14. Members' liability

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets of the company in the event of the same being wound up while he or she is a member, or within one year after he or she ceases to be a member, for payment of the debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up such amount as may be required not exceeding £1. The number of members at the balance sheet date was 6 (31/03/2023).

15. Control

Relate Bournemouth Poole and Christchurch is constituted as a charitable company with no share capital. Control of the company is therefore vested in the trustees.

Final Annual Report and Accounts 2022-23

Final Audit Report 2023-11-28

Created:	2023-11-28
By:	Hannah Jeffery (hannah@hjaccountsmanagement.co.uk)
Status:	Signed
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"Final Annual Report and Accounts 2022-23" History

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Adobe Acrobat Sign

30th November 2023

The Trustees
Relate Bournemouth Poole and Christchurch
1 Stratfield SAYE
20-22 Wellington Road
Bournemouth
BH5 SJN

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

Report to the trustees of Relate Bournemouth Poole and Christchurch, on accounts for the year ended 31st March 2023

Respective responsibilities of Trustees and examiner
The trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts (under section 145 of the Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- To state whether particular matters have come to my attention.

Basis of independent examiner's statement
My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement
In the course of my examination, no matter has come to my attention:

1. Which gives me reasonable cause to believe that, in any material respect, the trustees have not met the requirements to ensure that:
    a. Proper accounting records are kept (in accordance with section 41 of the Act); and
    b. Accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed…*SueW*…… Date… 30/11/2023…..

Sue Wintle FMAAT Accounting Technician
27 Bascott Road Bournemouth
Dorset BH11 8RJ

Relationship and Family Therapy (RAFT) Ltd

England & Wales - Charity number 1120017

Accounts

Company registration number: **06109030**
Registered Charity: **1120017**

Relate Bournemouth Poole and Christchurch

REPORT AND UNAUDITED ACCOUNTS

For the year ended 31 March 2022

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LEGAL AND ADMINISTRATIVE INFORMATION

Relate Bournemouth Poole and Christchurch is a company limited by guarantee and not having share capital and is governed by its Memorandum and Articles of Association. The company is a registered charity.

Charity Name	Relate Bournemouth Poole and Christchurch
Charity registration number	1120017 (registered 11 July 2007)
Company Number	06109030 (incorporated 15 February 2007)
Trustees	Chris Bazell Anne Clarkson Richard Cook Jacqueline Reeves Dorothy Brown Debra Clark Pauline Wheeler
Registered office	1 Stratfield Saye 20-22 Wellington Road Bournemouth Dorset BHS SJN United Kingdom
Bankers	CAF Bank Unity Trust Bank
Accountant	HJ Accounts Management Ltd 45 Ensbury Avenue Bournemouth Dorset BH10 4HF United Kingdom

Relate Bournemouth, Poole & Christchurch Trustees Report

YEAR ENDING 31ST MARCH 2022

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Objectives

The Trustees present their report and financial statements for the year to 31st March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the charitable company's memorandum and articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities issued on 16 July 2014 (SORP 2015 (FRSSE).

Message from our Chair Rich Cook



It's been another great year for Relate despite continued challenges around resources, rising costs and the ongoing impacts of the pandemic. Many have seen huge increases in the cost of living and this naturally puts a strain on families, relationships and the communities we serve. Relate can't escape the impact either so as a charity who value our team and the difference they make, we've committed to pay increases to recognise the changing needs and environment we all work and live in.

Our client feedback continues to be outstanding with great outcomes. Moving forward we'll invest more time in seeking and using this feedback to help us adjust offerings and celebrate success. Listening to our clients and staff has meant we've also been able to return to meeting some clients face to face, this helps us connect with those who prefer this and adjust our services to meet client needs better.

I expect there are still surprises, changes and challenges to come but myself and the board have huge confidence in the Relate team, our volunteers, counsellors, supervisors, admin heroes and leadership.



Our Mission



To enhance the quality of couple and parental family relationships.



To help relationships, marriages and civil partnership withstand the pressures leading to breakdown.



To limit the damage which commonly accompanies failing relationships, separation and divorce and increase the prospect of subsequent relationships succeeding.



Relate aims to deliver its services with cultural sensitivity and without discrimination. We operate fully within an equal opportunities policy and promote anti-discriminatory practice.



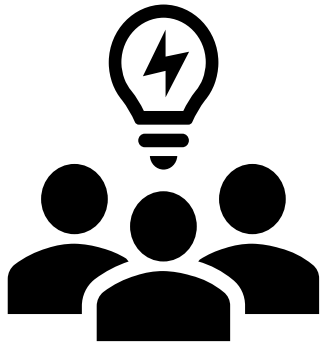
Relate's aim is to help living, working and being with other people, a better experience for our clients, at every life stage

Our Values

An individual's physical well-being and emotional and mental health benefit from a committed relationship.

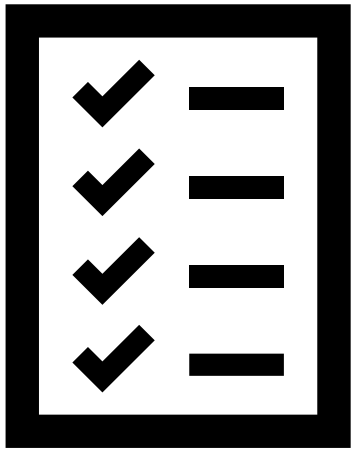
Children thrive in families where relationships are positive and free from destructive conflict.

People gain from an understanding of their sexuality



- We are focused on the needs of clients and communities and we encourage continuous improvement and development
- Our service delivery to clients demonstrates excellence in practice, inclusiveness and respect for clients, stakeholders, employees and volunteers

Performance



This Annual Report examines what we have achieved and the outcomes of our work in the previous 12 months. The report looks at the success of our key activities and the benefits they have brought to the people we are set up to help. It helps us ensure our activities remain focused on our stated purpose. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit to ensure our previous and planned activities will contribute to the aims and objectives we have set.

- **Service Development**

This year, we have maintained a high quality virtual service; having transitioned from fully face to face, to a fully virtual service in March 2020 during the Covid19 pandemic. We have reviewed our structure and built upon our existing resources to aid both day to day operations and business development. We have appointed an Operations Manager to aid our growth as we emerge from the constraints of the pandemic.

- **Clinical Performance**

Our Relate centre is an organisational member of the BACP, adhering to their ethical guidelines as well as Relate National's service specifications. The impact on the lives of clients is demonstrated in feedback from our clients

Client Survey 2021-22

What impact did counselling have on you & your partner?

It made us better at listening to each other and talking about how we feel

It created a space for me and my partner to communicate openly

We made small adjustments to our behaviours and this made a huge difference to how we feel and how our home feels

Huge change in both of us - better communication, diminished confrontation, reduced anxiety and anger.

We are a bit calmer and more confident in sorting out our differences

It allowed us to find our friendship again, our kindness and our respect. We can now keep moving forward because of the skillset we now possess.

Client Survey 2021-22

Other Services

It impacted my life immensely

Completely changed my life, my perspective, love and acceptance of myself and others.

Renewed confidence to make changes in my life, for own well being. To talk to my close friends more. To look to the future but live in the moment.

I feel like I'm no longer walking on egg shells. I can breathe more easily and feel less angry. I'm less snappy with people too.

It enabled me to face my fears and realise that I am stronger than I think.

When I began counselling I was feeling very sad and defeated and in some ways a 'victim' of my own life. I now feel excited and optimistic about life, and that I have the power to create my future.

Weathering the Storm

We have been granted funding by The Amateurs Trust to deliver counselling to children, young people and families impacted by the pandemic. This has enabled us to work in local secondary schools, aiming to help students improve their awareness of themselves and others, emotional regulation and resilience. Delivery started early in 2022, and by 31st March, 7 young people had fully completed their counselling. The fund will provide 300 sessions before its close in October 2022.

Services Delivered

Relationship Counselling

- The centre delivered 1947 sessions of relationship counselling
- This service supports people's relationships by helping them discuss their feelings, attitudes and expectations, offering assistance with communication and problem solving.

Family Counselling

- The centre delivered 182 sessions of family counselling, supporting families of all ages, situations and dynamics to have more positive relationships with one another.

Sexual Problems Service

- The centre delivered 184 sessions of psychosexual therapy (PST).

Services Delivered

Young Peoples Counselling

- The centre delivered 214 sessions of young people's counselling to individuals aged between 5 and 18 years old.
- These sessions supported them to explore and develop coping strategies for their issues.
- These were delivered to self-funded and part-funded clients.

Individual Counselling

- The centre delivered 196 sessions of counselling to individuals dealing with all issues.
- We also delivered individual counselling for relationship-specific problems both integrated into couples therapy and as a separate service.

In total

- This year, the centre delivered a total of 2,724 counselling sessions

Financial review



The CEO meets regularly with our Treasurer and Management Accountant to look at draft management accounts, examine variances against budget and to look at the progress of income streams. Once both parties have agreed the accounts they are presented to the Executive Board.

Reserves

- The Trustees require that financial reserves should reflect three months running costs, which currently stands at £22,500 (3 months of £7,500 fixed costs). In addition, there is a designated Building Fund reserve of £15,000. Relate has more than £30,000 in two investment accounts in line with governmental guarantees. We hold reserves in CAF Bank, a subsidiary of the Charities Aid Foundation and Unity Trust Bank, a civil society bank whose shareholders are Trades Unions and the Co-operative Society.

Principal Funding Sources

- The principal funding sources for the charity are currently from client contributions, trust fundraising and spot purchasing from local schools and authorities.

Structure, Governance & Management

Public Benefit

- The Trustees confirm that they have complied with the duty to give due regard to the Charity Commission's general guidance on public benefit. As stated elsewhere in this report, the work of the Charity is to prevent harm or further distress resulting from relationship breakdown and to educate the general public on matters pertaining to these issues. It is not considered that the Charity's activities include any detriment to beneficiaries or that they convey any significant incidental private benefit to those governing the Charity. By fundamental definition, the charity's beneficiaries; families under stress, or in relationship crisis, are the public. All counselling services rarely cover their costs. The Department for Education's Evaluation of Relationship Services estimated the cost to provide one hour of counselling was £78. These deficits are made up by a small gift aid stream from clients who make full contributions of £55 per supplied hour and by generating funds in other services to underpin the core services provided.

Subsidy

- As detailed in this report, Relate Bournemouth, Poole and Christchurch provides subsidised and fully funded counselling sessions using funds raised in the form of grants, donations and Gift Aid. The Charity also provides fully funded services to individuals, couples and families through both local and national contracts, such as employee assistance programmes and welfare services.

Volunteer Contribution

- Relate's services, by definition, are necessarily complex and for the most part the Board (which is entirely comprised of volunteers) is not able to agree to the deployment of volunteers in clinical or educational work, with the exception of individuals participating in a Relate Institute Accredited Course.
- The centre currently has 3 volunteer counsellors.

Structure, Governance & Management

Governing Document

- Relate Bournemouth, Poole and Christchurch is a charitable company limited by guarantee; incorporated 1st April 2008 and Registered as a Charity 1st April 2008. The company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed by its Articles of Association, which were ratified on 15th July 2010 to bring them in line with Relate as a Federation. Strategic, financial and policy decisions are exclusively taken by the individual Charity at quarterly Board meetings. Operational issues are address in supervision between the Chair and CEO, decisions are made and reported to the Board at Executive meetings. The Chairman supervises the work of the CEO and receives the financial reports.

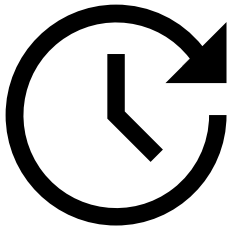
Finance Meetings

- The CEO, Operations Manager, Treasurer and Management Accountant meet on a regular basis. The purpose of this meeting is to examine the draft management accounts, to look at variances against budget and in activity, to examine cash flow demands and income streams. Additionally, it is an opportunity to check postings and answer any queries for the financial staff. Once this group has agreed the figures they are presented to the Main Board every quarter.

Service Delivery

- The CEO is Claire Burgess, who is responsible for reporting to the Board on issues of Finance, HR, Quality Control, Service Delivery and Development. She is responsible for managing and developing existing contracts, developing business ideas and is the public face of the Charity. The Clinical Supervisors are Helen Strickland and Meyrem Rawes-Enver. The Clinical Supervisors and CEO work closely to maintain high standards and look for areas of improvement within our clinical practice. In the interests of achieving a sustainable team of practitioners, whilst improving service quality, over the past year, we have successfully supported 3 trainee couples counsellors through their placements.

Plans for future periods



Meeting the needs of our communities

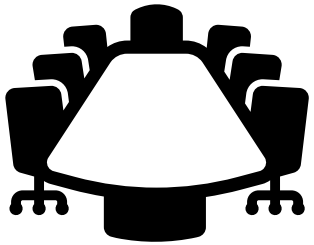
Reflecting our values, we are renewing our focus on inclusion and striving to better meet the needs of those who often find the full cost of counselling out of reach. We aim to increase the percentage of subsidised counselling sessions to 60% of total delivery. We are also exploring ways to extend our work in schools and to ensure our training and recruitment of counsellors encourages greater diversity within our team.

Together we're stronger

As the world 'reopens' following the peaks of the Covid-19 pandemic, we are once again able to look to develop partnerships and collaborations. We are approaching this in a number of ways:

- Ensuring we enjoy the full benefit of our relationships with Relate national and other federated centres.
- Engaging in new collaborations locally in Bournemouth, Poole and Christchurch, reawakening our membership of Community Action Network and other infrastructure bodies
- Developing our relationships with local statutory sector partners including BCP Council and health sector providers
- Developing our collaborations with voluntary sector partners of all sizes, helping us ensure our reach extends to communities often overlooked by full-cost counselling services
- Developing a training service to nourish community practices of reducing conflict and promoting effective self-care.

Board of Trustees



Trustee Appointments

- An appointment of a new Trustee is a formal process.
- Once an interested party is identified (such as via a public speaking event or networking) the person(s) are invited to information briefings which are usually held by the CEO and at least one Trustee.
- If after this process, the person concerned wishes to apply they are supplied with good practice guides from the Charity Commission on Trusteeship and Responsibilities, relevant business plan(s), annual reports / accounts, a person specification and a job description.
- Upon receipt of a completed application form, the Chair or Vice Chair will meet with the applicant and determine suitability on the basis of skills, Board needs, time available and commitment.
- If successful, references (2) and a DBS check will be undertaken and parties invited to attend meetings as an observer.
- Once all matters are satisfactory an invitation to become a Director is made and the relevant Companies House information completed.
- Whilst this process is lengthy, it has led to long-term commitment from people who can contribute to the quality and effectiveness of the organisation and add value to its service delivery. Our trustees may serve for a maximum of 8 years and we are delighted that many stay to give this length of invaluable service.

Trustee Training

- Trustee training is dependent on need. Trustees have attended conferences and local CVS events; Monthly updates from Charity Lawyers and HR Professionals are shared. The agency subscribes to Third Sector publications and attempts to send a representative to at least one NCVO learning event per annum, with information being cascaded, shared or implemented. Relate also recognises the training brought to the Board by Trustee's other roles, some of which is extensive, given annual requirements for Continuous Professional Development.

Report Approval

Small Company Provisions

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board on 21st July 2022

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Statement of financial activities (including Income and Expenditure account)
For the year ended 31 March 2022

The company had no gains or losses other than those shown above.

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
Income from:						
Donations and legacies	2	421	0	0	421	1,649
Investment Income	3	110	0	0	110	13
Charitable activities	4	149,574	0	35,490	185,064	157,483
Total Income		150,106	0	35,490	185,596	159,145
Expenditure on:					0	0
Charitable activities	6	171,563	0	0	171,563	163,545
Total Expenditure	6	171,563	0	0	171,563	163,545
Net income before transfers	5	(21,458)	0	35,490	14,032	(4,400)
Transfer between funds	12	19,433	(8,914)	(10,519)	0	0
Net (expenditure)/income for the year		(2,025)	(8,914)	24,971	14,032	(4,400)
Funds brought forward		5,513	46,414	83,086	135,013	139,414
Funds carried forward	12&13	3,488	37,500	108,057	149,046	135,014

Balance Sheet as at 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total £	2021 Total £
Fixed assets					
Tangible assets	8	752	80,540	81,292	82,136
Investments	9	253	-	253	253
		1,005	80,540	81,545	82,389
Current assets					
Debtors	10	8,217		8,217	3,168
Cash at bank and in hand		46,074	27,517	73,591	56,990
		54,291	27,517	81,808	60,158
Creditors: amounts falling due within one year	11	(14,307)	-	(14,307)	(7,533)
Net current assets		39,984	27,517	67,501	52,625
Net assets		40,989	108,057	149,046	135,014
Funds					
Unrestricted income funds					
Designated funds	13	37,500	-	37,500	46,414
General funds		3,488	-	3,488	5,513
Restricted funds	12	-	108,057	108,057	83,086
Total funds		40,989	108,057	149,046	135,014

For the year ended 31 March 2022, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006. No Member of the charitable company has deposited a notice, pursuant of section 476, requiring an audit of these accounts under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the charity.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within part 15 of the Companies Act 2006 and with the micro-entities provision.

Approved by the Trustees on:

And signed on their behalf by Richard Cook, Chair of Trustees

Notes to the Accounts for the year ended 31 March 2022

Accounting Policies

(a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014, the Financial Reporting Standard for Smaller Entities (FRSSE), and the Charities Act 2011 and applicable regulations.

The 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.

(b) Income recognition

Income is recognised in the period in which the charity is entitled to receipt, the amount can be measured reliably, it is probable that the income will be received.

(c) Expenditure

All expenditure is accounted for on the accruals basis as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probably that settlement will be required, and the amount of the obligation can be measured reliably. Irrecoverable value added tax is included in the cost of those items to which it relates.

(d) Fixed assets and depreciation

Fixed assets retained for continuing use in the charity are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold property amortisation	1% straight line
Office equipment and furniture	15% reducing balance
Computer Equipment	25% straight line

(e) Fund accounting

The General Fund is an unrestricted fund which is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for a specific purpose.

The Designated Funds are unrestricted funds which have been set up by the Trustees to meet identified future costs of the charity and allow the charity to continue should there be a future funding shortfall.

Restricted Funds are funds which are to be used in accordance with specific restrictions imposed by the donors. The aim and use of each restricted fund is set out in the notes to the accounts.

Incoming resources and resources expended are allocated to the Funds on a direct or time apportioned basis as appropriate.

(f) Pensions

The charity operates a defined contribution pension scheme. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the scheme.

(g) Donated Service

Donated services provided by individuals or entities as part of their trade or profession are included as incoming resources as their estimated open market value where the benefit to the charity is reasonably quantifiable and measurable.

Notes to the Accounts (continued) for the year ended 31 March 2022

2. Donations and legacies	General Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations:				
Unrestricted donations	421	-	421	1,649
	421	-	421	1,649

3. Investment income	General Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Interest	110	-	110	13
	110	-	110	13

4. Income from charitable activities	General Funds £	Restricted Funds £	2022 £	2021 £
Client contributions for counselling	116,220	-	116,220	106,398
Gift Aid recoverable on client contributions	6,465	-	6,465	5,538
Mediation income	-	-	-	7,314
Family Matters Bursary Fund	-	-	-	-
Award for All	-	-	-	10,000
Bursary Income	-	35,490	35,490	-
Training income	-	-	-	-
Room hire and other income	26,888	-	26,888	28,233
	149,574	35,490	185,064	157,483

Other income includes £22,409 CJRS grant income and £4,179 DWP Access To Work income.

Notes to the Accounts (continued) for the year ended 31 March 2022

5. Total resources expended	**2022**	**2021**
	£	**£**
These include:		
Wages and salaries (including redundancy)	116,711	120,338
Employers national insurance	(36)	622
Pension costs	2,630	2,693
Depreciation	1,093	936
Average number of employees	16	17

There are no staff members earning in excess of £60,000 pa

Notes to the Accounts (continued) for the year ended 31 March 2022

6. Expenditure	**2022**	**2021**
	£	**£**
Charitable activity costs, by type of expense		
Wages and salaries (including redundancy)	116,675	120,961
Pension costs	2,630	2,693
Subcontractor costs	15,652	-
Mediation costs	-	5,254
Training direct costs	419	2,550
Supervision	5,630	4,662
Travel and subsistence	188	-
Rates	2,766	2,766
Light and heat	1,569	1,490
Cleaning	113	209
Telephone and fax	1,984	1,841
Advertising	17	216
Stationery, postage and printing	316	363
Subscriptions	1,201	602
Relate membership	11,652	8,779
Bank charges	1,383	2,507
Insurance	1,229	895
Software and computer maintenance	809	585
Repairs and maintenance	572	1,441
Staff Entertainment & Welfare	957	-
Gifts & Donations	799	-
Sundry expenses	118	703
Professional fees	-	300
Depreciation and loss on disposal of assets	1,093	936
	167,771	159,753
Governance costs		
Independent examination	360	360
Accountancy	3,432	3,432
	3,792	3,792
Total charitable expenditure	171,563	163,545

7. Trustee's remuneration and expenses

No Trustee received any remuneration from the charity in relation to the performance of their duties.

There are no related party transactions to disclose.

Notes to the Accounts (continued) for the year ended 31 March 2022

8. Fixed assets	Land and buildings	Plant and machinery	Total
	£	£	£
Cost			
At 1 April 2021	93,644	9,630	103,274
Additions	-	249	249
Disposals	-	-	-
At 31 March 2022	93,644	9,879	103,523
Depreciation			-
At 1 April 2021	12,168	8,970	21,138
Charge for the year	936	157	1,093
On disposals	-	-	-
At 31 March 2022	13,104	9,127	22,231
Net book value			-
At 31 March 2022	80,540	752	81,292
At 31 March 2021	81,476	660	82,136

In the opinion of the Trustees, the current market value of the leasehold land and buildings at the balance sheet date was approximately £190,000.

9. Investments	Other investments
	£
Cost	
At 1 April 2021	253
At 31 March 2022	253

Other investments	2022	2021
	£	£
Unlisted investments stated at cost	253	253

10. Debtors	2022	2021
	£	£
Trade debtors	6,740	1,555
Other debtors and prepayments	1,477	1,613
	8,217	3,168

11. Creditors: amounts falling due within one year	2022	2021
	£	£
Trade creditors	3,301	692
Other taxation and social security	982	2,078
Accruals	10,024	4,763
	14,307	7,533

Notes to the Accounts (continued) for the year ended 31 March 2022

12. Restricted Funds

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2022 £
Capital Fund					
Leasehold property	81,476	-	-	(936)	80,540
Promoting health and well-being					
Parenting Project Grant	1,000	-	-	-	1,000
Awards for All	610	-	-	-	610
Bursary Income	-	35,490	-	(9,583)	25,907
Total restricted funds	83,086	35,490	-	(10,519)	108,057

13. Designated Funds

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2022 £
Building Fund	30,000	-	-	(15,000)	15,000
Running Costs Reserves Fund	12,500	-	-	10,000	22,500
Organisational Development Fund	3,914	-	-	(3,914)	-
	46,414	-	-	(8,914)	37,500

14. Members' liability

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets of the company in the event of the same being wound up while he or she is a member, or within one year after he or she ceases to be a member, for payment of the debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up such amount as may be required not exceeding £1. The number of members at the balance sheet date was 7 (2021/22).

15. Control

Relate Bournemouth Poole and Christchurch is constituted as a charitable company with no share capital. Control of the company is therefore vested in the trustees.

Relate Bournemouth Poole and Christchurch

Independent Examiner's Report to the Trustees of Relate Bournemouth Poole and Christchurch

I report on the Financial Statements of the Charity for the year ended 31 March 2022.

Respective responsibilities of trustees and examiner
The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is needed.

Having satisfied myself that the Charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts (under section 145 of the 2011 Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act), and
- To state whether particular matters have come to my attention.

Basis of independent examiner's report
My examination was carried out in accordance with General Directions given by the Charity Commission.
An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect the requirements:
    a. to keep accounting records in accordance with section 386 of the Companies Act; and
    b. to prepare accounts which accord with the accounting record, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

    have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signature ……SueW…… Date 12th December 2022

Mrs S Wintle FMAAT
Independent Examiner
27 Bascott Road
Bournemouth BH11 8RJ

Relationship and Family Therapy (RAFT) Ltd

England & Wales - Charity number 1120017

Accounts

Relate Bournemouth, Poole & Christchurch Trustees Report

YEAR ENDING 31ST MARCH 2021

relate
the relationship people

Objectives

The trustees present their report and financial statements for the year to 31st March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the charitable company's memorandum and articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities issued on 16 July 2014 (SORP 2015 (FRSSE).

Message from our Chair



This year has been a time of huge change. We started the year in a global pandemic, transitioned face-to-face counselling into remote working, had to deal with a rollercoaster ride of changes in restrictions and risks, and all the while balancing health, home, family, friends and work. Volunteers, staff and clients have adapted and coped amazingly well considering everything that's been thrown at them. What an outstanding achievement!

We have seen a slight decline in overall numbers this year but client feedback continues to be overwhelmingly positive with great outcomes, so positive local impact is still very high. Expanding on success we plan to continue fundraising, secure grants and support our community. We will also be growing our presence and impact with young people, and within schools.

All things considered it's been a great year which could have had completely different outcomes if it wasn't for such an exceptional Relate team and their commitment to our community. Well done all!



Our Mission



To enhance the quality of couple and parental family relationships.



To help relationships, marriages and civil withstand the pressures leading to breakdown. partnerships



To limit the damage which commonly accompanies failing relationships, separation and divorce and increase the prospect of subsequent relationships succeedings.



Relate aims to deliver its services with cultural sensitivity and without discrimination. We operate fully within an equal opportunities policy and promote anti-discriminatory practice.



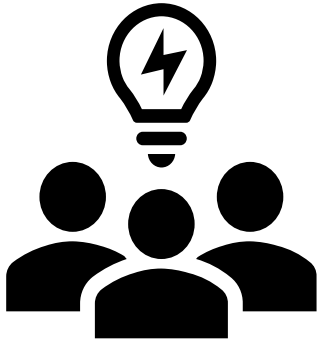
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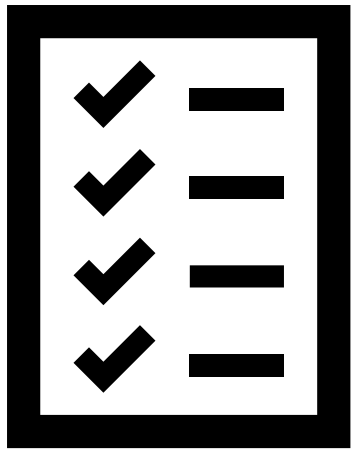
Children thrive in families where relationships are positive and free from destructive conflict.

People gain from an understanding of their sexuality



- We are focused on the needs of clients and communities and we encourage continuous improvement and development
- Our service delivery to clients demonstrates excellence in practice, inclusiveness and respect for clients, stakeholders, employees and volunteers

Performance



This Annual Report examines what we have achieved and the outcomes of our work in the previous 12 months. The report looks at the success of our key activities and the benefits they have brought to the people we are set up to help. It helps us ensure our activities remain focussed on our stated purpose. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit to ensure our previous and planned activities will contribute to the aims and objectives we have set.

- **Service Development**
- This year, we have successfully converted services from fully face to face, to a fully virtual service to ensure safety of clients and staff during the Covid19 pandemic. Administration and counselling services have been fully operational and enabled safe continuity of service for our beneficiaries at a critical time.
- **Clinical Performance**
- Our Relate centre is an organisational member of the BACP, adhering to their ethical guidelines as well as Relate National's service specifications. The impact on the lives of clients is demonstrated in feedback from our clients

Client Survey 2020-21

Relationship Counselling: What impact did counselling have on you & your partner?

We are much happier! We can communicate more effectively.

It made us better at listening to each other and talking about how we feel

I really enjoyed working through my timeline. This gave me a visual perspective on events that had shaped my life

We have renewed faith in each other. I have changed the way I interact with my wife. My wife is a lot calmer in communicating with me.

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I found it helpful talking about my experience as a child how to look at things now. Appreciated funding to reduce cost of sessions otherwise I'd have not been able to access. (Family Counselling Client)

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I have autism. I was treated very fairly and openly (Mediation Client)

My counsellor enabled me to come to terms with where I am at in life and face the future. I am looking forward to a new life and hopefully a new relationship.

Services Delivered

Relationship Counselling

- The centre delivered 1783 sessions of relationship counselling.
- This service supports people's relationships by helping them discuss their feelings, attitudes and expectations, offering assistance with communication and problem solving.

Family Counselling

- The centre delivered 92 sessions of family counselling, supporting families of all ages, situations and dynamics to have more positive relationships with one another.

Sexual Problems Service

- The centre delivered 126 sessions of psychosexual therapy (PST) in addition to 36 sessions through our sex addiction service.

Services Delivered

Young Peoples Counselling

- The centre delivered 183 sessions of young people's counselling to 68 individuals aged between 5 and 18 years old.
- These sessions supported them to explore and develop coping strategies for their issues.
- These were delivered to self-funded and part-funded clients.

Individual Counselling

- The centre delivered 457 sessions of individual counselling to clients dealing with all issues.

Mediation

- This year, the centre delivered a total of 72 mediation appointments.
- These sessions were charged according to an income-based sliding scale of fees.

Financial review



The CEO meets regularly with our Management Accountant to look at draft management accounts, examine variances against budget and to look at the progress of income streams. Once both parties have agreed the accounts they are presented to the Executive Board.

Reserves

- The Trustees require that financial reserves should reflect three months running costs, these currently stand at £50,000. In addition, there is a designated Building Fund reserve of £30,000 and an Organisational Development Fund of £3,914. Relate has more than £30,000 in two investment accounts in line with governmental guarantees. We hold reserves in CAF Bank, a subsidiary of the Charities Aid Foundation and Unity Trust Bank, a civil society bank whose shareholders are Trades Unions and the Co-operative Society.

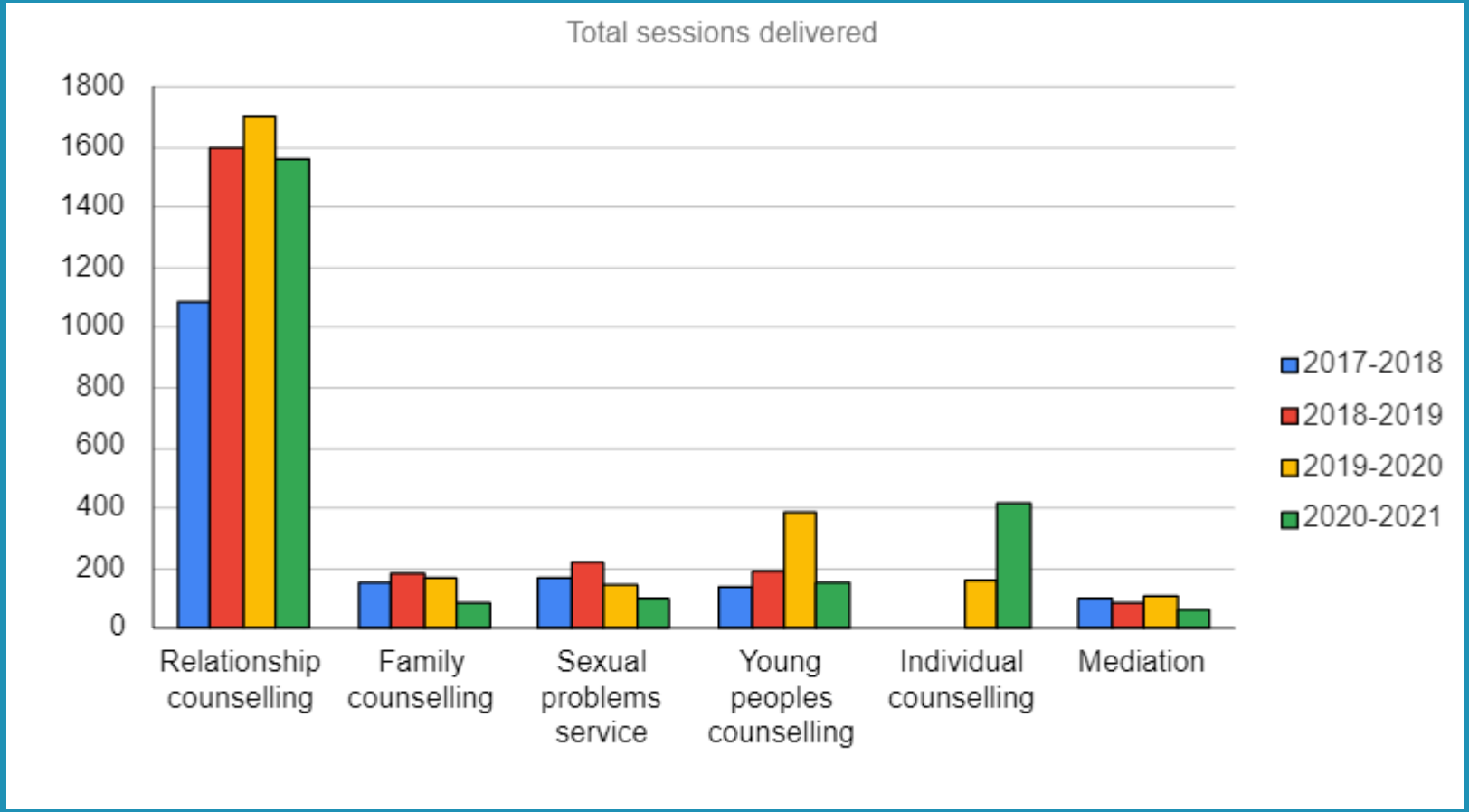
Funds held as a Custodian Trustee

- Relate held £2,540 on behalf of the Dorset Family Justice Council, which is no longer in existence locally. These funds have since been returned to the local Family Justice Board on the 9th September 2020.

Principal Funding Sources

- The principal funding sources for the charity are currently from client contributions, trust fundraising and spot purchasing from local schools and authorities.

Sessions Delivered 2017-21



Structure, Governance & Management

Public Benefit

- The Trustees confirm that they have complied with the duty to give due regard to the Charity Commission's general guidance on public benefit. As stated elsewhere in this report, the work of the Charity is to prevent harm or further distress resulting from relationship breakdown and to educate the general public on matters pertaining to these issues. It is not considered that the Charity's activities include any detriment to beneficiaries or that they convey any significant incidental private benefit to those governing the Charity. By fundamental definition, the charity's beneficiaries; families under stress, or in relationship crisis, are the public. All counselling services rarely cover their costs. The Department for Education's Evaluation of Relationship Services estimated the cost to provide one hour of counselling was £78. These deficits are made up by a small gift aid stream from clients who make full contributions of £55 per supplied hour and by generating funds in other services to underpin the core services provided.

Subsidy

- As detailed in this report, Relate Bournemouth, Poole and Christchurch provides subsidised and fully funded counselling sessions using funds raised in the form of grants, donations and Gift Aid. The Charity also provides fully funded services to individuals, couples and families through both local and national contracts, such as employee assistance programmes and welfare services.

Volunteer Contribution

- Relate's services, by definition, are necessarily complex and for the most part the Board (which is entirely comprised of volunteers) is not able to agree to the deployment of volunteers in clinical or educational work, with the exception of individuals participating in a Relate Institute Accredited Course.
- The centre currently has 5 volunteer counsellors.

Structure, Governance & Management

Governing Document

- Relate Bournemouth, Poole and Christchurch is a charitable company limited by guarantee; incorporated 1st April 2008 and Registered as a Charity 1st April 2008. The company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed by its Articles of Association, which were ratified on 15th July 2010 to bring them in line with Relate as a Federation. Strategic, financial and policy decisions are exclusively taken by the individual Charity at quarterly Board meetings. Operational issues are address in supervision between the Chair and CEO, decisions are made and reported to the Board at Executive meetings. The Chairman supervises the work of the CEO and receives the financial reports.

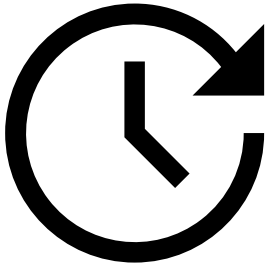
Finance Meetings

- The CEO and Management Accountant meet on a regular basis. The purpose of this meeting is to examine the draft management accounts, to look at variances against budget and in activity, to examine cash flow demands and income streams. Additionally, it is an opportunity to check postings and answer any queries for the financial staff. Once this group has agreed the figures they are presented to the Main Board every quarter.

Service Delivery

- The CEO is Claire Burgess, who is responsible for reporting to the Board on issues of Finance, HR, Quality Control, Service Delivery and Development. She is responsible for managing and developing existing contracts, developing business ideas and is the public face of the Charity. The Clinical Supervisors are Helen Strickland and Meyrem Rawes-Enver. The Clinical Supervisors and CEO work closely to maintain high standards and look for areas of improvement within our clinical practice. In the interests of achieving a sustainable team of practitioners, whilst improving service quality, over the past year, we have successfully supported 3 trainee couples counsellors through their placements.

Plans for future periods

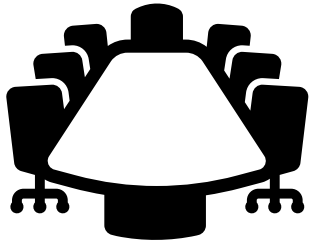


Respond to the rapid changing needs of the community as covid19 restrictions ease, seeking new ways to reach clients and improve accessibility.

Improve organisational sustainability by implementing layers of management and business support to facilitate growth and development of services.

Work towards re-implementing a future-proof, safe face to face service, applying learning from the past year.

Board of Trustees



Trustee Appointments

- An appointment of a new Trustee is a formal process.
- Once an interested party is identified (such as via a public speaking event or networking) the person(s) are invited to information briefings which are usually held by the CEO and at least one Trustee. I
- f after this process, the person concerned wishes to apply they are supplied with good practice guides from the Charity Commission on Trusteeship and Responsibilities, relevant business plan(s), annual reports / accounts, a person specification and a job description.
- Upon receipt of a completed application form, the Chair or Vice Chair will meet with the applicant and determine suitability on the basis of skills, Board needs, time available and commitment.
- If successful, references (2) and a DBS check will be undertaken and parties invited to attend meetings as an observer.
- Once all matters are satisfactory an invitation to become a Director is made and the relevant Companies House information completed.

- Whilst this process is lengthy, it has led to long-term commitment from people who can contribute to the quality and effectiveness of the organisation and add value to its service delivery.

Trustee Training

- Trustee training is dependent on need. Trustees have attended conferences and local CVS events; Monthly updates from Charity Lawyers and HR Professionals are shared. The agency subscribes to Third Sector publications and attempts to send a representative to at least one NCVO learning event per annum, with information being cascaded, shared or implemented. Relate also recognises the training brought to the Board by Trustee's other roles, some of which is extensive, given annual requirements for Continuous Professional Development.

Report Approval



Small Company Provisions



This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.



This report was approved by the board on

relate
the relationship people

Company registration number: **06109030**
Registered Charity: **1120017**

Relate Bournemouth Poole and Christchurch

REPORT AND UNAUDITED ACCOUNTS

For the year ended 31 March 2021

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Statement of Financial Activities	20
Balance Sheet	21
Notes to the accounts	22-27

LEGAL AND ADMINISTRATIVE INFORMATION

Relate Bournemouth Poole and Christchurch is a company limited by guarantee and not having share capital and is governed by its Memorandum and Articles of Association. The company is a registered charity.

Charity Name	Relate Bournemouth Poole and Christchurch
Charity registration number	1120017 (registered 11 July 2007)
Company Number	06109030 (incorporated 15 February 2007)
Trustees	Chris Bazell Anne Clarkson Richard Cook Jacqueline Reeves Dorothy Brown Debra Clark Pauline Wheeler
Registered office	1 Stratfield Saye 20-22 Wellington Road Bournemouth Dorset BHS SJN United Kingdom
Bankers	CAF Bank Unity Trust Bank
Accountant	HJ Accounts Management Ltd 45 Ensbury Avenue Bournemouth Dorset BH10 4HF United Kingdom

Relate Bournemouth, Poole & Christchurch Trustees Report

YEAR ENDING 31ST MARCH 2021

relate
the relationship people

Objectives

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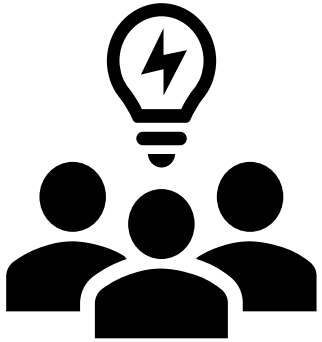
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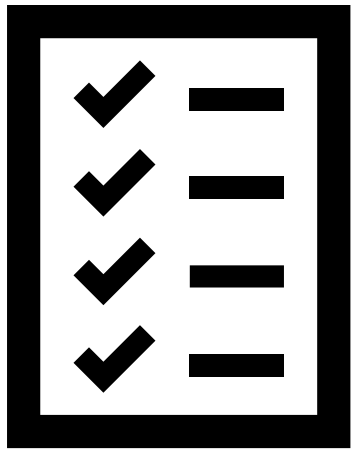
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Sexual Problems Service

- The centre delivered 126 sessions of psychosexual therapy (PST) in addition to 36 sessions through our sex addiction service.

Services Delivered

Young Peoples Counselling

- The centre delivered 183 sessions of young people's counselling to 68 individuals aged between 5 and 18 years old.
- These sessions supported them to explore and develop coping strategies for their issues.
- These were delivered to self-funded and part-funded clients.

Individual Counselling

- The centre delivered 457 sessions of individual counselling to clients dealing with all issues.

Mediation

- This year, the centre delivered a total of 72 mediation appointments.
- These sessions were charged according to an income-based sliding scale of fees.

Financial review



The CEO meets regularly with our Management Accountant to look at draft management accounts, examine variances against budget and to look at the progress of income streams. Once both parties have agreed the accounts they are presented to the Executive Board.

Reserves

- The Trustees require that financial reserves should reflect three months running costs, these currently stand at £50,000. In addition, there is a designated Building Fund reserve of £30,000 and an Organisational Development Fund of £3,914. Relate has more than £30,000 in two investment accounts in line with governmental guarantees. We hold reserves in CAF Bank, a subsidiary of the Charities Aid Foundation and Unity Trust Bank, a civil society bank whose shareholders are Trades Unions and the Co-operative Society.

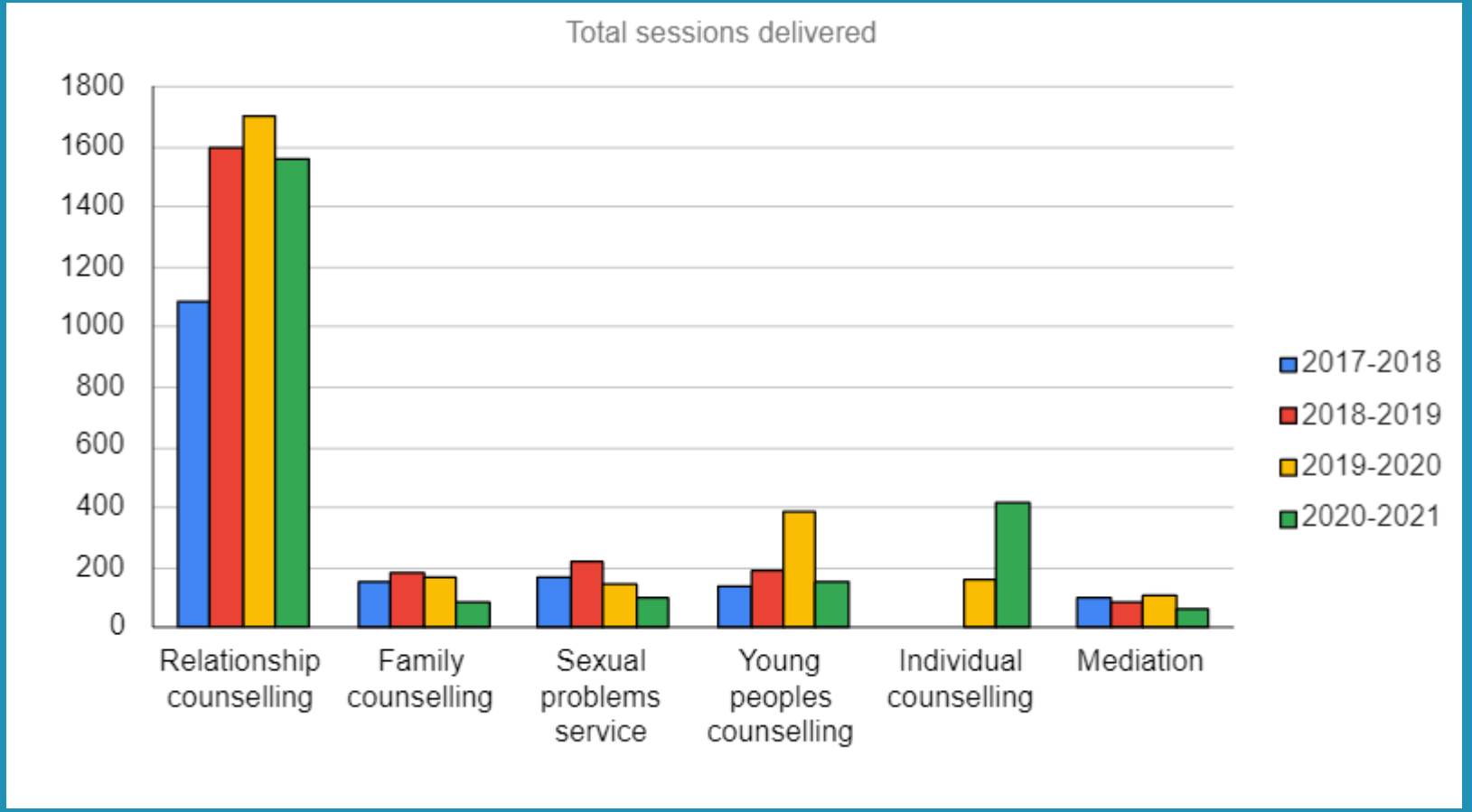
Funds held as a Custodian Trustee

- Relate held £2,540 on behalf of the Dorset Family Justice Council, which is no longer in existence locally. These funds have since been returned to the local Family Justice Board on the 9th September 2020.

Principal Funding Sources

- The principal funding sources for the charity are currently from client contributions, trust fundraising and spot purchasing from local schools and authorities.

Sessions Delivered 2017-21



Structure, Governance & Management

Public Benefit

- The Trustees confirm that they have complied with the duty to give due regard to the Charity Commission's general guidance on public benefit. As stated elsewhere in this report, the work of the Charity is to prevent harm or further distress resulting from relationship breakdown and to educate the general public on matters pertaining to these issues. It is not considered that the Charity's activities include any detriment to beneficiaries or that they convey any significant incidental private benefit to those governing the Charity. By fundamental definition, the charity's beneficiaries; families under stress, or in relationship crisis, are the public. All counselling services rarely cover their costs. The Department for Education's Evaluation of Relationship Services estimated the cost to provide one hour of counselling was £78. These deficits are made up by a small gift aid stream from clients who make full contributions of £55 per supplied hour and by generating funds in other services to underpin the core services provided.

Subsidy

- As detailed in this report, Relate Bournemouth, Poole and Christchurch provides subsidised and fully funded counselling sessions using funds raised in the form of grants, donations and Gift Aid. The Charity also provides fully funded services to individuals, couples and families through both local and national contracts, such as employee assistance programmes and welfare services.

Volunteer Contribution

- Relate's services, by definition, are necessarily complex and for the most part the Board (which is entirely comprised of volunteers) is not able to agree to the deployment of volunteers in clinical or educational work, with the exception of individuals participating in a Relate Institute Accredited Course.
- The centre currently has 5 volunteer counsellors.

Structure, Governance & Management

Governing Document

- Relate Bournemouth, Poole and Christchurch is a charitable company limited by guarantee; incorporated 1st April 2008 and Registered as a Charity 1st April 2008. The company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed by its Articles of Association, which were ratified on 15th July 2010 to bring them in line with Relate as a Federation. Strategic, financial and policy decisions are exclusively taken by the individual Charity at quarterly Board meetings. Operational issues are address in supervision between the Chair and CEO, decisions are made and reported to the Board at Executive meetings. The Chairman supervises the work of the CEO and receives the financial reports.

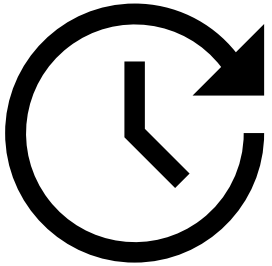
Finance Meetings

- The CEO and Management Accountant meet on a regular basis. The purpose of this meeting is to examine the draft management accounts, to look at variances against budget and in activity, to examine cash flow demands and income streams. Additionally, it is an opportunity to check postings and answer any queries for the financial staff. Once this group has agreed the figures they are presented to the Main Board every quarter.

Service Delivery

- The CEO is Claire Burgess, who is responsible for reporting to the Board on issues of Finance, HR, Quality Control, Service Delivery and Development. She is responsible for managing and developing existing contracts, developing business ideas and is the public face of the Charity. The Clinical Supervisors are Helen Strickland and Meyrem Rawes-Enver. The Clinical Supervisors and CEO work closely to maintain high standards and look for areas of improvement within our clinical practice. In the interests of achieving a sustainable team of practitioners, whilst improving service quality, over the past year, we have successfully supported 3 trainee couples counsellors through their placements.

Plans for future periods

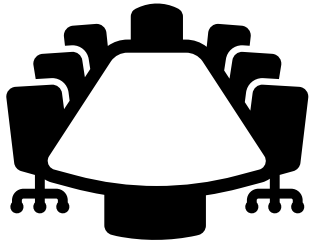


Respond to the rapid changing needs of the community as covid19 restrictions ease, seeking new ways to reach clients and improve accessibility.

Improve organisational sustainability by implementing layers of management and business support to facilitate growth and development of services.

Work towards re-implementing a future-proof, safe face to face service, applying learning from the past year.

Board of Trustees



Trustee Appointments

- An appointment of a new Trustee is a formal process.
- Once an interested party is identified (such as via a public speaking event or networking) the person(s) are invited to information briefings which are usually held by the CEO and at least one Trustee.
- If after this process, the person concerned wishes to apply they are supplied with good practice guides from the Charity Commission on Trusteeship and Responsibilities, relevant business plan(s), annual reports / accounts, a person specification and a job description.
- Upon receipt of a completed application form, the Chair or Vice Chair will meet with the applicant and determine suitability on the basis of skills, Board needs, time available and commitment.
- If successful, references (2) and a DBS check will be undertaken and parties invited to attend meetings as an observer.
- Once all matters are satisfactory an invitation to become a Director is made and the relevant Companies House information completed.

- Whilst this process is lengthy, it has led to long-term commitment from people who can contribute to the quality and effectiveness of the organisation and add value to its service delivery.

Trustee Training

- Trustee training is dependent on need. Trustees have attended conferences and local CVS events; Monthly updates from Charity Lawyers and HR Professionals are shared. The agency subscribes to Third Sector publications and attempts to send a representative to at least one NCVO learning event per annum, with information being cascaded, shared or implemented. Relate also recognises the training brought to the Board by Trustee's other roles, some of which is extensive, given annual requirements for Continuous Professional Development.

Report Approval

Small Company Provisions

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board on

Nov 25, 2021 Richard Cook (Nov 25, 2021 07:53 GMT)

relate
the relationship people

Statement of financial activities (including Income and Expenditure account)
For the year ended 31 March 2021

The company had no gains or losses other than those shown above.

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Income from:						
Donations and legacies	2	1,649	0	0	1,649	3,373
Investment Income	3	13	0	0	13	79
Charitable activities	4	147,483	0	10,000	157,483	156,439
Total Income		149,145	0	10,000	159,145	159,891
Expenditure on:					0	0
Charitable activities	6	163,545	0	0	163,545	171,127
Total Expenditure	6	163,545	0	0	163,545	171,127
Net income before transfers	5	-14,400	0	10,000	-4,400	-11,236
Transfer between funds	12	12,201	0	-12,201	0	0
Net (expenditure)/income for the year		-2,199	0	-2,201	-4,400	-11,236
Funds brought forward		7,713	46,414	85,287	139,414	150,650
Funds carried forward	12&13	5,513	46,414	83,086	135,014	139,414

Balance Sheet as at 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
Fixed assets					
Tangible assets	8	660	81,476	82,136	82,412
Investments	9	253	-	253	253
		913	81,476	82,389	82,665
Current assets					
Debtors	10	3,168		3,168	576
Cash at bank and in hand		55,380	1,610	56,990	67,324
		58,548	1,610	60,158	67,900
Creditors: amounts falling due within one year	11	- 7,533	-	- 7,533	- 11,151
Net current assets		51,015	1,610	52,625	56,749
Net assets		51,928	83,086	135,014	139,414
Funds					
Unrestricted income funds					
Designated funds	13	46,414	-	46,414	46,414
General funds		5,513	-	5,513	7,713
Restricted funds	12	-	83,086	83,086	85,287
Total funds		51,928	83,086	135,014	139,414

For the year ended 31 March 2021, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006. No Member of the charitable company has deposited a notice, pursuant of section 476, requiring an audit of these accounts under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the charity.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within part 15 of the Companies Act 2006 and with the micro-entities provision.

Approved by the Trustees on:

Nov 25, 2021

Richard Cook (Nov 25, 2021 07:53 GMT)

And signed on their behalf by Richard Cook, Chair of Trustees

Notes to the Accounts for the year ended 31 March 2021

Accounting Policies

(a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014, the Financial Reporting Standard for Smaller Entities (FRSSE), and the Charities Act 2011 and applicable regulations.

The 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.

(b) Income recognition

Income is recognised in the period in which the charity is entitled to receipt, the amount can be measured reliably, it is probable that the income will be received.

(c) Expenditure

All expenditure is accounted for on the accruals basis as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probably that settlement will be required, and the amount of the obligation can be measured reliably. Irrecoverable value added tax is included in the cost of those items to which it relates.

(d) Fixed assets and depreciation

Fixed assets retained for continuing use in the charity are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold property amortisation	1% straight line
Office equipment and furniture	15% reducing balance
Computer Equipment	25% straight line

(e) Fund accounting

The General Fund is an unrestricted fund which is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for a specific purpose.

The Designated Funds are unrestricted funds which have been set up by the Trustees to meet identified future costs of the charity and allow the charity to continue should there be a future funding shortfall.
Restricted Funds are funds which are to be used in accordance with specific restrictions imposed by the donors. The aim and use of each restricted fund is set out in the notes to the accounts.
Incoming resources and resources expended are allocated to the Funds on a direct or time apportioned basis as appropriate.

(f) Pensions

The charity operates a defined contribution pension scheme. Contributions are charged to the statement of financial activities as they become payable in accordance with the rules of the scheme.

(g) Donated Service

Donated services provided by individuals or entities as part of their trade or profession are included as incoming resources as their estimated open market value where the benefit to the charity is reasonably quantifiable and measurable.

2. Donations and legacies	General Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations:				
Unrestricted donations	1,649	-	1,649	3,373
	1,649	-	1,649	3,373

3. Investment income	General Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Interest	13	-	13	79
	13	-	13	79

4. Income from charitable activities	General Funds £	Restricted Funds £	2021 £	2020 £
Client contributions for counselling	106,398	-	106,398	131,973
Gift Aid recoverable on client contributions	5,538	-	5,538	5,568
Mediation income	7,314	-	7,314	11,955
Family Matters Bursary Fund	-	-	-	-
Award for All	-	10,000	10,000	5,000
Life Skills and Parenting Programmes	-	-	-	-
Supervised Contact Centre	-	-	-	-
Training income	-	-	-	-
Room hire and other income	28,233	-	28,233	1,943
	147,483	10,000	157,483	156,439

The increase in other income is due to a £10,000 covid grant, plus £17,933 of CJRS grant income.

5. Total resources expended	**2021**	**2020**
	£	**£**
These include:		
Wages and salaries (including redundancy)	120,338	111,304
Employers national insurance	622	1,483
Pension costs	2,693	2,211
Depreciation	936	936
Average number of employees	17	16

There are no staff members earning in excess of £60,000 pa

6. Expenditure	2021	2020
	£	£
Charitable activity costs, by type of expense		
Wages and salaries (including redundancy)	120,961	112,787
Pension costs	2,693	2,211
Mediation costs	5,254	7,807
Loss on disposal of assets	-	-
Training direct costs	2,550	6,227
Supervision	4,662	7,043
Travel and subsistence	-	1,209
Rent	-	-
Rates	2,766	2,754
Light and heat	1,490	2,028
Cleaning	209	639
Telephone and fax	1,841	2,298
Advertising	216	216
Stationery, postage and printing	363	936
Subscriptions	602	673
Relate membership	8,779	8,840
Bank charges	2,507	1,930
Insurance	895	889
Software and computer maintenance	585	471
Repairs and maintenance	1,441	2,370
Sundry expenses	703	4,980
Professional fees	300	417
Depreciation and loss on disposal of assets	936	936
	159,753	167,662
Governance costs		
Independent examination	360	360
Accountancy	3,432	3,105
Wages and salaries		
	3,792	3,465
Total charitable expenditure	163,545	171,127

7. Trustee's remuneration and expenses

No Trustee received any remuneration from the charity in relation to the performance of their duties.

There are no related party transactions to disclose.

8. Fixed assets	Land and buildings £	Plant and machinery £	Total £
Cost			
At 1 April 2020	93,644	8,970	102,614
Additions	-	660	660
Disposals	-	-	-
At 31 March 2021	93,644	9,630	103,274
Depreciation			-
At 1 April 2020	11,232	8,970	20,202
Charge for the year	936	-	936
On disposals	-	-	-
At 31 March 2021	12,168	8,970	21,138
Net book value			-
At 31 March 2021	81,476	660	82,136
At 31 March 2020	82,412	-	82,412

In the opinion of the Trustees, the current market value of the leasehold land and buildings at the balance sheet date was approximately £190,000.

9. Investments	Other investments £
Cost	
At 1 April 2020	253
At 31 March 2021	253

Other investments	2021 £	2020 £
Unlisted investments stated at cost	253	253

10. Debtors	2021 £	2020 £
Trade debtors	1,555	75
Other debtors and prepayments	1,613	501
	3,168	576

11. Creditors: amounts falling due within one year	2021 £	2020 £
Trade creditors	692	1,710
Other taxation and social security	2,078	2,138
Accruals	4,763	4,763
Other creditors	-	2,540
	7,533	11,151

12. Restricted Funds

	At 1 April 2020 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2021 £
Capital Fund					
Leasehold property	82,412	-	-	(936)	81,476
Promoting health and well-being					
Parenting Project Grant	1,000	-	-	-	1,000
Awards for All	1,875	10,000	-	(11,265)	610
Total restricted funds	85,287	10,000	-	(12,201)	83,086

13. Designated Funds

	At 1 April 2020 £	Incoming resources £	Outgoing resources £	Transfer between funds £	At 31 March 2021 £
Building Fund	30,000	-	-	-	30,000
Running Costs Reserves Fund	12,500	-	-	-	12,500
Organisational Development Fund	3,914	-	-	-	3,914
	46,414	-	-	-	46,414

14. Members' liability

The company is limited by guarantee. Every member of the company undertakes to contribute to the assets of the company in the event of the same being wound up while he or she is a member, or within one year after he or she ceases to be a member, for payment of the debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up such amount as may be required not exceeding £1. The number of members at the balance sheet date was 7 (2020/21).

15. Control

Relate Bournemouth Poole and Christchurch is constituted as a charitable company with no share capital. Control of the company is therefore vested in the trustees.

Final Annual Report and Accounts 2021

Final Audit Report 2021-11-25

Created:	2021-11-22
By:	Hannah Jeffery (hannah@hjaccountsmanagement.co.uk)
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Relate Bournemouth Poole and Christchurch

Independent Examiner's Report to the Trustees of Relate Bournemouth Poole and Christchurch

I report on the Financial Statements of the Charity for the year ended 31 March 2021.

Respective responsibilities of trustees and examiner
The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year (under section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is needed.

Having satisfied myself that the Charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts (under section 145 of the 2011 Act);
- To follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act), and
- To state whether particular matters have come to my attention.

Basis of independent examiner's report
My examination was carried out in accordance with General Directions given by the Charity Commission.
An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect the requirements:
    a. to keep accounting records in accordance with section 386 of the Companies Act; and
    b. to prepare accounts which accord with the accounting record, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

    have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signature ……SueW…… Date 15th December 2021

Mrs S Wintle FMAAT
Independent Examiner
27 Bascott Road
Bournemouth BH11 8RJ