

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 partnerships 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.

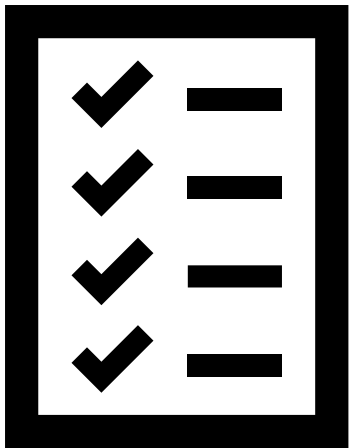


People gain from an understanding of their sexuality



- 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 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?

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

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.

It's had a massive impact on how we communicate and understand each other on a deeper level. We've been given some great tools we can now use going forward

We are much happier! We can communicate more effectively.

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

Improved mental health, unpicking and recognising problematic relationship behaviours and patterns

Client Survey 2020-21

Other Services

Counselling has helped me feel in control (Child age 13)

My Counsellor would always listen to everything I say, made me feel welcome, was really nice and in my opinion made me feel more at ease on some of the things we talked about (Child, age 11)

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.

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)

Counselling made me feel quite relaxed and happy (Child, age 11)

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

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.

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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.

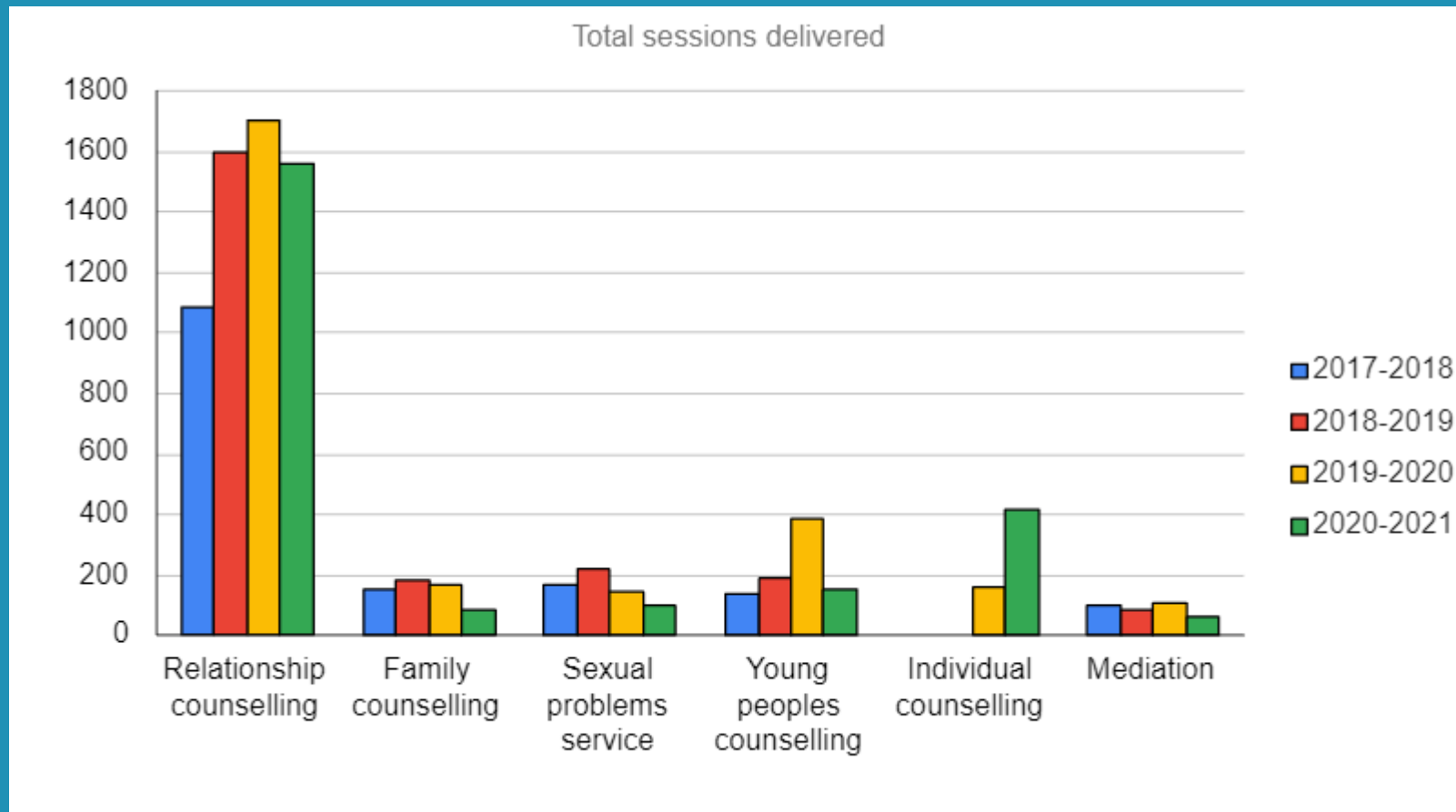
Funds held as a Custodian Trustee

- 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 addressed 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.

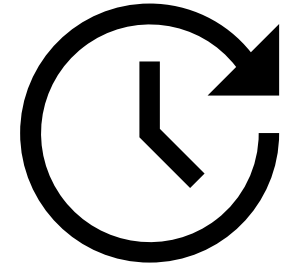
Finance Meetings

- 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

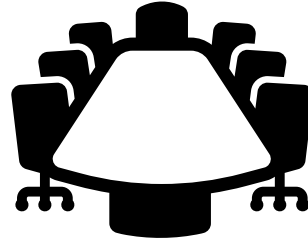


Respond to the rapid changing needs of the community as covid19 restrictions ease, seeking new ways to reach clients and improve accessibility.

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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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

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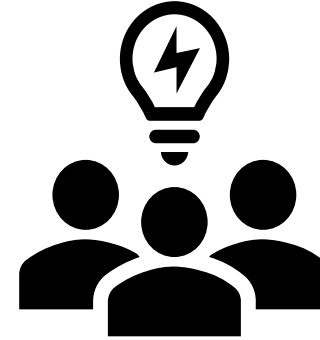
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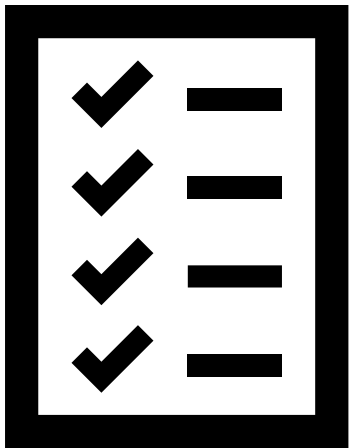


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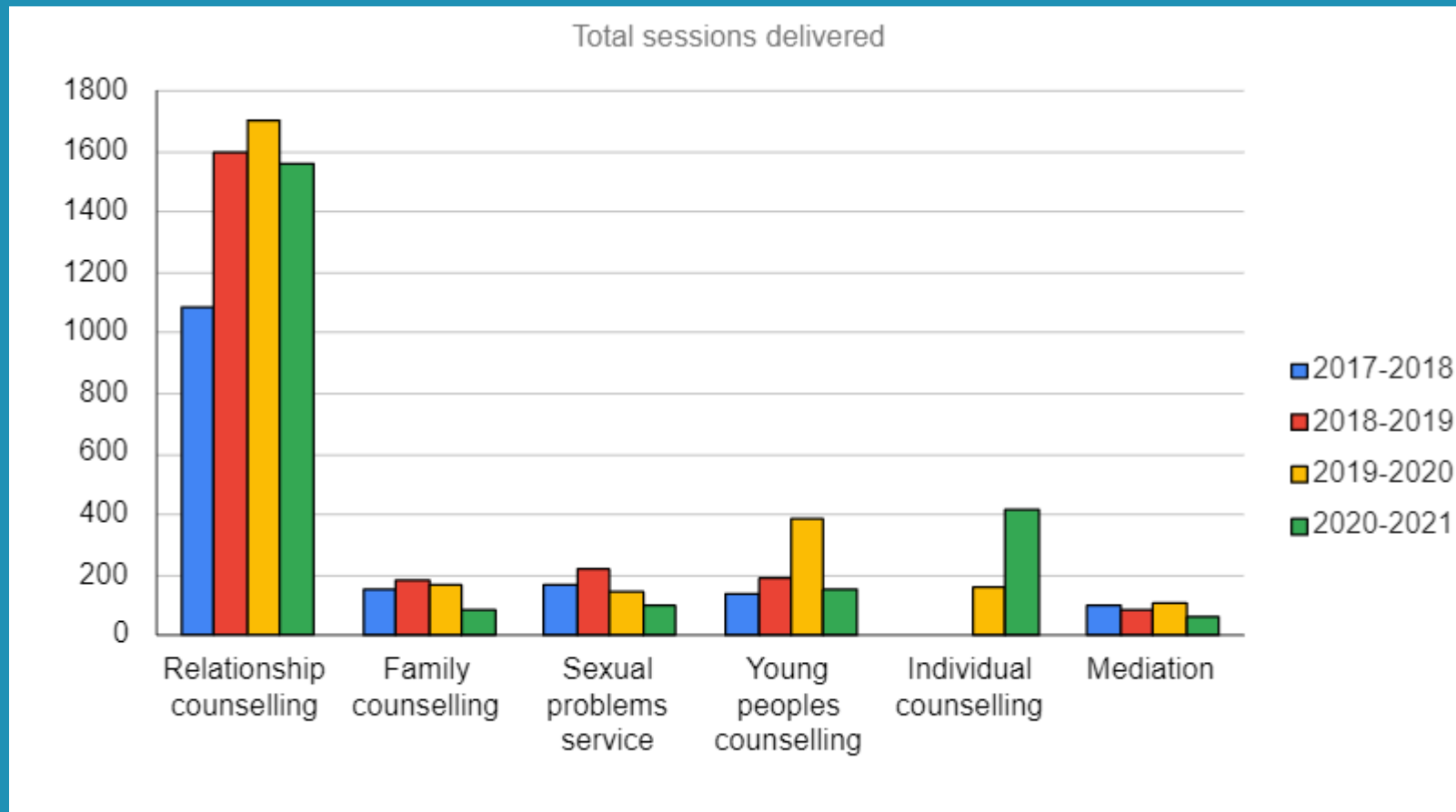
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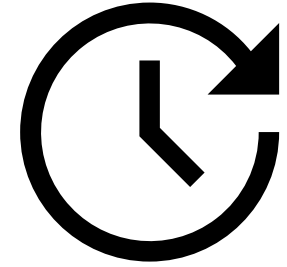
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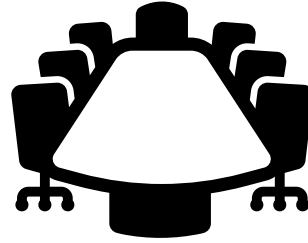


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Report Approval



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)

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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.

		Unrestricted funds	Designated funds	Restricted funds	Total funds 2021	Total funds 2020
	Notes	£	£	£	£	£
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 probable 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
	<u>159,753</u>	<u>167,662</u>
Governance costs		
Independent examination	360	360
Accountancy	3,432	3,105
Wages and salaries		
	<u>3,792</u>	<u>3,465</u>
Total charitable expenditure	<u>163,545</u>	<u>171,127</u>

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 2021

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)
Status:	Signed
Transaction ID:	CBJCHBCAABAA4CykbHlm2yjvy8bs3BeLj0As0Pf7fkuw

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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*Sue W*..... Date 15th December 2021

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