

Annual Report and Financial Statements
for the year ended 31 March 2018

Relate Mid Thames and Buckinghamshire

(a company limited by guarantee)

Registered Charity No: 1083588

Registered Company No: 04088546

relate
the relationship people

Mid Thames & Buckinghamshire

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Who benefits from Relate MTB's relationship counselling?

The difference we make

Chair's Report

This has been another successful year for Relate Mid Thames and Buckinghamshire, with increased activity. The core counselling services have seen a wide range of people across our geographic area and the work with the IAPT service and with Macmillan continues to grow and to offer support to people at times of high vulnerability. As 'The Difference We Make' feedback shows, there is real appreciation of the support people receive from Relate.

In order to reach people across our diverse area, we continue to work from our main sites in Aylesbury and Maidenhead, and bases in High Wycombe, Chesham and Princes Risborough, and our new venue in Windsor. Maintaining this geographical spread presents some challenges for us but helps reduce barriers for people seeking our help. Like many Relate Centres across the country, we struggle to meet client requirements with available counselling hours. We continue to recruit new trainee counsellors to secure our position for the future and to explore other ways to match client wishes.

Thanks to the support from funders we continue to be able to offer bursaries to cover some of the costs for those people unable to meet the full fee. We are very grateful for this continued investment in strengthening relationships locally. We have made improvements to our website and have sought opportunities to publicise the importance of healthy relationships to a wider audience, in line with our charitable objects.

We remain in discussion on the future shape and governance of Relate nationally. By March, some Centres had already joined the national organisation and more were expected to join by June 2018. More than half of the Centres, however, elected to remain as organisations federated to the national charity, thus creating a "hybrid" organisation. The governance of this new organisation will be a major focus of the coming year.

The main asset of the Centre is our staff. I would like to thank our highly skilled counselling team for their continuing commitment to their clients and to Relate. They are ably and skilfully supported by supervisors Fiona Lindsay and Petra Booth, with Claire Earl offering supervision for the IAPT work. The compassionate professionalism of all of our counselling staff is much appreciated by the people who come to Relate, as "The Difference We Make" feedback clearly demonstrates.

The counselling team is aided by a dedicated team of support staff who ensure that all runs smoothly and that people are welcomed and supported when they seek help from the organisation. Our Administrative Manager, Amanda Skipper, left us in May, but not before successfully completing the London Marathon and raising over £3,000 for the bursary fund. In her place, Emma Winter and Faye Brown now jointly share the role of Operations Manager. We were sad to see the closure of The Relate Store and to say goodbye to Chris Gill who had managed and developed the store to produce much needed income. Our Centre Director Fiona Greenfield continues to work tirelessly to maintain a high quality service, with leadership and coordination skills that are much valued by staff and by the Trustees.

Relate Mid Thames and Buckinghamshire 2017-18

I would like to thank my fellow Trustees for all their support and thoughtful contributions over this past year. Regrettably, Raymond Clarke our long-term treasurer has had a period of ill health that resulted in him asking to be temporarily relieved of his duties. We were fortunate that Chris Vane stepped in to cover Raymond's absence and the excellent support he has provided to Relate and his fellow Trustees is much appreciated.

It has been a privilege to continue to be involved with such a dedicated team of people and I want to extend my thanks and appreciation to all involved over the past year, including our funders and supporters.

Janice Campbell, Chairman

Reference and Administrative Details

Relate Mid Thames and Buckinghamshire

Registered Number of Company 04088546

Registered Charity Number 1083588

President Tim Brooke-Taylor OBE

Trustees/ Directors

Chair Janice Campbell

Treasurer Raymond Clarke

Trustees Christopher Vane

Susan Mervyn-Jones

Honor Vane

Morna Hinch

Rebecca Curley (resigned 4 June 2018)

Janet Shaw

John Baruch

Centre Director & Company Secretary Fiona Paine (Greenfield)

Independent Examiner J Andrews FCA, Ashbys Chartered Accountants, Morton House,
9 Beacon Court, Pitstone Green Business Park, Pitstone, LU7 9GY

Bank Barclays, Slough Town Centre

Solicitor Horwood & James, 7 Temple Square, Aylesbury HP20 2QB

Registered Office 2a, Pebble Lane, Aylesbury, Buckinghamshire HP20 2JH

Our statement of purpose:

Relate's purpose is to help people to make those personal changes which enable them to engage in committed and loving relationships for the benefit of themselves, their family and society.

Relate's Vision is of a future in which healthy relationships are actively promoted as the basis of a thriving society.

Our mission is to develop and support healthy relationships by:

- Helping couples, families and individuals to make relationships work better
- Delivering inclusive, high-quality services that are relevant at every stage of life
- Helping both the public and policymakers to improve their understanding of relationships and what makes them flourish.

Our values

Relationships

For the beauty, joy and learning they can bring to all. We value the personal courage needed to forge and sustain lasting relationships. We value the quality of relationships and we are non-judgmental - supporting people to build healthy relationships, whatever the circumstances.

People

People are at the heart of everything we do. We create and deliver services around clients and potential clients' needs. We value our people (volunteers, staff and supporters).

Inclusion

We work to reach out, and to extend our services and transcend barriers that people may face. We do this to ensure that people who might need or want our services can access them. We actively promote equal opportunities and diversity in all that we do.

Partnership

Together we are stronger, more effective and can make a bigger difference. We seek to influence and collaborate with others to achieve our vision.

Learning

We seek to reflect, review, research and evaluate practice to continuously learn and improve understanding about relationship support.

How we help: Our core services

- **Relationship counselling:** helping couples and individuals to respond to issues arising from their relationships. Our counsellors help people discuss their feelings, attitudes and expectations, and offer assistance with communication and problem solving. We aim to

empower clients by increasing their understanding so that they can go on to make choices about how they can manage their relationships.

- **Psychosexual (Sex) therapy:** an assessment and treatment programme which enables our clients to address the physical, emotional and psychological issues associated with sex. This usually means designing a sequence of tasks and exercises for a couple or an individual to complete at home. The sex therapist discusses progress at each session and works at the client's own pace
- **Family Counselling:** to help family members of all ages, situations and dynamics in resolving difficulties and concerns in their relationships with one another. We support clients by increasing their understanding of each other's needs and improving communication, both within the couple relationship and across generations.
- **Children and Young People's counselling:** helps children and young people (5-25 year olds) explore and develop coping strategies for issues such as family breakdown, bullying and peer relationships, bereavement, the formation of new families or the absence of a family member in their life.
- **Education and Learning:** to provide people with the knowledge and skills needed for personal and professional development. This is part of our preventative work, to ensure we are helping people to boost or maintain their relationships as opposed to just helping when things get tough.

Quality Assurance and accreditation

Relate Mid Thames and Buckinghamshire counselling and psychotherapy services are BACP accredited (108426) and subject to its Ethical Framework for Good Practice in counselling and psychotherapy and professional conduct procedure.

We are in our third five-year term of accredited services status (until October 2018) and are subject to annual monitoring (August 2017 passed). Our application for reaccreditation from October 2018 is submitted to BACP.

In addition to BACP Relate MTB uses PQASSO (Practical Quality Assurance System for Small Organisations) as a quality assurance standard.

Psychosexual therapy is covered by COSRT (College of Sexual and Relationship Therapists) Code of Ethics and Principles of Good Practice.

Family counselling is covered by the AFT (The Association for Family Therapy and Systemic Practice in the UK) Code of Ethics and Practice.

All Relate Mid Thames and Buckinghamshire personnel must comply with the Relate Code of Ethics and Practice and Relate's practice policies and guidance, which both complement the external codes and set specific organisational standards for ethical working.

Report of the Trustees of Relate Mid Thames & Buckinghamshire for the year ended 31 March 2018

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2018. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

Registered Charity Number	1083588
Registered Company Number	04088546
Registered Office	2a, Pebble Lane Aylesbury HP20 2JH

Directors and Trustees

The trustees serving during the year and since the year-end were as follows:

Trustees / Directors

Chair	Janice Campbell
Treasurer	Raymond Clarke
Trustees	Christopher Vane Susan Mervyn-Jones Honor Vane Morna Hinch Rebecca Curley (resigned 4 June 2018) Janet Shaw John Baruch

Company Secretary	Fiona Paine (Greenfield)
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Structure, Governance and Management

The charity is constituted as a company limited by guarantee, not having a share capital. It is governed by its Memorandum and Articles of Association adopted on 12/09/2003, as amended by Special Resolution of the members on 23 October 2009.

The charity is a constitute society of Relate Limited and as such is bound by the Memorandum & Articles of Association of Relate Limited and the Relate Federation Agreement. Relate Limited supports all centres in England, Wales and Northern Ireland. It provides policy direction, legal advice, quality systems and resources, research information, practice helpline, and professional supervision, and training of counsellors.

The Board of Trustees is the governing body of Relate Mid Thames and Buckinghamshire. It is responsible for:

- Developing and maintaining the structure for Relate Mid Thames and Buckinghamshire to deliver against its charitable objects
- Governing Relate Mid Thames and Buckinghamshire in line with its vision, aims and charitable objectives and to provide overall policy direction
- The overall governance and strategic direction of the charity, developing its aims, objectives and goals in accordance with the Articles of Association, legal requirements and regulatory guidelines

The Board is collectively responsible for promoting the success of the Charity by directing and supervising the Charity's affairs. Its role is to provide leadership within a framework of prudent and effective controls, which enable risk to be assessed and managed.

The Board of Trustees delegates the day-to-day responsibility of the management and control of the Charity and its funds to the Centre Director.

All expenditure is approved by the Board of Trustees and requires that full accounting records be maintained with monthly financial and operating reports to ensure that all criteria for spending the funds of the charity are fully met.

The Executive Committee reviews the latest management accounts at each meeting.

The Executive Committee meets a minimum of four times a year on a quarterly basis.

Sub-groups are established on a short-term basis where particularly high risk or high importance projects require closer oversight and scrutiny. (E.g. Strategic sub-group, Finance sub-group)

These groups report to the Board of Trustees

Appointment of Trustees

As set out in the Articles of Association the Trustees may appoint any qualifying person to become a trustee, any person appointed shall hold office until the following Annual General Meeting and shall then be eligible for re-election.

All Relate MTB Trustees give their time voluntarily and receive no benefits from the charity.

Induction and training for Trustees

New Trustees are sought with regard to any specialist skills required. New Trustees are briefed on their legal obligations under company and charity law, the Memorandum and Articles of

Association, the Committee and the decision-making process, recent performance and strategic plans. They are encouraged to attend appropriate training and to spend time at the centre. Feedback about the charity's performance and suggestions for improvement and change are welcomed.

Risk Management

The Trustees are responsible for the management of the risks faced by the Charity. Sub committees are formed to deal with risk and assessment.

We assess and regularly review the major risks to which we are exposed by means of an operational risk register, which is regularly reviewed by the management team and Trustees. We are satisfied that systems are in place to mitigate our exposure.

The Trustees are monitoring the risks, which include:

1. Loss of significant income from funding bodies (i.e. Local authorities, NHS, Trusts) and lack of ability to grow and generate diverse unrestricted income
2. Being unable to provide sufficient counsellors to match growth in service output
3. Unplanned and rapid changes among our small management and administrative staff team
4. Further reduction in what our clients are able to afford to pay for counselling, against increasing costs
5. Ensuring that momentum and guidance provided by the Board of Trustees is maintained
6. A reduction in the support and strategy provided by Relate Limited
7. Not having the right people with the right skills, attitudes and behaviours to deliver the strategy across the whole organisation
8. Accommodation changes due to leases ending
9. Growing competition from other counselling providers

The Business Plan and Strategic Plan address these issues and try to keep a step ahead in finding solutions to minimise the risk to the organisation. A key element in our management of financial risk is the setting and regular review of the reserves policy (see Financial Review).

Objectives, Activities, and Public Benefit

The company is a charitable organisation providing relationship counselling to adults, families, children, and young people for the public benefit.

The objects of the charity as set out in the governing document are:

- 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.
- To provide counselling, advice, education, guidance and relief to adults and / or children in relation to any aspect of contemporary life or work which may prejudice their physical or mental wellbeing, and influence, either directly or indirectly, their present or future family or couple relationship.

Relate Mid Thames and Buckinghamshire 2017-18

- To seek to enhance the good health, both mental and physical of adults and children by increasing awareness of the benefits of committed relationships. Furthermore working to prevent poverty, hardship and distress caused by breakdown of such relationships.

The trustees have complied with section 17(5) of the Charities Act 2011 to give due regard to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities.

Achievements and performance 2017-18

Relate Mid Thames and Buckinghamshire delivered 4128 counselling hours

**(New Jasper Appointment summary 01/04/2017-31/03/2018)*

Supporting 1928 people

(New Jasper case summary report 01/04/2017-31/03/2018).

** 'Jasper' is the integrated reporting tool in the online Relate appointment system 'Penelope'*

1110 Registrations

- 806 assessment appointments
- 2408 ongoing appointments with couples and individuals
- 218 sex therapy (psychosexual therapy) sessions
- 147 family counselling sessions
- 37 individual structured interviews (domestic violence / abuse intervention assessment)
- 508 sessions of IAPT Couple Therapy for Depression for Healthy Minds (Bucks) [funded]
- 4 sessions of IAPT Couple Therapy for depression for Talking Therapies (East Berks) [funded]

Which includes

- 150 counselling sessions for Macmillan's Berkshire Cancer Rehabilitation Programme [funded]
- 103 counselling sessions for the RAFBF [funded]
- 27 counselling sessions for Early Help Bucks County Council Family Referrals [funded]

A team of 25 Relate counsellors work across Buckinghamshire and East Berkshire locations. Our primary centres are in Aylesbury and Maidenhead with counselling rooms in Chesham, High Wycombe, Windsor and Princes Risborough.

We deliver services across the local authority areas of:

- Aylesbury Vale
- Chiltern
- South Bucks
- Wycombe
- Royal Borough of Windsor and Maidenhead
- Slough

We only continue to be able to offer services at reduced rates to people in distress thanks to local authorities, trusts, foundations and donors who financially support our Bursary Funding Scheme. A number of our clients are able to meet the cost of counselling but many are not. These vital supporters are listed in full at the end of this report.

Relate Mid Thames and Buckinghamshire maintains contracted and commissioned work alongside the self-referring client work. This work is detailed in the following summary of our work this year.

IAPT (Improving Access to Psychological Therapies) – Couple Therapy for Depression

IAPT is run by the NHS in England, and provides NICE approved evidence based therapies for people with anxiety or depression. Couple Therapy for Depression (CTD) is a type of talking therapy developed to help people suffering from depression and anxiety.

Relate MTB are contracted through Healthy Minds, the IAPT service in Buckinghamshire run by Oxford Health NHS Foundation Trust on behalf of the Buckinghamshire CCG to deliver CTD in Buckinghamshire.

We receive referrals from Healthy Minds after their initial assessment considers CTD to be the most appropriate therapy for the patient and their partner. The therapy is for up to 20 sessions and is for people who have a regular partner and where the relationship may contribute to the development or maintenance of their depression and distress.

Aim of IAPT Couple Therapy for Depression (CTD)

Couple Therapy for Depression aims to improve the overall quality of a couple's relationship, as poor relationship quality is known to be a precipitating factor in depression. Couple therapy can help people with their relationship and emotional difficulties that sometimes flow from problems between partners

Training for IAPT CTD

IAPT recognises two forms of couple therapy and supports training courses in each. One closely follows the behavioural couple therapy model (Don Baucom). The other is an integrative-behavioural evidence based treatment (Tavistock Relationships). Relate MTB have practitioners qualified in both therapies.

In 2017, Relate nationally received funding from Health Education England for 59 IAPT training places in IAPT Couple Therapy for Depression and Relate MTB were able to train a further five counsellors Petra, Belinda, Valerie, Hannah and Tara.

Criteria for CTD

- Mild to moderate depression in one/both partners
- Relationship distress identified.
- No domestic abuse or other safety issues identified including suicidal behaviours.
- Not for people who are not misusing alcohol or illicit drugs to an extent that it affects their ability to undertake or make use of talking treatment.
- Not suitable for people who have a personality diagnosis that is active or other severe psychopathologies.

The Therapeutic Approach

CTD focuses on the relational aspects of depression and works on the precipitating and maintaining elements of the couple relationship which are known to have a direct effect on the incidence of depression, in order to reduce stress and increase support within the couple:-

- Improving communication
- Coping with stress
- Managing feelings
- Changing behaviour
- Solving problems
- Promoting acceptance
- Revising perceptions

The model allows for joint and individual assessment sessions and a joint formulation session, followed by on-going sessions up to a total of 20. It is delivered at Step 3 level for patients with mild to moderate depression – a high intensity intervention, in accordance with NICE and IAPT guidelines.

Talking Therapies – Berkshire IAPT Service

The pilot contract with Talking Therapies was re-starting in spring 2018 and we hope to report a much-increased service for the next financial year 2018-19 with secured funding.

Relate Mid Thames and Buckinghamshire 2017-18

The IAPT counselling team- Claire, Sally W, Alex, Jan, Judith, Marie, Micky, West, Petra, Belinda, Valerie, Hannah, Tara

IAPT Admin lead –Faye

Macmillan Berkshire Cancer Rehabilitation (East Berkshire)

2017-18 was the third year of service delivery and Macmillan had extended their funding support with a hope that the funding would be picked up by the Berkshire CCG's. Sadly, this was not to be and in March we knew the programme would be ending by August 2018.

Direct Patient Quotes:

- *'My partner and I have both suffered from Cancer and this placed a huge strain on our relationship. Being referred to Relate by Macmillan was such a valuable lifeline at a time when we didn't know how to move forward. The cancer had raised so many questions for us as individuals, as carers and as a couple. We were able to explore all these different aspects with our counsellor and it really helped us to see things from a different, more empowering perspective.'*
- *'I would just like to say how grateful I am for the six sessions I have had. I have really, really struggled with my cancer diagnosis and have felt extremely low at points. These sessions have been invaluable to me. They have also helped me understand myself better and helped me explain why I've reacted the way I have to a series of setbacks that have been presented by the diagnosis. The impact on my relationship has been discussed and I definitely understand that better now.'*

Testimonial from Kate Rawlings, Macmillan Berkshire Cancer Rehabilitation Lead:

'The Macmillan Berkshire Cancer Rehabilitation programme has seen first-hand the undeniable value Relate brings to people affected by cancer. We have heard from patients, family and friends how Relate has quite literally changed their lives and had a positive impact, without which they would have been less able to cope with life after cancer.'

As healthcare professionals in cancer, we feel Relate is a vital element of supportive care, which all patients and families should be aware of and be able to access. We know that having a cancer diagnosis often turns people's lives upside down and a common challenge is the financial one they face. We know it is important for people to be able to access supportive services at no cost, and are more likely to attend services, which allow for this.'

It has been a pleasure working in partnership with Relate and we will continue to advocate for Relate so people affected by cancer are aware they can access relationship support if needed.'

The Macmillan counselling team – Petra, Claire, Loredana, Micky, Alex, Belinda, Lynne

Continuing Professional Development for Relate MTB counsellors in 2017-18

- Mental Illness and its treatment
- Conversations around Intimacy
- Child Sexual Exploitation
- Understanding Stepfamilies: A practical guide for professionals working with blended families
- Belinda led a peer Learning Group where counsellors discuss a chosen academic paper.
- Online Relate Learning modules available – Child Protection and Safeguarding (Level 1), Mental Health Awareness, Domestic Abuse and Violence, Suicidal Risk and support. Client informed feedback, Substance and Misuse, Gender and Sexual Diversity, Bereavement and Loss, Disordered Personalities, Counselling with a Sexual Focus, Emotionally Focused Therapy.

Fundraising

Detailed data underpins our ability to demonstrate to new, potential and existing funders the difference their donations make in specific geographical communities.

We are grateful for the continued support of most of our local authorities who recognise the contribution Relate MTB makes to community cohesion and resilience, and to the well-being of individuals.

New donors included Buckinghamshire Masons via Heart of Bucks Community Fund and the Shanly Foundation made a one-off donation of £4,000, which coincided with the loss of our charity shop in Maidenhead at the end of December 2017 due to the premises being re-developed by Shanly Homes.

We are developing detailed 'projects' to meet the increasingly specific requirements of potential funders for stand-alone projects rather than general funding pots.

Our plans to raise awareness of our services in our communities have progressed with the production of new postcard-style fliers, posters and a successful bid for funding for a Mobile Community Information stand.

We continue to look at new potential sources for grants and donations and will be grateful for any suggestions from Trustees.

Publicity

We are grateful for the support of our local media in covering what has been a newsy year – ranging from coverage of the closure of our charity shop, an appeal for new Trustees, a live interview slot on Marlow FM, coverage on That's Thames Valley TV of the opening of our Windsor counselling room and a Valentine's Day feature on relationship skills in Berkshire Life and Buckinghamshire Life magazines. In addition, having been involved in compiling the National Federation's report on Debt, Belinda attended the Westminster launch and was interviewed on BBC Radio Berkshire.

Our platforms on Facebook and twitter have more potential but soak up resource.

Acknowledgements

The Trustees thank the counsellors, clinical supervisors, appointment staff, evening receptionists, and volunteers who work together for the benefit of our local communities.

Thank you to the Relate counsellors during 2017-18: Fiona, Claire and Petra (supervisors) and counsellors Alex, Belinda, Clare, Jan, Janet, Judith, Hannah, Lesley, Lynda, Lynne, Mandy, Michelle M, Michelle B, Pamela, Sally D, Sally W, Tara, Stuart, Valerie and West.

Supported during 2017-18 by: Faye, Emma, Rachel, Sandra, Sarah, Niamh, Karen, Miriam, Anna (Maidenhead), Sue, Susan, Susie, Nina, Halima (Aylesbury), Lisa (Chesham), Bisma, Jin Yun, Emma (Wycombe)

We bid farewell during the year 2017-18 to counsellors Susan, Jason, Micky, Loredana, Marie and Paul and members of the administration team, Amanda, Jody, Sarah, Kate, Susie, and Grace. Farewell to Chris and her beautiful labrador Gracie in The Relate Store (charity shop) due to the demolition of the Colonnade where our charity shop was located.

Sincere thanks to the local authorities, trusts, organisations and individuals who have financially supported us in 2017-18

- Aylesbury Vale District Council and The Vale Lottery
- Buckinghamshire Masons
- Chiltern District Council
- Healthy Minds (IAPT) / Oxford Health
- Heart of Bucks
- Louis Baylis (Maidenhead Advertiser) Charitable Trust
- RAFBF (Royal Air Force Benevolent Fund)
- South Bucks District Council
- The Royal Borough of Windsor and Maidenhead
- The Shanly Foundation

Financial Review

Total income for the year was £338,626. This is made up as shown from client contributions, donations, and grants from Local Authorities and Trusts and contracts.

Client payments of £65 per session were recommended for initial assessments (increased from £60 in October 2017) along with a sliding scale dependent on joint household income for ongoing appointments.

A detailed income account is included.

Total expenditure for the year was £342,228.

Net current assets of the charity at 31st March 2018 were £7,767.

The Trustees confirm that the accounts comply with current statutory requirements, the requirements of the charity's governing document and the requirements of the SORP.

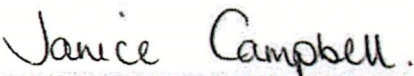
Reserves & Investment Policy

The definition of free reserves used follows the guidance given by the Charity Commission. These are funds available to be used in furtherance of the charitable objectives, which have not yet been spent, committed or designated. They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the on-going work of the charity) and funds designated for specific purposes.

In May 2015, the freehold property in Chesham was sold for £202,000, which increased the unrestricted reserves significantly, however the need to secure a long-term solution for our operations in Chesham remains. The Board considered the Charity's position and having due regard to the day-to-day liquidity requirements have invested available funds in COIF Unit Trusts with the CCLA which has formal approval of the Charities Commission. This will enable the Charity to generate additional revenue and to reduce the risk of eroding the capital value of this windfall through the impact of inflation. Although these investments are fixed assets and as such excluded from free reserves the funds can be accessed at relatively short notice should significant unanticipated costs arise. With this in mind, the free reserves at 31 March 2018 represented approximately 1 week of expenditure.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board


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Janice Campbell, Trustee

Date 17th October 2018

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

Independent Examiner's Report to the Trustees of Relate Mid Thames and Buckinghamshire

I report on the accounts of the company for the year ended 31 March 2018 which are set out on pages 19 to 28.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company in accordance with section 386 of 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Jill Andrews FCA
Ashbys Chartered Accountants
Morton House
9 Beacon Court
Pitstone Green Business Park
Pitstone
LU7 9GY

Date 17th October 2018

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2018

	Notes	Unrestricted Funds	Restricted Funds	Total Mar 2018	Unrestricted Funds	Restricted Funds	Total Mar 2017
		£	£	£	£	£	£
Income and endowments from:							
Donations and legacies	2	63,266	1,410	64,676	68,362	-	68,362
Charitable activities	3	192,310	38,683	230,993	198,207	41,271	239,478
Other trading activities		27,932	-	27,932	42,598	-	42,598
Investments		9,765	-	9,765	9,678	-	9,678
Other	4	5,260	-	5,260	2,864	-	2,864
Total Income		298,533	40,093	338,626	321,709	41,271	362,980
Expenditure on:							
Raising funds	5	106,954	-	106,954	119,881	-	119,881
Charitable activities	6	195,181	40,093	235,274	212,136	41,271	253,407
Total Expenditure		302,135	40,093	342,228	332,017	41,271	373,288
Net gains/(losses) on investments		5,167	-	5,167	25,811	-	25,811
Net income/(expenditure)		1,565	-	1,565	15,503	-	15,503
Transfers between funds		-	-	-	33	(33)	-
Net movement in funds		1,565	-	1,565	15,536	(33)	15,503
Reconciliation of Funds							
Total funds brought forward		272,147	132	272,279	256,611	165	256,776
Total Funds Carried Forward		273,712	132	273,844	272,147	132	272,279

The notes on pages 21 to 28 form part of these financial statements

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

BALANCE SHEET AS AT 31 MARCH 2018

	Notes	31 March 2018		31 March 2017	
		£	£	£	£
Fixed Assets					
Tangible assets	11		12,173		17,851
Investments	12		253,904		248,737
Total Fixed Assets			266,077		266,588
Current Assets:					
Stock			-		1,000
Debtors	13		30,662		15,614
Investments	14		24,714		30,949
Cash at Bank & in Hand			4,019		8,693
			59,395		56,256
Liabilities:					
Creditors: Amounts Falling Due Within One Year	15		51,628		50,565
			51,628		50,565
Net Current Assets			7,767		5,691
Total Net Assets			273,844		272,279
The Funds of the Charity					
Unrestricted	18		273,712		272,147
Restricted	18		132		132
Total Charity Funds			273,844		272,279

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2018.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31st March 2018 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006, and
- (b) preparing the financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 17th October 2018 and signed on its behalf by:


 Janice Campbell, Trustee


 Christopher Vane, Trustee

The notes on pages 21 to 28 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

Note 1. Accounting Policies

(a) Charity Information

Relate Mid Thames and Buckinghamshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 2a Pebble Lane, Aylesbury, HP20 2JH.

(b) Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared on a going concern basis under the historical cost convention.

The charity has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

The financial statements are presented in sterling which is the functional currency of the charity.

(c) Funds

Unrestricted funds are 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 other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(d) Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Grants and donations are only included in when the general income recognition criteria are met. In the case of performance related grants, income is only recognised to the extent that the charity has provided the specified goods or services.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

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

Gifts in kind donated for resale are included at fair value, being the expected proceeds from sale less the expected costs of sale. Where estimating the value is practicable upon receipt it is recognised in stock and 'Income from other trading activities'. Upon sale the value of the stock is charged against 'Income from other trading activities', as are the proceeds.

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

Income from interest is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

Note 1. Accounting Policies (cont.)

(e) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

(f) Support costs

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

(g) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

(h) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Cost includes costs directly attributable to making the asset capable of operating as intended. Assets are capitalised if they are to be used for more than one year and cost at least £400. The depreciation rates and methods used are disclosed in the tangible fixed asset note.

(i) Investments

Investments are stated at market value as at the balance sheet date, gains and losses on revaluation are included in the Statement of Financial Activities.

(j) Stocks

Donated stocks are fair valued as described in section (d) above.

(k) Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price.

(l) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

2. Donations and Legacies	Unrestricted Funds	Restricted Funds	Total Mar 2018	Total Mar 2017
	£	£	£	£
Grants				
Aylesbury Vale District Council	12,000		12,000	12,543
Buckinghamshire PCT	15,263		15,263	15,263
Chiltern District Council	1,800		1,800	1,000
South Bucks District Council	1,100		1,100	500
Thames Valley PCC	-		-	8,520
Michael Shanly Trust	-		-	1,000
Town & Parish Councils	250		250	-
Louis Baylis Trust	3,600		3,600	4,000
Ronald Callingham Foundation	-		-	1,000
IBB Charitable Trust	1,000		1,000	-
Windsor & Maidenhead Christian Trust	-		-	500
	35,013	-	35,013	44,326
Donations	28,253	1,410	29,663	24,036
	63,266	1,410	64,676	68,362
3. Income from Charitable Activities	Unrestricted Funds	Restricted Funds	Total Mar 2018	Total Mar 2017
	£	£	£	£
Counselling	192,310	-	192,310	197,007
Education & Training	-	-	-	1,200
IAPT Couple Therapy for Depression Bucks.	-	22,000	22,000	25,300
IAPT Couple Therapy for Depression Berks.	-	1,264	1,264	1,449
Army Welfare Service	-	-	-	294
RAF Benevolent Fund	-	4,619	4,619	2,898
Macmillan	-	9,180	9,180	11,330
Help Bucks CC	-	1,620	1,620	-
	192,310	38,683	230,993	239,478
4. Other Income	Unrestricted Funds	Restricted Funds	Total Mar 2018	Total Mar 2017
	£	£	£	£
Sundry Income	5,260	-	5,260	2,864
	5,260	-	5,260	2,864

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

5. Raising Funds

	Mar 2018	Mar 2017
	£	£
Charity shop expenditure	22,936	36,032
Support costs	84,018	83,849
	106,954	119,881

6. Charitable Activities

	Activities Undertaken Directly	Support Costs	Mar 2018	Mar 2017
	£	£	£	£
Counselling	57,201	154,547	211,748	230,145
PST	3,813	10,303	14,116	14,951
Family Counselling	2,542	6,868	9,410	8,311
	63,556	171,718	235,274	253,407

Support Costs

The charity allocates its support costs as shown in the table below. They are allocated on a basis consistent with the use of resources.

	Raising Funds	Counselling	PST	Family Counselling	Total Mar 2018	Total Mar 2017
	£	£	£	£	£	£
Governance		57,339	3,823	2,548	63,710	62,048
Administration	65,662	69,599	4,640	3,094	142,995	143,628
Education & Training	-	7,390	493	328	8,211	9,331
Establishment	16,085	13,684	912	608	31,289	39,843
Financial	2,271	6,535	435	290	9,531	9,129
	84,018	154,547	10,303	6,868	255,736	263,979

7. Staff Costs

	Mar 2018	Mar 2017
	£	£
Wages and salaries	237,379	259,727
Social security costs	6,205	6,997
Pension costs	7,108	7,521
	250,692	274,245

Number of Employees

	No.	No.
	37	36

No employees receive emoluments exceeding £60,000.

8. Pensions and other post-retirement benefits

The charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £7,108 (2017: £7,520).

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

9. Trustees remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2017: £nil) and did not have any expenses reimbursed (2017: £nil).

10. Net Incoming Resources for the Year

	Mar 2018	Mar 2017
	£	£
This is stated after charging:		
Depreciation	4,903	6,297
Loss on disposal of fixed assets	775	-
Independent Examiner's Remuneration	900	900
- Examination services		
- Other services	1,703	1,287
	1,703	1,287

11. Tangible Assets

	Leasehold Improvements	Fixtures, Fittings & Equipment	Charity Shop Fixtures & Equipment	Total
	£	£	£	£
Cost:				
At 1 April 2017	19,886	27,523	7,170	54,579
Additions during the year	-	-	-	-
Disposals during the year	-	-	(7,170)	(7,170)
At 31 March 2018	19,886	27,523	-	47,409
Accumulated depreciation:				
At 1 April 2017	7,954	22,379	6,395	36,728
Charge for the year	3,977	926	-	4,903
Disposals during the year	-	-	(6,395)	(6,395)
At 31 March 2018	11,931	23,305	-	35,236
Net book value:				
At 31 March 2018	7,955	4,218	-	12,173
At 31 March 2017	11,932	5,144	775	17,851

12. Fixed Asset Investments

	Mar 2018	Mar 2017
	£	£
Market value at 1 April 2017	248,737	222,926
Gain/(Loss) on revaluation	5,167	25,811
Market value at 31 March 2018	253,904	248,737

13. Debtors

	Mar 2018	Mar 2017
	£	£
Trade debtors	27,898	15,195
Prepayments and accrued income	2,764	419
	30,662	15,614

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

14. Current Asset Investments	Mar 2018	Mar 2017
	£	£
Cash on deposit	24,714	30,949
	24,714	30,949
15. Creditors: Amounts Falling Due Within One Year	Mar 2018	Mar 2017
	£	£
Other creditors	2,294	2,583
Taxes and Social Security	3,352	3,201
Accrued expenses and deferred income (below)	45,982	44,781
	51,628	50,565
Deferred Incoming Resources	Mar 2018	Mar 2017
	£	£
Deferred incoming resources brought forward	14,488	6,220
Amounts released from previous years	(14,488)	(6,220)
Incoming resources deferred in the current year	25,571	14,488
	25,571	14,488
Deferred incoming resources carried forward	20,411	30,293
	45,982	44,781

Deferred income comprises funds received in advance for counselling sessions not held until after the year end.

16. Financial Commitments

Financial commitments under non-cancellable operating leases will result in the following minimum payments falling due as follows:

	Mar 2018	Mar 2017
	£	£
Within one year	3,507	3,847
Between one and five years	1,452	3,036
	4,959	6,883

17. Related Party Transactions

There were no related party transactions during the year (2017: £nil).

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

18. Movement in Funds	At 1 April 2017 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2018 £
Unrestricted Funds					
General Fund	272,147	303,700	302,135		273,712
Restricted Funds					
IAPT Couple Therapy for Depression	-	23,264	23,264		-
RAF Benevolent Fund	-	4,619	4,619		-
Macmillan	-	9,180	9,180		-
Help Bucks CC	-	1,620	1,620		-
Purchase of Furniture	132	-	-		132
Overhead funding	-	1,410	1,410		-
	272,279	343,793	342,228	-	273,844

Restricted Funds

IAPT Couple Therapy for Depression Training Grant	This funding from NHS Chiltern CCG relates to the delivery of Couple Therapy for Depression for patients referred by Healthy Minds Bucks.
RAF Benevolent Fund	This fund is to deliver counselling to Royal Air Force personnel.
Macmillan	This fund is to deliver counselling to persons affected by a cancer diagnosis as part of the Berkshire Macmillan Well-Being Programme.
Help Bucks CC	This fund is to deliver family counselling assessments from early help referrals.
Overhead funding	This fund is for donations restricted for funding specific overhead costs.

19. Analysis of Net Assets Between Funds

	General £	Restricted £	Total £
Tangible Fixed Assets	12,173	-	12,173
Fixed Asset Investments	253,904	-	253,904
Stock	-	-	-
Debtors	30,662	-	30,662
Cash at Bank & in Hand	3,887	132	4,019
Current Investments	24,714	-	24,714
Creditors	(51,628)	-	(51,628)
	273,712	132	273,843

Relate Mid Thames and Buckinghamshire 2017-18

Registered Number: 04088546

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

20. Company Limited by Guarantee

The liability of each member is limited to £1 by guarantee.

Relate MTB - Who benefits?

Young People

By improving the relationship skills of people of all ages and backgrounds, including their listening skills, we improve their skills in communicating with and building relationships with people across communities. Our counselling, including for children and young adults, teaches skills which has a life-long impact, enables amicable co-parenting and improves wider relationships.

Relationships for all ages

There is no upper age restriction on our services and our couples and families counselling benefits children of all ages.

Mental health & well-being

We work in close collaboration with local mental health services and aim to offer early intervention to tackle growing problems that may escalate if not dealt with appropriately and timely. One client says: "I have really benefited from the sessions and feel much more mentally resilient to cope with life challenges." We also provide specialist counselling for people with life-limiting conditions and their families /carers.

People suffering abuse

Counsellors are trained to identify victims of domestic violence and sexual abuse, including children, and liaise with specialist agencies to make referrals.

Disadvantaged & deprived people & families

We see the impact of economic stress on relationships and families, and our Bursary Funding Scheme ensures that clients have access to professional counselling regardless of their ability to pay.

People with long-term & life-limiting conditions & carers

Our counsellors are trained in specific skills to provide relationship support to patients and family members who are carers and / or whose relationship faces challenges and changes in the face of a medical diagnosis, such as cancer.

Drug and alcohol

Counsellors liaise with specialist agencies to refer people whose relationships are affected by drug or alcohol addiction.

Valentine's Day advice from Relate MTB



relate
the relationship people

Mid Thames & Buckinghamshire

Relate MTB news



Relationship charity, Relate, opens new counselling extension in Windsor



Top: Maidenhead Advertiser reports our grant towards training.
Left: Opening a new counselling room in Windsor
Below: Follow our news on Facebook
Bottom: Counsellor Belinda gave a talk to Marlow Bridge Rotary Club



‘A safe place to talk’ the difference we make

Client feedback 2017-18 Summary Report

The figures speak for themselves – Relate Mid Thames & Buckinghamshire (MTB) supported 1,928 people in 2017-18, providing 4,128 hours of high quality, professional relationship counselling. But the personal stories and testimonials behind the figures are even more compelling.

“...A safe environment to talk through such painful events and situations. There have been some powerful discussions and thought-provoking advice which I was able to put into practice, for example, allowing myself to cry and not seeing it as a failure.”

Being able to talk about our emotions, insecurities and worries in a safe environment is something we should be able to take for granted, but Relate MTB’ clients highly value being able to talk to a skilled counsellor and to be heard without judgement, finding it vital in being able to address relationship difficulties and to move forward.

In Relate MTB’s 2017-18 feedback report ‘The Difference We Make’ – a compilation results from post counselling questionnaires from up to 1,321 clients – 1,180 people said they were able to manage conflict ‘much better’ or ‘a little better’ and 1,089 reported improvements in rows and arguments.

Testimonials from local clients included:

- **‘It’s been really useful and a good opportunity to reflect on our relationship and continue to learn how to manage our conflicts. I feel I am going away with a lot of strategies’**
- **‘We are now in a more positive place in the relationship. We understand why conflict can happen and how we can deal with it better’**
- **‘A great stepping stone for understanding the reasons behind conflict, accepting conflict but realising when conflict is prolonged unnecessarily and techniques to tackle this’**
- **‘Without these sessions I don’t think our relationship would have survived. Thank you’**

Out of 1,289 clients who said communication was an issue, 1,233 reported an improvement after counselling with comments including:

- **'Relate has been very useful in helping make very difficult decisions that have been put off for a long time'**
- **'It's been really helpful, being able to talk and not feel judged about the way you feel'**

Many people do not realise the wide range of counselling services that Relate MTB offers, the wide range of age groups we serve and the extensive benefits in teaching life-long relationship skills.

Of the 1,312 clients who commented, 1,022 said they felt more confident about their relationship after Relate MTB counselling and 1,144 (out of 1,316) said they felt able to cope with any difficulties they might face in the future; 1,259 said they would recommend Relate to other people.

Find out how Relate MTB can help you at <http://www.relatemt看b.co.uk>

An independent, local charity (reg. charity no 1083588)

Our vision: A future in which healthy relationships are actively promoted as the basis of a thriving society.