

Annual Report and Financial Statements
for the year ended 31 March 2017

Relate Mid Thames and Buckinghamshire

(a company limited by guarantee)

Registered Charity No: 1083588

Registered Company No: 04088546

relate
the relationship people

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Who benefits from Relate MTB's relationship counselling?

The difference we make

Chairman'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 our counselling team.

The year has had inevitable challenges. While our premises in Aylesbury are now well established and we are working from a new base in Chesham, we continue to search for a longer-term solution for Chesham and the wider South Buckinghamshire area. Like many Relate Centres across the country, we continue to struggle to meet client requirements with available counselling hours. We are recruiting new trainee counsellors to secure our position for the future and exploring other ways to match client wishes.

Throughout the year we have been involved in consultations about the future shape of Relate as a national organisation, with all Centres asked to decide whether they wished to become part of a national charity or remain as independent Centres under a Federation agreement. After detailed consideration of the options, along with other Centres across the country, Relate Mid Thames and Buckinghamshire trustees opted to remain as an independent Centre. A small number of Centres elected to leave Relate and become fully independent, no longer using the Relate name. Less than half of the other Centres elected to form a national charity, so Relate will become a "hybrid" model organisation. We remain involved in discussions about the future shape and governance of this new organisation and expect this to be a major focus of the coming year.

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 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.

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. The counselling team is ably supported by supervisors Fiona Lindsay and Claire Earl, and we look forward to Petra Booth joining the supervisors' team in 2017/8. At the end of the year we were sad to say goodbye to Voula who has been a long-term member of the PST team.

Our Centre Director Fiona Greenfield continued to provide skilled leadership and coordination supported by an excellent group of administrative staff, led by Amanda Skipper. Our part-time finance and project support has been extended this year to include a new fund-raising role and we are delighted to have Sally Stevens working with us and already showing good results. The Relate Store continues to flourish and provide additional income, under the management of Chris Gill.

I would like to thank my fellow Trustees for all their support and thoughtful contributions over this challenging year, as we reached conclusions about the future of the Centre. Dr John Baruch, a long-term supporter of the Centre in his previous role, joined the Trustee group and is already making helpful contributions. Although Chris Vane stood down as Chairman in November 2016 we benefit from his ongoing support and insightful analysis.

It has been a privilege 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 (appointed as Chairman 21 November 2016)

Treasurer Raymond Clarke

Trustees Christopher Vane (resigned as Chairman 21 November 2016)

Susan Mervyn-Jones

Honor Vane

Morna Hinch

Rebecca Curley

Janice Campbell

Janet Shaw

John Baruch (appointed 21 November 2016)

Centre Director & Company Secretary Fiona Paine

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 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)

In addition to BACP Relate MTB uses PQASSO as a quality assurance standard to improve performance and produce better outcomes for users

Psychosexual therapy is covered by COSRT Code of Ethics and Principles of Good Practice

Family counselling is covered by the AFT Code of Ethics and Practice

Relate MTB has the eQuality charter-mark for improving services for lesbian, gay, bisexual and transgender people.

Report of the Trustees of Relate Mid Thames & Buckinghamshire for the year ended 31 March 2017

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 2017. 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 (appointed as Chairman 21 November 2016)
Treasurer	Raymond Clarke
Trustees	Christopher Vane (resigned as Chairman 21 November 2016) Susan Mervyn-Jones Honor Vane Morna Hinch Rebecca Curley Janice Campbell Janet Shaw John Baruch (appointed 21 November 2016)

Company Secretary	Fiona Paine
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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. The Executive Committee meets a minimum of four times a year on a quarterly basis. Its main responsibilities are

- To ensure compliance with the Charitable Objects in supporting beneficiaries.
- To agree policy for the centre which meets the needs of the clients
- To approve Relate MTB's strategic and operational plans and the annual budget.
- To direct and oversee the work of any sub committees.

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 are 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.

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.

Recruitment and Appointment of Trustees

The Trustees seek to ensure that user needs are reflected through the diversity of the Board. To enhance the potential pool of Trustees, selected individuals who may wish to become Trustees are approached as necessary and re-appointed annually.

Induction and training for Trustees

New Trustees are actively encouraged by the existing Trustees, having 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 future plans. They are encouraged to attend appropriate training and to spend time at the centre. Feedback about the Centre 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 a risk register. We are satisfied that systems are in place to mitigate our exposure.

The Trustees are monitoring the risks, which include:

1. Loss of income from funding bodies (i.e. Local authorities, NHS, Trusts)
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.
5. Competition from other counselling providers
6. Ensuring that momentum and guidance provided by the Board of Trustees is maintained
7. A reduction in the support and strategy provided by Relate Limited
8. Accommodation changes

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).

We focus on any risk we identify as a potential opportunity and we review any situation enabling us to react, reassess and learn in a positive way.

Objectives and 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.
- 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 2016-17

Relate Mid Thames and Buckinghamshire delivered 4677 counselling hours

**(New Jasper Appointment summary 01/04/2016-31/03/2017)*

Supporting 1990 people

(New Jasper case summary report 01/04/2016-31/03/2017).

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

1139 Registrations

- 889 assessment appointments
- 3000 ongoing appointments with couples and individuals
- 250 sex therapy (psychosexual therapy) sessions
- 163 family counselling sessions delivered in the centre
- 63 individual structured interviews (domestic violence / abuse intervention assessment)

Which includes

- *110 hours of victim support counselling in West Wycombe Children's Centre (funded by Thames Valley Police and Crime Commissioner's Office)*
- *206 hours of counselling for Macmillan's Berkshire Cancer Rehabilitation Programme*

Plus 312 Couple Therapy for Depression sessions

- 290 hours of IAPT Couple Therapy for Depression for Healthy Minds (Bucks)
- 22 hours of IAPT Couple Therapy for Depression for Talking Therapies (East Berkshire)

A team of 27 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, and until March 2017 in Wycombe West Children's Centre.

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 fund. 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 maintain 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) – Couples Therapy for Depression

IAPT is run by the NHS in England and offers NICE approved therapies for treating people with depression or anxiety. Couples Therapy for Depression (CTD) is a type of talking therapy developed to help people suffering from depression and anxiety. CTD is one of a number of talking therapies.

Relate MTB are contracted through Healthy Minds, the IAPT (talking therapies) service in Buckinghamshire run by Oxford Health NHS Foundation Trust on behalf of the NHS Chiltern and Aylesbury Vale CCG's 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 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.

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

There was no further funding in this financial year for Relate MTB to continue to deliver CTD for the Berkshire Talking Therapies IAPT service. However, we are pleased to report that we have secured £10,000 for an initial one-year's funding starting in Autumn 2017 for delivery of 150 sessions.

The IAPT counselling team- Claire, Sally W, Alex, Jan, Judith, Marie, Micky, and West

IAPT Admin lead –Faye

Macmillan Berkshire Cancer Rehabilitation (East Berkshire)

The initial pilot extended into this financial year, during which time the programme was re-modelled by Macmillan and the team to shift the focus to rehabilitation after cancer treatment. The programme changed its name to reflect this change.

Macmillan Service description and care pathway

- Following triage of patients by the Cancer Rehabilitation team, the patients (registered with a Berkshire GP) may be referred to Relate services.
- An initial assessment appointment enables discussion to see how Relate counselling can benefit the patient.
- Ongoing appointments may be offered to the patient, their partner, children or anyone else who is significant to the patient and where the cancer diagnosis and treatment has had an impact on relationships.
- Following initial assessment, the patient and any other family members are offered up to 6 funded sessions (including the initial assessment) relevant to their need. Appointments with this client group tend to be more sporadic. At Relate we normally offer weekly appointments, but have been more flexible to accommodate individual situations, to fit in with ongoing treatment.
- A pre and post intervention questionnaire is completed for evaluation purposes.

Feedback from patients (post counselling forms at final counselling session)

- 'The counselling has helped enormously, even in such a short space of time. From complete and utter despair, I now dare to look ahead into the future and am starting to plan what I need to do. Would recommend to any who needs it'.
- 'Very happy I came to Relate, it has changed my life, I learned different ways of looking and dealing with it all'.
- 'It has been very helpful for me to discuss difficulties I have in various areas of my life with partner, family, work etc. Counsellor has suggested many useful strategies to help me in difficult times' .

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

Supporting Victims of Domestic Abuse

A mixture of success and frustration this year as, once again, intermittent funding has limited the effectiveness of this service in the Wycombe West Children's Centre.

We are now in negotiation for further funding from the Thames Valley Police and Crime Commissioner's Office (TVPCCO) to support restarting this valuable service.

Children's centre counsellor – Jan

Other Domestic Abuse work continues to be delivered by all experienced Relate counsellors across the centre, using the individual structured interview model. The DA work is currently under review by the Relate National Clinical Team and we expect changes in our working practices to be rolled out during 2017-18.

Continuing Professional Development for Relate MTB counsellors in 2017-18

Porn Addiction and Relationships – Steph Palin

Understanding Stepfamilies: A Practical Guide for professionals working with blended families – Day 1 & 2 Dr Lisa Doodson

Belinda leads a peer Learning Group where counsellors discuss a chosen academic paper.

Online Relate Learning – Child Protection/ Safeguarding, Domestic Violence, Client informed feedback, Substance and Misuse, Gender and Sexual Diversity, Bereavement and Loss.

PST Service

Voula, a greatly valued and experienced sex therapist retired in March 2017. Jan started her training in Autumn 2016 and there are plans for Belinda to join the PST when she starts her training in Autumn 2017. Relate MTB have invested in training these experienced counsellors to ensure the continuation of a very important service.

Fundraising

We continue to look at new potential sources for grants and donations.

Increasingly funders are being specific about the type and size of projects they are prepared to support, the impact they want to make, sections of the community they want to target, and in the case of local authorities and agencies such as community foundations, they may align their interests with political agendas, such as prioritising mental health and well-being.

Many funders now use quite prescriptive online application forms which are often geared more towards one-off community projects rather than an ongoing service, which can be quite a challenge.

We have started the process of looking closely at our anonymised data to identify specific groups that already access our service; the potential to extend our provision to these groups (geographical and social) and how we can use this data to support new funding applications to bodies also targeting these groups. In this way, we are developing evidence-based cases for support for particular projects.

Drilling down into these local details is also highlighting specific groups in the community that are particularly in need.

Examples include:

- People with mental health issues and whose well-being benefits from Relate MTB counselling.
- Vulnerable mothers whose cultural background means their only opportunity to access skilled help is when accompanying their young children to activity groups.
- Shift workers and people whose work means they are away from their families for periods of time, such as Armed Forces and airline staff.

We can also identify areas where we need to improve awareness of our wide-ranging services.

Examples include:

- Ethnic minorities
- Older people (60+)
- Geographic communities such as South Bucks and Slough

A couple of our professional counsellors have been out to charitable community groups and to local radio to talk about Relate MTB and the need for support for our Bursary Funding Scheme and to raise awareness of our full range of services.

We continue to reach out to local media to raise awareness of our service and fundraising and you will see an increase in our social media activity.

We have a stay of execution on the charity shop 'The Relate Store' until January 2018 when the building is due for demolition. Thank you to Christine Gill who now runs it single-handedly and has developed it into a stylish go-to shop with a loyal donor and customer base.

Relate National Federation

The Centre Director has committed significant time during this financial year to meetings of the Relate National Federation as it continues to debate the 'Securing the Future' implementation plan.

In the meantime, there are concerns about the administration of Relate Training and availability of courses which impacts on our succession planning.

The Federation fees increased by 48% in 2017-18, and we expect a similar increase in 2018. We are actively engaged in the negotiations with the Relate National Federation to agree the detail of the Federation fee and agreement.

Acknowledgements

The Trustees give their heartfelt thanks to 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 2016-17: Alex, Belinda, Claire, Clare, Fiona, Jan, Janet, Jason, Judith, Lesley, Loredana, Lynda, Lynne, Mandy, Marie, Michelle M, Micky, Pamela, Paul, Petra, Sally D, Tara, Susan, Stuart, Sally W, West.

Supported during 2016-17 by: Amanda, Faye, Jody, Sandra, Sarah, Niamh, Karen, Miriam (Maidenhead), Sue, Susan, Susie, Nina (Aylesbury), Lisa, Kate (Chesham), Bisma, Grace, and Suzy (Wycombe) and Chris and Sharon in The Relate Store (charity shop)

We were sorry to say farewell during the year 2016-17 to counsellors Voula, Kathy and Fiona E and members of the administration team, Elaine, Jan, Sandy, Fran and Saima.

Thanks also are due to the local authorities, trusts, organisations and individuals who have financially supported us in 2016-17

- Aylesbury Vale District Council and The Vale Lottery
- Buckinghamshire County Council
- Buckinghamshire Primary Care Trust
- Chiltern District Council
- Chloe Lambert
- Healthy Minds (IAPT) / Oxford Health
- Louis Baylis (Maidenhead Advertiser) Charitable Trust
- RAFBF (Royal Air Force Benevolent Fund)
- Roland Callingham Foundation – Bekonscot
- South Bucks District Council
- Thames Valley OPCC (Office of the Police and Crime Commissioner)
- The Kop Hill Climb (Heart of Bucks)
- The Paradigm Foundation
- The Royal Borough of Windsor and Maidenhead
- The Shanly Foundation
- The Windsor & Maidenhead Christian Trust
- Thomas Hickman's Trust
- Waitrose Community Matters – Maidenhead, Wycombe and Chesham

Financial Review

Total income for the year was £362,980. This is made up as shown from client contributions, donations, and grants from Local Authorities and Trusts. Client payments of £60 per session were recommended (Increased from £55 in October 2016) Total income includes the gain on the sale of the Chesham Property. A detailed income account is included.

Total expenditure for the year was £373,288.

There was a surplus of £15,503, however this includes a gain of £25,811 on investments, without this gain there would have been a deficit of £10,308.

Net current assets of the charity at 31st March 2017 were £5,691.

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 2017 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: 31 October 2017

Relate Mid Thames and Buckinghamshire 2016-17

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 2017 which are set out on pages 18 to 27.

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. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England & Wales.

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

Basis of independent examiner's report

My examination was carried out in accordance with the 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:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, 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 Charitieshave 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.



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

Date 31 October 2017

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2017

	Notes	Unrestricted Funds	Restricted Funds	Total Mar 2017	Unrestricted Funds	Restricted Funds	Total Mar 2016 as restated
		£	£	£	£	£	£
Income and endowments from:							
Donations and legacies	2	68,362	-	68,362	53,258	16,650	69,908
Charitable activities	3	198,207	41,271	239,478	201,669	50,232	251,901
Other trading activities		42,598	-	42,598	44,467	-	44,467
Investments		9,678	-	9,678	4,686	-	4,686
Other	4	2,864	-	2,864	187,878	-	187,878
Total Income		321,709	41,271	362,980	491,958	66,882	558,840
Expenditure on:							
Raising funds	5	119,881	-	119,881	131,620	-	131,620
Charitable activities	6	212,136	41,271	253,407	185,539	71,038	256,577
Total Expenditure		332,017	41,271	373,288	317,159	71,038	388,197
Net gains/(losses) on investments		25,811	-	25,811	(2,074)	-	(2,074)
Net income/(expenditure)		15,503	-	15,503	172,725	(4,156)	168,569
Transfers between funds		33	(33)	-	-	-	-
Net movement in funds		15,536	(33)	15,503	172,725	(4,156)	168,569
Reconciliation of Funds							
Total funds brought forward		256,611	165	256,776	83,886	4,321	88,207
Total Funds Carried Forward		272,147	132	272,279	256,611	165	256,776

The notes on pages 20 to 27 form part of these financial statements

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

BALANCE SHEET AS AT 31 MARCH 2017

	Notes	31 March 2017		31 March 2016 as restated	
		£	£	£	£
Fixed Assets					
Tangible assets	11		17,851		24,148
Investments	12		248,737		222,926
Total Fixed Assets			266,588		247,074
Current Assets:					
Stock			1,000		850
Debtors	13		15,614		23,067
Investments	14		30,949		25,271
Cash at Bank & in Hand			8,693		3,020
			56,256		52,208
Liabilities:					
Creditors: Amounts Falling Due Within One Year	15		50,565		42,506
			50,565		42,506
Net Current Assets			5,691		9,702
Total Net Assets			272,279		256,776
The Funds of the Charity					
Unrestricted	18		272,147		256,611
Restricted	18		132		165
Total Charity Funds			272,279		256,776

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2017.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31st March 2017 in accordance with Section 476 of the Companies Act 2006.

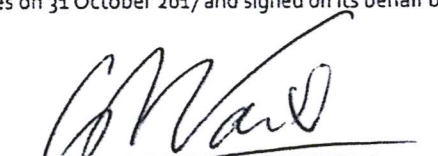
The trustees acknowledge their responsibilities for:

- (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 31 October 2017 and signed on its behalf by:


 Janice Campbell, Trustee


 Christopher Vane, Trustee

The notes on pages 20 to 27 form part of these financial statements

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

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.

The charity adopted SORP (FRS 102) in the current year and an explanation of how the transition to SORP (FRS 102) has affected the financial position and performance is given in note 20.

(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 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

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.

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

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 2016-17

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

2. Donations and Legacies	Unrestricted Funds	Restricted Funds	Total Mar 2017	Total Mar 2016
	£	£	£	£
Grants				
Aylesbury Vale District Council	12,543		12,543	13,926
Buckinghamshire PCT	15,263		15,263	15,263
Chiltern District Council	1,000		1,000	-
South Bucks District Council	500		500	500
Paradigm Foundation	-		-	2,750
Thames Valley PCC	8,520		8,520	7,200
Thomas Hickman Trust	-		-	250
Michael Shanly Trust	1,000		1,000	1,000
Hitcham Trust	-		-	250
Louis Baylis Trust	4,000		4,000	4,000
Ronald Callingham Foundation	1,000		1,000	600
Albert Hunt Trust	-		-	1,000
Windsor & Maidenhead Christian Trust	500		500	-
	<u>44,326</u>	-	<u>44,326</u>	<u>46,739</u>
Donations	24,036		24,036	23,169
	<u>68,362</u>	<u>-</u>	<u>68,362</u>	<u>69,908</u>
3. Income from Charitable Activities	Unrestricted Funds	Restricted Funds	Total Mar 2017	Total Mar 2016
	£	£	£	£
Counselling	197,007		197,007	201,669
Education & Training	1,200		1,200	-
IAPT Couple Therapy for Depression Bucks.	-	25,300	25,300	22,000
IAPT Couple Therapy for Depression Berks.	-	1,449	1,449	7,308
Army Welfare Service	-	294	294	343
RAF Benevolent Fund	-	2,898	2,898	6,391
Macmillan	-	11,330	11,330	13,915
Schools Family Counselling	-		-	275
	<u>198,207</u>	<u>41,271</u>	<u>239,478</u>	<u>251,901</u>
4. Other Income	Unrestricted Funds	Restricted Funds	Total Mar 2017	Total Mar 2016
	£	£	£	£
Sundry Income	2,864		2,864	8,614
Gain on disposal of freehold property	-		-	179,264
	<u>2,864</u>	<u>-</u>	<u>2,864</u>	<u>187,878</u>

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

5. Raising Funds

	Mar 2017	Mar 2016
	£	£
Charity shop expenditure	36,032	40,825
Support costs	83,849	90,795
	119,881	131,620

6. Charitable Activities

	Activities Undertaken Directly	Support Costs	Mar 2017	Mar 2016
	£	£	£	£
Counselling	66,551	163,594	230,145	232,070
PST	4,323	10,628	14,951	15,191
Family Counselling	2,403	5,908	8,311	9,316
	73,277	180,130	253,407	256,577

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 2017	Total Mar 2016
	£	£	£	£	£	£
Governance		56,352	3,661	2,035	62,048	63,185
Administration	66,888	69,695	4,528	2,517	143,628	151,441
Education & Training	-	8,474	551	306	9,331	2,063
Establishment	14,442	23,070	1,498	833	39,843	48,087
Financial	2,519	6,003	390	217	9,129	9,344
	83,849	163,594	10,628	5,908	263,979	274,120

7. Staff Costs

	Mar 2017	Mar 2016
	£	£
Wages and salaries	259,727	250,966
Social security costs	6,997	8,351
Pension costs	7,521	7,556
	274,245	266,873

Number of Employees

	No.	No.
	36	38

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 £7,520 (2016: £7,556).

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

9. Trustees remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2016: £nil) and did not have any expenses reimbursed (2016: £nil).

10. Net Incoming Resources for the Year	Mar 2017	Mar 2016
	£	£
This is stated after charging:		
Depreciation	6,297	7,395
Independent Examiner's Remuneration	900	-
- Examination services	-	-
- Other services	1,287	1,586
	1,287	1,586

11. Tangible Assets

	Leasehold Improvements	Fixtures, Fittings & Equipment	Charity Shop Fixtures & Equipment	Total
	£	£	£	£
Cost:				
At 1 April 2016	19,886	27,523	7,170	54,579
Additions during the year	-	-	-	-
Disposals during the year	-	-	-	-
At 31 March 2017	19,886	27,523	7,170	54,579
Accumulated depreciation:				
At 1 April 2016	3,977	21,093	5,361	30,431
Charge for the year	3,977	1,286	1,034	6,297
Disposals during the year	-	-	-	-
At 31 March 2017	7,954	22,379	6,395	36,728
Net book value:				
At 31 March 2017	11,932	5,144	775	17,851
At 31 March 2016	15,909	6,430	1,809	24,148

12. Fixed Asset Investments

	Mar 2017	Mar 2016
	£	£
Market value at 1 April 2016	222,926	225,000
Gain/(Loss) on revaluation	25,811	(2,074)
Market value at 31 March 2017	248,737	222,926

13. Debtors

	Mar 2017	Mar 2016
	£	£
Trade debtors	15,195	22,746
Prepayments and accrued income	419	321
	15,614	23,067

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

14. Current Asset Investments	Mar 2017	Mar 2016
	£	£
Cash on deposit	30,949	25,271
	<u>30,949</u>	<u>25,271</u>
15. Creditors: Amounts Falling Due Within One Year	Mar 2017	Mar 2016
	£	£
Other creditors	2,583	3,404
Taxes and Social Security	3,201	4,538
Accrued expenses and deferred income (below)	44,781	34,564
	<u>50,565</u>	<u>42,506</u>
Deferred Incoming Resources	Mar 2017	Mar 2016
	£	£
Deferred incoming resources brought forward	6,220	15,480
Amounts released from previous years	(6,220)	(15,480)
Incoming resources deferred in the current year	14,488	6,220
	<u>14,488</u>	<u>6,220</u>
Deferred incoming resources carried forward	14,488	6,220
Accrued expenses	30,293	28,344
	<u>44,781</u>	<u>34,564</u>

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 2017	Mar 2016
	£	£
Within one year	3,847	13,792
Between one and five years	3,036	-
	<u>6,883</u>	<u>13,792</u>

17. Related Party Transactions

There were no related party transactions during the year (2016: £nil).

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

18. Movement in Funds	At 1 April 2016 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2017 £
Unrestricted Funds					
General Fund	256,611	347,520	332,017	33	272,147
Restricted Funds					
IAPT Couple Therapy for Depression		26,749	26,749		-
Army Welfare Fund		294	294		-
RAF Benevolent Fund		2,898	2,898		-
Macmillan		11,330	11,330		-
Purchase of Furniture	165	-	-	(33)	132
	<u>256,776</u>	<u>388,791</u>	<u>373,288</u>	<u>-</u>	<u>272,279</u>

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.
Army Welfare Fund	This fund is to deliver counselling to Army personnel referred through the Army Welfare
RAF Benevolent Fund	This fund is to deliver counselling to Royal Air Force personnel.
Paradigm Foundation	This fund is to deliver counselling to residents of Paradigm housing association.
Macmillan	This fund is to deliver counselling to persons affected by a cancer diagnosis as part of the Berkshire Macmillan Well-Being Programme.

19. Analysis of Net Assets Between Funds

	General £	Restricted £	Total £
Tangible Fixed Assets	17,851	-	17,851
Fixed Asset Investments	248,737	-	248,737
Stock	1,000	-	1,000
Debtors	15,614	-	15,614
Cash at Bank & in Hand	8,561	132	8,693
Current Investments	30,949	-	30,949
Creditors	(50,565)	-	(50,565)
	<u>272,147</u>	<u>132</u>	<u>272,279</u>

Relate Mid Thames and Buckinghamshire 2016-17

Registered Number: 04088546

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

20. First time adoption of SORP (FRS 102)

The charity has adopted the SORP (FRS 102) for the first time in the year ended 31 March 2017. The effect of transition from SORP (2015) to SORP (FRS 102) is outlined below.

a) Changes in accounting policies

Employee benefits

At the date of transition in applying the requirement to recognise liabilities arising from employee benefits, a liability was recognised for accrued holiday pay.

b) Reconciliation of total charity funds

Adjustments to previously reported total charity funds at the date of transition to SORP (FRS 102) were as follows:

	£
Total charity funds at 1 April 2015 under SORP (2015)	90,567
Holiday pay accrual	(2,360)
	<hr/>
Total charity funds at 1 April 2015 under SORP (FRS 102)	<u>88,207</u>
	£
Total charity funds at 31 March 2016 under SORP (2015)	259,136
Holiday pay accrual	(2,360)
	<hr/>
Total charity funds at 31 March 2016 under SORP (FRS 102)	<u>256,776</u>

21. Company Limited by Guarantee

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

The difference we make – thanks to you!



"I couldn't have managed without Relate, I was on the verge of a breakdown ... so fragile I could have ended up in hospital"

Case Study: Impact on Mental Health & Well-Being 2017

A health professional has shared her story to highlight the positive impact counselling from Relate MTB has had on her mental health, her well-being and her relationship. As a highly confidential service we have changed her name and are calling her 'Anusha' and the counsellor 'Sara'. We would like to thank 'Anusha' for her courage in supporting Relate in this way.

Anusha first came to Relate MTB with her husband, but after a few sessions, carried on counselling on her own. She recalls the mental and emotional turmoil and helplessness she was feeling when a friend suggested she call Relate MTB.

She says: "I couldn't have survived without Relate. I was on the verge of a breakdown, things were falling apart and I couldn't cope with everything all at once. Emotionally and financially we were both struggling.

"I had started taking anti-anxiety medication because I was in a very fragile state, my problems seemed like huge mountains. But the counsellor helped me break the problems into many parts and we tackled them one at a time."

Like

NEW CASE STUDY:

Improving Mental health & well-being

A Relate MTB counsellor will often be the first qualified person couples speak to about their mental health and well-being

What comes first? Overwhelming feelings of anxiety and inadequacy that damage your relationship, or relationship problems that fill you with anxiety and feeling depressed? Either and both, says a Relate MTB counsellor who sees first-hand the impact that professional, high quality relationship counselling has in improving mental health and well-being. (To protect the highly confidential nature of our service, we are calling the experienced counsellor 'Liz'.)

Liz is highly skilled in identifying Relate MTB clients whose relationships are affected by mental health and well-being. In her years as a counsellor she has seen changes in attitudes but concedes that there is still some stigma attached to seeking counselling and to acknowledging mental health issues. Yet she also sees the beneficial impact of professional relationship counselling on clients.

She says: "Men are becoming a little more proactive in coming forward for relationship counselling but they tend to leave things longer before asking for help. By this time their female partner is often at the end of her tether."

ing their mental health and well-



Who benefits from Relate MTB's relationship counselling?

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

Relate Mid Thames & Buckinghamshire provides quality, professional counselling to families, couples and individuals, regardless of their ability to pay, to improve personal relationships and well-being.



We serve disadvantaged people of all ages, providing a reliable, confidential service for people feeling isolated and vulnerable:

Young People: By improving 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 have a life-long impact, enables amicable co-parenting and improves wider relationships.



Older people: There is no age limit on relationships, we have clients in their 80s who have been married for 50+ years.

Mental health & well-being: We work with mental health services, offering early intervention to tackle problems that may escalate if not dealt with appropriately and timely.

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.

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

Disadvantaged & deprived: We see the impact of economic stress on relationships and families, and our Bursary Funding Scheme ensures 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 we accept referrals from Macmillan.