

relatecambridge

Willingham statistics (data below taken from 1st April, 2017 to 1st March, 2017)

<u>Willingham residents: appointment data</u>	
Number of appointments delivered	30
Number of cases seen	10
Number of clients seen	16
Average client donation	£30.13

<u>Most common presenting issues for Willingham residents</u>	
Presenting issue	No. of cases with presenting issue
Communication Problems	6
Work Issues	5
Sexual Problems	4
Past Relationships	3
Separation/ Divorce	3
Affair	2
Children	2
Family Conflict	2
Trust	2
Bereavement	1
Financial Problems	1
Mental Illness	1
Self Esteem	1

Client Feedback

"Amazing I wouldn't have got through my relationship breakdown without them can't recommend the service highly enough."

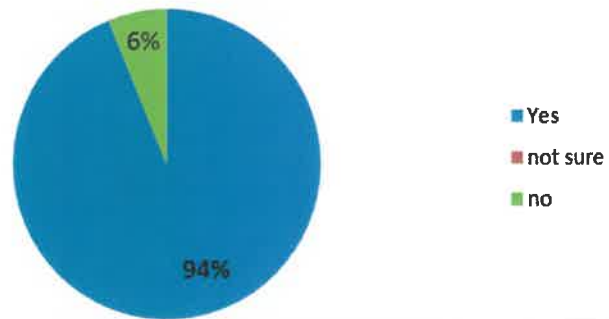
"Relate helped me to explore complex relationship problems in a safe, anonymous, helpful environment. For me it has been a very useful learning exercise which I am using to improve those relationships."

"Talking to skilled Relate counsellors was the right thing for us and our marriage is stronger than ever."

"It was a big step for us to undertake counselling, but one without which we would not have worked out our problems. It was an essential step on our road to finding a new way forward. We now feel confident that we will make it together and are very grateful to our superb counsellor."

Would you recommend Relate?

94% of clients would recommend us



RELATE CAMBRIDGE

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RELATE CAMBRIDGE

**THE REFERENCE AND ADMINISTRATION OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2017**

Directors and trustees

I Maddison (Chairman)

J Dibnah

P Izzett

P Law

K McCorquodale (resigned 4 September 2016)

J Rackowe

Dame V Sutherland

W Thurley

D Webb (resigned 21 July 2017)

F McLeman (appointed 18 December 2016)

Charity Registered Number

1096975

Company Number

04664883

Principal Office

3 Brooklands Avenue, Cambridge, CB2 8BB

Independent Examiner

P W Accountants Ltd, Chartered Accountants, 82b High Street, Sawston, Cambridgeshire, CB22 3HJ

RELATE CAMBRIDGE

**TRUSTEES' REPORT
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 annual report together with the financial statements of Relate Cambridge for the year ended 31 March 2017. The trustees have adopted the provisions of 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 (FRS102) (effective 1 January 2015).

STRUCTURE, GOVERNANCE AND MANAGEMENT**a. Constitution**

The objective of Relate Cambridge is to enhance the quality of the couple and, thereby parental family relationships, to help avoid unnecessary breakdown and to limit the damage commonly accompanying poor relationships.

b. Method of appointment or election of Trustees

Each year director trustees are elected from the members of Relate Cambridge at the AGM. During the year, up to two more members may be co-opted onto the Executive Committee but stand for election in subsequent years. Potential director trustees who support and can contribute to the organisation are encouraged to join. This is done by advertising, charity networks and contacts.

c. Risk Management

The Trustees of Relate Cambridge have considered the major risks to which the charity is exposed, in particular those related to the operations and finances of the centre, and are satisfied that systems are in place to mitigate its exposure to all the major risks.

d. Reserves Policy

The Trustees have established a Reserves Policy in order to maintain reserves which are generally required for the organisation and include a contingency fund to meet unforeseen emergencies. They will also maintain reserves at an overall level which enables the management of short term cash flow fluctuations.

As of 31 March 2017, the Trustees have a Trustee Reserve of £105,000 (2016: £90,675) to cover three months running costs as recommended by Relate Central Office. The Trustees are satisfied that the charity's assets in each fund are available and adequate to fulfil its obligations in respect of each fund.

RELATE CAMBRIDGE

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

The report of the trustees

The financial statements set out on pages 7 to 15 have been prepared in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

The Trustees are satisfied with the delivery of services of the charity during the year. Following the loss of local authority funding, as reported in previous years, the centre has had to ask for greater support from those using the service. Coupled with strong demand and efforts by the administration team to fill more of the counselling slots the centre has delivered more hours of counselling. This has resulted in a net surplus for the year. The directors are satisfied that the charity is in a position to continue its activities during the coming year, and that the charity's assets are adequate to fulfil its obligations.

The Statement of Financial Activities shows incoming resources for the year of a revenue nature of £383,862 (2016: £399,313), giving realised net resources of £11,237, (2016: £56,822). A majority of the expenditure is spent on provision of the counselling service, management and administration.

The Trustees would particularly like to thank the following for their support:

Girton Town Charity
Awards for All
John Huntingdon's Charity
Huntingdon Freeman Trust
The Lottery

In addition to the financial costs reported in these accounts the counsellors give an average one free hour per week to the charity. If this time were to be paid there would be an additional cost to the charity of £14,674.

Statement of Trustees responsibilities

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles in the Charities SORP;
- make estimates and judgement that are reasonable and prudent;
- Prepare financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.

RELATE CAMBRIDGE

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time, the financial position of the charitable company, and enable them to ensure that the financial statements comply with the Companies Act 2006.

The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 26-9-2017 and on its behalf by:

A. Maddison

.....
I Maddison - Chairman

RELATE CAMBRIDGE

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2017**

Independent examiner's report to the Trustees of Relate Cambridge

We report on the financial statements of the charity for the year ended 31 March 2017 which are set out on pages 7 to 15, which have been prepared in accordance with section 145 of the Charities Act 2011 and the Statement of Recommended Practice applicable for charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)(effective January 2015).

Respective responsibilities of Trustees and examiner

The charity's trustees (who are also directors for the purpose of company law) are responsible for the preparation of the accounts. The charity's 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 required.

Having satisfied ourselves that the charity is not subject to a full audit under company law, or otherwise, and is eligible for independent examination. It is our responsibility to:

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

Basis of independent examiner's report

We have conducted our examination in accordance with the General Directions given by the Charity Commissioners for England and Wales setting out the duties of an independent examiner issued by Charity Commissioners under section 145(5)(b) of the Act relating to the conducting of an independent examination, referred to above. An independent examination includes a review of the accounting records kept by the charity and of the accounting systems employed 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 financial statements, and seeks explanations from the 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 statements below:

RELATE CAMBRIDGE

INDEPENDENT EXAMINER'S REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2017

Independent Examiner's statement

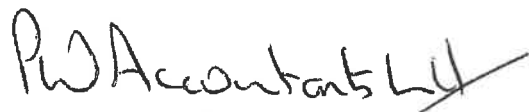
Subject to the limitations upon the scope of our work as detailed above, in connection with our examination, no matter has come to our attention:

1) which gives us reasonable cause to believe that in any material respect, the requirements

- i) to keep accounting records in accordance with section 386 and 387 of the Companies Act 2006; and
- ii) to prepare Financial Statements, which accord with the accounting records and comply with the accounting requirements of section 394 and 395 of the Companies Act 2006 and with the methods and principles of the 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 January 2015)

have not been met; or

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



P W ACCOUNTANTS LTD
CHARTERED ACCOUNTANTS
82b HIGH STREET
SAWSTON
CAMBRIDGESHIRE
CB22 3HJ

DATE 20th October 2017

Registered Charity Number : 1096975
Registered Company Number : 04664883

RELATE CAMBRIDGE

UNAUDITED
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

RELATE CAMBRIDGE

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

		Restricted Funds £ 2017	Unrestricted Funds £ 2017	Total Funds £ 2017	Total Funds £ 2016
INCOME AND ENDOWMENTS FROM:	Note				
Voluntary Income	3	-	27,562	27,562	25,680
Activities for generating funds	5	-	355,827	355,827	373,189
Investment income	4	-	473	473	444
TOTAL INCOME AND ENDOWMENTS		-	383,862	383,862	399,313
EXPENDITURE ON:					
Raising funds					
Costs of generating voluntary income	6	-	-	-	1,215
Charitable activities	6	-	361,812	361,812	332,776
Governance costs	7	-	10,813	10,813	8,500
TOTAL EXPENDITURE		-	372,625	372,625	342,491
NET INCOME		-	11,237	11,237	56,822
RECONCILIATION OF FUNDS					
Total funds brought forward		-	153,262	153,262	96,440
Net movement in funds		-	11,237	11,237	56,822
TOTAL FUNDS CARRIED FORWARD		-	164,499	164,499	153,262

All activities derive from continuing operation

The notes on pages 9 to 15 form part of these financial statements.

RELATE CAMBRIDGE

BALANCE SHEET
AS AT 31 MARCH 2017

	Note	2017 £	2016 £
Fixed Assets	9	5,370	7,692
Total fixed assets		5,370	7,692
Current Assets			
Debtors	10	22,210	20,606
Cash at bank and in hand		160,693	151,692
		182,903	172,298
Creditors: Amounts falling due within one year	11	(23,774)	(26,728)
Net Current Assets		159,129	145,570
NET ASSETS		£ 164,499	£ 153,262
FUNDS			
Trustees Reserve	12	105,000	90,675
General Fund	12	59,499	62,587
		£ 164,499	£ 153,262

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

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 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 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 Section 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 and signed on their behalf, by:

A. Maddison
Ian Maddison
Chairman

Paul Izzett
Paul Izzett
Director

Approved by the board of trustees on 26-9-2017 date

The notes on pages 9 to 15 form part of the financial statements

RELATE CAMBRIDGE

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

1. LEGAL FORM

The charity is a registered charity registered in England and Wales number 1096975 and a company limited by guarantee, having no share capital, incorporated in England and Wales number 04664883.

2. ACCOUNTING POLICIES**BASIS OF PREPARATION OF FINANCIAL STATEMENTS**

The financial statements of the charitable company, 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 to 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 under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

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.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

INCOME

All incoming resources is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be reliably measured.

Donations are recognised on receipt.

Membership income is recognised in the period to which the membership fee relates.

The charity is not VAT registered.

EXPENDITURE

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Governance costs are those incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements.

TAXATION

The charity is exempt from corporation tax on its charitable activities.

RELATE CAMBRIDGE

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

DEBTORS

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

CASH AT BANK AND IN HAND

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar amount.

CREDITORS AND PROVISIONS

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be estimated or measured reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement

RELATE CAMBRIDGE

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

3. DONATIONS AND LEGACIES

	Restricted Funds 2017 £	Unrestricted Funds 2017 £	Total Funds 2017 £	Total Funds 2016 £
Donations	-	18,111	18,111	17,480
Local authority funding	-	9,451	9,451	8,200
	-	27,562	27,562	25,680

4. INCOME FROM INVESTMENTS

	Restricted Funds 2017 £	Unrestricted Funds 2017 £	Total Funds 2017 £	Total Funds 2016 £
Bank deposit interest received	-	473	473	444
	-	473	473	444

5. INCOME FROM FUNDRAISING ACTIVITIES

	Restricted Funds 2017 £	Unrestricted Funds 2017 £	Total Funds 2017 £	Total Funds 2016 £
Activities for generating funds				
Fundraising activities	-	50	50	20
Income from client services (including gift aid)	-	297,812	297,812	310,400
Income from contracted services - Schools Project & Littlehey	-	52,603	52,603	59,839
Training services	-	4,252	4,252	1,990
Membership fees	-	1,110	1,110	940
	-	355,827	355,827	373,189

RELATE CAMBRIDGE

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

6. EXPENDITURE ON RAISING FUNDS

	Restricted Funds 2017 £	Unrestricted Funds 2017 £	Total Funds 2017 £	Total Funds 2016 £
Costs of generating voluntary income	-	-	-	1,215
Charitable activities	-	361,812	361,812	332,776
	<u>-</u>	<u>361,812</u>	<u>361,812</u>	<u>333,991</u>
	Restricted Funds 2017 £	Unrestricted Funds 2017 £	Total Funds 2017 £	Total Funds 2016 £
Costs of generating voluntary income				
Fundraising and publicity	-	-	-	1,215
Total costs of generating voluntary income	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,215</u>
Charitable activities				
Staff salaries (including supervision)	-	124,188	124,188	104,694
Staff expenses and recruitment	-	3,817	3,817	3,233
Pension contributions	-	857	857	654
Staff training	-	991	991	341
Counsellor salaries	-	147,603	147,603	143,530
Counsellor expenses	-	9,317	9,317	9,938
PST supervision	-	-	-	157
Volunteer receptionists expenses	-	2,121	2,121	737
Bursaries - counsellors	-	65	65	175
Payroll costs	-	1,545	1,545	1,200
Library	-	-	-	22
Counsellor training	-	6,678	6,678	1,297
Outpost room hire	-	11,036	11,036	7,038
Rent payable	-	23,600	23,600	23,300
Heat, power and rates	-	3,531	3,531	6,306
Insurance	-	1,036	1,036	1,147
Repairs and renewals	-	414	414	5,928
Telephone	-	5,625	5,625	3,573
Appointments system	-	4,822	4,822	5,306
Printing, postage, stationery and cleaning	-	9,146	9,146	8,970
Bank charges	-	2,148	2,148	2,790
Publicity	-	617	617	-
Sundry expenses	-	145	145	1,050
Depreciation of fixed assets used for charity	-	2,510	2,510	1,390
	<u>-</u>	<u>361,812</u>	<u>361,812</u>	<u>332,776</u>

The basis for allocation of costs as shown above is explained in the accounting policies and the notes to the accounts.

RELATE CAMBRIDGE

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

7. GOVERNANCE COSTS	Restricted	Unrestricted	Total	Total
	Funds	Funds	Funds	Funds
	2017	2017	2017	2016
	£	£	£	£
Independent Examiner's Fees	-	900	900	840
Directors expenses	-	296	296	106
National Relate Federation service charge	-	7,836	7,836	7,219
AGM and Annual report	-	1,781	1,781	335
Total governance costs	-	10,813	10,813	8,500

8. STAFF COSTS	2017	2016
	£	£
Wages and salaries	260,881	238,465
Social security costs	10,910	9,759
Pension contributions	857	654
	<u>272,648</u>	<u>248,878</u>

Numbers of full time employees or full time equivalents	2017	2016
Direct Charitable (including unpaid volunteer staff)	9	9

The above number does not include directors who are not permitted to receive remuneration for their duties. In view of the nature of the charities activities the majority of total administrative and counselling staff do not work full time. The full time equivalent number disclosed above masks the fact that 40 (2016: 40) people provide time to the charity. Expenses paid to directors totalled £296 (2016: £106). There were no related party transactions requiring disclosure.

RELATE CAMBRIDGE

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

9. TANGIBLE FUNCTIONAL FIXED ASSETS

	Furniture and equipment £
Cost	
At 1 April 2016	24,590
Additions	188
At 31 March 2017	<u>24,778</u>
Depreciation	
At 1 April 2016	16,898
Charge for the year	2,510
At 31 March 2017	<u>19,408</u>
Net book value	
At 31 March 2017	<u>5,370</u>
At 31 March 2016	<u>7,692</u>

10. DEBTORS

	2017 £	2016 £
Trade debtors	9,492	11,707
Debtors - gift aid recoverable	8,075	8,409
Prepayments	4,643	390
Other debtors	-	100
	<u>22,210</u>	<u>20,606</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017 £	2016 £
Trade creditors	10,081	7,908
Accrued expenses	10,495	9,410
Pension contributions	288	125
Deferred income - Awards for All	-	4,830
Deferred income - bursary funds	<u>2,910</u>	<u>4,455</u>
	<u>23,774</u>	<u>26,728</u>

RELATE CAMBRIDGE

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

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets	Current Assets	Creditors	Net Current Assets
	£	£	£	£
Unrestricted funds				
Trustees Reserve	5,370	99,630	-	105,000
General Fund	-	83,273	(23,774)	59,499
	<u>5,370</u>	<u>182,903</u>	<u>-</u>	<u>164,499</u>
Total Funds	5,370	182,903	-	164,499

As recommended by Relate Head Office. The trustees reserve should equate to three months running costs of £105,000

Analysis of unrestricted fund movements

	Funds at 2016	Movements in Funds	Transfers Between Funds	Funds at 2017
	£	£	£	£
Trustees Reserve	90,675	-	14,325	105,000
General Fund	62,587	11,237	(14,325)	59,499
	<u>153,262</u>	<u>11,237</u>	<u>-</u>	<u>164,499</u>

13. COMPANY STATUS AND WINDING UP OR DISSOLUTION OF THE CHARITY

Relate Cambridge is a company limited by guarantee not exceeding £1 per member. The company has no share capital. If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

14. RELATED PARTY DISCLOSURES

- There were no related party disclosures for the year ended 31 March 2017.

15. FIRST YEAR ADOPTION

No material adjustments have been made on transition to FRS 102.

relatecambridge

Annual Report 2016-2017

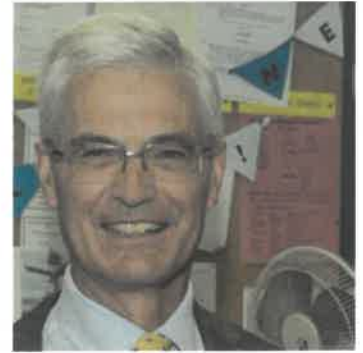


Registered Charity No. 1096975
Registered Company: No. 4664883

relate
the relationship people

CHAIR'S REPORT

The Centre has had another incredibly busy year delivering an ever-increasing number of mainstream counselling hours which now exceeds 6,000 hours. It has extended its reach into areas previously serviced by Relate Peterborough and has had further success in raising funding for its young people's work.



The Centre's capacity in Cambridge has expanded by using rooms at the CAB. In addition and following the demise of Relate Peterborough and by agreement with Relate National the Centre has extended into Wisbech/March, Peterborough itself and more recently Stamford. Activity levels have continued to rise in the current year.

The Centre continues to receive very heartening support from Girton Town Charity, John Huntingdon Charity, the Huntingdon Freemans Charity and a number of parish and district councils. Whilst the *Awards for All* funding for a pilot project working with young people had come to an end I am delighted to report that at the year end Claire Godward, the Centre Director, heard that an application to *Children in Need* had been successful. This provides for £90,000 over three years and will go towards enhancing the Centre's youth programme and what has been achieved to date.

As mentioned last year National Relate undertook a strategic review and consultation. The result of that exercise was inconclusive but essentially now provides the opportunity for Relate centres that want to merge with the National body to do so. Centres can remain self-determining if they so wish while remaining within the Relate family. A handful of Centres have in the process left Relate altogether. The trustees of Relate Cambridge are at this stage minded to remain independent and will continue to do so until a decision is made otherwise. The trustees believe this is currently the best option in serving the community in and around Cambridge and Peterborough.

As always the success of the Centre is down to the counsellors, the admin team and of course the Centre Director, Claire Godward, with the support of our in-house supervisor, Annie Wimbush. I applaud their continued dedication and the unstinting support that they give to Relate Cambridge.

Ian Maddison

STATISTICS ABOUT OUR SERVICES

In 2016/17 the Centre delivered **6100** appointments to clients to over **2000** clients.

Appointments were delivered to clients from:

	2015-16	2016-17
Cambridge City	47%	35%
South Cambs	21%	27%
Huntingdon	11%	13%
East Cambs	8%	9%
Other	13%	16%

Appointments delivered at the following outposts:



Most common issues clients come to us with:

1. Communication
2. Sexual Problems
3. Trust
4. Separation/Divorce
5. Mental Illness
6. Domestic Violence
7. Young Children
8. Affair
9. Self Esteem
10. Past Relationships

Service output for all services:

	2015-2016	2016-17
Total number of clients seen	1893	2106
Total number of initial consultations	905	1056
Total number of counselling hours delivered	5768	6100
Total number of voluntary hours given by counsellors	750 (approx.)	550 (approx.)

A FEW WORDS FROM THE CENTRE DIRECTOR

I've been Centre Director now for seven years. During that time I've seen many developments in an ever changing environment. It's exciting and rewarding to see Cambridge Relate thriving and growing. There's no doubt we've faced challenges, but despite this we've continued to grow and prosper.



We've opened new outposts in Peterborough, Fenland and Stamford. Already we're experiencing a huge demand. We know there's a need and I will continue to develop services in that region in the coming months. Across the county we now operate out of 18 outposts, which is an all-time high.

I'm particularly proud of the work we do with children and young people. The three year funding we secured from Children in Need will help make a real difference. This is important work. We know 70% of children and young people who experience a mental health problem don't get help early enough. There is little support out there for them and we can help plug that gap. It's something we should be proud of.

We have to remain flexible and keep an eye out for new opportunities. We'll continue to innovate and have already added new services to our mix this year. We now offer individual support to those dealing with sex addiction issues. This is a growing problem in today's society. We identified that some parents are facing difficulties bringing up their children. So we now offer tailored training to help support them.

We've made a lot of improvements to the way we work. And we continue to keep the focus on providing the best service we can for our clients. We've also made changes to ensure we can see as many clients as possible within the least waiting time. This remains an important goal.

Everything we've achieved has been down to team work and spirit. I'm lucky to have such a dedicated and committed group of people working to achieve the very best for our clients.

Claire Godward

CLINICAL SUPERVISOR'S REPORT

The past year has seen the Centre expand its territory and influence in the county; open 5 more outposts; increase the counselling and administrative teams; develop new services and consolidate our core work with individuals, couples, families, children and young people.



A number of our very experienced counsellors have retired this year but we have very fortunately been able to recruit a number of new counsellors, some of whom are already qualified and experienced and others who are either now undergoing Relate training or will start their training in September. This has enabled us to keep the counselling team energised with a range of different expertise and to deliver our services in new areas of the County. We have also been joined by a third experienced supervisor who has provided additional supervision and clinical support to the counselling team.

Annie Wimbush

ONE OF OUR AMBASSADORS

Working as an Ambassador for Relate Cambridge has been a real pleasure. I have been able to work with staff and volunteers to promote the work of Relate as well as to use my professional skills as a consultant and trainer to expand the opportunities available to people in the local area. This has included providing training for counsellors and health professionals and working with the Media Liaison, Elaine Taylor, to identify new ways of publicising the work of Relate Cambridge. Together with Claire Godward, the Director, I have been able to liaise with the armed forces to look for opportunities to provide counselling services to personnel and their families. It is wonderful to be part of such a dynamic and supportive team that plays an essential role in the mental health landscape of the region.



Dr Bev Morris

SERVICES

Relational work with Couples & Individuals

Our core services continue to be in demand and whilst many of the difficulties that our clients bring are familiar to us we are aware that there seems to be an increase in complex mental health issues for which there is little community or statutory support. These cases require very careful assessment both by the counsellors and the supervisors and often additional ongoing supervisory support. It is a testament to our counsellor's skills and experiences that such a high percentage of our clients report satisfactory outcomes.

Relationship Counselling

Appointments delivered: **4168**

Clients seen: **1770**

Initial assessments: **845**

Family Counselling

This service continues to be well received by clients who are enabled by a Family Counsellor to discuss difficult family relationships and issues in a safe environment. Counsellors who deliver this service receive a specialist training which prepares them to work across generations and with multi voices in the room. As the demand for the service is growing we will continue to recruit suitably trained counsellors

Family Counselling

Appointments delivered: **282**

Clients seen: **144**

Initial assessments: **74**

Working with Children and Young People

This is a very successful service which is delivered in 2 schools and, increasingly, at Brooklands Avenue. The outcomes for the young clients are very positive and many parents have told us of the differences they have noticed in their children as a result of attending counselling.

Children and Young People's Counselling

Appointments delivered: **236**

Clients seen: **43**

(Excluding schools work)



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no. SC039557

We were extremely fortunate this year in successfully bidding for Children in Need funding which will enable us to continue offering a free service to our young clients.

SERVICES

Psycho-sexual Therapy (PST)

Psychosexual Therapy is a vital service within Relate Cambridge. Couples attend due to relationship issues which can cause a breakdown in their sexual relationship, but also due to problems in their relationship which has been unbalanced by a breakdown in intimacy. PST gives clients an opportunity to discuss sex which can be difficult in everyday life. There is also a requirement for the therapists to understand and address any underlying medical issues which may present as sexual difficulties. Having a place to be open and build confidence talking about sex with a trained professional is a big part of the process and works as a stand-alone service as well as a support for couple counselling.

Psycho-sexual therapy (PST)

Appointments delivered: **496**

Clients seen: **147**

Initial assessments: **94**

Sex Addiction Therapy

Everybody's lives are increasingly reliant on devices. This has exponentially increased the availability of porn, accessibility to dating websites, chat lines etc. Although it is useful to have this availability, without the anonymity comes also the risks of enabling excessive usage. Relate Cambridge now offers a service to enable clients to work directly with the issues, in a very directed way that is required to break addiction. Since starting the service we have experienced an increase in demand and to meet this we hope to train or recruit another therapist to deliver the service. We have also been exploring the possibilities of starting a sex addiction group which provides a similar therapeutic experience in a different format.

Employee Assist Programme

We continue to provide emotional support to the employees at the Cambridgeshire County Council. The council funds 6 sessions for any employee needing help. Stress related issues cost employers billions of pound every year.

The benefits of an effective EAP are substantial and extend far beyond the workplace. If people are unhappy at work it often affects family members and becomes a vicious circle.

SERVICES

Relate 4 Parents

Many of our clients tell us about parenting difficulties and we know these can impact adversely on couple and family relationships. This year, in response to this expressed need, we designed an intervention that addresses these difficulties. It is called Relate4Parents and will be launched in August. The service is open to parents living together with their children, single parents, step-parents, separating or separated parents with the main access criteria being that they are able to focus on the needs of their child and collaborate to improve their relationship with them. The service will be delivered in, up to, 3 sessions by our children and young people counsellors.



Work with Offenders

Our contract was renewed for another year at Littlehey Prison. We have now been working there for 15 years. Our experienced counsellor Mandy delivers 6 sessions a week. Common problems include depression, anxiety, guilt over being in prison, and not able to support the family and being worried about the future.

Thanks to Mandy Kitsell

Many thanks to our counselling team

SERVICES

Workshops and courses

‘Be a Buddy’: For the fourth year running we have offered training sessions at Girton Glebe school, delivered by Carole Rawley, to help year 5 children support those arriving at the school in September. Carole has also delivered the scheme, for the second year running, at Ridgefield Primary School. The scheme has proved to be very successful, with the children full of enthusiasm and demonstrating the skills taught by Carole, at the ‘Meet your Buddy’ sessions. This year Carole was supported by Sheila Bowler, whose previous experience in a school setting has proved to be invaluable.

CPD programme: Following the success (both financially and academically) of last year’s CPD programme, we are in the process of planning the programme for 2017-18. This includes some exciting topics delivered by with trainers who have significant expertise in their field. There are also plans afoot to run the first Relate Cambridge Conference in September 2018.

Counselling for Non-Counsellors: Ellie Thomas has, once again, delivered this popular course throughout the last year. It is hoped that the follow up course, ‘Further Counselling Skills for Non-Counsellors’ will be delivered in 2018.

‘Very useful for understanding people and for looking more deeply into results and how this affects our relationships’

Other Training Projects

Negotiating Payment workshops were delivered by Annie Wimbush and Elaine Taylor to all Relate Cambridge practitioners in October. As a result of feedback received, changes in systems were made, with improvements achieved in this area. Annie also delivered Domestic Abuse refresher training to the majority of the counselling team which was very well received.

Following a request from a Senior Family Worker at Chesterton Children’s Centre, we designed a workshop, which was subsequently delivered by Carole Rawley for families attending the centre.

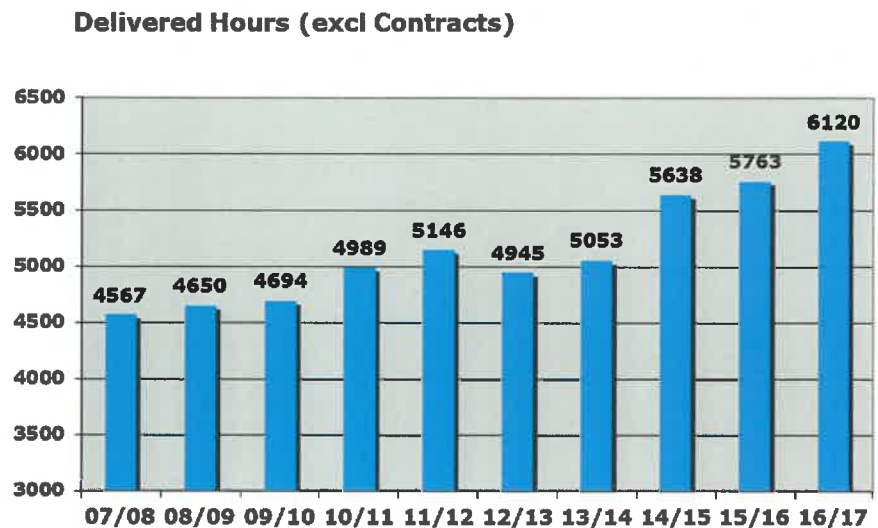
Following a meeting with Project Managers from Clarion Housing and New Horizons, a workshop is being planned for September for Relate Cambridge Practitioners and money advisors from several local charities to share ideas and about how the issue of money is approached with their clients.

Special thanks to our Training Co-Coordinator Elaine Taylor & the Training Team

TREASURER'S REPORT AND FIGURES

The Centre delivered over 6,100 counselling hours a very creditable increase of more than 6% over 2015/16. Client income is however down as the average client payment achieved in previous years has not been maintained. That being said driving service delivery and reducing the waiting list is of prime importance.

Even with the decrease in average client payment there has still been a positive outturn of in excess of £11,000. The Centre is actively looking at how it can return client payments to previous levels.



The Centre has been able to maintain its success in attracting grants from parish/district councils as well as local charities. As mentioned elsewhere in the Annual Report the Centre looks forward to utilising the grant from Children in Need that came in just after the year-end.

As noted in recent years reports the Centre is solely dependent on its own endeavours and the Centre is as ever mindful of the need to increase income whilst also control costs. The Centre is already aware of cost pressures in the form of higher charges from National Relate as well as the need for more counselling space and counsellor costs as activity rises. Expansion into areas previously serviced by Relate Peterborough will hopefully provide service opportunities but with that also comes expense.

As was anticipated 2016/17 was not as successful in overall financial terms as the previous two years but the Centre has continued to build on its service delivery. Indeed as can be seen from the accompanying graph the Cambridge Relate has grown delivered hours by more than one third since March 2008. This is at a time when many Relate centres are finding the opposite to be the case.

Ian Maddison

FINANCES

Income and Expenditure	2015-16	2016-17
Income from all sources	£399k	£384k
Expenditure incurred	£342k	£373k
Net	£57k	£11k
 Average Client receipts per session	 £45.50	 £41.35

Donations and Grants Received:

Girton Town Charity	£19,172	CCVS Rag week	£200
Huntingdon Freeman's Trust	£2,500	Jesus College	£200
Church of Saint Edward	£500	Trinity College	£300
Resolution	£200	Waitrose	£392
Emmanuel College	£40	St John's Chapel (St John's Operation)	£131.01

Littlehey Prison contract: £10,000

Local Authority and Council funding: £8,570 in 2015-16
£9,401 in 2016-17

The following Local Authorities contributed funds:

Melbourn Parish Council, Soham Town Council, East Cambs District Council, Waterbeach Parish Council, Huntingdon District Council, Shelford Parish Council, Papworth Everard Parish Council, St Ives Town Council, March Parish Council, Sawston Parish Council, Willingham Parish Council,



We would like to thank CASP for kindly donating some office computers

And Thank you to all our supporters.

MEDIA REPORT

The Relate Cambridge media team have had yet another busy year, with plenty to show for their hard work.

Our twitter feed, on the home page of our website, is constantly being updated with tweets on a whole range of topics, often including links to interesting articles and radio interviews. This continues to be an excellent way for us to network with other agencies. With the circulation of the External and Internal Newsletters - staff at Relate Cambridge as well as other interested professionals or individuals - are updated with our news and developments. Kate Hennessey, from the admin team, joined the External Communications Group in March, and has proved to be an excellent addition. The ECG meets every 6 weeks or so, to discuss how we can maximise the impact of our PR activities.



Press releases have been circulated throughout the year and we have recently added contacts in the Fenland area to our mailing list. We have given interviews and comments on a range of topics throughout the year on Radio Cambridgeshire. This year I have been the newspaper reviewer on 2 occasions on Dotty McLeod's morning show. This allows us more time on air and therefore more opportunities for Relate Cambridge to get mentioned.

We have featured in the Cambridge News on several occasions over the year, as well as having articles published in the Willingham Newsletter, the John Huntingdon's Charity News and one, which is about to be published, in Scene magazine. This covers Uppingham, Stamford, The Deepings and Bourne. We continue to have regular articles published in the Melbourn and Girton parish magazines.

Relate Cambridge gave 2 talks this year, one to the Huntingdon and Peterborough District WI on loneliness, and another about the work we do to the Girton Friendship Group.

Following letters that were sent out to several of our local MPs, asking for their support in parliament, we had a positive response from Daniel Zeichner, the MP for Cambridge. Daniel has offered to ask some Parliamentary Questions flagging the issue of support for relationships with the Government, as well as support our campaign for more accessible relationship counselling in Parliament, when relevant issues are debated.



Ambassadors

We now have a team of 5 Ambassadors, with many different areas of expertise which include PR, sex, training, legal, LGBT and education. Our ambassadors continue to network on our behalf. We had an excellent ambassadors meeting in March when some great ideas were put forward with another meeting planned for the autumn.

Relatively Composed

The Relate Cambridge Choir was formed in February 2017. Practise began in earnest in June. The choir is small, with around 10 of us, and we have appointed a pianist and a musical director, Richard Bateman, who also directs the chapel choir at Fitzwilliam College in Cambridge. Richard's mother, coincidentally, used to be a Relate counsellor. Our first public performance will be in Cambridge on 28th September. The choir has been set up purely and simply so that we can feel uplifted and enriched by some therapeutic singing together. But in addition to this, forming the choir represents a long and deep held desire - not only to raise the profile of Relate Cambridge, but also to show how important it is for us all to look after our own emotional wellbeing through singing.

Elaine Taylor

VOLUNTEERS

Zoheb Ali, Jasmin Bacon, Anna Baylis, Shelia Bowler, Dorota Bielecka, Ursula Fairhurst, Fei Gao, Tess Hollingworth, Jennifer Killick, Sarah Nunn, Yolanda Pena Oliver, Emily Plater, Meenakshi Rammohun, Jenny Scott, Sheila Simpkins, Anika Smith, Steve Taylor, Mary Thomson, Ian Warren, Anne-Marie Wilson, Caroline Yates.

We would like to thank our team of volunteers for all their dedication and hard work

"Volunteering with Relate Cambridge enables me to give my time to a charity close to my heart. The whole team is very friendly and I am frequently thanked for being there which I appreciate and demonstrates the value that is placed on the volunteers. I understand how difficult it could be for an individual or couple to make the decision to come to counselling and I enjoy representing Relate as the first person at the door to smile and welcome them into their session."



Anne-Marie Wilson - Volunteer

"I can't claim to be a long serving Relater... but volunteering for the odd session as 'receptionist' (can you hear the quotation marks?) at Cotton Hall in Girton has enabled me to romp through a few more novels, whilst standing guard in the entrance hall, protecting Elaine from menacing villagers! I quickly learnt the importance of leaving the counsellor to 'get in the zone' to prepare for a session but it's been great snatching the odd 10mins for a chat when a gap permits."

"They say one thing leads to another and so from doing a few reception sessions at Girton I got the opportunity to help Carole with the 'Be a Buddy' scheme in 2 local primary schools. The schools seemed extremely grateful to Relate for providing external professional input and I think the Year 5s felt very grown up receiving skills 'training' to fulfil their role as buddies to the tiny tots entering Reception. The final session: big buddies meeting tiny buddies, was a deafening delight with 50 children learning how to relate!"

Sheila Bowler - Volunteer

ADMINISTRATIVE DETAILS

Management Committee and Executive Team

Chairman:	Ian Maddison
Vice Chair:	Julia Rackowe
Honorary Treasurer:	Ian Maddison
Other Trustees:	John Dibnah, Paul Izzett, Peter Law, Fiona Mcleman, Wendy Thurley, Dame Veronica Sutherland,
Centre Director:	Claire Nunes
Supervisors:	Annie Wimbush (Centre Supervisor) Nicola Buchanan Vanessa Pool

Office Staff

Lead Appointments Coordinator:	Jill Farrance
Lead Administrator:	Lucy Amos
Administrative Assistant:	Kate Hennessy
Finance Officer:	Rosie Evans-Bailey

Ambassadors

Kay Blayney, Robert Dixon, Christina Hale, Bev Morris,
Susan Quilliam

President: Anne Campbell

Patron: Gareth Hawkesworth

Auditors: Paul Whitmell/ PW Accountants Ltd

Registered office: 3 Brooklands Avenue, Cambridge, CB2 8BB

Counsellors & Trainees

Clare Anstead
Peace Anumah
Deniz Baloglu
Francesca Brown
Anne Dennis
John Dixon
Penny Flint
Sarah Frost
Olga Fuentes
Ellie Goodman
Maria Halliley
Roger Hare
Kim Holbrook
Denise Jones
Donna Jones
Mandy Kitsell
Sonia Leach
Melanie Lee
Alan Lord
Slavica Mirovic
Angela Niblett
Isabelle Page
Roslyn Poole
Julia Proctor
Carole Rawley
Joanne Redwood
Melissa Rolph
Angela Sams
Jane Schofield
Ali Tabatabaie
Elaine Taylor
Ellie Thomas
Liz Turner
Rachel Rudd
Nick Waterson
Susan Watkins
Rebecca Wilkes
Stephanie Wisdom

Registered Charity no: 1096975

Registered Company no: 4664883

relatecambridge



'Relate saved my marriage and my life. I owe a debt of gratitude to the whole team.'

'A very helpful experience at difficult time. Our counsellor was patient, sympathetic and helpful'

'Relate's service was fantastic in every way, I cannot think of a way to improve it. From booking the first appointment, to the work done achieved in sessions...Professional, efficient, brilliant!'

'I can't thank our counsellor enough; she was just amazing and essentially saved our marriage after a long time apart, something none of us expected at the outset.'

'I am new to this school this year. I haven't only helped my buddy settle in, she helped me. She changed my life at this school.' (Year 5 student – Be a Buddy programme)'

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