

**RELATE WEST SURREY – APPLICATION FOR FINANCIAL ASSISTANCE**

<b>Executive Summary</b>	
<p>Relate West Surrey is based in Provincial House in the centre of Woking. It offers counselling, sexual therapy and training and education workshops to help adults experiencing difficulties in their relationships. The Group also offers counselling to young people affected by the breakdown of their parents' relationships.</p>	
<p>Relate West Surrey is a service that provides a vital resource for Woking residents, providing a service for families and individuals that is not otherwise easily available or affordable. The services have been considered as a key element of the support provided to residents through the services of community organisations and the Borough Council has supported Relate West Surrey for many years. The Group has a total of 11,528 users, of which 4,082 are based in Woking, 115 are registered disabled and 126 are of an ethnic minority. Charges are applied for a one hour session, with bursary support provided to clients unable to pay and reviewed after six months. Young people's counselling is provided free of charge through Child and Adolescent Mental Health Services (CAMHS).</p>	
<p>In previous years the Council has contributed a total of £15,000 towards the service charge incurred by Relate West Surrey for its accommodation at Provincial House, which is paid directly to the Group. The service charges covers maintenance, utilities and cleaning. In 2018/19 these charges amounted to £17,673. In view of the vital work undertaken by the Group, it is proposed that the Council continues to provide a grant of £15,000 revenue during 2020/21 towards the service charge.</p>	

<b>Recommendations</b>	
The Executive is requested to:	<b>RESOLVE That</b> funding of £15,000 revenue be awarded towards the service charge at Provincial House for 2020/21.
Reason for Decision	To support the Group in its activities by assisting with the costs of the service charge for the accommodation in Provincial House, Woking.
Legal Authority	S142 Local Government Act 1972
Conditions	<p><b>Accounts.</b> The Organisation must submit accounts for the year in which the grant is awarded, including an income and expenditure account and balance sheet. Please note that accounts for other years may also be required.</p> <p><b>Monitoring Information.</b> The Organisation must submit annual monitoring information as a measure of its achievements. Failure to provide details will jeopardise the award.</p> <p><b>Publicity.</b> Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on websites and literature / leaflets produced.</p> <p><b>Payments.</b> Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous</p>

## Relate West Surrey – Application For Financial Assistance

	<p>quarter.</p> <p><b>Payment Period.</b> Final quarter claims must be made by the second week in April. Unclaimed awards will not be available at a later date unless exceptional circumstances can be demonstrated to the Council before the end of the award year.</p> <p><b>Joint Working.</b> WBC expects the Organisation to engage positively on health and wellbeing multi-agency joint work affecting Woking. Groups which refuse may place their Council support at risk, e.g. grant, concessionary rent and other assistance.</p> <p><b>Homelessness Reduction Act 2017.</b> Following the introduction of new legislation from April 2018, the Council expects the support of partner agencies in identifying people at risk of homelessness as early as possible to maximise the opportunities to prevent such. Partner agencies / organisations are expected to be engaged in joint working arrangements to assist in finding suitable housing and support solutions, and where appropriate to undertake and respond to the new 'duty to refer'. Groups which do not support this new legislation and way of working positively may put their Council support at risk.</p>
Performance Indicators	<p><b>Users.</b> The Organisation to provide a breakdown of the users.</p> <p><b>Enquiries.</b> The Organisation to provide a breakdown of the enquiries received.</p> <p><b>Publicity.</b> The Organisation to advise how the Council's support has been publicised.</p> <p><b>Statement of Use.</b> The Organisation to provide a statement stating the use to which the grant money has been put.</p>
Future Support	<p>The financial pressure on the Council's budgets is expected to continue in the coming years and accordingly the overall level of support available in future years may be reduced. The applicant is therefore to be advised that the award of funding for 2020/21 does not imply that a similar application in 2021/22 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2020/21 levels.</p> <p>In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2021/22 have been drawn up in the event that the Council is unable to continue its support beyond April 2021. All applicants are strongly recommended to pursue alternative sources of funding and are encouraged to approach Woking Borough Council's Community Support Team for advice and support.</p>

**The Executive has authority to determine the above recommendations.**

### Background Papers:

2020/21 Application Form.

### Reporting Person:

Ray Morgan, Chief Executive  
Extn: 3333, Email: ray.morgan@woking.gov.uk

## Relate West Surrey – Application For Financial Assistance

### **Contact Person:**

Frank Jeffrey, Democratic Services Manager  
Extn: 3012, Email: frank.jeffrey@woking.gov.uk

Doug Davern, Democratic Services Officer  
Extn: 3018, Email: doug.davern@woking.gov.uk

### **Portfolio Holder:**

Cllr Ayesha Azad  
Email: Cllrayesha.azad@woking.gov.uk

### **Shadow Portfolio Holder:**

Cllr Will Forster  
Email: cllrwill.forster@woking.gov.uk

### **Date Published:**

18 February 2020

## Relate West Surrey – Application For Financial Assistance

## Relate West Surrey – Application For Financial Assistance

<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>Although part of the Relate Federation, Relate West Surrey is an independent charity. Relate West Surrey was incorporated in January 2000 and serves the boroughs of Woking, Guildford, Elmbridge, Runnymede, Spelthorne, Waverley and Surrey Heath.</p> <p>Its main objectives are:</p> <ul style="list-style-type: none"> <li>○ To educate the public concerning the benefits of secure couple relationships, marriage and family life in order to improve the emotional, sexual and spiritual wellbeing of individuals which is derived from committed relationships.</li> <li>○ To seek to enhance the good health, both mental and physical, of adults and children by increasing public awareness of the benefit of committed couple relationships, marriage and family life and working to prevent poverty, hardship and distress caused by the breakdown of such relationships.</li> </ul> <p>The Group achieves this by providing counselling services, advice, guidance and relief to adults and/or young people. It also provides relationship education in schools, children's centres and to the wider community.</p>
1.2 Employees	54, comprising the CEO (30 hours per week), the Office Manager (23 hours per week), the Executive Assistant (20 hours per week), 16 Appointment Secretaries (140 hours per week) and 32 Counsellors (175 hours a week).
1.3 Volunteers	<p>15, whose activities include working as counsellors delivering Relate services and acting as Trustees.</p> <p>Relate West Surrey offers placements to students undertaking relationship counselling courses at Relate National and are counted as volunteers.</p>
1.4 Clients/Users	<p>11,528, comprising:</p> <p>4,612 male</p> <p>6,916 female</p> <p>115 disabled</p> <p>126 ethnic minority</p> <p>4082 resident in Woking</p> <p>210 aged 6-10</p> <p>3540 aged 11-18</p> <p>7727 aged 19-65</p> <p>51 aged 65+</p> <p>The following charges are levied:</p> <ul style="list-style-type: none"> <li>○ Family counselling - £70 per hour</li> <li>○ Sex therapy - £75 per hour</li> </ul>

## Relate West Surrey – Application For Financial Assistance

	<ul style="list-style-type: none"> <li>○ Family Mediation - from £96 per person per hour</li> <li>○ Young People's counselling - free of charge through CAMHS.</li> </ul> <p>Relate West Surrey offers bursary support for relationship and family counselling to those couples with a joint income of below £30,000.</p>
1.5 Members	<p>17, comprising:</p> <p>8 male</p> <p>9 female</p> <p>17 resident in Woking</p> <p>1 aged 19-65</p> <p>16 aged 65+</p> <p>There are no membership charges.</p>
1.6 Sum Requested	£15,000 (Revenue)
1.7 Project	<p>To contribute towards the service charge for the 2nd floor suite of offices at Provincial House. The Relate suite provides a registered office, an administrative office and four counselling rooms. 65% of Relate West Surrey clients are seen at Provincial House.</p> <p>The financial support from Woking Borough Council helps to provide bursary support to low income families.</p>
1.8 Cost breakdown:	Service charges cover maintenance, utilities and cleaning. In 2018/19 these charges amounted to £17,673.
1.9 Community Benefit	<p>A total of 2,212 clients were seen in 2018/19. Between December 2016 and March 2018, Relate National published a series of comprehensive studies called “The Way We Are” on the market environment in which it operated. This provided compelling evidence of the social factors which create the need for its services:</p> <ul style="list-style-type: none"> <li>• A quarter of people (25%) are in distressed relationships, which has increased by 7% from a similar report published in April 2016. Levels of distress increase with factors such as length of relationship, poor health/disability, and lower socio-economic position.</li> <li>• 40% of people don't know where to access relationship support, and only 22% said that they would look for relationship help if their relationship was under strain. 10% of people selected Relate as the source of support that they were aware of.</li> <li>• On average across all ages, 70% of children were living with both parents, but for children in the lowest-income families only 45% lived with both. It's been estimated that there are around 2.5 million separated families with dependent children (including 16-20-year-olds in education).</li> <li>• In family relationships after separation, less than half (49%) children reporting good relationships with step-</li> </ul>

## Relate West Surrey – Application For Financial Assistance

	<p>parents.</p> <ul style="list-style-type: none"> <li>• Only a third (34%) of people say they are satisfied with their sex lives. Almost a quarter (23%) of people are dissatisfied with their sex lives. Almost a third (32%) of people have experienced a sexual problem.</li> <li>• Men are more dissatisfied with their sex lives than women (27% compared to 18%). Yet women were more likely to report sexual problems than men (37% compared to 26%).</li> </ul> <p>Source: "The Way we are now " Relate National December 2016 – March 2017</p>
--	--

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £70,666 in the bank, including a provision to cover costs of closure if required.</p> <p>The Group has submitted a budget for 2020/21 which shows an anticipated income of £252,823 against an anticipated expenditure of £245,140, resulting in an anticipated deficit of £7,683.</p> <p>Anticipated income includes Counselling Contributions (£206,323), Grants and Donations (£31,000) and other income (£15,500). Items of expenditure include Support Costs (£164,800), Infrastructure Costs (£55,620) and Governance Costs (£24,720).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2018/19 which show an income of £482,864 (£401,096 in 2017/18) against expenditure of £493,700 (£397,113 in 2017/18), resulting in a deficit of £10,836 (a surplus of £3,983 in 2017/18). The sum of £70,795 was carried forward at the end of the 2018/19 year.</p>
2.3 Support over the past five years	<p>2019/20 – £15,000 towards the service charge for Provincial House                  2018/19 – £15,000 towards the service charge for Provincial House                  2017/18 – £15,000 towards the service charge for Provincial House                  2016/17 – £15,000 towards the service charge for Provincial House                  2015/16 – £15,000 towards the service charge for Provincial House</p>

<b>3.0 Assessment of Application</b>		
3.1 Key Information	<ul style="list-style-type: none"> <li>○ Constitution</li> <li>○ Registered Charity</li> <li>○ VAT Registered</li> <li>○ Equal Opportunities Policy</li> <li>○ Safeguarding Policy</li> <li>○ Reserves Policy</li> <li>○ Quality Mark</li> <li>○ Other funding sources pursued</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> </ul>

## Relate West Surrey – Application For Financial Assistance

	<ul style="list-style-type: none"> <li>○ Other support by the Council</li> <li>○ Fundraising</li> <li>○ Two quotes</li> <li>○ Regular monitoring provided previously</li> </ul> <p>*Mandatory relief, discretionary relief, concessionary rent and seven car parking spaces in the Peacocks Centre.</p>	<p>Yes*</p> <p>Yes</p> <p>N/A</p> <p>Yes</p>
<p>3.2 Consultee Comments</p>	<p><u>Jade Buckingham, Health and Wellbeing Manager</u></p> <p>Woking Borough Council has supported Relate West Surrey at this level in recent years. It is recommended that this grant be continued at the requested level for 2020/21 as Relate provide a much needed community service and link in very well with other local services.</p>	
<p>3.3 Assessment</p>	<p>Relate West Surrey is based in Provincial House in the centre of Woking. It is an independent charity which provides counselling services to anyone who is dealing with a difficulty within their relationship. The Group's purpose is to help people make those personal changes which enable them to engage in positive relationships for the benefit of themselves, their family and society. The Group offers its services to anyone, regardless of age, gender, marital status, ethnic origin or sexuality.</p> <p>Relate West Surrey was incorporated in 2000 following the merger of Relate Woking &amp; District and Relate Guildford. Relate Elmbridge merged with the enlarged Group in 2002. The Organisation offers its services over a wide area. The main centres are Woking, Guildford and Esher with outpost locations based at Farnham, Guildford, Staines and Thorpe. In addition, the Group has close working relationships with the other Children's Centres within Woking, from which referrals are supplied. These include the Centres at Brookwood, Horsell, Pyrford &amp; Byfleet, St. Johns and Sythwood. Referrals are also taken from GPs based in Woking as part of work with North West Surrey Clinical Commissioning Group.</p> <p>Relate West Surrey is accredited with Relate National and helps people work through their relationship difficulties and reach their own decisions about the best way forward. There are five ways in which the service is provided:</p> <ul style="list-style-type: none"> <li>- Relationship counselling (face to face or through webcam)</li> <li>- Family counselling</li> <li>- Psychosexual therapy</li> <li>- Children and young people's counselling</li> <li>- Education and training.</li> </ul> <p>Clients can move seamlessly from one service to another as counselling proceeds. For example a couple with relationship difficulties can be seen as a family where the issues between them are affecting their children. The Group's education and training courses cover subjects such as 'Parenting Children with ADHD' and 'Parents Apart'.</p> <p>Around 45% of marriages end in divorce, while the proportion of cohabiting relationships ending in separation is significantly higher.</p>	

## Relate West Surrey – Application For Financial Assistance

Approximately 50% of divorces involve children under the age of 16. Relate West Surrey performs a frontline role, both in seeking to prevent these problems from arising in the first place and in reducing their damaging consequences. Relate counselling not only helps immediate clients, it also benefits the wider community:

- Reducing working time lost by stress and mental health issues
- Discouraging domestic violence
- Helping to prevent or stop drug and alcohol abuse
- Preventing or stopping child abuse
- Improving the attendance and performance of children at school
- Stopping disruptive and antisocial behaviour
- Reducing levels of teenage pregnancy

Relate secured a five year contract with Surrey & Borders Partnership Child and Adolescent Mental Health Services (CAMHS) which started in April 2016, to provide 1,500 hours of counselling this year to young people aged 10-18 in West Surrey through the CAMHS Mindsight service. This will provide additional income of £60,000 this year. A Family Mediation service was launched in September 2016 which will provide further income in the future and they launched a private young peoples' counselling service in April 2019 as waiting lists for CAMHS services were high. A total of 6 runners were entered in the Virgin London Marathon 2019 as Relate has a Golden Bond. A further grant was received in 2019 from Elmbridge Borough Council (£6,972) as part of a service level agreement and around £9,000 in sponsorship is expected from the London Marathon in April of that year.

Relate West Surrey has applied to continue revenue support of £15,000 for the 2020/21 financial year. The purpose of the funding is to contribute towards the service charges for the accommodation at Provincial House, which cover maintenance, utilities and cleaning. The Council has supported the Group for a number of years, meeting the cost of both the service charge and rent for the offices. The rent for the accommodation is met through the Council's Community Lettings policy. The anticipated value of the rent for is approximately £27,000 per annum.

The Group provides a vital resource for Woking residents, providing a service for families and individuals that is not otherwise easily available or affordable. The services have been considered as a key element of the support provided to residents through the services of community organisations and the Borough Council has supported Relate West Surrey for many years.

In previous years the Council has contributed a total of £15,000 towards the service charge incurred by Relate West Surrey for its accommodation at Provincial House, which is paid directly to the Group. The service charges cover maintenance, utilities and cleaning. In 2018/19 these charges amounted to £17,673. In view of the vital work undertaken by the Group, it is proposed that the Council continues to provide a grant of £15,000 during 2020/21 towards the service charge.