

RELATE WEST SURREY – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary	
<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 7,273 users, of which 3,636 are based in Woking, 87 are registered disabled and 364 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 2016/17 these charges amounted to £19,749. 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 2018/19 towards the service charge.</p>	

Recommendations	
Reasons 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
The Executive is requested to:	RESOLVE That funding of £15,000 be awarded towards the service charge at Provincial House for 2018/19.
Conditions	<p>Accounts. The Organisation must submit audited 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>Monitoring Information. The Organisation must submit quarterly monitoring information as a measure of its achievements. Failure to provide details will jeopardise the award. E-mail requests will be sent to the applicant on a quarterly basis.</p> <p>Publicity. Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on all literature and leaflets produced.</p> <p>Payments. Unless exceptional circumstances exist all invoices must be received quarterly with details of the costs incurred and monitoring information for the previous quarter.</p>

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	<p>Payment Period. Final quarter claims must be made by the second week in March. 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>Joint Working. 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>Homelessness Reduction Act 2017. With the introduction of new legislation from April 2018, the council will expect 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 will be 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> <p>Venue Hire. Woking Borough Council has a duty to ensure that publicly-owned venues and resources do not provide a platform for extremists and are not used to disseminate extremist views. This duty extends to organisations that work with the local authority so this includes recipients of any grants from Woking Borough Council. If you hire out your venue/s you should ensure you have good processes in place for record keeping and checking if they are an appropriate group to be making the hire arrangements. The following are some of what should be considered:</p> <ul style="list-style-type: none"> • Basic details should be recorded to include speakers address, mobile phone number & organisation details. • Has the identity of the speaker been confirmed & is their organisation bona fide? Are they known to you? • Is the speaker from the area? Are they UK citizens or from overseas & will they travel specifically for this event? • Consider checks on the internet to confirm the status of speaker to include website, YouTube or social media sites. <p>How many people are likely to attend (check previous or similar events either locally or online).</p>
Performance Indicators	<p>Users. The Organisation to provide a breakdown of the users in the past quarter.</p> <p>Enquiries. The Organisation to provide a breakdown of the enquiries received during the last quarter.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised over the last quarter.</p> <p>Statement of Use. 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 2018/19 does not imply that a similar application in 2019/20 would be supported. In</p>

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particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2018/19 levels.

In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2019/20 have been drawn up in the event that the Council is unable to continue its support beyond April 2019. 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.

The Executive has authority to determine the above recommendations.

Background Papers:

2018/19 Application Form.

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1.0 Summary of Application	
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> <p style="padding-left: 40px;">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.</p> <p style="padding-left: 40px;">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.</p> <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, childrens centres and to the wider community.</p>
1.2 Employees	36, comprising the CEO (30 hours per week), the Office Manager (32 hours per week), the Assistant Office Manager (21 hours per week), the Executive Assistant (20 hours per week), eleven Appointment secretaries (121 hours per week) and 24 Counsellors (141 hours a week).
1.3 Volunteers	17, whose activities include working as counsellors delivering Relate services and acting as Trustees. Relate West Surrey offers placements to students undertaking relationship counselling courses at Relate National and are counted as volunteers.
1.4 Clients/Users	<p>7,273, comprising:</p> <p style="padding-left: 20px;">3,260 male</p> <p style="padding-left: 20px;">4,013 female</p> <p style="padding-left: 20px;">87 disabled</p> <p style="padding-left: 20px;">364 ethnic minority</p> <p style="padding-left: 20px;">3,636 resident in Woking</p> <p style="padding-left: 20px;">1 aged 0-5</p> <p style="padding-left: 20px;">142 aged 5-10</p> <p style="padding-left: 20px;">1,292 aged 11-18</p> <p style="padding-left: 20px;">5,549 aged 19-65</p> <p style="padding-left: 20px;">35 aged 65+</p> <p>The following charges are levied:</p> <ul style="list-style-type: none"> ○ Relationship counselling - £60 per hour

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	<ul style="list-style-type: none"> ○ Family counselling - £70 per hour ○ Sex therapy - £70 per hour ○ Family Mediation - from £96 per person per hour ○ Young People's counselling - free of charge through CAMHS. ○ Bursary support for relationship counselling and family counselling is offered to those couples with an income of below £25,000.
1.5 Members	<p>64, comprising:</p> <ul style="list-style-type: none"> 18 male 46 female 6 disabled 2 ethnic minority 22 resident in Woking 22 aged 19-65 42 aged 65+
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. The cost of bursary support in 2016/17 was £8,100 (a new bursary support application system was introduced in 2016 which restricted bursary support to those with a joint income of under £25,000, as bursary support costs were stated to be increasing rapidly).</p>
1.8 Cost breakdown:	Service charges cover maintenance, utilities and cleaning. In 2016/17 these charges amounted to £19,749.
1.9 Community Benefit	<p>A total of 7,273 clients were seen in 2016/17. In April 2016 Relate National published a comprehensive study 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"> - Nearly 2.9 million people (18% of partners) in the UK are in relationships which could be characterised as clinically 'distressed' In England and Wales, 42% of marriages lead to divorce; - Between 200,000 and 250,000 parents separate every year; - In Relate's survey of the UK's relationships in 2015, 9% of respondents in relationships said they argued with their partner more often than not, most of the time, or all of the time, and 15% even regret being in their relationship at least occasionally; - People who live in distressed relationships are three times as

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	<p>likely as those who do not to suffer from depression, and two and a half times as likely to suffer from anxiety disorders;</p> <ul style="list-style-type: none"> - Stressful life transitions place extra pressure on relationships, the transition to parenthood, the onset of a long-term health condition, financial strains, etc.; - Family relationship problems are the number one reason for children and young people accessing mental health services. <p>Source: "Our Market Environment" Relate National April 2016</p>
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2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £76,571 in the bank, including a provision to cover costs of closure if required.</p> <p>The Group has submitted a breakeven budget for 2018/19 which shows an anticipated income and expenditure of £364,000.</p> <p>Anticipated income includes client counselling (£274,000), grants (£65,000), other income (£23,000) and donations (£2,000). Items of expenditure include salary costs (£255,000), property costs and service charges (£78,000) and other costs (£31,000).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2016/17 which show an income of £371,417 (£297,005 in 2015/16) against expenditure of £361,141 (£322,596 in 2015/16), resulting in a surplus £10,276 (a deficit of £25,591 in 2015/16). The sum of £76,571 was carried forward at the end of the 2016/17 year.</p>
2.3 Support over the past five years	<p>2017/18 – £15,000 towards the service charge for Provincial House</p> <p>2016/17 – £15,000 towards the service charge for Provincial House</p> <p>2015/16 – £15,000 towards the service charge for Provincial House</p> <p>2014/15 – £15,000 towards the service charge for Provincial House</p> <p>2013/14 – £15,000 towards the service charge for Provincial House</p>

3.0 Assessment of Application																							
3.1 Key Information	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%;"><input type="radio"/> Constitution</td><td style="width: 50%;">Yes</td></tr> <tr><td><input type="radio"/> Registered Charity</td><td>Yes</td></tr> <tr><td><input type="radio"/> VAT Registered</td><td>No</td></tr> <tr><td><input type="radio"/> Equal Opportunities Policy</td><td>Yes</td></tr> <tr><td><input type="radio"/> Safeguarding Policy</td><td>Yes</td></tr> <tr><td><input type="radio"/> Reserves Policy</td><td>Yes</td></tr> <tr><td><input type="radio"/> Quality Mark</td><td>Yes</td></tr> <tr><td><input type="radio"/> Other funding sources pursued</td><td>Yes</td></tr> <tr><td><input type="radio"/> Other support by the Council</td><td>Yes *</td></tr> <tr><td><input type="radio"/> Fundraising</td><td>Yes</td></tr> <tr><td><input type="radio"/> Two quotes</td><td>N/A</td></tr> </table>	<input type="radio"/> Constitution	Yes	<input type="radio"/> Registered Charity	Yes	<input type="radio"/> VAT Registered	No	<input type="radio"/> Equal Opportunities Policy	Yes	<input type="radio"/> Safeguarding Policy	Yes	<input type="radio"/> Reserves Policy	Yes	<input type="radio"/> Quality Mark	Yes	<input type="radio"/> Other funding sources pursued	Yes	<input type="radio"/> Other support by the Council	Yes *	<input type="radio"/> Fundraising	Yes	<input type="radio"/> Two quotes	N/A
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	<ul style="list-style-type: none"> ○ Regular monitoring provided previously <p>*discretionary rate relief, concessionary rent, seven car parking spaces</p>	<p>Yes</p>
<p>3.2 Consultee Comments</p>	<p><u>Officer Comment</u></p> <p>I am supportive of this application which is for payment of their accommodation Service Charge, not least because they offer a Youth Counselling service which dovetails well with the priorities of the Integrated Youth Strategy as well as wider Family Counselling which supports well the work of the emerging Early Help network within Woking.</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 & 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 & 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"> - Relationship counselling (face to face or through webcam) - Family counselling - Psychosexual therapy - Children and young people's counselling - Education and training. <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. 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</p>	

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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

The effects reduce pressure on services such as Housing, Police, NHS and Social Services. A Department of Education commissioned report in January 2014, in which relationship support was independently evaluated, demonstrated clear financial and emotional benefits to individuals and society as a whole. Specifically, the report found that Relate's couple counselling service delivers £11.40 of benefit for every £1 spent. Relationship breakdown is estimated to cost the UK economy £46 billion each year with often devastating and long-lasting emotional effects for individuals and families. Results from focus groups with clients held in Woking in January 2014 showed an 85% satisfaction level.

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 per year to over 200 young people in West Surrey through the CAMHS Mindsight service. This will provide additional income of £60,000 per year. A Family Mediation service was launched in September 2016 which will provide further income in the future. A total of 4 runners were entered in the Virgin London Marathon 2017 as Relate has a Golden Bond which guarantees five places each year. A further grant is to be received in 2018 from Elmbridge Borough Council (£6,900) as part of a service level agreement and around £5,000 in sponsorship is expected from the London Marathon in April of that year.

In September 2015, an outcomes monitoring system called "The difference we make" was introduced, based on Core 10 principles and a new client management system with greatly improved capabilities for statistical analysis was introduced in July 2014. The following targets have been achieved:

- Wellbeing outcomes improve by at least 50% by the end of the course of counselling
- An overall client satisfaction index is around 80%.

Relate West Surrey has applied to continue revenue support of £15,000 for the 2018/19 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 2017/18 is approximately £27,000 per annum.

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REPORT ENDS