

**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 residents in Woking and the surrounding areas, offering 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.</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 2020/21 these charges amounted to £19,749.</p> <p>In light of the Council's financial situation, it is proposed that the Council provides a revenue grant of £5,000, reduced from £15,000 in past years. The funding is to continue the Council's contribution towards the service charge for the use of Provincial House and is a reduction due to the assessed financial need and identified constraints on the annual grant scheme.</p>	

<b>Recommendations</b>	
The Executive is requested to:	<b>RESOLVE That</b> , subject to the outcome of the Council's budgetary process, funding of £5,000 revenue be awarded from the Community Grants Budget towards the service charge at Provincial House.
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.
Confirmation of funding	This award is provisionally made on the expectation that the Council's budgets for revenue and capital projects remain at the same level allocated for the current financial year. The Council's overall budget, including the sums allocated for community grants, will be determined by Council at its meeting on 10 February 2022. In the event the grant budgets are set at the anticipated levels, confirmation of the Council's support will be sent to successful applicants. Groups should not plan for the 2022/23 funding until this confirmation has been received.
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 quarterly monitoring information as a measure of its achievements. Failure to provide details will jeopardise the award. E-mail requests will be sent</p>

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	<p>to the applicant on a quarterly basis.</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 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 2022/23 does not imply that a similar application in 2023/24 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2022/23 levels.</p> <p>In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2023/24 have been drawn up in the event that the Council is unable to continue its support beyond April 2023. 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.**

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### **Background Papers:**

2022/23 Application Form.

### **Reporting Person:**

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<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 Organisation 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> <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.</p>
1.2 Employees	48, including the CEO, the Office Manager, the Executive Assistant, 2 x Supervisors, 5 x Appointment Secretaries and 26 x Counsellors.
1.3 Volunteers	<p>11, 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>8,208, comprising:</p> <p>4,024 male</p> <p>4,184 female</p> <p>53 disabled</p> <p>86 ethnic minority</p> <p>1,529 resident in Woking, comprising:</p> <p>563 aged 11-18</p> <p>903 aged 19-65</p> <p>63 aged 65+</p> <p>The following charges are levied:</p> <ul style="list-style-type: none"> <li>○ Couple counselling - £67.50 per hour</li> </ul>

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	<ul style="list-style-type: none"> <li>○ Family counselling - £70 per hour</li> <li>○ Sex therapy - £75 per hour</li> <li>○ Family Mediation - from £96 per person per hour</li> <li>○ Young People's counselling - free of charge through CAMHS.</li> <li>○ iRelate Young People's counselling service - £50 per hour</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 five counselling rooms. 56% 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 2020/21 these charges amounted to £19,749.
1.9 Community Benefit	<p>The total number of counselling sessions completed was 5,476, a decrease of 12.6% from 2019/20. This decrease was mainly due to the initial decreased demand during national lockdowns and the changes to working practices as online capability was developed.</p> <p>Below is a summary of the main developments:</p> <p>Site changes:</p> <p>Following the UK government's guidelines, all face-to-face counselling sessions were terminated and all offices were closed during the national lockdown periods. The Woking and Walton Offices were later opened with COVID procedures in place allowing some counsellors and staff to conduct online counselling sessions or other work that they were not able to undertake at home.</p> <p>Working from home:</p> <p>Great effort was put into the transition of moving our services online and ensuring that staff and counsellors could work from home with appropriate equipment and support to ensure client confidentiality.</p> <p>CAMHS:</p>

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	<p>A 7 year contract was signed to provide young people’s counselling services as part of the Surrey Well Being Partnership.</p> <p>Relationship Counselling:</p> <p>Counselling hours fell by 14.3% year on year. The demand was especially low during national lockdown periods.</p> <p>Young People Counselling (iRelate):</p> <p>This service was first introduced in April 2019. In the past year, volumes grew by 51.6%. With children and young people feeling widely isolated, the demand for this service has increased.</p> <p>Funding:</p> <p>Grant funding of £22,000 for bursary support was provided for those who, through COVID, would not otherwise be able to afford the services.</p>
1.10 Covid-19 Impact	<p>The Charity states that the past financial year began during national lockdown and despite some easing during the year, social distancing and other rules have remained throughout. All staff worked hard to ensure that high-quality and accessible services were provided to those in need.</p> <p>Adequate IT systems, hardware, training and other support were provided to staff and counsellors to ensure that they could work efficiently and confidentially from home. The CEO spoke to each staff member and counsellor to understand their individual needs to create a new work schedule.</p> <p>The new web counselling service was widely accepted by both counsellors and clients (adult and young clients alike). There was a much greater need for financial support to clients and the Charity notes its gratitude for the additional grants received enabling the provision of further bursary sessions to those in need.</p> <p>Relate West Surrey anticipates that there will be a large increase in demand for all services over the next 12-24 months as those affected by Covid-19 restrictions find that their mental health is affecting their relationships. It also anticipates that clients’ ability to pay for services will be impacted by Covid, and has therefore applied for other grants to support its bursary scheme. The flexibility of using Zoom to counsel clients is enabling clients to be reached who might otherwise have found it difficult to access services face to face. The Group anticipates that there will be a hybrid model for delivery of services during 2022/23 with some demand for “in the room” counselling as well as demand for Zoom counselling continuing.</p>

<h3>2.0 Financial Background</h3>	
2.1 Budget	<p>At the time of the application, the Group held £134,433 in the bank, representing around six months’ fixed overheads.</p> <p>The Group has submitted a budget for 2022/23 which shows an anticipated income of £293,423 against an anticipated expenditure of £282,287, resulting in an anticipated surplus of £11,136.</p>

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	A contract has been secured with Surrey & Borders Partnership for 7 years which started in April 2021 and provides 2,400 hours of counselling each year to young people aged 10-18 in West Surrey through the CAMHS service. This contract provides additional income of £137,000 each year. Relate also launched a Family Mediation service in September 2016 to provide additional income and launched a private young peoples' counselling service in 2019 (iRelate) as waiting lists for CAMHS services are high.
2.2 Accounts	The Group has submitted accounts for 2020/21 which show an income of £419,166 (£479,761 in 2019/20) against expenditure of £375,286 (£457,622 in 2019/20), resulting in a surplus of £43,880 (a surplus of £22,139 in 2019/20). The sum of £134,433 was carried forward at the end of the 2020/21 year.
2.3 Support over the past five years	2021/22 – £15,000 towards the service charge for Provincial House 2020/21 – £15,000 towards the service charge for Provincial House 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

<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> <li>○ Other support by the Council</li> <li>○ Fundraising</li> <li>○ Two quotes</li> <li>○ Regular monitoring provided previously</li> </ul> <p>Discretionary and Mandatory Rate Relief, Concessionary Rent and car parking spaces in the Victoria Way car park.</p>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes *</p> <p>Yes</p> <p>N/A</p> <p>Yes</p>
3.2 Assessment	It is recommended that a grant of £5,000 should be awarded for 2022/23. This is to continue to contribute towards the service charges of the use of Provincial House and is a reduction due to the assessed financial need and identified constraints on the annual grant scheme.	

REPORT ENDS