



the  
relationship people

contents

objects of Relate



Relate aims to deliver its services with cultural sensitivity and without discrimination

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Relate's role is to help people build better relationships:

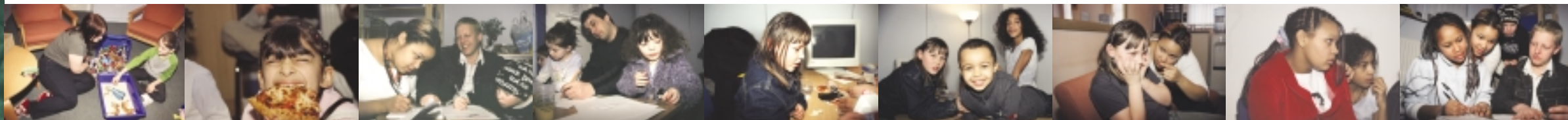
- To enhance the quality of couple and parental and family relationships
- To help relationships and marriages withstand the pressure leading to breakdown
- To limit the damage which commonly accompanies failing relationships, separation, divorce and increase the prospect of subsequent relationships succeeding

Relate's overall priorities for the future are:

- To make client services more accessible and relevant
- To improve effectiveness and sustainability
- To build evidence for the effectiveness of services
- To continue with the drive of quality assurance
- To further develop external affairs and Relate's public profile

Relate believes that:

- An individual's physical well-being and emotional and mental health benefit from a committed relationship
- Children thrive in families where relationships are free from destructive conflict
- People gain from an understanding of their sexuality
- Expressing clear commitment is a helpful contribution to a healthy and secure couple relationship



# Relate Coventry

## 2004 chair's - report



'Relate' is a household name. Most people, if asked, would say yes, they may have heard of Relate and associate the name with counselling or something similar, but many are unsure what the organisation really does.

Relate's public profile needs to constantly expand to increase funding opportunities and give accessibility to all who require its services.

Relate works to promote health, respect and justice in couple and family relationships.

It is focused on the needs of clients and communities. It aims to encourage inclusiveness and also continuous improvement and development. Relate believes in building better relationships as a basis for a stable society.

This year, Relate Coventry has completed preparations to become a Limited Company by guarantee and is now fully incorporated. This move was designed to protect trustees and increase business viability.

I hope that the following information gives you a flavour of Relate:

### 1 Company Information.

Our Registered Number of Company is 4939758.

Our Registered Charity Number is 216789.

Executive Members:

Angela Edwards – Chair

Brian Owen – Treasurer

David Robinson – Trustee

Ann Turner – Trustee

Amrik Bhabra – Trustee

Janet Howes – Trustee

Janet Cottle – Trustee

Company Secretary: Elizabeth Whales

Registered Office: New House, Hertford Place, Coventry CV1 3JZ

Auditors: Francis Webbs, Chartered Accountants,  
Melrose House, 53, Walsgrave Road, Coventry CV2 4HE

Bankers: Barclays Bank plc, High Street, Coventry.

### 2 Governance.

The Executive Committee is the governing body of Relate Coventry. The Committee meets four times a year to formulate and agree policy. The Executive has three Sub-Committees that meet between nine and twelve times a year. These Sub-Committees take delegated responsibilities for ensuring that we maximise the effectiveness and efficiency of the Centre.

### 3 Review of Activities and Achievements this Year.

Three main areas should be highlighted this year:

**Clients** – A new family counselling service with a newly established team of four staff has been developed which enables the whole family to address the issues which are causing problems at home. Other services such as Time for You, Psychosexual Therapy, Relate for Parents and others, continue to thrive.

**Business** – Relate Coventry has formed a limited company and registered a new charity. We are in the final preparations to wind up the old charity and transfer the assets into the new charity. This strategic move is sound business practice.

**Quality** – We have spent this year reviewing our infrastructure and management systems in preparation for our first external PQASSO (quality assurance audit) review, which went very well, including receiving a report commending us on our work.

### 4 Statement of Trustees' Responsibility.

Charity 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 charity and of the surplus or deficit of the charity for that period.

In preparing those financial statements the trustees have:

- Selected suitable accounting policies and then applied them consistently.
- Made judgements and estimates that are reasonable and prudent.
- Stated whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepared the financial statements on the going concerns basis.

### 5 Risk Management

The trustees have received the major risks to the charity. Risks are classified under the following five headings:

- Funding
- Assets
- Resources Management
- Services and Practice
- Governance

The major risks to which Relate is exposed were evaluated under the headings of likelihood and impact and appropriate measures established to mitigate those risks.

The task of managing and monitoring identified risks is delegated to the Centre Manager and the Finance and Premises Sub-Committee.

### 6 Auditors.

A resolution to appoint the auditors Francis Webbs will be proposed at the Annual General Meeting

### 7 Business Planning.

The latest Business Plan describes what will be done to meet the challenges of an expanding and more diverse client base. It links learning and practice to proposals and demonstrates that proposals will be worked through in structures and measured processes that have clear aims and objectives and appropriate management of risk.

Key features of the Business plan include:

**Quality assurance** – integrating systems and processes across all service areas ensuring that we maintain professional, ethical and best practice standards.

**Training** – introducing a core training programme across all service areas prioritising Equality and Diversity, Disability Awareness, Child Protection, Health and Safety, and Domestic Violence Awareness

**Finance** – managing our funding strategically, ensuring that existing and new services are sustainable



### 8 Fund Raising.

Fund raising is an important aspect which is always present with Charities.

Our sincere thanks are extended to all the organisations and everyone who has made a contribution to Relate Coventry. Small or large, contributions are truly welcome and very much appreciated.

Also, Trustees, Volunteers and Staff are thanked for the valuable, dedicated and professional work that they do to make Relate Coventry a success. I would like to extend thanks to the manager, Suzanne Gibbon, whose inspiring, innovative, and friendly approach has increased the profile of Relate in Coventry.

### 9 The Future.

It is clear that next year is likely to be challenging and one for consolidation. Considerable focus will have to be spent on securing new income streams to help provide financial sustainability for all our services. The work demands an innovative approach, consistent with the rigours associated with the organisation's charitable objects and the need for effective risk management strategies.

2005 should prove to be another successful year, with the 'Relate' brand becoming known, used and respected by more people.

Angela Edwards  
Chair

## manager's report

This year has been a challenging and exciting period for us. We have developed our established services as well continued our journey to develop new services. We have introduced a Family Support team into the organisation and now deliver a broad range of services for all family members.

The newest service is family counselling and we have a team of four counsellors working with family members including babies, children, young people, parents, carers, step family members and grandparents. The service was developed to meet the needs of clients who had previously expressed ideas about families working together.

We have also continued to develop our therapeutic group work programme for children and young people. The feedback from the groups has been extremely positive and there are plans to extend the range of groups available.

Throughout the report there is an opportunity to learn a bit more about each area of our work. I hope it gives you an insight into our organisation and motivates you to find out more.

Relate Coventry is extremely lucky to have a fantastic staff team. All members of the teams are committed to delivering excellent services and everyone contributes to new ideas and development. I would like to thank all the staff for their wonderful support and dedication to our clients and the organisation. The volunteers within the teams are also the people that keep it all going and make it possible for us to grow and develop. The volunteer team are so valuable and I cannot thank them enough for their enthusiasm and their contribution to running the service.

Look out for any of our exciting new projects in the coming year. We have recently networked the centre and we now have the website to develop – any ideas are very welcome. We have almost outgrown our centre as we have increased our range and availability which seems incredible as we have nine counselling rooms. We already deliver our service in nearly 30 schools each week, four GP practices and have more recently set up services in Social Services local offices. We will continue to develop outreach services as we strive to meet all our client's needs and reduce our waiting times.



We have a large project developing which will see the start of work in Coventry for non-convicted perpetrators of domestic violence. This will be led by Relate and is steered by a range of public and voluntary sector agencies. We will be sharing this information across the city very soon and hope that as many of the organisations and individuals as possible will support and contribute to this innovative and challenging project.

Before we move into next year I would like to offer our sincere thanks and appreciation to all the individuals, groups, partnerships and organisations that have supported us over the last year and made it possible for us to develop work that meets the needs of Coventry families.

We are fortunate to have many children, young people and adults who have used our services and remain involved with our organisation. They have met regularly and developed new ideas and provided feedback to support changes in the existing services and integration of new services. Thank you for all your help and support.

**I would also particularly like to thank:**

All the Primary and Secondary schools in Coventry that continue to work in partnership with us to deliver support services to children and young people.

- Coventry City Council
- Coventry Primary Care Trust
- Coventry Health Authority
- Children and Families Court Advisory Support Service
- Coventry General Charities
- Coventry City Football Club
- Coventry Children's Fund
- Coventry Education Action Zone
- CHAPY Partnership (New Opportunities Fund)
- Heart of England
- Lloyds TSB
- Marconi
- Neighbourhood Renewal Fund
- Garth Bonsor

## treasurer's report

Once again we are happy to report upon another financially successful period for the Centre a period which reflects in figures the industrious times in which the Centre finds itself as already outlined in this Annual Report by the Chairman and Executive.

These accounts have been prepared for a thirteen month period ended upon the 30th April 2004. Since the activities and assets of Relate Coventry were transferred upon the 1st May 2004 to Relate Coventry Limited, a new entity, and thus formalising the increased need for a more formal control and structure over the Centre's activities given the rapid growth of the Centre over the last few years.

Overall income for this period to 30th April 2004 was £448,231, an increase of 43% upon the year to 31st March 2003 (£314,018) with the income being generated evenly between Restricted Funds, being grants and monies received for specific projects, and Unrestricted Funds which are monies received to be spent on the day to day running of the Charity.

Whilst Restricted Funds, £224,231 was received by way of specific funding for the Young Peoples Services (Time For You) project, Life Skills and Counselling and the D V Child Contact projects and all of those funds were spent appropriately with the exception of a small surplus to be spent on Life Skills and Counselling for the coming year of £182.

The Unrestricted Funds benefited in particular during this accounting period from various local government grants in addition to the normal sources of income which meant after taking the day to day costs of the Centre's normal activities into account, there was a surplus for the period of £29,427 which has been carried forward in reserves for future use. However, whilst there is a likelihood of substantial grants being received during the forthcoming period to the 31st March 2005, this form of funding cannot be relied upon indefinitely and a certain degree of concern



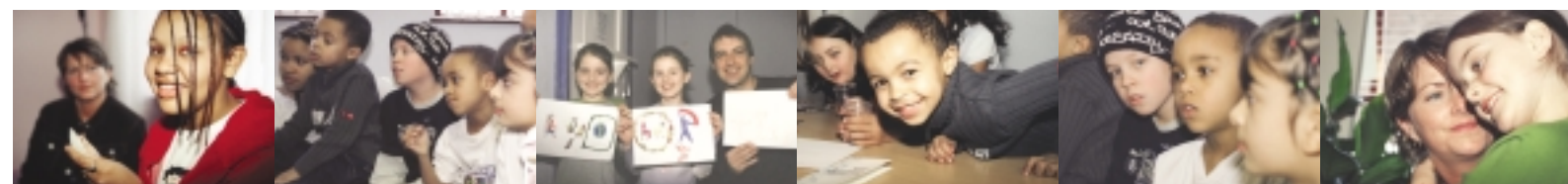
is felt as future years are anticipated. However, plans are already in hand for subsequent years but this concern further underlines the need for the current financial strength of the Centre at this point in time if the current level of commitment to project is to be continued in future.

The Balance Sheet at the 30th April 2004 reflects this financial strength. As a matter of policy, there is continual re-investment and up-grading of the property, fixtures and computer systems at the Centre to provide the staff and the volunteers with the necessary support required in this day and age in addition to the normal training courses now provided on their behalf.

The overall reserves of the charity are a net £354,148 at the 30th April 2004 for transfer to the limited company and of those reserves the Centre now has sufficient funding to be able to maintain the work at the centre at current levels for a minimum of four months at any one period in time this ensuring stability to meet the current projects.

Again, thank you to our funders and donors for their valued support together with a special thanks to the staff and volunteers for their immense but unquantifiable efforts and assistance.

Brian C Owen  
Treasurer



# who's who?

# annual review of services



## Patron

Lady Guernsey

## Executive committee members

Angela Edwards (Chair)  
 Brian Owen (Treasurer)  
 Amrik Bhabra  
 Janet Howes  
 Bishop of Warwick The Rt Rev Anthony Priddis (resigned 12th May 2003)  
 David Robinson  
 Anne Turner  
 Janet Cottle

## Sub committee membership

**Finance and Premises**  
 Brain Owen  
 David Robinson  
 Suzanne Gibbon (staff)

## Personnel and Recruitment

Janet Howes  
 Amrik Bhabra  
 Suzanne Gibbon (staff)  
 Sally Ingram (staff)

## Fundraising and Public Relations

Janet Howes  
 Amrik Bhabra  
 Suzanne Gibbon (staff)  
 Sukh Bhomera (staff)  
 Margaret Dorman-Frost (volunteer)

## Office Address

Relate Coventry, New House Hertford Place, Coventry CV1 3JZ

## Auditors

Francis Webb, Chartered Accountants, Melrose House, 53 Walsgrave Road, Coventry CV2 4HE

## Bankers

Barclays Bank PLC, Coventry City Office Business Centre, PO Box No 2, Coventry CV1 5QZ

## Solicitors

Mander Hadley, 1 The Quadrant, Coventry CV1 2DW

## The year has again brought many challenges in delivering a variety of client led services to the Coventry Community.

We have had to find innovative ways of managing the overwhelming demand, ensure that we keep up with changing client needs and develop our organisational culture and infrastructure to ensure that staff members have extensive support and professional development opportunities.

We have been successful in meeting these demands and feel positive about our future in terms of our excellent service provision. Unfortunately we still have to maintain our existence on a limited resource as funding is an immediate and ongoing concern. Relate is recognised and valued in Coventry as a unique and dedicated service to families and individuals experiencing complex and difficult issues. We are committed to providing evidence to show that our work makes a difference and hopefully sustain these services on a longer term basis. Here is a short summary of each service that Relate delivers, if you would like to know more please contact the centre.

### Relationship Counselling

This service is most well known by the general public and has steadily increased in demand each year. It is well known that many relationships are under pressure in today's society and individuals and couples hope to improve their relationships by working with a counsellor on a regular basis at Relate. The service has a very small bursary to support our policy of being accessible to all. This does mean that we continue to ask clients who are able to support us to make charitable contributions to help meet our costs. The waiting list this year has exceeded our worst fears as we have struggled to offer appointments to everyone without having to wait before getting into regular ongoing work. We have had to find new ways of working with the volume of people and continue to examine innovative ways of dealing with unacceptable waiting lists.

### Domestic Violence

The most significant change in our practice this year has been to develop safer and more appropriate systems to work with victims and survivors of domestic abuse. We have retrained and supported experienced counsellors to work with survivors on an individual basis even if they come with a partner. This has given survivors an opportunity to disclose abuse in a safe and confidential environment and the counsellor is able to structure safety plans and signpost to specialist services. We also offer longer term therapeutic support to survivors and their children.

Perpetrators of domestic abuse also use our service and we work on the basis that we are only in a position to deliver very short term work. Our priority is to motivate the perpetrator to access specialist services where they can attend programmes specifically designed to challenge and change their violent and abusive behaviour.

### Psychosexual Therapy

Sex Therapy is a specialist area of work that is regularly under resourced within the city. There is a very limited service across the city although there is a growing demand as more people are gaining confidence to talk about personal sexual issues. This year we have seen a continuation of the growing demand for people wanting support for issues of loss of desire. The other main reasons that clients use our service is erectile dysfunction, premature ejaculation and pain on intercourse.

We have increased our team this year but still continue to have evening and weekend waiting lists. We know that this is a valuable and successful service for many of our clients but we still do not have the capacity to respond to the overwhelming need. We are currently examining new ways of helping our clients to access the service more effectively. Feedback from clients has proven to be positive and highlights the success and achievements the programmes provide.

### Life Skills

The Life Skills team deliver group work and training for adults, children and young people. The objective of the work is to look at relational issues in a learning environment with peers and a group facilitator or trainer.

We have developed contracts with various agencies to deliver workshops to staff that involves work on confidence building, self esteem, conflict management and other specialist areas of our work.

We have extended our Life Skills work to include supporting other Relate centres to develop their service. This has involved our training manager spending time in centres in Warwickshire, sharing our expertise with staff and clients in those areas.

The newly developed Life Skills Co-ordinator post has successfully integrated our Relationship Education Programme into many schools in Coventry. The aim over the next year is to support schools in the delivery of their PSHE (Personal, Social and Health Education Care) programmes and deliver new programmes around issues such as Domestic Violence and Healthy Relationships.

### Family Counselling

It has been very exciting to finally deliver this service after completing the extensive training for the small staff team. The team have spent the year becoming established within the organisation and the counsellors

are now hoping to work with other agencies across the city to support parents, carers, children and young people to work together to build and improve their family relationships. Family Counselling is highlighted in this annual report to give you the opportunity to learn more about how this service can work for different families.

### Time For You

This year Time For You has continued to see growth and change across the city. Therapeutic Group Work was piloted last year and this year we went into 10 more schools supporting children and young people around issues of transition, change and self-esteem.

This work benefited young people in 6 schools supported by the Education Action Zone. This funding along with support from the Children's Fund ensured that we reached more children of primary school age.

We have many requests from schools currently not receiving the Time For You service to deliver a regular weekly counselling service. We had previously only had the capacity to deliver grant aided support but as the team has grown we have been able to develop different approaches with individual schools. Templars Primary School has been able to sustain a Time For You Counsellor within its own budget and continues to make use of the service with very positive results.

Time For You Counsellors also support young people in preventative work undertaken at the Year 8 conferences. Here counsellors worked with young people on recognising stress, its impact and how to deal with it using healthy coping mechanisms.

Time for You has continued to support children and young people who are suffering because of family change in their lives. Many young people felt that they had no one they could speak with freely and that their counselling was highly beneficial.

We are motivated and determined to provide a city wide service ensuring that all children and young people have a range of accessible services when they ask for help.

“ My mum had left my dad and he was struggling to cope with looking after me and my sister. I felt awful but didn't want to worry dad, I began taking my anger out on myself by self-harming. The Time for You counsellor helped me find new ways of coping and I planned how I would say things to my parents without hurting their feelings. Mum didn't come back but I am able to tell them when I'm angry because of what is happening and haven't hurt my self since my counselling ended.”

Jane 16

# family counselling



This past year has seen the successful launch of the Family Counselling Service at Coventry Relate. In the spring of 2003 an experienced counsellor already working in the adult service expressed an interest in helping to pilot the service. This counsellor then underwent further training at Central Relate. The training is a Certificate in Family Counselling and is accredited by the Association of Family Therapy and Systems Practice. Halfway through the training the counsellor began to see her first clients. This tentative beginning proved very successful and there are now an additional three experienced counsellors at different stages of their training. This brings the team to four. All counsellors are now seeing clients. The clinical supervision is also provided by a supervisor with family counselling training.

Family Counselling requires different skills and the training is based on systems theory. The emphasis is on the family system and how it functions. The counsellor will enable the family to explore their relationships and the way they communicate, the family will be encouraged to understand how their own beliefs play a part in the way they behave as a family. The counsellor remains neutral in the room and every family member is encouraged to have an equal voice. The family is encouraged to see the difficulty from different perspectives and look for their own solutions using the coping strategies that have worked for them in the past.

Many different family groupings have now experienced this service. There have been combinations of two parent families, single parents both male and female with their children plus families with a step-parent and or step siblings. Adult siblings have also requested the service. The family counselling doesn't see that any one member of the family is to blame for the difficulties that it is experiencing. We have the philosophy that every member of the family plays a part in the way a family functions, and this belief leads us to the conclusion that every member of the family can also offer part of the solution.

With this in mind as many members of the family as possible are encouraged to attend the first appointment, this can include extended family members such as grandparents. As the work progresses the counsellor may see different members of a family in different combinations, she may see the parents alone, or the siblings alone. She or the family may request any combination that would be helpful.

Family Counselling is a new way of working for Relate and this presented Coventry with new challenges. Several areas of the centre have been altered to accommodate this service. Equipment has been purchased for the designated family rooms; this includes specialist play equipment and chairs to accommodate even the youngest members of a family. Families are not seen weekly, very often there can be a gap of two, three or even four weeks between appointments. This gap enables the family to work on the difficulties that they have identified with the counsellor. This change from weekly or fortnightly appointments has meant changes to the booking system and all the reception staff have been trained to facilitate this.

Some referrals have been coming 'in house' from existing clients of both the adult service and the 'Time For You' young peoples counselling team. The reception staff has also been able to suggest the family counselling service after hearing some of the clients concerns at first point of contact. A partnership is now in place with Coventry Social Service teams across the city to accept referrals for families who have requested support. Coventry is looking to consolidate the family Counselling Service by including the 'Relate for Parents' and the 'Time for you Team' to form a Family Support Team which will offer a broad spectrum of support for families at any stage of need.



# statistics 2003/2004

“ the counsellor remains neutral in the room and every family member is encouraged to have an equal voice ”

### Number of clients

Relationship counselling	1,480
Psychosexual Therapy	71
Surgery Counselling	261
Time For You individual counselling	1,287
Therapeutic Group Work	196
PSHE (Class groups)	589
Life Skills Adults	279

### Hours Worked

Relationship counselling	3,872
Psychosexual Therapy	441
Surgery Counselling	984
Time For individual Counselling	4,263
Therapeutic group work	138
PSHE (Class groups)	158
Life Skills Adults	520

### Ethnicity

	adult clients	children/ young people
White European	1835	1728
White Irish	23	18
Other white	24	11
Indian	89	103
Pakistan	34	67
Bangladesh	17	21
Asian other	15	16
Black Caribbean	22	41
Black African	19	14
White/black Caribbean	6	38
White/black African	3	10
Chinese	4	5

Total number of adult clients 2091

Total number of children and young people 2072



“ we have the philosophy that every member of the family plays a part in the way a family functions... ”

# time for you focus group 2004



“...they also showed the importance of sharing information across the city.”

This year, we have spent much of our time influencing not only Relate's ways of working but also supporting work outside of Relate.

At Relate we have met with the Manager and Trustees to keep them up to date with our projects. We attended the AGM and played a video showing all our work.

We have had new members to the group as well as some who have been involved for nearly three years. We always welcome new members from across the city to join in our activities.

The Time for You focus group has worked exceptionally hard in developing literature for Coventry's Information Sharing Protocol. Our brief was to design something that would explain clearly what the ISP was going to achieve and how this would be done, while ensuring that this information was understandable and appealing to young people.

We started by splitting ourselves up into a writing and design team. Team members ranged from 8 to 18 years old. Younger members focused on creating images that showed the need for ISP and how it would benefit Children and Young People, they also showed the importance of sharing information across the city.

I enjoyed the games with the Tebblys because it helped me to get to know the others better and I liked talking about my feelings for a change because I don't get to do that at home because its a mad house. And it was nice to know I wasn't ~~feeling~~ the only one feeling bad about myself and that there was others who understood and we could help each other.



8 years

I like the Game called frit salad  
I like meeting the Noo friends



6 years



16 years

The writing team set about the really challenging task of explaining adult laws such as Data protection in such a way that all Children and Young People accessing services across the city would be able to understand. There was much debate about language and wording. We produced four documents.

- I.S.P Poster
- I.S.P Leaflet
- I.S.P 'Promise'
- Consent form for Children and Young People.

The plan for next year is to help design new leaflets for parents of children who come for counselling, support Relate to achieve the Co-operating with Children Award and to make sure the new Disability Discrimination Act regulations are set up in Relate to meet the needs of children and young people.

## independent auditors' report to the trustees of Relate Coventry



We have audited the financial statements of Relate Coventry for the period ended 30 April 2004 which are set out on the preceding four pages. These financial statements have been prepared under the historical cost convention as modified by the revaluation of certain fixed assets and the accounting policies set out therein.

This report is made solely to the charity's trustees, as a body, in accordance with Regulations made under the Charities Act 1993. Our audit work will be undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose.

In those circumstances, to the fullest extent permitted by law, we will not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for the audit report, or for the opinions we form.

### Respective responsibilities of trustees and auditors

As described in the Statement of Trustees' Responsibilities, the trustees are responsible for the preparation of the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards.

We have been appointed as auditors under section 43 of the Charities Act 1993 and report in accordance with regulations made under section 44 of the Act. Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and United Kingdom Auditing Standards.

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Charities Act 1993. We also report to you if, in our opinion, the Trustees' Annual Report is not consistent with the financial statements, if the charity has not kept proper accounting records or if we have not received all the information and explanations we require for our audit.

We read other information contained in the Trustees' Annual Report, and consider whether it is consistent with the audited financial statements. We consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information.

### Basis of audit opinion

We conducted our audit in accordance with United Kingdom Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

### Opinion

In our opinion the financial statements give a true and fair view of the charity's affairs as at 30 April 2004 and of its incoming resources and application of resources in the period then ended and have been properly prepared in accordance with the Charities Act 1993.

Francis Webbs  
Registered Auditors & Chartered Accountants

53 Walsgrave Road, Coventry CV2 4HE  
24 September 2004

## the future



Our overall priorities remain for the future:

- To improve the accessibility and range of services available to clients
- To increase preventative work
- To improve the financial viability of the centre, applying sound business principles and practice
- Quality Assurance

### Our services that need your support

The Bursary Fund – we continue to request client contributions to support the cost of counselling services. We have many clients who are unable to make contributions and this fund provides an opportunity for clients to receive these services at no cost. This coming year we have a new free service 'Relate For Parents' and the Bursary Fund will support this service over the year.

Time For You – we now provide therapeutic support for young people aged between 5 and 18 years in over 20 schools in Coventry and we aim to provide a wide range of appointments throughout the week here at the centre. This is a free service to young people in Coventry and we require substantial financial assistance to support our team of fourteen counsellors.

### How you can help

We have an active Fund raising Committee made up of staff and trustees who are committed to thinking up new ideas and ways of raising funds for the centre. We also welcome donations from companies and individuals towards our services. If you would like to give a donation to the centre please make cheques payable to Relate Coventry. All gifts will be personally acknowledged and any stipulations as to the use of the gift will be strictly observed.

Volunteers – the centre relies heavily on our strong team of volunteer receptionists. If you have a small amount of regular time and you would like to become involved with the work at this centre, please contact **Liz Whales** on 024 7660 7847 for more details.

Address for Correspondence – please write directly to:  
**Suzanne Gibbon, Centre Manager**  
Relate Coventry, New House, Hertford Place,  
Coventry CV1 3JZ

Telephone: 024 7622 5863

“ ...improve the accessibility and range of services available to clients...”

# annual report and accounts 2003 - 2004

