RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD. (A company limited by guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022







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#163

Sobell Rhodes LLP
The Kinetic Centre
Theobald Street
Elstree
Borehamwood
Hertfordshire
WD6 4PJ

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

P Waller CBE - Chair

L Wood - Vice Chair (resigned as Vice Chair 21 Sept 2022)

T J Moore - Vice Chair

P McDaid - Treasurer (resigned as Treasurer 1 Apr 2022) M M Young - Treasurer (appointed as Treasurer 1 Apr 2022)

J D R Baruch

J Campbell (died 21 Aug 2021)

B Dhaliwal

Cllr M C Henson (resigned as Trustee 27 Apr 2022)

Cllr J Lammiman

Cllr S P Mathers (resigned as Trustee 29 Jun 2022)

R Neil OBE

Cllr S O'Brien (resigned as Trustee 29 Jun 2022)

J G Sharp

F Patel (elected as Trustee 8 Dec 2021)

N Tavender Dr V N Tiwari R Bentley

Senior Management Team

E Malcolm, Chief Executive

N Cunniffe, Joint Head of Client Services R Hemphill, Joint Head of Client Services

S Smith, Head of Finance E Winter, Head of Operations M Evans, Joint Clinical Lead B Ford, Joint Clinical Lead

Charity number

1053223

Company number

03141164

Principal office

The Gables St Marys Road Hemel Hempstead Hertfordshire HP2 5HL

Registered office

The Gables St Marys Road Hemel Hempstead Hertfordshire HP2 5HL

Solicitors

Rradar Limited 6 Beacon Way Hull

East Yorkshire HU3 4AE

LEGAL AND ADMINISTRATIVE INFORMATION

Bankers Charities Aid Foundation Bank Limited

25 Kings Hill Avenue

King Hill West Malling

Kent ME19 4JQ Bank of Scotland 33 Old Broad Street

London BX2 1LB

Auditors Butt Miller

Chartered Accountants and Statutory Auditor

92 Park Street Camberley Surrey GU15 3NY

CONTENTS

Trustees' report	Page 1 - 6
Statement of Trustees' responsibilities	7
Independent auditor's report	8 - 11
Statement of financial activities	12
Statement of financial position	13
Statement of cash flows	14 ·
Notes to the financial statements	15 - 27

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

Introduction

The Board of Trustees of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd ("the charity") presents its annual report and accounts for the year ended 31 March 2022. The Board is satisfied with the performance of the charity during the year and its financial position as at 31 March 2022. The Trustees consider that the charity is well placed to continue its activities during the coming year, and that its assets are adequate to fulfil its obligations.

Name, registered office and constitution of the charity

The charity constitutes a registered company, limited by guarantee, as defined by the Companies Act 2006. The full name of the charitable company is Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd (The Charity is also known as Relate North Thames and Chilterns). The full name was changed from Relate London North West & Hertfordshire by special resolution on 9th December 2020. The charity was previously known by the names Relate Central Middlesex and Relate London North West

The legal registration details are:-

Date of incorporation: 22 December 1995 Company registration number: 3141164

The Registered Office is (as at 31.03.22): The Gables St. Marys Road Hemel Hempstead HP2 5HL

Charity Registration Number 105322 The telephone number is: 0300 003 2324

Structure, Governance and Management

The members of the charity annually appoint Trustees who are also Directors of the company. The Trustees appoint one of their number as a Chair, at least one Vice Chair and a Treasurer. These office bearers form the Executive Committee. The full Board of Trustees meets quarterly and the Executive Committee meets in the intervening months. The Chief Executive is accountable to Trustees at these meetings. The Trustees delegate the day to day running of the charity to the Chief Executive and the management team. Trustees are all volunteers. They are recruited with a view to their relevant skills, knowledge and experience. Harrow and Hillingdon Councils annually nominate Councillors to be co-opted to the Board. None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

All new Trustees receive an induction which includes briefings on finance and safeguarding. Ongoing training for trustees is overseen by the Trustee recruitment and Development Committee.

The full board of Trustees sets the pay and remuneration of the charity's CEO as its key manager and benchmarks their pay against similar roles in the charitable sector

The charitable company's current policy concerning the payment of trade creditors is to settle the terms of payment with suppliers when agreeing the terms of each transaction:

ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and pay in accordance with the company's contractual and other legal obligations.

Trade creditors of the company at the year end were equivalent to 34 day's purchases, based on the average daily amount invoiced by suppliers during the year.

Objectives and activities of the charity

A summary of the objectives of the charity as set out in its governing document. In terms of its Memorandum and Articles, the charitable company exists to; -educate the public concerning the benefits of secure and committed relationships;

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

-seek to enhance the good health, both mental and physical, of adults and children;

-provide counselling, mediation, advice, education, guidance and relief to adults and/or children in relation to any aspect of contemporary life or work.

The charity operates in the London Boroughs of Barnet, Brent, Camden, Ealing, Harrow, Hillingdon, Islington and Westminster and across the counties of Hertfordshire, Buckinghamshire and the eastern parts of Berkshire.

The trustees have throughout the year paid regard to the Charity Commission's guidance on public benefit in dealing with the aims and activities of the charity.

An explanation of the charity's main aims and objectives for the year

The charity's main objective for the year was to promote the objectives set out in its governing document and to provide such further related services that will enhance the range and effectiveness of those objectives.

An explanation of the charity's main strategies for achieving its stated objectives

The charity is a member of the Relate Federation and works within its framework and in accordance with the strategy set out in its own business plan.

Details of significant activities

The company's services are in three main areas:

- 1. Counselling couple counselling, family counselling, adult relationships counselling, psychosexual therapy and counselling for children and young people.
- 2. Mediation family mediation.
- 3. Education courses for individuals.

Relate London North West and Hertfordshire also supports volunteers who run the Uxbridge Child Contact Centre.

The company's grant making policies

The company does not make grants.

Social or programme-related investments

There is no programme related investment.

The contribution of volunteers

The charity has placement student counsellors who work in a voluntary capacity. All Trustees are volunteers. The Uxbridge Child Contact Centre is staffed by volunteers

Summary of main activities of the charity in relation to its objects

On 1st April 2021 the charity merged with its neighbouring Relate centre, Relate Mid Thames & Buckinghamshire (Relate MTB). The merger was effected by Relate MTB transferring its whole undertaking including all its total net assets to the charity. These assets are show as a donation in these accounts of £355,463 (see note 2). Five of Relate MTB's Trustees had already joined the Board of the Charity.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Until 31st March 2021 the organisation had its principal office in Harrow with another administrative hub in Hemel Hempstead. Until 24th March 2020, it provided services from venues in Barnet, Brent, Camden, Ealing, Hillingdon, Islington, Westminster and across Hertfordshire. As a result of the Covid-19 pandemic the charity moved all its counselling and mediation work to webcam so that practitioners and clients were safe at home. The charity agreed to terminate the lease early on its office in Harrow with its landlord Harrow Council. The registered office of the Charity was transferred to its Hemel office address on 15th January 2021. During 2021/22 most of our counselling and mediation services have continued to be delivered via Zoom. In person session at the Uxbridge Child Contact Centre resumed. In the summer of 2022 some counselling resumed in our offices in Maidenhead.

The services provided focus on relationships at all stages of life and families. These services are;

Adult Relationship counselling

For couples or individuals who experience difficulties in their adult relationships. Clients are seen for initial assessment sessions of one hour. Following on from this they usually attend a series of fifty-minute counselling sessions, typically for 10 weeks.

Family counselling

This is a service for people who wish to attend as a family group. Clients are seen together or separately for sessions of varying lengths, as agreed with the counsellor, to work through issues that are affecting their family and other relationships.

Psychosexual therapy

For individuals or couples for whom the main identified problem is a sexual one. This programme aims to help the individual or couple relearn more satisfying sexual behaviour and to develop a mutual sense of confidence and enjoyment in love-making.

Family mediation

This is for people who are separating or divorcing. Each party attends an initial assessment meeting (MIAM) at which suitability for mediation and eligibility for Legal Aid are assessed. If both agreed to come to a joint session, they are able to talk through issues affecting their children, financial arrangements and property in order to find a mutually acceptable way forward. The charity also offers other conflict resolution services such as neighbourhood, intergenerational and workplace mediation.

Children and Young Peoples counselling

The charity is no longer contracted to provide counsellors in local schools as their budgets have been cut in recent years. Young people experiencing a range of difficulties including bereavement and depression may contact us directly for free individual counselling from our specialist counsellors. Usually family counselling is also appropriate.

Education and training services

Relate's Counselling Skills for Non counsellors course was previously offered free to eligible people with the assistance of a grant from Harrow Council. This grant was not available to the charity in 2020/21. The course was delivered once during 2021/22 via Zoom.

The charitable company acts in accordance with its business plan, which is reviewed by the Executive Committee and Board of Trustees on a regular basis.

Achievements and Performance of the Charity

A review of charitable activities and main achievements undertaken by the charity revealed the following performance highlights over the course of the year:

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Counselling

- Relationship counselling was used by 1732 people for 11,793 sessions (2020/21: 1464 people For a total of 10,543 hour long sessions).
- Family counselling was provided to 393 people for 678 sessions (2020/21: 457 people).
- Children and young people's counselling benefited 29 (2020/21 219) young people between the ages of 11 and 18 years
- Psychosexual therapy was used by 354 people for 1179 sessions (2020/21: 537) people.

Supporting Children

- Uxbridge Child Contact Centre has enabled contact for 40 families (2020/21: 8) families, including 48 children (2020/21: 8) where there is a non-resident parent.

Mediation

-Family mediation 360 (2020/21: 350) new referrals were received.

Mediation Information and Advice (Assessment) Meetings (MIAM) - a total of 427 (2020/21: 432) referrals were received. This includes 9 housing MIAMs.

Education and training services

Relate's Counselling Skills for Non counsellors course was previously offered free to eligible people with the assistance of a grant from Harrow Council. This grant was not available to the charity in 2020/21.

The one day Introduction to Counselling Skills course was delivered 4 times during 21/22 via zoom. This included two sessions for Victims First, one session for SILVA and one session which included a variety of organisations

Training

Training has provided opportunities for 52 (66 in 2020/21) people, through 24 (72 in 2020/21) training hours to develop counselling skills through our one day Introduction to Counselling Skills course An extensive CPD programme was run on Zoom and an in person conference for practitioners, staff and Trustee. The CPD programme provided subjects such as: 'The Place of Forgiveness' 'Working with Anger & Rage' 'Sexual Pain' 'Working with bereavement'. Training also provided three Mental Health Awareness workshops.

Fundraising activities

Charges are made for the provision of counselling and psychosexual therapy services based on the clients' income and their ability to pay. Only two of the twenty seven local authorities in our territory (8 boroughs, 10 Herts councils, 6 in Buckinghamshire and 3 in Berkshire i.e. Dacorum and Hillingdon) provided grants, which partially assisted the charitable company to provide services to those clients who could not afford to pay either all or part of the charge.

Family mediation is funded by the Legal Services Commission in the case of clients who are eligible for public funding and by private clients according to incomes.

The charity's counsellors explain to all clients that the basic cost of each session is £75. Applying a sliding scale, counselling clients who have a household income of more than £40,000 are invited to contribute more than the base cost. 20-25% of our clients donate more than £75 in order to support the charity. This allows us to provide financial support to about a quarter of the charities clients who cannot afford the full cost of a session.

Client contributions

All clients pay their contributions by credit/debit card or bank transfer.

The Executive Committee has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks, as far as it practicable. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the Trustees to ensure that they will meet the needs of the charity.



TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Relationships with other groups, Charities and individuals

The charity works closely with other members of the Relate Federation and with related government agencies, charities and local community groups.

Financial Review

The Trustees regularly review the risks facing the Charity. The principal strategic risks identified during the year are;

- -Loss of the Relate brand (including reduction or Loss of the Relate website listing of Relate LNWHMTB venues which attracts self-referral clients)
- -Loss of the use of Relate National services and systems (including reduction or loss of support from Relate national for telephone and case management systems)
- -Financial underperformance due to not meeting income forecasts (including the loss of grant and contract income)

The charity has taken action to monitor, mitigate and actively managing these strategic risks. Trustees have also considered the reliability of income and the extent to which expenditure is committed.

Steps taken to establish the level of reserves:

Based on the recommendations of a Subcommittee chaired by the Treasurer which reviewed the combined reserves after the merger of Relate LNWH and Relate MTB on 1st April 2021, the Board of Trustees adopted the following approach.

The Board consider that reserves required to provide:

- 1. Working capital to ensure operating liquidity
- 2. Resilience against risks such as
- 2.1 loss of services and support of Relate National through insolvency
- 2.2 economic downturn in our communities resulting from events like Brexit and the Covid 19 pandemic and the cost of living crisis related to the war in Ukraine.
- 2.3 Impact Project funds for:
- 2.3.1 Greater impact in line with our charitable purposes
- 2.3.2 Improved experiences for our clients

The charity operates online accounts with two banks (CAFBank and Barclays). Our finance team will aim to ensure that the balance held with either bank does not exceed £85,000 in line with the limit of the Financial Services Compensation Scheme.

Trustees consider that an unrestricted reserve of 4 months of expenditure is required to be invested. The Charity's Budgeted expenditure for 2022-2023 is approximately £1,242,000. 4 months of budgeted expenditure is £414,000.

Restricted funds from grants, contracts, consortiums and previous mergers require to be held separately.

Trustees agreed that the current reserves are allocated as follows:

Working Capital £170,000
Resilience against risk £414,000
Restricted funds for grants and contracts (as budgeted) £135,000

The investment policy and objectives, including the extent (if any) to which social, environmental or ethical considerations are taken into account

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Trustees have agreed that invested funds should aim for steady growth and sensible income based on a moderate to medium risk appetite.

For funds exceeding the required reserves, the Charity's management will present to Trustees costed proposals for projects that will provide:

- •Greater impact in line with our charitable purposes
- •Improved experiences for our clients

In Q3 and Q4 of 2022/23 Trustees have agreed in principle to invest in improved Information Technology.

How and when the reserves policy will be reviewed:

The reserves policy is reviewed annually and the risk register is reviewed quarterly.

Availability and adequacy of assets of each of the funds.

The financial statements are set out on pages 12 to 27. They have been prepared in accordance with the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to have been satisfactory.

The Statement of Financial Activities shows net inflow of resources for the year of a revenue nature of £563,538 (2020/2021 inflow: £258,843) and no realised resources of a capital nature, making a net overall addition in resources of £563,538 (2020/2021: £258,843).

The total reserves at the year end stand at £1,248,600 (2020/2021: £685,062) of which £112,845 are restricted. (2020/2021: £101,783).

A majority of the expenditure is spent on salaries, for practitioners (counsellors, mediators and trainers), management and administration staff.

Specific changes to fixed assets

The additions to fixed assets are computer and other office equipment costing £14,396 (2020/2021: -£1,197).

Share capital

The company is limited by guarantee and therefore has no share capital.

Plans for future periods

In future periods the charity intends to continue to provide existing service in an accessible and sustainable way. A forward plan for the period 2020-2023 was prepared and approved by the Trustees. A new plan will be prepared for 2023-2026. It is likely that most of our staff will continue to work from home and that the charities counselling and mediation services will be offered primarily by way of webcam ('Zoom first').

Business Plans and budgets are prepared annually. The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

The Trustees' report was approved by the Board and signed on its behalf by: P Waller

Chair

Dated: 24th Nov 2022

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

The trustees (who are also the directors of Relate London North West and Hertfordshire for the purpose of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, they are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

P Waller, Chair

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

Opinion

We have audited the financial statements of Relate London North West, Hertfordshire, Mid Thames and Buckinghamshire Ltd. (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Financial Position, Statement of Cash Flows and the notes to the Financial Statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
 and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the trustees' Report.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry and sector the charitable company is in, its control environment and business performance including the design of the charitable company's policies and staff remuneration;
- Results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- Any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud:
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- The matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

Our procedures to respond to risks identified included the following:

- Enquiries of management and staff including concerning actual and potential litigation and claims and any instances of non-compliance with laws;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Obtained an understanding of provisions and held discussions with management to understand the basis of recognition or non-recognition of provisions; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; checking internal controls are being followed are as per its policies and assessing suitability; assessing the judgements made in making accounting estimates; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF RELATE LONDON NORTH WEST, HERTFORDSHIRE, MID THAMES AND BUCKINGHAMSHIRE LTD.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

SAMEROSE

Susan Ambrose FCCA FCA (Senior Statutory Auditor) for and on behalf of Butt Miller Chartered Accountants Statutory Auditor

25/11/2022

92 Park Street Camberley Surrey GU15 3NY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

			*				
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		funds	funds		funds	funds	
		2022	2022	2022	2021	2021	2021
		£	£	£	£	£	£
Income and endowment	s fro	<u>m:</u>					
Donations and legacies	2	389,140	-	389,140	27,046	-	27,046
Charitable activities	3	1,265,167	96,000	1,361,167	1,036,713	83,000	1,119,713
Investments	4	18,997	-	18,997	2,361	-	2,361
Other trading actvities		5,640	-	5,640	-	_	_
Other income	5	14,070	-	14,070	115,106	-	115,106
Total income		1,693,014	96,000	1,789,014	1,181,226	83,000	1,264,226
Expenditure on:							
Charitable activities	6	1,165,114	84,938	1,250,052	921,721	83,662	1,005,383
Net gains/(losses) on							
investments	12	24,576		24,576			
Net movement in funds		552;476	11,062	563,538	259,505	(662)	258,843
Fund balances at 1 April 2021		583,279	101,783	685,062	323,774	102,445	426,219
Fund balances at 31 March 2022		1,135,755	112,845	1,248,600	583,279	101,783	685,062
						•	

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2022

		20	22	202	1
	Notes	£	£	£	£
Fixed assets					
Property, plant and equipment	13		21,945		8,223
Investments	14		1,042,363	,	-
			1,064,308		8,223
Current assets					
Trade and other receivables	15	95,789		79,163	
Cash at bank and in hand		240,352		728,931	
		336,141		808,094	
Current liabilities	16	(151,849)		(131,255)	
Net current assets			184,292		676,839
Total assets less current liabilities			1,248,600		685,062
Income funds					
Restricted funds	18		112,845		101,783
Unrestricted funds			1,135,755		583,279
			1,248,600		685,062

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 24th Nov 2022.....

P Waller, Chair

Company Registration No. 03141164

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

	Notes	202 £	2 . £	2021 £	£
Cash flows from operating activities				-	
Cash generated from operations	22		160,929		255,977
Investing activities					
Purchase of property, plant and equipment Purchase of investments		(14,396) (678,096)		(1,197)	
Investment income received		18,997		2,361	
Net cash (used in)/generated from investing activities			(673,495)		1,164
Donation from MTB		23,987	•	-	
Net cash generated from/(used in) financing activities			23,987		
Net (decrease)/increase in cash and cas equivalents	h		(488,579)		257,141
Cash and cash equivalents at beginning of	year		728,931		471,790
Cash and cash equivalents at end of yea	ar		240,352		728,931

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

The charity is a private limited company, limited by guarantee incorporated in England and Wales.

The address of its registered office is: The Gables St. Marys Road, Hemel Hempstead HP2 5HL

The principal place of business is: The Gables St. Marys Road, Hemel Hempstead HP2 5HL

1.1 Accounting convention

The financial statements of the charitable company, which is a public benefit entity under FRS 102 have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

The presentation currency of the financial statements is the Pound Sterling (£).

1.2 Going concern

The trustees have undertaken an assessment of the viability of the charity for a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The trustees therefore continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Income and endowements funds

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Amounts received in advance relating to the following year are deferred until the criteria for income recognition are met. For counselling and mediation services, income is recognised when the appointment occurs or when the conditions of any third-party agreements are met. For education courses, income is recognised when the training course takes place.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and the settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fullfilled in the reporting period.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant are yet to be met, the income is recognised as a liability and included on the Statement of Financial Position as deferred income to be released.

Investment income

Investment income is included in the accounts when receivable. Investment gains and losses includes any gain or loss on the sale of investments and any gain or loss resulting from revaluing investments to market value.

Rental income

Rental income is accounted for on a receivable basis, net of value added tax.

Volunteers and donation of service

Donated services and facilities are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

The value of any services provided by volunteers are not incorporated into these financial statements. Further details of any contributions can be found in the trustees report.

1.4 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of the resources, with central staff costs allocated on the basis of the time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of the staff costs.

Charitable activities

Charitable expenditure comprises these costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of resources, for example, allocating property costs by the floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.5 Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

1.6 Property, plant and equipment

Property, plant and equipment are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements

Over the period of lease

Furniture and equipment

2-5 years over the life of the asset

8 years over the life of the asset

1.7 Non-current investments

Cabling and CCTV

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Trade Debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade Creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least 12 months after the reporting date, they are presented as non-current liabilities.

1.9 Financial instruments

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.10 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Fund structure

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose, see note 18 for further details of the restricted funds in the financial statement.

1.13 Pension

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

1.14 Operating lease

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

2 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Donations and gifts	21,677	11,546
Government grants	12,000	15,500
Donation from Relate Mid Thames and Buckinghamshire	355,463	-
	389,140	27,046

The donation from Relate Mid Thames and Buckinghamshire represents the transfer of undertaking to the charity on 1st April 2021. See note 21 for more details.

During the period consultancy worth £20,000 was provided by Lane4 via the form of a workshop to the board and management with a further £20,000 committed in 2022/23, again to be delivered via a workshop.

Office space has been rented from Dacorum Borough Council for £250 peppercorn rent per annum until 2028 and from the Royal Borough of Windsor and Maidenhead for £1 peppercorn rent per annum until 2028. On the basis that the value of the use of these facilities cannot be reliably determined, no income and equivalent expense have been recognised in the Statement of Financial Activities.

3 Charitable activities

	Charitable Income 2022 £	Charitable Income 2021 £
Income from charitable activities	1,361,167	1,119,713
Analysis by fund Unrestricted funds Restricted funds	1,265,167 96,000	1,036,713 83,000
	1,361,167	1,119,713

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

4	Investments		
		Unrestricted funds	Unrestricted funds
		2022 £	2021 £
	Other investment income Interest receivable	18,967 30	- 2,361
		18,997	2,361
5	Other income		
		Unrestricted funds	Unrestricted funds
		2022 £	2021 £
	Furlough government support ,	14,070 ———	115,106
6	Charitable activities		
		Charitable Expenditure 2022 £	Charitable Expenditure 2021 £
	Share of support costs Share of governance costs	1,238,652 11,400	991,062 14,321
		1,250,052	1,005,383
	Analysis by fund Unrestricted funds Restricted funds	1,165,114 84,938	921,721 83,662
		1,250,052	1,005,383

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

7	Support costs						
		Support costs	Governance costs	2022 S	upport costs	Governance costs	2021
		£	£	£	£	£	£
	Staff costs	994,832	-	994,832	800,007	-	800,007
	Depreciation Supervision, counselling	8,644	-	8,644	5,080	-	5,080
	and mediation expenses Legal, consulting and	104,774	-	104,774	73,857	-	73,857
	professional fees	72,486	-	72,486	31,065	-	31,065
	Membership and subscriptions	637	-	637	918	-	918
	Advertising	296	-	296	865	-	865
	Printing, postage and			•			
	stationery	3,204	-	3,204	701	-	701
	Insurance	5,395	-	5,395	3,709	-	3,709
	Rent and rates	3,986	-	3,986	31,807	-	31,807
	Bank charges and						
	interest	19,110	-	19,110	16,507	-	16,507
	Telephone	4,359	-	4,359	7,270	-	7,270
	Other support costs	20,931	-	20,931	19,276	.	19,276
	Audit fees		11,400	11,400	-	14,321	14,321
		1,238,652	11,400	1,250,052	991,062	14,321	1,005,383
	Analysed between						
	Charitable activities	1,238,652	11,400	1,250,052	991,062	14,321	1,005,383
8	Auditor's remuneration						
	The analysis of auditor's re Fees payable to the chari			id associates:		2022 £	2021 £
	Audit of the charitable comp	pany's annual	accounts			6,750	9,500
9	Net movement in funds					2022 £	2021 £
	Net movement in funds is s	tated after ch	arging/(crediting	g)			
	Depreciation of fixed assets	6				8,644	5,080

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year.

In addition, no trustees were reimbursed for any expenses during the year

11 Employees

12

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	79	57
	==	===
Employment costs	2022	2021
	£	£
Wages and salaries	918,255	746,843
Social security costs	54,946	38,298
Other pension costs	21,631	14,866
	994,832	800,007
	2222	=====
The number of employees whose annual remuneration was £60,000 or more were:		
•	2022	2021
	Number	Number
Band £60,000 - £69,999	1	-
	=	
Net gains/(losses) on investments		
	Unrestricted	Total
	funds	
	2022	2021
	£	£
Revaluation of investments	24,576	

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

13	Property, plant and equipment				
		LeaseholdFurniture improvementsand		Total	
		eq	uipment		
		£	£	£	
	Cost				
	At 1 April 2021	-	139,878	139,878	
	Additions	-	14,396	14,396	
	Business combinations	19,886	33,967	53,853	
	At 31 March 2022	19,886	188,241	208,127	
	Depreciation and impairment				
	At 1 April 2021	-	131,655	131,655	
	Depreciation charged in the year	-	8,644	8,644	
	Business combinations	19,886	25,997	45,883	
	At 31 March 2022	19,886	166,296	186,182	
	Carrying amount				
	At 31 March 2022	-	21,945	21,945	
	At 31 March 2021	-	8,223	8,223	
				=	

14 Fixed asset investments

Other investment
£
-
678,096
24,576
339,691
1,042,363
1,042,363
-

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

14 Fixed asset investments

(Continued)

The investments represent holdings managed by CCLA Investment Management in the following funds:

	Ł
COIF Charities Investments Fund 38,834.26 units	756,239
COIF Charities Property Fund 186,836.70 units	242,365
Depsoit Account	<u>43,759</u>
Total	1,042,363

15 Trade and other receivables

		2022	2021
	Amounts falling due within one year:	£	. £
	Trade receivables	39,498	37,248
	Prepayments and accrued income	56,291	41,915
		95,789	79,163
			====
16	Current liabilities		
		2022	2021
		£	£
	Other taxation and social security	17,642	16,272
	Trade payables	30,983	49,865
	Accruals and deferred income	103,224	65,118
		151,849	131,255
			=

Deferred income comprises amounts received in advance of appointments or where conditions of agreements have not yet been wholly met. It is included within accruals and deferred income.

Deferred Income

2022 (£)	2021 (£)
49,878	53,060
(39,878)	(53,060)
62,973	49,878
72,973	49,878
	49,878 (39,878) 62,973

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

17 Operating lease commitments

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	910	910
Between two and five years	1,000	1,660
In over five years	250	500
	2,160	3,070
		=====

18 Funds

		Movement	in funds		Movement	in funds	
	Balance at 1 April 2020	Incoming resources	Resources expended	Balance at 1 April 2021	Incoming resources	Resources expended 3	Balance at 1 March 2022
	£	£	£	£	£	£	£
Unrestricted funds							
General Restricted	323,774	1,181,226	(921,721)	583,279	1,697,590	(1,145,114)	1,135,755
funds	102,445	83,000	(83,662)	101,783	96,000	(84,938)	112,845
	426,219	1,264,226	(1,005,383)	685,062	1,793,590	(1,230,052)	1,248,600
Restricted fur	nd breakdown	Movement	in funds		Movement	in funds	
	Balance at 1 April 2020	Incoming resources	Resources expended	Balance at 1 April 2021	Incoming resources	Resources expended 3	Balance at March 2022
	£	£	£	£	£	£	£
Dacorum AVDC	.102,445	83,000	(83,662)	(83,662)	83,000	(84,285)	100,498
Bursary Eric Young				-	8,000		8,000
donation				-	5,000	(653)	4,347
Total	102,445	83.000	(83,662)	(83,662)	96.000	(84.938)	112.845

The Dacorum contract represents an agreement with Dacorum borough council to provide services to residents within it's area.

As part of the Dacorum contract the charity received amounts totalling £34,932 (2021: £34,930) on behalf of Mediation Hertfordshire which was paid to them in quarterly payments during the year.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

18 Funds (Continued)

The other items represent grants and donations received for specific purposes which has not yet been fully spent. (Counselling and court mediation)

19 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Fund balances at 31 March 2022 are represented by:						
Property, plant and						
equipment	21,945	-	21,945	8,223	-	8,223
Investments	1,042,363	-	1,042,363	-	-	-
Current assets/(liabilities)	71,447 ———	112,845	184,292	575,056 ———	101,783	676,839
	1,135,755	112,845	1,248,600	583,279	101,783	685,062

20 Analysis of net funds

	As at 1 April 2021	Cash flowAs at 31 March 2022		
	£	£	£	
Cash at bank and in hand	728,931	(488,579)	240,352	
Net debt	728,931	(488,579)	240,352	

21 Merger

There was a Merger which took place on 1st April 2021 in terms of a Merger Agreement between the Trustees for Relate Mid Thames and Buckinghamshire (Relate MTB) and Trustees of Relate LNWHMTB (the charity). The whole assets and undertakings of Relate MTB were transferred to the charity. All contracts of employment were transferred under the TUPE regulations, leases were novated, capital balances transferred and investments transferred to be the name of the charity. Five of the Trustees of Relate MTB joined the Board of the charity.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

22	Cash generated from operations	2022	2021	
	equity generated from operations	£	£	
	Surplus for the year	563,538	258,843	
	Adjustments for:			
	Investment income recognised in statement of financial activities	(18,997)	(2,361)	
	Fair value gains and losses on investments	(24,576)	-	
	Donation from MTB	(355,463)	-	
	Depreciation and impairment of property, plant and equipment	8,644	5,080	
	Movements in working capital:			
	Decrease/(increase) in trade and other receivables	8,810	(21,685)	
	(Decrease)/increase in trade and other payables	(21,027)	16,100	
	Cash generated from operations	160,929	255,977	