

Relate Mid and East Surrey – Epsom Service Summary Report

Purpose of Report

Relate Mid and East Surrey is a non-profit providing affordable counselling and mediation services to local residents, supporting mental health, family stability, and community wellbeing. Many of the clients we support are on low incomes, referred by GPs, schools or local services. As part of our local partnerships, we also deliver subsidised in-school and in-person counselling and Workshops to students in Epsom, ensuring children and young people can access timely mental health support at a critical stage in their development.

We work closely with local agencies including domestic abuse services, GP surgeries, schools, housing teams, and social care to provide joined-up support for individuals and families facing complex challenges. Our counselling and mediation services are often a key part of wider safety and recovery plans, especially where there are issues of domestic abuse, trauma, or family breakdown. These partnerships ensure that residents receive timely, appropriate help, and that public services are supported in achieving the best outcomes for vulnerable people.

Year	Quarter	Service Hours delivered	Free/Subsidised Hours Delivered	% (of free or subsidised hours)
2023-24	Apr-Jun	594	594	100
	Jul-Sep	457	455	100
	Oct-Dec	1424	763	54
	Jan-Mar	1433	821	57
TOTAL		2475	1812	73%
2024-25	Apr-Jun	596	596	100
	Jul-Sep	1105	687	62
	Oct-Dec	1235	602	49
	Jan-Mar	883	598	68
TOTAL		3819	2483	65%

Access and Affordability

We operate a concessions/bursaries scheme to ensure that those facing financial hardship are not excluded from accessing counselling. Subsidised and free sessions are allocated based on a combination of self-declared income, personal circumstances (such as benefits, caring responsibilities, or young dependents), and clinical need. We prioritise individuals and families who would otherwise go without support.

To make this possible, we actively fundraise year-round through grants and local partnerships. Demand for subsidised places continues to grow, and meeting that need relies on keeping our core delivery costs - including premises - as low and sustainable as possible.

Over 75% of our clients receive subsidised counselling, with fees typically ranging from £0 to £28 per session, depending on financial circumstances. We use a transparent, needs-based system to determine eligibility, ensuring that no one is turned away due to cost. A small percentage of clients pay the full-cost rate (£60-£100) based on their financial circumstances, and this income is reinvested directly into our bursary fund to help subsidise sessions for those who cannot afford to pay.

Our Social Value to Epsom

Using HACT Social Value Bank methodology, relationship support can generate £6–£11 of social value for every £1 invested. Based on this model, our free and subsidised services from the Epsom premises generate an estimated £250,000–£500,000 in social value annually by:

- Reducing pressure on GPs, CAMHS, and mental health services
- Supporting students' mental health and reducing school exclusions
- Helping families avoid breakdown and costly social care intervention
- Promoting wellbeing, employability, and community stability

We are proud to be a trusted partner in strengthening the emotional wellbeing of Epsom's residents. The continued support of the Council enables us to reach those who are most in need, before they fall into crisis, creating a stronger, more resilient community.

Financial Context

In 2024–25, we have taken proactive steps to stabilise our financial position by reviewing contracts, reducing non-essential spend, and improving efficiency. While early signs are encouraging, we are continuing to monitor progress and expect a clearer position by the end of Q3. Any further cost increases at this stage will jeopardise our charity's ability to remain open and to continue service provision.

Feedback from clients in 2025

I was in a very bad place when I started the counselling but in 5 months things have turned round, and I now feel like a new chapter of my life is starting and I can look to the future with confidence.

The independence of our counsellor and the sensitive handling of questions and interactions was essential to me opening.

A big thumbs up for <Counsellor>. She was fantastic with how she dealt with me and my wife and has made a big difference to our relationship going forward. I most certainly look at things in our relationship somewhat differently now.

<Counsellor> has been absolutely fantastic with myself and my husband and is very gifted at what she does. It was a great experience - thank you!

Thank you so much <Counsellor> for your support and being so understanding. In the short time we have seen you, we have made so much progress, and we are very grateful.

I found the experience very helpful

The therapist was very helpful & empathetic to our situation

We're very grateful for the help from relate, in particular <Counsellor> was amazing, she was very compassionate showing thoughtfulness and understanding throughout

Our counsellor <Counsellor> was absolutely brilliant. From the first moment we met her, we both felt like she really listened and got to know us and our situation. She helped us through the most difficult period of our lives and for this we will be eternally grateful. Thank you <Counsellor>. You are amazing

Drew me out of my mechanism of shutting down and allowed me to feel comfortable to talk about things that have happened in the past. Mum has noticed a change in me and how I am on a day-to-day basis.

Very happy with the service received and good advice

<Counsellor> was a fantastic therapist. She made me very at ease and was able to give me insight and perspective I had not considered before. I feel much more confident now and know my options. Thank you all

We tried a couple of Relate Counsellors, and a couple outside of relate, but <Counsellor> (who we had most of our sessions) was by far the most effective, observant, empathetic and solution-oriented counsellor of them all, and we made all our notable progress with her.

We found the counsellor, <Counsellor>, to be absolutely great, and talked us through how we could help ourselves.