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Thank you

Simon Wilson

Chair of Board of Trustees

Welcome to the 80th anniversary edition of our Annual review.

Relate is the UK's largest provider of relationship support, reaching more than two million people this year alone and countless more since we were founded in 1938. Through the national charity, our network of 34 independent local Centres and four associate member Centres, we work across England, Wales and Northern Ireland at more than 600 different sites and employ more than 1,500 counsellors, mediators and educationalists.

In 2017/18, clients continued to access our services in more ways that work for them including face-to-face, via telephone, email, instant messaging or webcam. Our feedback remains outstanding – 91% of relationship counselling clients across the Relate federation said that their communication was better after attending relationship counselling and 84% felt able to cope with any difficulties they might face in the future.

As well as providing direct support, a key goal for Relate is to inform the public and policy makers about relationships and what makes them flourish. In November 2017 we published the first major research project into the strong links between debt and relationships, which you can read more about on page 15. We were also delighted to announce the appointment of comedian, bestselling author and leading mental health campaigner, Ruby Wax as our new President for a term of two years from 2018. Read our President's Welcome message to see why Ruby believes relationships are critical to our mental health and wellbeing.

Over the last 80 years, adapting to meet the changing needs of our society has been essential to Relate's success and it's vital we keep innovating today to provide the best support for the nation's relationships in the future.

Like all charities, we operate in a challenging financial climate, but the forthcoming year is an exciting time as we continue working together with the whole Relate family to deliver outstanding relationship support services that support our shared vision.



"Over the last 80
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Ruby Wax President

Relate is a household name which I've been aware of for decades, but it's only more recently that I understood the true scale of the charity's work.

When you think of Relate, you probably think of couple counselling, but we also support family members, friends, young people, kids and even employees in their workplaces. Our counsellors also help individuals to work on what I believe is the most important relationship of all - the one with yourself.

I'm absolutely thrilled to be taking on the role of President of Relate until 2020. I know from personal experience, and from the wonderful people I meet across the UK on my *Frazzled* tour, how vital good quality relationships are to our mental health and wellbeing. I therefore wasn't surprised to hear that over a quarter of Relate's couple counselling clients say mental health issues are causing tension in their relationship.

A bad relationship can negatively impact your health, but a good one can be a huge part of making the journey better. Relate is doing fantastic work delivering the Government's Increasing Access to Psychological Therapies: Couple Therapy for Depression service. This has the most positive outcomes of all IAPT services, and funding secured in 2017/18 from Health Education England is enabling us to expand this work even further.

I'm hugely passionate about mental health but my support of Relate goes beyond this. Look at any other big issue affecting our society – homelessness, domestic abuse, substance misuse or loneliness – and distressed relationships are at the core.

To give an idea of the scale of the issue, Relate's research suggests one in five UK adults are in a distressed relationship. We also know that couples in the poorest two fifths of the population are the most likely to be affected but that, for them, cost can be a barrier to accessing support. I'm excited that Relate is partnering with the British Association of Counselling and Psychotherapy (BACP) to tackle this issue and to ensure support is available to everyone who needs it, regardless of their ability to pay.

It's a great honour to be working with Relate to raise awareness of the link between our relationships and our mental health, and to ensure those most in need have access to support.



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Chris Sherwood

Relate's departing Chief Executive

The way we way find, organise and even end our relationships has been through a profound set of changes since Relate was founded in 1938. Relate has been at the forefront of this relationships revolution, seeing first hand in the counselling room how these changes have impacted on families.

2017/18 was a busy year for Relate as we worked to provide high quality relationship support and deliver real social change. During this time, we also reached two million people, making a real difference to their relationships. To find out more about how we help, turn to page 9 to hear our client Sarah's story.

The time has now come for me to leave this wonderful organisation after six fantastic years but I know Relate will continue to find new ways of understanding, supporting and guiding people through relationship challenges, regardless of their income or background.

During my time as CEO I have drawn my energy and passion from the relationships I have formed with our counsellors, supervisors, Centre CEOs, staff in the



national charity and trustees – all of whom work tirelessly to deliver Relate's vision of a future in which healthy relationships are actively promoted as the heart of a thriving society. I'm so proud of all we have achieved this year and I know that the charity is in good hands under the leadership of Simon Wilson, the Chair of the national Board, and new CEO, Aidan Jones OBE.

Aidan Jones OBE

Relate's incoming Chief Executive

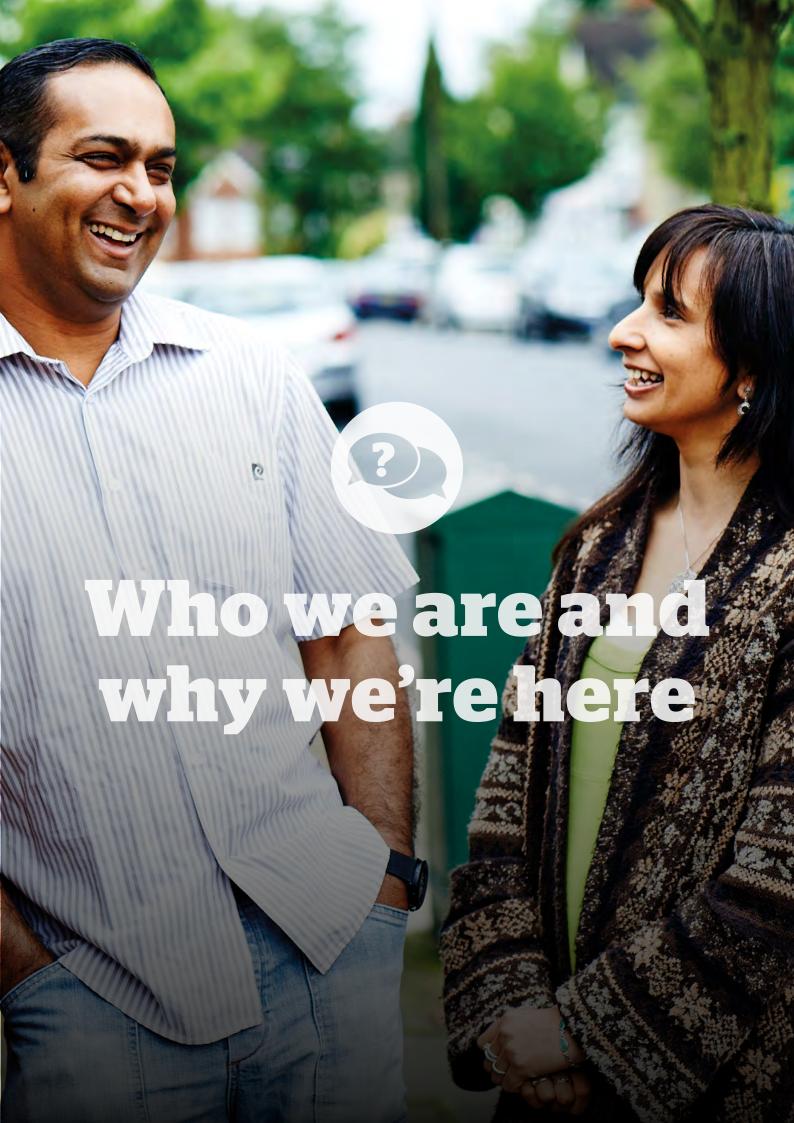
Having worked for causes seeking to make a positive difference to the lives of others for most of my career, I'm delighted to be joining Relate as its new Chief Executive.

At different times in my life, I have benefitted personally from mentoring, coaching, counselling and mediation; and these lived experiences provide me with an understanding of the positive impact that Relate has on people's lives. I'm therefore eager to play my part in delivering Relate's mission to develop and support healthy relationships and to further increase the charity's positive impact on our society.

The breadth of Relate's work and the innovative ways its services are delivered to meet the needs of its clients is impressive. Even though we are operating in an environment with many challenges, I have no doubt that Relate has the potential to strengthen and expand its work. I'm very grateful for the warm welcome I've



received from everyone and I look forward to working with Relate's trustees, staff, volunteers, supporters and partners as we continue to provide high quality support to those who need it.



Who we are and why we're here

Relate has a rich history. We began life in between the two World Wars, at the tail end of the Great Depression, founded by clergyman Dr Herbert Gray as a solution to concerns about the impact of the Depression and the traumas of war on family life. Eighty years on, Relate provides face-to-face counselling, therapy and mediation, training and education, and online information, self-help and support.



Our services support couples, families, individuals, friends, co-workers – people of all ages, backgrounds and sexual orientations. Whether you've fallen out with a family member, are questioning your sexuality, or having relationship issues after becoming parents – Relate can help.

Affairs and money worries remain key reasons for coming to Relate, but the cases our counsellors see are becoming more complex. Domestic abuse is present in an estimated 9% of cases and mental health issues are causing relationship tensions for 26% of our couple counselling clients. Physical health problems are a presenting issue for 13% of our clients and the same

percentage say drugs and alcohol are placing a strain on the relationship.

What we do works – 73% of clients said they felt confident about their relationship after attending counselling and 93% would recommend Relate to others. Ultimately, we help prevent loneliness, depression, abuse, homelessness, debt and many other life-shattering events that can happen when relationships go wrong. This reduces pressure on public services, saves government money, and creates a stronger society. According to an independent government evaluation, Relate's couple counselling delivers an estimated benefit of £11.40 for every £1 spent.



Our vision

We're working tirelessly for a future in which healthy relationships are actively promoted as the basis of a thriving society.

Our mission

We develop and support healthy relationships by:

- helping couples, families and individuals to make relationships work better;
- delivering inclusive, high quality services that are relevant at every stage of life;
- helping both the public and policy makers improve their understanding of relationships and what makes them flourish.

Refreshing our mission and values

Our vision is a clear and ambitious statement of the change we want to make in our society, and it remains as relevant as ever. But the world around us is changing, with new opportunities for service innovation and delivery. The need for our services is greater than ever, but we know there is more we can do to support people who cannot afford to pay for them. In 2018 we will review and update our mission and values, to ensure that they help us to focus on our ambition – of making high quality relationship support accessible to everyone.

"We're working tirelessly
for a future in which healthy
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thriving society."

How our work really helps

Sarah - attended relationship counselling with her partner

My partner and I had relationship counselling for about eight months last year. We came to Relate for a whole bunch of reasons, all of which could essentially be summed up as 'we couldn't remember how to be nice to each other.' We still loved each other deeply, and we wanted to stay together, but we'd forgotten how to actually make the other person happy. I was so wrapped up in my own anxiety that I couldn't understand why he didn't pity me too. He was so convinced that my sadness was a weapon with which to hurt him that he didn't pay attention to the reasons I was sad. We had a lot of fights. Even the nicest activities turned into hellish battles where we fought back-and-forth over seemingly inconsequential things.

When we sat down with a counsellor, one of the first things she asked us was "What were the primary romantic relationships you saw when you were growing up?" We each spent a while talking through our family history – parents, step-parents, grandparents – and the ways in which each of these couples modelled love. We'd already met each other's parents, of course, and we knew roughly what the other's childhood looked like, but discussing it in this way, led by a counsellor probing at all the right questions, gave each of us a much deeper understanding of where the other one was coming from.

Counselling helped us to escape the cycle of the same old fights, and move into a place where we were actively trying to build on things rather than tear them down. When we first walked into counselling, we knew we still loved each other, in a powerful but abstract way. Relationship counselling reminded us that 'love' is a verb, and that we have to practice it every day.



How we achieve our aims

Relate is built on the expertise and experience of our workforce, coupled with a constant drive to reach more people in innovative ways that work for them. We have more than 1,500 counsellors across the country.

Seeing a counsellor in person remains the most popular way to access our services and we expect this will continue, but there was also a 62% increase in the uptake of our digital services from 2016/17 to 2017/18.

Relate also works to champion the importance of relationships in society, and in the media. We work with the Government to ensure relationship support is kept at the heart of public policy. We carry out research to determine how our relationships are changing and make recommendations on how government policy should respond. Turn to the Our Year section on page 14 to find out more about our recent policy and research work.



How our work really helps

The Relate Macmillan Service

The Relate Macmillan Service is a partnership with Macmillan Cancer Support and offers free counselling to individuals, couples and families affected by cancer. Many more people are now living with and beyond cancer and facing the challenges this involves. In the West Midlands, the Relate Macmillan Counselling Service is now successfully established to help anyone in Birmingham and the Black Country who needs this special support.



The role for our counsellors delivering this service is both challenging and rewarding. But what shines through is the opportunity to make a real difference to people's lives.

In May 2017, 47 year-old mother of four Ameena Muflihi from Smethwick was diagnosed with lobular breast cancer. Ameena, pictured left with Relate Macmillan team counsellor, Pauline Anderson, explains:

Over Christmas time, I realised I had hit rock bottom. I hated myself, especially the way I looked, and I was distancing myself from my other half. I was in a very bad place. I think without the Relate Macmillan Counselling Service, I would have had a total breakdown. I was unable to even look at myself in the mirror.

The counselling really changed my way of thinking and made me realise that some of my insecurities – that had come to the surface since having cancer – had been there from my past. I owe the service so much. They gave me my life back and made me see things differently.

In just five sessions I left a happier, more content person.





How we've helped

The evidence is clear: relationships matter to individuals and society. They're the support system that keeps us going in good times and bad. That's why Relate reaches out to people in communities across the country, offering a range of relationship support services. In this section you'll find out how many people our work has helped over the last year.



Our face-to-face services

Counselling, therapy and mediation

Most of the people we see in our counselling rooms are already going through a difficult time in their relationships. They're there for a huge range of reasons, from childhood trauma to retirement worries, domestic abuse to bereavement, struggles with parenting to living with a health condition – and many, many more besides. Our 1,500 counsellors offer adult relationship counselling for couples and individuals, sex therapy, children and young people's counselling, family counselling and mediation.

65,200 couples and individuals attended **adult relationship counselling**



3,100

couples and individuals attended sex therapy



6,000

children and young
people received
counselling via



schools and dedicated programmes

4,700 people attended family counselling and mediation



Training and education

Our training and education work is crucial for developing the skills needed to build and maintain good quality relationships. Whether it's a course to help separating parents work together for the sake of their kids, or designing new training and development opportunities to enable practitioners to help more people, Relate is doing it.

4,000
people used our
training and
education services





Our digital services

Our website is the first stop for more people than ever before who are looking for information and support about relationships. We work incredibly hard to make sure that we're ready to answer people's questions and to direct them to the right help. This includes publishing and promoting new blogs, articles and quizzes about different relationship topics and leading the way in real-time online support from counsellors. We aim to reach people and help them work through problems before their relationships suffer.

Website

2.5m website visitors



National phone network

Lots of people choose to contact us by phone to find out how we can help and how to book an appointment at a Relate Centre. Our team of consultants are specially trained to deal sensitively and confidentially with all calls. Putting people at ease and getting them the right help is our priority.

Online information and self-help

1.9mpeople used our
online self-help services



15,000

Chats

269,000 calls received by our national phone network



Digital support services

15,000 used our **Live Chat service**

1,900 used Message a Counsellor







Our year

It's been a busy year - here are some of the highlights of our work.



In too deep

Our major policy and research report, In too deep: an investigation into debt and relationships, launched in November 2017. The first of its kind, the report uncovered a relentless cycle in which debt problems cause conflict, mistrust and relationship breakdown; and relationships contribute to debt problems and affect how people manage their finances. A key finding was that almost four in ten (38%) of British adults who have been in debt said it had a negative impact on their relationship with their partner. The report was launched at a parliamentary event, with speakers including a minister and Labour and LibDem MPs, who made commitments to work together to support our recommendations. We were also joined by key senior stakeholders from the debt advice sector. In too deep received widespread media coverage and attention. It has successfully opened doors for Relate to expand into a new policy area, highlighting the relational context of the high profile topical issue of debt.

"Almost four in ten adults who have been in debt said it had a negative impact on their relationship with their partner."



Being Single in Britain Today

We teamed up with eHarmony to create the report *Being Single in Britain Today*, which found that nearly two thirds (61%) of single Brits enjoy the independence that comes with being on their own. The report also found men feel under more pressure than women to settle down and that younger singles are the most likely to report feeling lonely. The report was picked up by a number of national media outlets, as well as by regional media.

Let's talk about sex

June saw the launch of our *Let's talk about sex* report, which examined the quality of the UK's sexual relationships and how they impact upon our relationship quality and our wellbeing. This report achieved excellent media coverage, providing the public with the latest insights on issues such as sexual problems and affairs.

Loneliness

In the spring of 2017 we published *You're not alone: the quality of the UK's social relationships*. A key finding was that one in eight UK adults say they have no close friends (compared to one in ten when we asked the same question in 2014). In line with recent data from the Office for National Statistics, younger people aged 16–35 were more likely to say they feel lonely often or all of the time. Having now established ourselves as a key commentator on the issue of loneliness, Relate's research on this topic continues to be referenced in the media.

St George's House event

In February we hosted a two day event at St George's House (Windsor Castle) in partnership with the Association of Family and Conciliation Courts. The event attracted an audience of 30 top thinkers from politics, think tanks, academia and relationship support organisations across Europe to explore the themes of modern families; modern family justice; supporting family relationships in a fast changing socio-political-economic climate.





"The report also found men feel under more pressure than women to settle down and that younger singles are the most likely to report feeling lonely."



"A key finding was that one in eight UK adults say they have no close friends."



Relationships and Sex Education: call for evidence

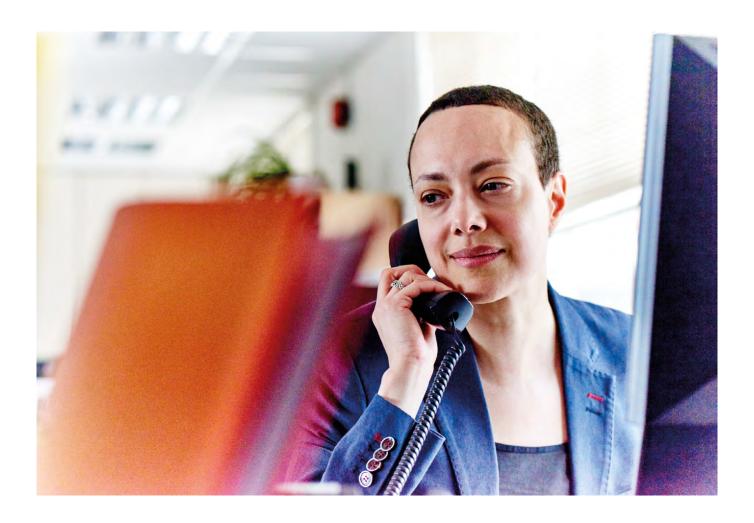
We warmly welcomed the announcement that the Government will make Relationships and Sex Education (RSE) compulsory in all secondary schools in England, and Relationships Education compulsory in all primary schools. In February 2018, we responded to the Government's call for evidence, in advance of a full consultation, to inform the design of the new RSE curriculum. This is a critical opportunity to promote good quality, equal and respectful relationships as fundamental to health and wellbeing; and teach young people to identify disrespectful, abusive and controlling behaviours. We highlighted the important role that charities like Relate can play in supporting the delivery of the new curriculum, which is expected to be available from autumn 2019 and compulsory from autumn term 2020.

"This is a critical opportunity to promote good quality, equal and respectful relationships as fundamental to health and wellbeing."

Transforming children and young people's mental health provision: a green paper

Based on our experience of delivering counselling to families and children and young people, we responded to the consultation on *Transforming children and young people's mental health provision: a green paper.* The green paper rightly recognises that good inter-parental relationships are protective factors for children and young people's mental health, and that high levels of conflict are detrimental. We recommended a 'relational' approach to children and young people's mental health, which does not restrict itself to symptom management, but addresses these root causes. Another key recommendation was making access to counselling compulsory in all schools in England, following the examples of Wales and Northern Ireland.





Upskilling our workforce

Relate's training team delivered 57 face-to-face counsellor training events in various locations this year. Practitioners were also able to access 99 courses and tutorials online via our new Virtual Learning Environment. The aim was to provide blended training for practitioners which consists of both online and offline learning. The team is developing further professional development courses together with online and offline learning opportunities.

Improving maternal mental health in Wales

Relate Cymru secured funding from Comic Relief to train and empower health visitors so that they can support new mums to tackle relationship issues and improve their health and wellbeing. As part of the project, Relate Cymru also delivers counselling services to anyone identified as needing further support. To deliver this project, Relate is working in partnership with Statutory Health Services across the Abertawe Bro Morgannwg University Health Board (ABMU) area, covering Swansea, Neath, Port Talbot and Bridgend.

Expansion of our national contracts

In October we began working with the Chartered Accountants Benevolent Association (CABA) to provide current and retired chartered accountants and their families with counselling services over the next two years. Since the beginning of 2017, we've been working with Embrace – Child Victims of Crime to provide emotional support through family-focused counselling to children, young people and their families who have been victims of, or witness to, life-changing crime. This year we continued to work with the Bank Workers Charity, the Charity for Civil Servants, Grocery Aid, the RAF Benevolent Fund, and The Royal Navy and Royal Marines Charity to provide services to their beneficiaries.



Spotlight on domestic abuse

Unhealthy and abusive relationships are bad for our physical health, mental health and wellbeing. Relationship violence also negatively impacts on children's outcomes in life, having been identified as an Adverse Childhood Experience (ACE).



The scale of the problem is undeniable. A recent report by the Children's Commissioner found that 825,000 children were living in homes with domestic violence. Within Relate, 9% of clients presenting for couple counselling in 2017/18 said domestic abuse was an issue in their relationship and a further 7% said it was possibly an issue. Due to a lack of awareness across society around coercive control, it's worth noting that many people don't recognise domestic abuse as being an issue, at least not initially.

In 2017/18, Relate began a review of our approach to domestic abuse, to ensure our services are as effective as possible in identifying abuse, offering appropriate support, and signposting on to other services where necessary. This involved a series of awareness raising workshops to draw on expertise from across our networks. We've also been developing a revised approach to risk assessment and to child protection and safeguarding. Another area of work has been developing guidance to support our counsellors to work more effectively with other agencies.

In March, the Government published a consultation on its domestic abuse bill. Relate has responded, highlighting the importance of Relationships and Sex Education in educating children about healthy relationships, and has argued that more work should be done with perpetrators to change behaviour.

Choose2Change

There is an increasing body of evidence that shows accredited Domestic Abuse Perpetrator Programmes (DAPPs) increase the safety of women and children experiencing domestic abuse, and reduce the number of incidents. Choose2Change, our Respect-accredited Domestic Abuse Perpetrator Programme (DAPP), has been running successfully in Wales for ten years and, with this in mind, Relate is in the process of rolling it out to several areas in England. This is using funding secured from the Tampon Tax Fund. Staff involved in the Choose2Change project will have access to training to administer the programme, casework supervision, and support with obtaining Respect accreditation and funding for the service.

"A recent report by the Children's Commissioner found that 825,000 children were living in homes with domestic violence."

How our work really helps

Gareth and Sharon's story

Relate client Gareth explains how the Choose2Change programme helped him to address his feelings and change his behaviour.

When I first came to Relate I was a very arrogant person and didn't think I had a problem. I worked in senior management and spent long periods of time away from my family. When I came home I was a monster, spent no time with them, drank a lot and argued a lot with my partner – so what changed?

I had separated from my wife twice in three years; both incidents of separation followed very volatile arguments where physical domestic violence was used, both incidents went through the courts and social services, and still I didn't think I had a problem. My best friend's wife sat me down one night and said she thought I had a problem and that maybe I should seek help on the Choose2Change course. It took someone who was not close to open my eyes a little, enough to attend.

I can remember attending the first meeting and leaving almost shell shocked. I was at the start of my journey towards realisation of my actions and how I harmed others. Over the several months that followed I started putting myself in other people's shoes. This is something I had never done before, it was 'my way or the highway'. My life was in tatters, I had taken redundancy from work, I had no family, I had few friends but I had started to realise that the reason was – ME!

Over these months my relationship with my partner Sharon improved immensely, I found that I was able to communicate better, I was able to listen and to acknowledge other people's thoughts. Because of the change in me we did find that it altered the way we dealt with things; communication was key and we now sit down and talk about issues in an adult manner.

I eventually moved back in and have been home now for over a year. I spend much more quality time with my family and I would say that we're now very happy.

"I can honestly say my husband is a completely changed man, which is exactly why courses like Choose2Change are needed."



Gareth's partner, Sharon said:

Gareth's step-father was abusive towards him during childhood and he'd never dealt with this or mentioned it. A few years ago, we were under a lot of pressure as a family and things went off like a sky rocket. The drinking started and there was aggression, which escalated to full-on domestic violence. Once he pushed me so hard it split a glass table in half. My two daughters witnessed this and I had no choice but to go to social services so that he could get support.

Gareth went on a course delivered by probation but there was a second incident. We found out about Choose2Change and he self-referred.

We lived apart for a year while he was attending Choose2Change so I could ensure I was safe but we are now back together as a secure family unit. I can honestly say my husband is a completely changed man, which is exactly why courses like Choose2Change are needed. He still has his demons but what Choose2Change has given him is coping mechanisms.

It's quite right that there is lots of investment for victims of domestic abuse but there also needs to be preventative support for perpetrators. As a mental health professional myself, I understand that Choose2Change works because it's person-centred and gets to the core of the problems.



Annual review 2017/18 Annual review 2017/18

1938-2018 Timeline







1970s

National Marriage Guidance Council acquires Herbert Gray College in Rugby and makes this the organisation's headquarters and training centre



Relaunched as Relate in recognition of our wider relationship work with individuals, cohabiting couples, and same sex couples

1988

Relate begins delivery of education and learning services



Relate partners with BACP to campaign for equal access to relationship support for everyone, regardless of ability to pay

Formed the Relationships Alliance

with Marriage Care, One Plus One

and Tavistock Relationships

Launch of *Retirement*

Together campaign

to raise awareness

of the importance of

relationships in later life



2017

Relate publishes *In Too* Deep, the first known indepth piece of research looking at the link between debt and relationships

Comedian and campaigner Ruby Wax becomes our President



Dr Herbert Gray

1940

1950

1960

1970

1980

1990

First

telephone

session

delivered

2000

2010

2020

When the National Marriage Guidance Council was formed, only Marriage Guidance was offered. Relate now offers a range of services including relationship counselling for couples and individuals, sex therapy, family counselling, mediation, children and young people's counselling and education and learning.







First started providing sex therapy





Herbert Gray College is sold and Relate moves its head office to Doncaster



1990s

First started children and young people's counselling service

Relate and Relationships Scotland publish first The Way We Are Now survey

Philosopher and author Alain de Botton gives the 80th anniversary Relate Annual Lecture

2016/17

1.17m people used our online self-help service; 15,000 people used our Live Chat

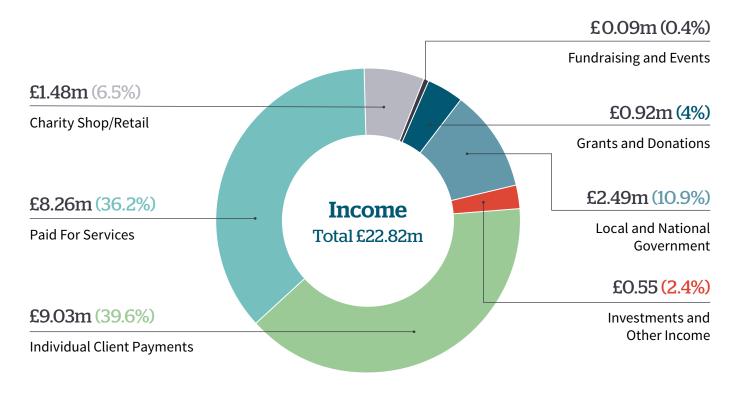
In 2017/18 Relate reached over **2 million** people

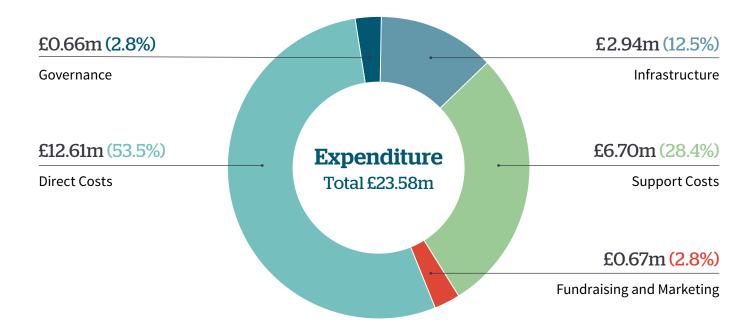
22 23 80 years of promoting strong and healthy relationships Annual review 2017/18 80 years of promoting strong and healthy relationships Annual review 2017/18



Our finances

These figures represent the whole of the Relate federation, including the national charity and all Relate Centres.





Reporting period 1 April 2017 to 31 March 2018.

All figures in millions of GB pounds.

Thank you

We're extremely grateful to so many people and organisations for the support they give Relate and our work. We simply couldn't do it without you all.

Advice UK

British Association for Counselling and Psychotherapy

British Forces Germany

CABA

CAFCASS

Citizens Advice

Christians Against Poverty

College of Sexual and Relationship Therapists

CPCAB (Counselling and Psychotherapy Central

Awarding Body)

Department for Digital, Culture Media & Sport

- Tampon Tax Grant

Department for Work and Pensions

Early Intervention Foundation

eHarmony

Family Stability Network

Gransnet

Grocery Aid

Joseph Rowntree Foundation

Institute for Art and Ideas

Macmillan

Marriage Care

Money Advice Service

Money and Mental Health Policy Institute

Money Advice Trust

Money Saving Expert

Mumsnet

National Debtline

Netmums

OnePlusOne

Personal Finance Research Centre

Provident Financial

RAF Benevolent Fund

Relationships Scotland

Resolution

Respect

The Royal Navy and Royal Marines Charity

SafeLives

Sainsbury's

St George's House (Windsor Castle)

StepChange

Tavistock Relationships

The Bank Workers Charity

The Charity for Civil Servants

Toynbee Hall

Wolff Olins

Also, a special thank you to our patrons and ambassadors:

Professor Tanya Byron, Patron

Bel Mooney, Patron

Roopa Farooki, *Ambassador*

Anjula Mutanda, Ambassador

Andrew Selous MP, Ambassador



Relationships are the beating heart of our lives. When they aren't healthy, we suffer.

Relate is the UK's leading relationship support charity. We need your help to reach out to everyone who needs us.

To donate to Relate visit relate.org.uk/donate



relate.org.uk