

Relate Bedfordshire and Luton

Annual Report

2010/2011



relate
the relationship people

A message from the Acting Chair of Trustees

It has been another very busy year for the Centre. The total number of service hours delivered increased by 3.4% from 5058 hours to 5238 hours this year.

Recessions are not easy times for charities. Relate Bedfordshire and Luton exists to help people with relationships. The loss of jobs and financial uncertainty creates additional stresses over and above those of everyday life. Not surprisingly we are experiencing an increased demand for our services.

With less public sector funding and less disposable income available, we have to look for alternative sources of funding to fill the gap.

The work described in our Annual Review shows the wide range of our services. They could not happen without the hard work and sustained commitment of everyone in the charity including our staff, volunteers, trustees, trainers and practitioners. They are the bedrock of our services and what will take Relate into another successful year. I thank them all.

Looking back over the past year one highlight was the substantial increase in counselling work with young people. We successfully supported 54% more young people than the previous year. Much of this work was in schools but we also offered evening sessions in other venues across the county.

Looking to the future we are committed to developing our services further, particularly in Education and Learning and with families.

Edward Allen

A message from the Chief Executive Officer

We operate in a rapidly changing environment in terms of commissioners expecting us to deliver more for less, the increasing competitiveness in the market place and of course the on-going difficult financial climate. Despite an increasing demand for our services we, like many other organisations, are faced with funding cuts.

According to a survey by the British Association for Counselling and Psychotherapy (BACP), almost one person in five has consulted a counsellor or psychotherapist, while almost half the population know someone who has, which suggests that the stigma attached to “talking therapies” is disappearing.

The association says that attitudes towards counselling and psychotherapy appear to have changed markedly since it conducted a comparable investigation in 2004.

Their current survey found that 94% of people now consider it acceptable to have counselling and psychotherapy for anxiety and depression, compared with just 67% in 2004. Similarly, public acceptability of therapy for divorce or relationship breakdown has risen from 52% to 85% over the past six years.

In a number of recent consultation workshops we represented our core values with words that included: Confidential, trust, safe, respect, empowering, non judgemental, hope, welcome, friendly, great team, choices and options, people matter, learning, compassion.

We are developing our Business Plan with the “vision” that Relate Bedfordshire and Luton will be the leading local charity that will support and strengthen the relationships of people throughout the transitions of their life; from a young age, through to the teenage years, moving into higher education and work, becoming a couple, a parent, a grandparent and retiring into old age.

We recognise that there are difficult times ahead. However, with these core values as our foundation and with the excellent brand of Relate, our professional and high quality services and most importantly a well trained and dedicated work force, we are confident that we will continue to move forward successfully and meet the increasing demand for our services.

Angela Foll

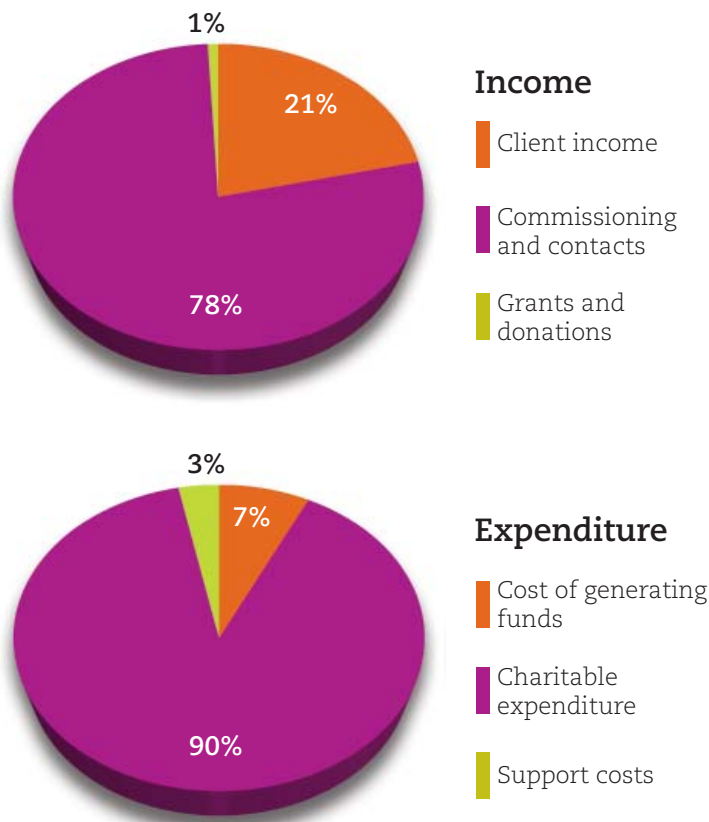
Report from the Treasurer

It has been another busy year for the Centre.

Total income secured for this year was £361,674 a 16% increase on the previous year.

The total expenditure this year was £335,700, but this only represented a 3% increase on the previous year.

This successful performance has turned the deficit of £6,210 in 2009/10 into a surplus of £25,974 for this year. Well done to everyone.



Building stronger relationships

Relationships are a source of strength and happiness. If your relationship is strong, then you will be more able to support each other through whatever challenges you may face together.

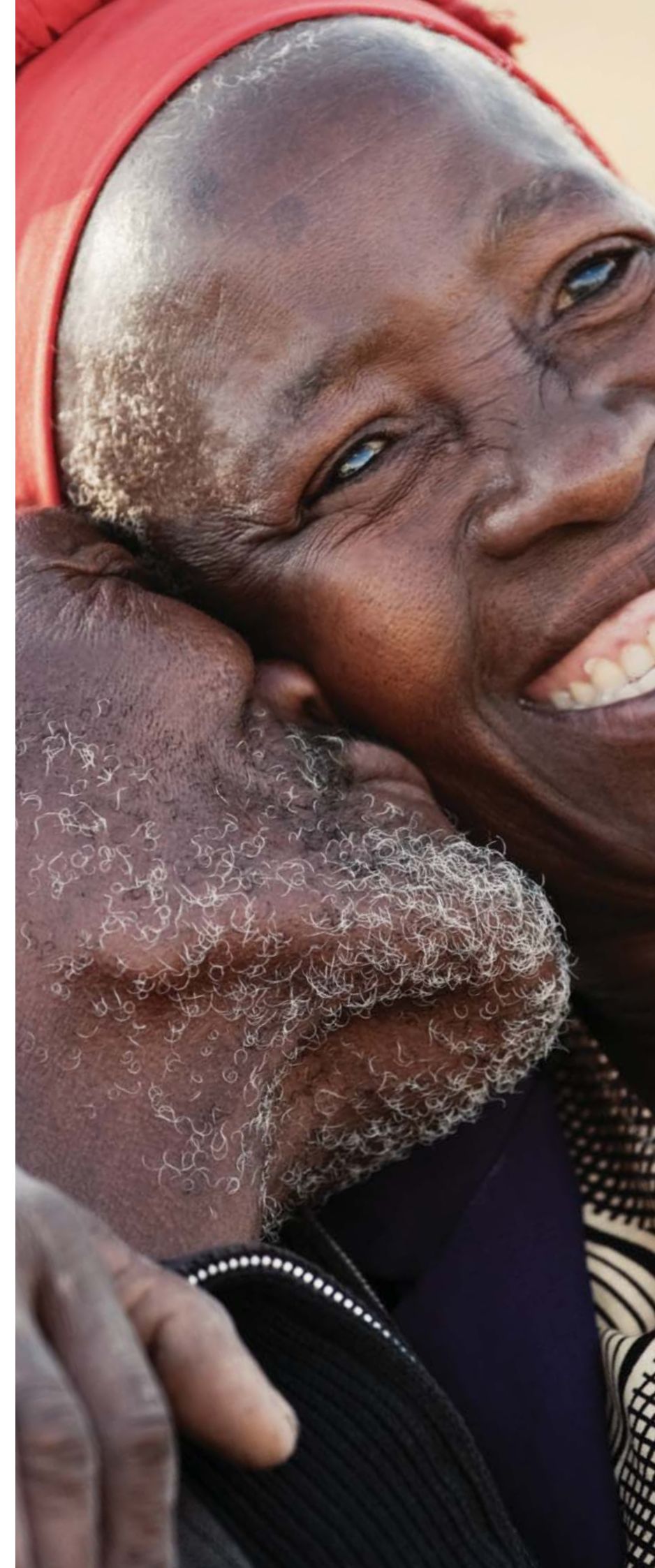
When you're going through a difficult patch, it's often the relationships with those closest to you that end up taking the strain. Seeking advice and support early can help strengthen relationships and stop small problems getting on top of you.

Pressure on relationships can be greatest around life events like having a baby, losing a job, experiencing ill health or a death in the family.

Relate offers a complete range of professional, high quality and affordable services that can support children, young people, adults and families through these transitions of life.

“Counselling has been a necessary catalyst which has helped us to refocus on what is important. We have started to restructure our life and are looking to the future.”

“Relate has been a huge help in building our relationship back to its former glory – Thank you. We now talk regularly and positively.”



Our Core Services

Adult Relationship Counselling

For couples and individuals

All sorts of people come to Relate, whether they are married, single, gay, lesbian or straight.

Adult relationship counselling helps to make the most of relationships past, present or future. Relate can help you even if you are not currently in a relationship.

Many people believe that Relate is only here to help with the major crises in people's relationships. We are the first source of help when people face divorce or separation, affairs or major conflict. But we are also here for the worries that might seem trivial or minor. Even if things are going perfectly for you, we can help keep things that way. We can help you to find the support that is best for you and at a time to fit in with your life.

In an article by Prime Minister David Cameron on the Government policy for families published on Friday 10 December 2010, he stated: **"When couples are helped through their problems, relationships can be revived and if not, breakdown managed in a way that ensures the best possible outcome for children."**

In 2010 – 2011 Relate Bedfordshire and Luton:

- Delivered 2218 hours of Adult Relationship Counselling. This was a 7% decrease on last year when we delivered 2377 hours.
- 919 adults came for Adult Relationship Counselling compared to 999 adults last year.

Family Counselling

Relationship problems can arise at various stages of our lives.

Keeping relationships on track is not always easy and family counselling can help families work through difficult and complex problems, reducing the chances of problems escalating and damaging individuals.

Research has shown that professional counselling improves the mental health and well-being of families, particularly through times of transition. Family counselling can also help maintain valued family relationships even after separation. At this time, parents need to focus on what is best for their children, who will have feelings and emotions that they may not be able to understand or deal with.

In a speech given by Prime Minister David Cameron to Relate in Leeds about families on 10 December 2010, he stated: **"The seeds of so many social problems – as well as success stories – are sown in the early years. Family is where people learn to be good citizens, to take responsibility, to live in harmony with others. Families are the building blocks of a strong, cohesive society."**

In 2010 – 2011 Relate Bedfordshire and Luton:

- Delivered 665 hours of Family Counselling compared to 668 hours last year.
- 401 families came for Family Counselling compared to 469 families last year.



"We wished we had known about Relate's sex therapy service earlier and saved ourselves some years of unhappiness."

Sex Therapy

For adult couples and individuals

Sexual and relationship difficulties are often connected. There are a lot of emotional reasons why sexual difficulties arise and it is not uncommon for people to experience sexual difficulties at some time in their lives.

All couples go through periods where they don't have the time or energy for regular sex.

It's natural to want better sex and sometimes there are specific reasons for difficulties. Relate's sex therapy programme can help couples and individuals overcome difficulties including help to overcome specific sexual dysfunctions.

In 2010 – 2011 Relate Bedfordshire and Luton:

- Delivered 125 hours of Sex Therapy compared to 131 hours last year. This small reduction of 4.6% was due to a reduction in staffing capacity over the year.
- Despite the reduction in hours delivered, 51 adults came for Sex Therapy compared to 24 adults last year. This represents a 47.8% increase in adults accessing the service.

Education and Learning

Relate is now one of the nation's leading training provider in relationship and interpersonal skills.

We provide a range of training courses and workshops for all sections of the community, including groups, organisations and individuals.

Every course/programme has learning objectives which encapsulate the intended outcomes for the participants.

A number of Relate training courses are accredited by the Open College Network and these learning objectives are agreed with the accrediting body at the outset.

Our highly skilled workforce enable clients to feel better about their relationships which has an impact on their ability to work, to perform effectively at school, to maintain a stable home life and to get involved in their community. In housing, health, employment and emotional wellbeing, people who use Relate services see positive outcomes.

In 2010 – 2011 Relate Bedfordshire and Luton:

- Delivered 51 workshop/courses. This was a 24% increase on last year when we delivered 39 workshop/courses.
- 1146 delegates attended our workshop/courses. This was a 19% increase compared to 930 delegates last year.

Young People Counselling (Talktime)

10 – 21 years

- Between 1 in every 12 and 1 in every 15 children and young people deliberately self-harm¹ and around 25,000 are admitted to hospital every year due to the severity of their injuries².
- Nearly 80,000 children and young people suffer from severe depression³.
- 95% of imprisoned young offenders have a mental health disorder. Many of them are struggling with more than one disorder⁴.

Sources
1 Mental Health Foundation (2006), 2 Fox, C. & Hawton, K. (2004), 3 Office for National Statistics (2004), 4 Office for National Statistics (1997).

There has been a recent increased focus in research and policy on the emotional and mental wellbeing of children and young people, and the consequences that poor wellbeing can have in adult life.

Relate's Talktime is a confidential one to one service made available to young people who are experiencing personal, emotional, and/or mental health difficulties that cause distress, including self harm, eating disorders, lack of self esteem and confidence, disengagement with society and education, teenage pregnancy, attachment disorders and so on.

In 2010 – 2011 Relate Bedfordshire and Luton:

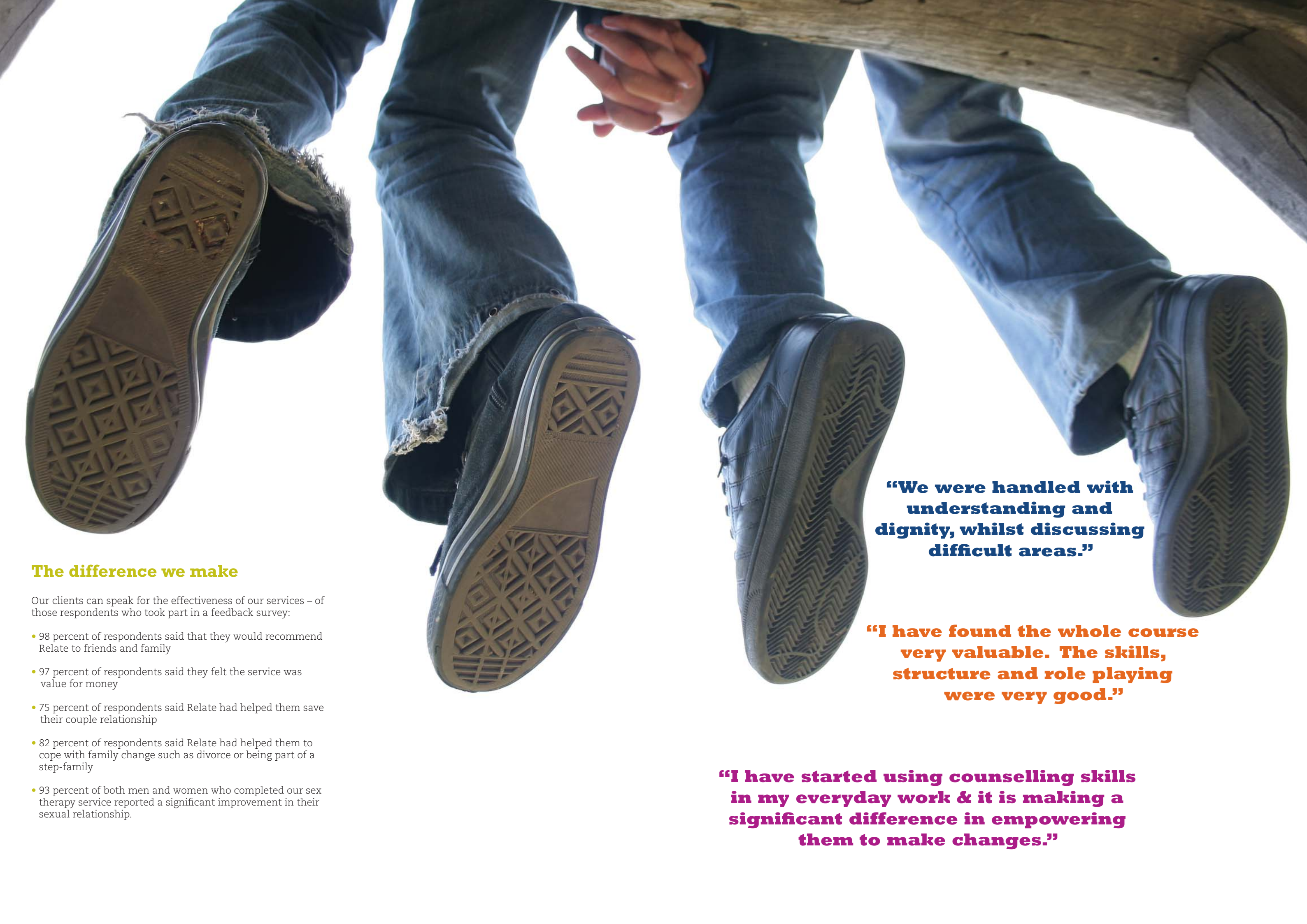
- Delivered 2013 hours of Young People Counselling. This was a 6% increase on last year when we delivered 1902 hours.
- 869 young people came for Young People Counselling. This was a 54% increase compared to 399 young people last year.

"Relationships are better. Worry and stress are heaps better, anger has got less frequent, school work is better by a little bit. HAPPIER!!"

"This has helped me a lot, just by talking about the problems that I had"

"We soon learned, through encouragement and knowledge, sex was not just for the young."

"I think it's good to talk to someone who doesn't judge you".



The difference we make

Our clients can speak for the effectiveness of our services – of those respondents who took part in a feedback survey:

- 98 percent of respondents said that they would recommend Relate to friends and family
- 97 percent of respondents said they felt the service was value for money
- 75 percent of respondents said Relate had helped them save their couple relationship
- 82 percent of respondents said Relate had helped them to cope with family change such as divorce or being part of a step-family
- 93 percent of both men and women who completed our sex therapy service reported a significant improvement in their sexual relationship.

“We were handled with understanding and dignity, whilst discussing difficult areas.”

“I have found the whole course very valuable. The skills, structure and role playing were very good.”

“I have started using counselling skills in my everyday work & it is making a significant difference in empowering them to make changes.”

Relate offers affordable relationship support to people across Bedfordshire and Luton.

- Unless we have funding from other sources, you would be expected to pay an hourly rate for our services.
- We are a registered charity and do not aim to make a profit from our services.

“Working to promote health, respect and justice in couple and family relationships.”

Contact us:

appointments@relatebedsandluton.org.uk

01234 356350

www.relatebedsandluton.org.uk

6, St. Pauls Square, Bedford,
Bedfordshire. MK40 1SQ



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