

Welcome to Relate

All sorts of people use Relate's wide range of services to understand what's going on in their relationship and change things for the better. This booklet covers what to expect and what you need to know if you are coming to Relate for one of our counselling or Sex therapy services. If you have a question not answered here, please ask your counsellor or a member of staff.

What is counselling?

Counselling involves individuals, couples or family groups having sessions with a counsellor where they talk through an issue or work through a problem. The counsellor is trained to help people understand themselves better, relate better to others and make decisions about what to do next. Your counsellor will help you talk openly and honestly.

In sex therapy, your therapist will carefully assess with you what the sexual difficulties are and how they can be helped. This usually means he or she will design a sequence of tasks and exercises that you complete together (if you're attending with a partner) or individually at home. The therapist will discuss your progress at each session and work at your pace to build on new learning and experience. Sex therapy is a talking therapy and you will not be asked to undress or do anything sexual at the sessions.

Counselling and Sex therapy always work at your pace, not to a timetable.



Relate services Your questions answered...



relate
the relationship people

What will happen when I come for counselling?

You might be coming to counselling with your partner, your family, a family member or alone. Many people also find it helpful to come on their own for counselling and Sex therapy, whether or not they are in a relationship.

At your first session a counsellor will talk with you for up to one hour, and if you come with a partner or other family member, the counsellor may spend longer and sometimes will see you individually as well as together. You and your counsellor will discuss how Relate might be able to help and, if appropriate, your counsellor will recommend a Relate counselling service, Relate Sex therapy or another Relate service. If your counsellor doesn't think we are best placed to help, they may suggest another organisation.

When you first arrive you may be asked to fill out some questionnaires in order to help the counsellor understand more about your situation and record your ongoing progress. These forms are confidential and will not be shown to your partner. If you are unsure about how Relate will use any of the information held about you, please ask your counsellor or a member of staff.

Should I do anything before my first session?

You might find it useful to think about how you want counselling to help. For example, are you looking to feel better about something in the past or do you want to make a change to your life now?

How often will I have appointments?

Sessions are usually once a week for up to an hour but this can be flexible according to your particular circumstances. Counselling will continue for as long as you and the counsellor feel it is helpful. The number of sessions depends on you. Most people find four or six sessions is about right for counselling, but Sex therapy can be a longer process.

Is there a charge for Relate services?

The cost of Relate's services are not fixed and may vary. All Relate Centres are charities and aim to charge only enough to cover the costs of counselling and many offer subsidised rates for those who cannot afford to pay. Please contact us using the details overleaf for more information.

Do Relate counsellors have special training?

Relate counsellors have all received special training in Relationship counselling. It takes two to three years to become a fully qualified Relate counsellor. They undergo further training to specialise in areas such as Family counselling and Sex therapy.

Your Relate Centre may talk to you about seeing a "counsellor-in-training". "Counsellors-in-training" receive thorough academic and practical training and are carefully assessed throughout this process and also after they qualify.

All counsellors continue with ongoing training and consultation with other professionals to make sure they give you the highest standard of counselling.



Does Relate have to comply with any recognised standards?

Relate works to the relevant ethical framework of the British Association of Counselling and Psychotherapy (BACP), the College of Relationship and Sex Therapists (COSRT) and the Association for Family Therapy (AFT). The Department of Health's publication, "Talking Therapies" also recommends Relate as a reputable provider of counselling.

Is it confidential?

Relate offers private and confidential help to our clients. We will not give your name or any information about you to anyone outside the organisation unless we have reason to believe that someone, especially a child, is at risk of serious harm. We will give you more information about confidentiality when you come for your first session.

Does Relate keep records of our sessions?

Relate keeps confidential records and statistics about our clients. Records are kept for a limited period and are then destroyed. Relate complies with the requirements of the Data Protection Act 1998. We will give you more information about this when you come for your first session.

What if violence or abuse is an issue?

Violence and abuse is an issue for some people who come to us for help with their relationship. We know that in this situation working with both partners together may not be safe. If this is the case then we would help each partner to get individual specialist support from Relate or another organisation.

What if I have a complaint?

We welcome feedback and want to hear your views on our services. If you wish to make a complaint, please ask for a copy of our complaint procedure.



About Relate

Relate is a national charity that works to promote healthy relationships. We offer a wide range of services to help support people who want to improve their relationships and make life better for themselves and their families.

Our services include:



Relationship counselling



Sex therapy



Family counselling



Children and young people counselling



Workshops and courses

Relate workshops and courses

Our workshops and courses help you to develop the essential skills needed in life and relationships. We also run courses for professionals who want to improve their skills in supporting other people's relationships.

Reveal

Our personality profiler helps you to understand yourself and how you relate to others. Ask at your local Centre for more details or visit www.relate.org.uk.

Relate Books

Our books cover a wide range of relationship issues and are available to buy on www.relate.org.uk, from your local Relate Centre or from any good bookshop.

How to reach us

Relate Hull and East Yorkshire
1 Charlotte Street Mews
Worship Street
Hull, HU1 3BP

01482 329 621
relate@relate.karoo.co.uk
www.relate.org.uk

relate
the relationship people