

What will happen when I come for counselling?

At your first session a counsellor will talk with you for up to one hour. Some people find this session is all they need to clear their thinking and help them decide what to do and no further counselling is necessary. You and your counsellor will talk through how Relate might be able to help and if appropriate, your counsellor will recommend a Relate counselling service, If your counsellor does not 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, these forms are confidential and will not be shown to your partner.

We Provide:

- Relationship counselling for Couples and Individuals 16+
- Psychosexual Therapy 16+
- Family Counselling 10+
- Young People Counselling 11+
- Sex Addiction 16+
- Individual Counselling 16+
- Couple Therapy for Depression

The models of counselling that are used are:

- Systemic
- Person Centered
- Solution Focused
- Psychodynamic
- CBT

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 ask for a copy of our complaints procedure.

Opening Times

Monday: 9:30 – 8:30
Tuesday: 9:00 – 8:00
Wednesday: 9:30 – 9:00
Thursday: 9:30 – 8:30
Friday: 9:30 – 9:00
Saturday: 9:00- 1:30
Sunday: Closed

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Registered in England No:5098895

Registered Charity No: 1104045



relate
the relationship people

Your Questions Answered

Information for New Clients

WELCOME TO RELATE

All sorts of people come to Relate and find it really helps them to understand what is going on in their relationships and change things for the better. We offer many different services and resources. 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, do ask your counsellor or a member of staff at our Relate Centre.

What is counselling?

In counselling, individuals, couples or family groups have sessions where they think through an issue or work through a problem. The counsellor is trained to help people understand themselves better, relate better to others, work things out for themselves and make decisions about what to do next. Your counsellor will help you talk openly and honestly.

In sex therapy, the therapist discusses the problems you have identified. If therapy is advised, the therapist will design a program of exercises especially for you and you will be asked to do specific exercises privately at home. At your sessions the therapist will discuss your progress with the exercises and the best next steps for you. You will never be asked to undertake any sexual tasks during therapy sessions.

How often will I have appointments?

Sessions are usually once a week for up to an hour. 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 six or seven sessions are about right for counselling, those coming to sex therapy can expect to attend for longer.

Do we have to pay for Relate services?

We have a number of contracts which you may be able to come under – please discuss with your counsellor. Relate Hull and East Yorkshire work on a donation basis only and this can be discussed with your counsellor in your first session.

Do Relate counsellors have special training?

Relate counsellors have all received special training in couple 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. All counsellors continue with on-going 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 British Association for sexual and Relationship Therapy (BASRT) or The Association for Family Therapy (AFT). Association for the Treatment of Sex Addiction. (ATSAC)

Is what we say confidential?

Relate offers private and confidential help to our clients. We will not normally 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 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 General Data Protection Regulation (GDPR) and the Data Protection Act 1998. We will give you more information about this when you come for your first sessions.

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 we would help each partner get individual specialist support from Relate or another agency.

