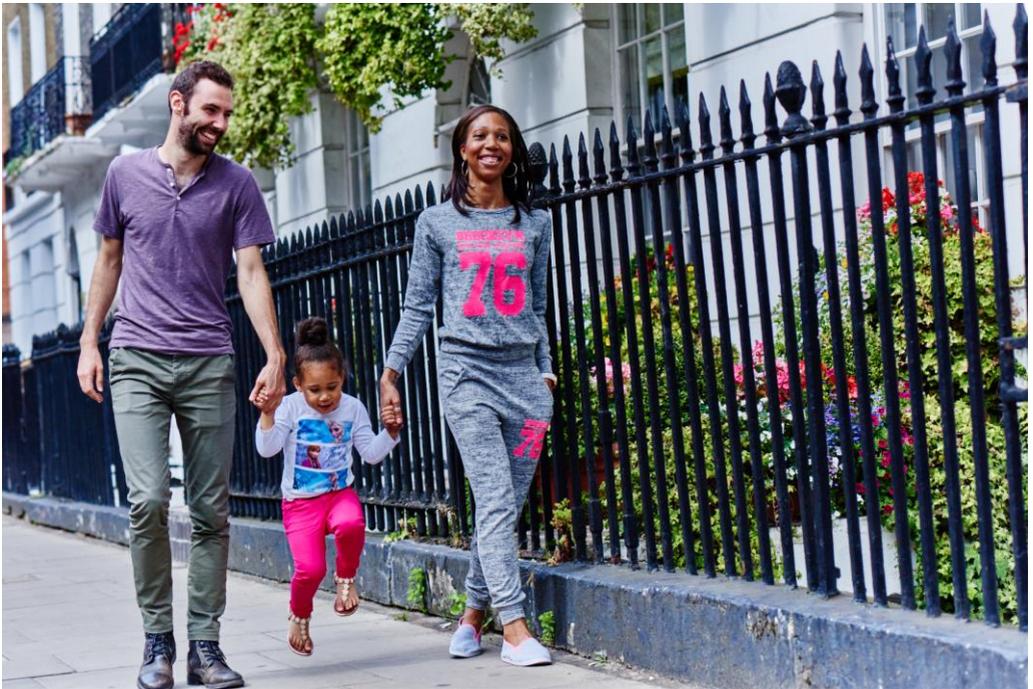


# relatecambridge

## Annual Report 2015-2016



Registered Charity No. 1096975  
Registered Company: No. 4664883

relate  
the relationship people

## CHAIR'S REPORT

The Centre has built upon the success it enjoyed in 2014/15 with another encouraging year. A far cry from the concerns and deficits incurred in 2012/13 and 2013/14. The Centre continues to enjoy a steadily increasing level of activity. Long may it continue.

We increased capacity at Brooklands Avenue and added to the number of outposts. The admin and counselling teams have continued to be highly adept at filling more of the available appointment slots. The volume of counselling hours has therefore gone up yet again at a time that when the clients have been encouraged to maintain their level of contribution.

The Centre received the much-appreciated support of locally based charities including Girton Town Charity, John Huntingdon Charity, the Huntingdon Freemans Charity and a growing number of parish and district councils. The year also benefited from funding from *Awards for All* for a pilot project working with young people. Thanks go to Claire Nunes the Centre Director in seeking out and securing this funding as it is so vital in allowing the Centre to undertake new avenues of work.

As reported last year the Centre created a second promotional film to promote our work with young people. This was launched at a most successful viewing at the Arts Cinema in April and resulted in a number of encouraging opportunities.

I should not finish this report without mentioning the strategic review and consultation that National Relate embarked upon in December 2015. Whilst no definitive decision will be made until the National conference in early November the National Board is keen for the currently local charities, such as Relate Cambridge, to be absorbed by the National charity to create just one national entity. We cannot be forced to merge with National Relate and there will be provision for local Centres to remain independent but under the umbrella of the Relate family. At the time of writing the board has yet to decide what will be best for Relate Cambridge and the clients it serves.

In closing I would just like to say a big thank you to Claire Nunes, the Centre Director, all the admin team, the volunteers, and all the counsellors for their commitment to the Centre for another successful year.



*Ian Maddison*

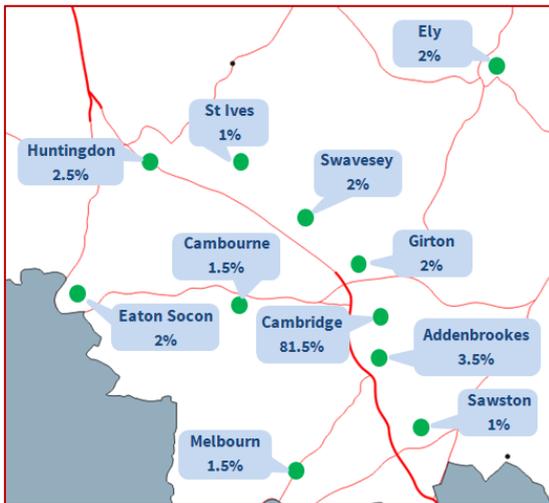
## STATISTICS ABOUT OUR SERVICES

In 2015/16 the Centre delivered **5768** appointments to clients to nearly **1,900** clients.

### Appointments were delivered to clients from:

	2014-15	2015-16
Cambridge City	33%	47%
East Cambs	10%	8%
Huntingdon	15%	11%
South Cambs	26%	21%
Other	16%	13%

### Appointments delivered at the following outposts:



### Most common issues clients come to us with:

1. Communication
2. Sexual Problems
3. Young Children
4. Mental Illness
5. Affair
6. Separation/Divorce
7. Trust
8. Self esteem
9. Past relationships
10. Work issues

### Service output for all services:

	2014-2015	2015-16
Total number of clients seen	1780	1893
Total number of initial consultations	854	905
Total number of counselling hours delivered	5644	5768
Total number of voluntary hours given by counsellors	560 (approx.)	750 (approx.)

## A FEW WORDS FROM THE CENTRE DIRECTOR

I'm delighted to report this has been a very productive year. We made a significant surplus, increased our capacity and developed some new services. All of this was down to excellent team work from our counsellors, admin staff, volunteers and Trustees. We're very fortunate to have a cohesive, unified group of dedicated people behind the scenes. And we're particularly lucky to have Annie Wimbush leading the counselling team.



It's really important that our services are accessible to all who need them. A good deal of my time is spent spreading the word about the breadth of our services and I know that there is a great demand for what we offer. So I find it very frustrating that there is rarely the funding to buy them in. Local authorities are crying out for support for families and young people. We have the expertise, but the Government fails to direct the funding where it's required. So we continue to rely on the generosity of our clients to help us make ends meet.

We enjoyed tremendous support again from many local parish and town councils this year. That helped boost our income. In some cases it meant we could offer free counselling to those most needing it. And the support from other funders has been a crucial factor in our success this year.

We continue to expand. We've extended our boundaries to include the Fenland District. I'm in the process of setting up outposts to support the 80,000 local residents. I hope to secure funding to assist that region and plan to roll out the services next year.

Introducing a successful and much needed in-house children and young people's service this year was very rewarding. We're desperately keen to continue this work and I've made several applications for funding, which if granted will make all the difference to us.

A change in our structure is being considered by the national charity. I want to reassure you all that we're determined to keep Relate Cambridge running as it does now, and to continue to build on the successes of the past few years. I feel passionately that we shouldn't lose the local independent status we have that best equips us to respond to local needs and demands.

Thank you again to the team for another successful year.

*Claire Nunes*

## CLINICAL SUPERVISOR'S REPORT

The past year has been busy, interesting and at times quite challenging as I have familiarised myself with the workings of Relate Cambridge and begun to establish relationships with the counselling, the admin teams and the Trustees.

Maintaining practice standards is at the heart of clinical supervision and, alongside offering individual and group supervision to the counsellors, this year I have focussed on reviewing all the practice policies and best practice guidance.

This enables counsellors and the admin staff to work to clear procedures and offer our clients a safe and consistent service. It has also become apparent how important it is that counsellors joining Relate Cambridge are given a comprehensive induction and the new and revised policies will be included in the induction meetings that they attend with me and with Clare and the admin team.

Increasingly funders and commissioners of counselling services are requiring us to provide information about the effectiveness of our work with clients, and to this end I have been working with Claire to introduce appropriate client feedback forms for each of our services. Such feedback has two main purposes – it provides the Centre with important statistically important information about the efficacy of the work being undertaken with clients which is invaluable for potential clients, funding applications and enhancing our profile; it can also enable the client and the counsellors to monitor the work they are doing together to ensure the best possible service is being delivered.

One of my areas of interest and expertise is in working with domestic violence and abuse and over the past year I have been strengthening the way the counselling and admin teams respond to clients who disclose this in their relationships. We have made new contacts in the County which will support and enhance our work and I am working with a colleague to develop a new training for the counsellors to refresh and extend their skills.

*Annie Wimbush*



## ONE OF OUR AMBASSADORS

I've always loved Relate. From the first time I heard of what was then The Marriage Guidance Council I've been drawn to an organisation devoted to improving relationships. The warmth and support everyone on the Relate team manifests, and it is so rewarding to work alongside good people for a good organisation. Being an Ambassador for Relate Cambridge? What's not to love?



Susan Quilliam

### Relationship Counselling

This continues to be our lead service and our core work and has been very much in demand over the last year. The work that our counsellors undertake with couples in distress is complex and often challenging but it is reassuring to know that the feedback we receive is very positive, although we recognize we can't always help a couple achieve what they both want. However in the majority of cases the skills that the counsellors bring to the work enables couples to improve their understanding of themselves and each other, communicate better and learn strategies for managing difficult areas of their relationship.

Appointments delivered: 4035  
Clients seen: 1118  
Initial assessments: 905

**Thanks to our team of relationship counsellors**

### Family Counselling

This is one of our growing services and is very well received by the clients who access it. It provides a safe environment for family members, across generations, to discuss their difficulties, misunderstandings and assumptions and enables them, with the help of the Family Counsellor to have more constructive conversations. As the service has grown this year we have increased the number of counsellors on the team who have the specialist training required to deliver the service but will need to continue to recruit to meet the demand.

Appointments delivered: 209  
Clients seen: 115  
Initial assessments: 41

**Special thanks to the Family Counselling team: Maria Halliley, Peace Anumah, Melissa Rolph, and Olga Fuentes**

### Psycho-sexual Therapy (PST)

Psychosexual Therapy at Relate Cambridge is delivered by 4 specifically trained counsellors: 2 women and 2 men. Individuals and couples come to us when there is a block that stops them consummating their love in the way they want. This could be a simple medical condition or an emotional conflict manifesting physically.

Appointments delivered: 536  
Clients seen: 84  
Initial assessments: 78

Sex is intrinsic to an intimate relationship and most of the couples who come to Relate are having trouble with it. However, it is only the PST couples who come with this as a major reason for their referral. The method used to help them involves exercises carried out at home and has a high success rate.

*“Being a psychosexual therapist at Relate is deeply rewarding and, as with all counselling, to have the opportunity to carry out this work is a privilege.”*

**Thanks to our practitioners: Anne Dennis, Ali Tabatabaie, John Dixon, Sonia Leach and Nicola Buchanan**

### Counselling for children and young people

Our CYP service has expanded in the year and we have employed several new experienced CYP counsellors to meet the increased demand. We have contracts to deliver the service in the Girton Glebe Primary School and at the Stephen Perse Foundation and have further developed the service from the Centre in Brooklands Avenue. While the school work is funded we have been fortunate to receive a small grant from Awards for All for our Centre based service. We think this work is important and valuable for our young clients and we will make every effort to secure more funding for this service in the future.

Appointments delivered: 139

**Special thanks to the Children's team: Ellie Thomas, Maria Halliley, Mandy Kitsell and Donna Jones, Denise Jones and Carole Rawley**

### Workshops and courses

**'Be a Buddy'**: For the third year running we have offered training sessions at Girton Glebe school, delivered by Mandy Kitsell, to help year 5 children support those arriving at the school in September. This year, the same scheme has also been delivered at Ridgefield Primary School, by Carole Rawley.

**Counselling for Non-Counsellors**: Ellie Thomas has continued to deliver this popular course throughout the last year with excellent feedback. Plans are in place for a follow up course entitled 'Further Counselling Skills for Non-Counsellors'.

**CPD programme**: We have been very excited to launch our CPD programme this year, and we are delighted with how successful this is proving to be. When participants were recently asked: 'Are you likely to attend other CPD courses by Relate Cambridge'? 100% said 'yes' - I think that says it all. Plans are already in place to continue with an excellent mix of both trainers and topics for the rest of the coming year and up until May 2017.

**Special thanks to our Training Co-Coordinator Elaine Taylor**

#### Work with Offenders

We continue to offer services to Littlehey prison where we provide relationship support. Improving relationships has been seen to reduce the risk of reoffending and this work continues to show excellent outcomes.

**Thanks to Mandy Kitsell**

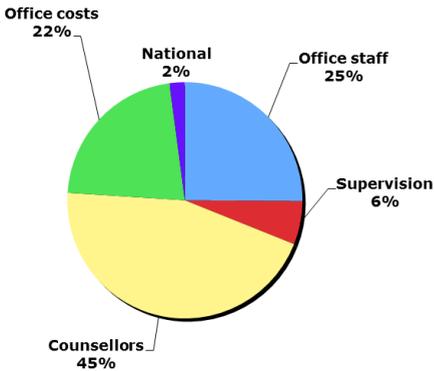
#### Employee Assist Programme

We provide support to the employees of Cambridgeshire County Council who fund 6 sessions for any employees felt to be in need of assistance.

## TREASURER'S REPORT AND FIGURES

I am pleased to report that the Centre had another busy year delivering in excess of 5,700 couple counselling hours. This represents an increase of 2%. This is a result of the on-going efforts of the admin team to optimise how appointment slots are used. Whilst the average client payment has remained similar to the previous year the income from the Centre's core service is up between 2% and 3%.

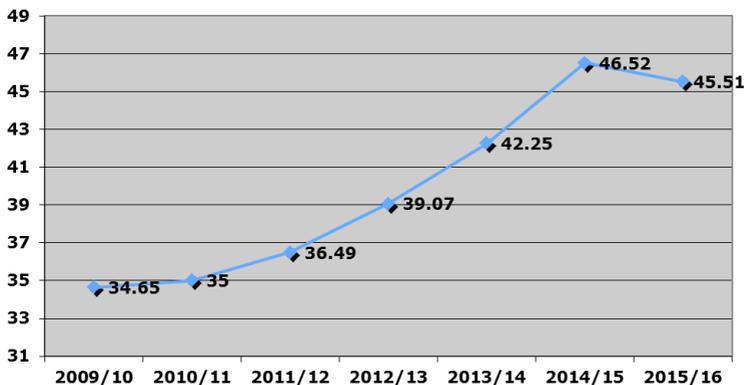
The Centre has had increasing success in attracting grants from parish/district councils as well as local charities. It has also benefited from a full year's contribution from a contact to provide counselling services to a local school.



As noted in recent years reports the Centre is solely dependent on its own endeavours and great efforts have had to be made to increase income whilst also controlling costs. Following two years of deficit totalling £42,721 for the years ended 2013 and 2014 I am therefore very pleased to report a further surplus in the year of £56,822

The Centre has now replenished its much-needed safety net in terms of reserves. In many ways the year was one in which a number of events went in the right direction and might be termed a golden year. Whilst 2016/17 is not envisaged to be quite so successful as 2015/16 in terms of financial return the Centre does at least have the confidence to deliver additional services to the residents of Cambridgeshire.

**Average client payment**



*Ian Maddison*

## FINANCES

### Income and Expenditure

	2014-15	2015-16
Income from all sources	£344k	£399k
Expenditure incurred	£307k	£342k
Net	£37k	£57k
Average Client receipts per session	£46.50	£45.50

### Donations and Grants Received:

Girton Town Charity	£16,870	Cambridge Family Dispute Resolution Group	£300
John Huntingdon's Charity	£3,300	Jesus College	£200
Church of Saint Edward	£500	Mills and Reeve	£750
Resolution	£200	Waitrose	£172
FM Family Law	£1000	Emmanuel College	£40
Trinity College	£300	Anonymous donations	£310
Press Relief	£1,750		

**Littlehey Prison contract: £10,000**

**Local Authority/ Parish Council funding: £7,970 in 2014-15  
£8,570 in 2015-16**

### The following Local Authorities contributed funds:

Melbourn Parish Council, Soham Town Council, East Cambs District Council, Waterbeach Parish Council, City of Ely, Huntingdon District Council, Linton Parish Council, Shelford Parish Council, St Neots Town Council, Papworth Everard Parish Council, St Ives Town Council.



### Helen went the extra mile and raised an impressive £1,989

Our lead appointments coordinator Helen Myhill and her husband Mark rode 1000 miles from Lands End to John O'Groats to raise money for Relate Cambridge. Huge thanks to the both of them for all their efforts and generosity. What stamina!

## MEDIA REPORT

It has been another busy and productive year for the media team.

Lucy Amos joined us around November time, and has proved to be an absolute asset, providing excellent admin and IT support. Lucy updates our twitter feed and adds interesting links, as well as tweeting items that don't require a formal press release, such as Susan Quilliam's opening of the sexual health clinic in April. Lucy has also been responsible for getting our External Newsletter off the ground. This is now being circulated to 140 people who have agreed to join our mailing list.



The External Communications Group meets regularly. This continues to be a great way to harness ideas for the best opportunities to publicise our work externally.

Over the year we have sent out numerous press releases, given many radio interviews and had regular mentions in the local newspapers.

We have been delighted to welcome two ambassadors to Relate Cambridge, Susan Quilliam in October and Kay Blayney in January. A further ambassador - Dr Bev Morris - (whose focus will be on training) has just agreed to join our team of ambassadors.



In March we held an event at the Arts Picturehouse. This was an opportunity to ask invited guests for their financial support for local families and children experiencing parental separation. After the presentations, there was a Q&A session to a panel of 'Relate experts' ending with breakfast and networking. This event was a great success, generating some useful contacts (including Lucy Frazer MP) and a donation of £1,000 from FM Family Law.

We have had visits by two local MPs, and delivered several roadshows to raise our profile; these have provided us not only with good publicity but also excellent networking opportunities.

*Elaine Taylor*

## ADMINISTRATIVE DETAILS

### Management Committee and

#### Executive Team

Chairman:	Ian Maddison
Honorary Treasurer:	Ian Maddison
Other Trustees:	John Dibnah, Paul Izzett, Peter Law, Kate McCorquodale, Julia Rackowe, Dame Veronica Sutherland, Wendy Thurley, David Webb
Centre Director:	Claire Nunes
Centre Supervisor:	Annie Wimbush
PST Supervisor:	Nicola Buchanan

#### Office Staff

Lead Appointments Coordinator:	Helen Myhill
Appointments Coordinator:	Karen Patrick
Centre Administrator:	Lucy Amos
Finance Officer:	Rosie Evans-Bailey
Apprentice Team Assistant:	Kiama Guy

#### Volunteers

Zoheb Ali, Anna Baylis, Shelia Bowler, Dorota Bielecka, Fei Gao, Sheila Heath, Tess Hollingworth, Jennifer Killick, Sarah Nunn, Emily Plater, Jenny Scott, Sheila Simpkins, Anika Smith, Karen Soons, Steve Taylor, Mary Thomson, Caroline Yates.

### Counsellors

Clare Anstead  
Peace Anumah  
Francesca Brown  
Anne Dennis  
John Dixon  
Penny Flint  
Olga Fuentes  
Maria Halliley  
Roger Hare  
Christine Hawkes  
Robert Heaven  
Kim Holbrook  
Denise Jones  
Donna Jones  
Mandy Kitsell  
Sonia Leach  
Melanie Lee  
Slavica Mirovic  
Angela Niblett  
Isabelle Page  
Roslyn Poole  
Carole Rawley  
Christine Renshaw  
Melissa Rolph  
Jane Schofield  
Ali Tabatabaie  
Elaine Taylor  
Ellie Thomas  
Rachel Tooher-Rudd  
Nick Waterson  
Rebecca Wilkes  
Stephanie Wisdom  
Lee Wells

Registered Company no: 4664883

President: Anne Campbell

Auditors: Paul Whitmell/ PW Accountants Ltd

Registered office: 3 Brooklands Avenue, Cambridge, CB2 8BB

Registered Charity no: 1096975

Patron: Gareth Hawkesworth

Ambassadors: Susan Quilliam

Kay Blayney

# relatecambridge



*“Amazing, I wouldn't have got through my relationship breakdown without them can't recommend the service highly enough.”*

*“We were very happy with our counsellor- she was always warm and friendly (without being patronising) and used a variety of engaging techniques to help us.”*

*“I found my Relate counsellor to be very approachable and easy to talk to about things that I have never spoken to anyone about, as well as being really clued up on why I may be having the issues I am having.”*

*“To anyone experiencing problems, and who wants to work things out, they must never give up without trying counselling first.”*

*“He is happier, stronger and more confident in himself and these things will make a world of difference to his life.” (Children's counselling)*

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**@RelateCambridge**