

## Common questions

### How do I get started?

If you've decided that you'd like to explore how Relate could help, then the first thing you need to do is get in touch with us. Our staff will explain the booking process and how our service works. You'll be offered an initial consultation with a counsellor. After this we can decide together whether our services are right for you.

### How many sessions will I need?

This will depend on the issues you're dealing with and how you'd like to proceed. You may benefit from one or two sessions or you might need a few more.

### Is it confidential?

We offer private and confidential help to all our clients. We will never give your name or any information from or about you to anyone outside the organisation, unless we have reason to believe that someone is at risk of serious harm – especially if it's a child.

### How much will it cost?

There's usually a charge for our services. The cost of counselling may vary depending on your area and circumstances so to find out how much you will pay, please contact your local Relate directly.



## How can I get support?

### Face-to-face

You can see a counsellor in person and talk through your problems. This is the most popular way of accessing support.

### Message a Counsellor

You can send an email with your problem to a counsellor via our Message a Counsellor service and they will reply to you.

### Telephone

Telephone counselling is like a face-to-face session but instead of seeing you in person, the counsellor calls you at a time that is convenient for you.

### Webcam

Webcam counselling is just like having face-to-face counselling, except you talk to a trained counsellor online using a secure video link.

### Website

The relate.org.uk website contains information, advice and self-help tools which you can access in your own time and use to strengthen your relationship.

## How to reach us

Call your local Relate service on  
0191 232 9109 or alternatively email us  
for more information on  
[northeast@relate.org.uk](mailto:northeast@relate.org.uk)



**Counselling,  
support and  
information for  
all relationships**



## You're not alone

Let's face it – life's full of twists and turns. Change can sometimes feel overwhelming, even if you're the one making it happen. You're not alone in feeling that way. We could all use extra support sometimes, particularly during big life moments such as:

- Getting married or entering a civil partnership
- Starting a new relationship
- Exploring your sexuality
- Having children
- Losing your job
- Illness
- Coping with affairs or major conflict
- Divorce or separation
- Living as a step family
- Retirement
- Growing up

## That's why we're here.

## Every relationship needs help now and then

As hard as we try, sometimes things can become too uncomfortable or painful to ignore. You don't need to be in crisis or even in a relationship to use our services. If it's important to you, then it's important to us. We promise to listen and offer support in a non-judgemental and impartial way.

### What you'll get out of it

- Improved wellbeing and self-confidence
- A better understanding of yourself and your partner
- Better family relationships
- Reassurance that you're not alone
- Help with team work – particularly if you're getting used to parenthood
- Improved communication skills
- A more satisfying sex life

*"I couldn't believe what a transformation had taken place in our lives, affecting not just us, but our children, wider family and friends as well. We're eternally grateful for your help."* Relate client

## Relate's services

Relate's relationship support services are for everyone – whatever your age, background, gender or sexual orientation, we can help.

### Relationship Counselling

Our counsellors provide a supportive environment to help you find a way through any relationship difficulties you might be facing. You might decide to come with your partner or on your own.

### Family Counselling

No family is perfect and lots of things can affect family life. Whether you're concerned about your children's behaviour, the impact of a divorce, or adjusting to life as a blended family, there are lots of ways we can help you.

### Children and Young People's Counselling

Growing up can be tough, and issues at home or school can create extra pressure. We provide a safe space for children and young people to talk.

### Individual Counselling

Perhaps you're feeling low, have lost somebody close to you or are stressed at work. Individual counselling offers a safe space to talk confidentially about any issue that's affecting you.

### Sex Therapy

Our sex therapists can help you to tackle sexual problems, improve intimacy and enjoy a more fulfilling sex life. You can attend on your own or with your partner.



### Mediation

If you're going through separation or divorce, mediation can help you to make arrangements and settle disputes over things such as contact, living arrangements and money, without having to go to court. Usually both parties attend the sessions.

### Schools and businesses

We work with schools to provide relationships and sex education, and with organisations who want to provide their employees with relationship skills.