

## Common questions

### How can I make a referral?

If your client has decided that they would like to explore how Relate could help, simply ask them to call us on **01302 380279**. Our trained staff will explain the booking process and how our service works. The client will be offered an initial consultation with a counsellor. After this we can decide together with them if our services are right for them.

### How many sessions are funded?

The RNRMC will fund up to 7 sessions of counselling or 21 sessions of sex therapy. Not all clients will need this many sessions; some come for two or three sessions only.

### Is it confidential?

We offer private and confidential help to all our clients. We will never give a client's name or any information from or about them 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. We provide anonymous statistical data to the RNRMC so that they can monitor the effectiveness of the service. No identifiable data is disclosed to them.



## How can I get support?

### Webcam

Webcam counselling involves talking to a trained counsellor online using a secure video link. There is no travel time needed and we can accommodate people joining from multiple locations; a great option for those who are deployed away from home.

### Telephone

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

### Face to Face

Face to face counselling is available in the room with the counsellor. Access to face to face counselling may be limited during the Covid 19 pandemic.

### Online

In conjunction with the RNRMC, Relate have developed a bespoke online learning portal with short tutorials that clients can work through at their own pace. This can be accessed at <https://www.rnrmc.org.uk/how-we-help/families-and-relationships> by clicking on the Building Stronger Families box.

### Website

The [relate.org.uk](http://relate.org.uk) website contains information, advice and self-help tools which clients can access in their own time and use to strengthen their relationship.

## Find out more

If you would like to find out more or discuss whether a referral is appropriate, please email [RNRMC@relate.org.uk](mailto:RNRMC@relate.org.uk)



**Free Relate support for  
Royal Navy, Royal  
Marines, Veterans &  
families - information for  
referring organisations**



## What can we help with?

Life's full of twists and turns, and the unique pressures of military life can impact on relationships with loved ones in many ways. Through funding from the RNRMC, Relate can offer free relationship counselling and/or online support through challenging times. Military personnel and their families come to us for a variety of reasons including:

- Living apart from loved ones
- Starting and sustaining new relationships
- Stresses arising from operational deployment
- Work related pressures
- Difficulties with communicating
- Dealing with tension and arguments
- Coping with affairs
- Divorce or separation
- Living as a step family
- Starting a family and challenges with parenting
- Transition into civilian life
- Support for children facing a range of difficulties
- Sexuality
- Difficulties with intimacy

**Whatever the issue we're here to help**

## Every relationship needs help now and then

As hard as we try, sometimes things can become too uncomfortable or painful to ignore. Clients don't need to be in crisis or even in a relationship to use our services. Whatever the issue, we promise to listen and offer support in a non-judgemental and impartial way.

### What clients get out of it

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

*"We have been married for over 35 years, but it hasn't all been plain sailing. There have been rows and arguments and sometimes it's been tough; The demands of military life and the separation it involves does put pressure on relationships. Counselling with Relate, was very helpful. We are still together and slowly our relationship is getting better and better".*  
*Anonymous*

## Relate's services

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

### Relationship Counselling

Our counsellors provide a supportive environment to help clients find a way through any relationship difficulties they are facing. They can decide to come together or apart and clients who are single can also access the service.

### Family Counselling

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

### Children and Young People's Counselling

Growing up can be tough especially in a military family. Issues at home or school can create extra pressure. We provide a safe space for children and young people to talk.

### Individual Counselling

We can see clients for individual counselling whether they are feeling low or experiencing loss for example. Relate offers a safe space to talk confidentially.

### Sex Therapy

Our sex therapists can help clients to tackle sexual problems, improve intimacy and enjoy a more fulfilling sex life. They can attend with or without their partner.



## Who can access the Service?

The RNRMC fund Relate counselling services for anyone in the Royal Navy, Royal Marines, Veterans and Reservists. The service is also open to families of any of the above. The person serving or veteran does not have to be involved in the sessions but a valid service number must be provided when ringing to register for support. For more information see <https://www.rnrmc.org.uk/how-we-help/families-and-relationships>