



Stuart Valentine  
CHIEF EXECUTIVE



Dr Kirsty Darwent  
CHAIR



# ANNUAL REVIEW 2018/19

In the past year, the Relationships Scotland Network has provided face-to-face support for over 19,000 people across the country.

The Relationships Scotland Network is a unique Scotland-wide family and relationship support service. Our 21 Member Services help people cope with relationship problems, separation and divorce. We work with individuals, couples, families and children to help reduce conflict, improve communication and ensure that people are supported to manage times of relationship crisis and breakdown.

Our Network provides relationship counselling, family mediation, Child Contact Centres and many other forms of related family support, including sexual relationship therapy, Parenting Apart groups and children's counselling. Over the past year we have provided over 62,000 hours of face to face support for Scotland's families.

Our work has a strong focus on early intervention and prevention. We work with families as early as we can, supporting them to look at the issues they are facing and helping them avoid letting things get worse. Through our highly trained counsellors, mediators and other practitioners, we provide high quality and professional support services. Our work is supported by over 900 people, including around 400 volunteers.

A report by Inspiring Scotland (*Relationships Scotland, Cost Benefit Review, 2017*) has demonstrated the impact that our work has on the lives of children and families and the savings that this work has for the public purse. When compared against the cost of delivery of such services, the average ratio of benefits to one

pound of cost for relationship counselling is £11.20, family mediation £12.68 and Child Contact Centres £14.94.

The work of the Relationships Scotland Network supports the Scottish Government's vision for children, young people and their families. We fully support the aspirations of the *National Parenting Strategy* and *The Early Years Framework*. Our work operates within the guiding principles of *Getting it Right for Every Child* (GIRFEC) and also supports the National Outcomes which underpin Single Outcome Agreements between the Scottish Government and every Local Authority in Scotland.

We are again grateful to the Scottish Government for their ongoing funding of the Relationships Scotland Network. We are also grateful to the Big Lottery in Scotland for the support of our Child Contact Centres, which enables us to offer vital services to the most vulnerable families.

We would like to express our thanks to the 21 Member Services who provide such a high level of care and support. We would also like to pay particular thanks to the staff team at the Relationships Scotland National Office for the excellent work that they do, and also to the trustees who serve on the National Board.

The Relationships Scotland Network will continue to work with many partner organisations across the country to make our vision a reality: Positive and Respectful Relationships at the Heart of Scotland.

# 2018/19 IN NUMBERS

## RELATIONSHIPS SCOTLAND NETWORK

**21**

MEMBER SERVICES

**648**

COUNSELLORS, MEDIATORS, THERAPISTS & CONTACT CENTRE WORKERS

**42**

CHILD CONTACT CENTRES

## MAKING A DIFFERENCE

99% of clients would recommend our services to others

98% of clients said their relationship or family situation had improved as a result of counselling

83% said that attending a Child Contact Centre had helped improve their family situation

84% of clients said their family situation had improved as a result of mediation

## KEEPING STANDARDS HIGH

**180**

PEOPLE ATTENDED NETWORK TRAINING EVENTS

**118**

COUNSELLORS AND MEDIATORS BENEFITTED FROM OUR PROFESSIONAL COURSES

**80**

QUALIFIED COUNSELLING & MEDIATION SUPERVISORS ARE NOW WORKING ACROSS SCOTLAND

**75,000+**

PEOPLE VISITED OUR WEBSITES FOR INFORMATION AND SUPPORT

**19,000 PEOPLE**  
received over  
**100,000 HOURS**  
of  
**FACE TO FACE SUPPORT**

including:  
relationship counselling,  
family mediation,  
Child Contact Centres,  
Parenting Apart sessions,  
sexual relationship therapy and  
children and young people's counselling and support.

**45,000+**  
**PEOPLE**  
CONTACTED US FOR  
SUPPORT THIS YEAR