



Relationships Matter:

Stronger Relationships for a Stronger Society

Relate NI's Strategic Plan 2019-2024

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1.0 Foreword

By Chairperson of Board of Trustees

I am delighted to present Relate NI's strategy for the next 5 years. It is the outcome of a yearlong discussion with our whole team about how we build on over 70 years' experience of supporting people in Northern Ireland. That conversation has been rooted in how we continue our journey of supporting healthy relationships in a constantly evolving world.

The development of Relate NI's new strategy happens at a time when there is increasing understanding of the importance of strong and healthy relationships for a wide range of outcomes relevant to public and social policy, including health and wellbeing; mental and emotional health; domestic violence and abuse; and children and young people and educational attainment. Evidence cited by Relatei from The Relationship Foundation's 'Cost of Family Failure Index' estimated the annual cost to government of family or relationship breakdown at £51 billion. This report also highlights that an evaluation of Relate's work demonstrated that every £1 invested in counselling and relationship education, the state could see £11.40 of savings elsewhere in the system.

As a society, we are increasingly aware of the impact of unhealthy relationship, and our team of highly skilled counsellors are only too aware of the challenges which people, and their relationships, are experiencing. Evidence coming through Relate NI's counselling rooms indicate the breadth of challenges people face in their relationships. As part of our strategy conversation, our counsellors have highlighted a range of issues impacting on people's couple and family relationships. These include:

- Financial hardship leading to relationship distress, including increasing numbers of couples who have made a decision to separate but continue to live together because of the cost implications of moving out.
- Domestic abuse and domestic violence
- Increasing cases where use of pornography and social media is impacting on relationships

- Mental ill health issues, including increasing recognition of maternal mental ill health and the associated impact on wider family
- Increases in instances of child on parent violence
- Inter-generational family tensions e.g. expectations on caring responsibilities
- Work issues impacting on personal relationships resulting in work-family conflict

The strategy contained in this document outlines our approach to ensuring that healthy relationships are actively promoted as the heart of a thriving society, a vision which is at the heart of all that Relate NI does.

Continuing to achieve impact in the lives of people requires the ongoing dedication and commitment of the Relate NI team. I would like to pay tribute to the trustees and staff members who have worked tirelessly to improve relationships and lives in Northern Ireland, often under difficult circumstances. The passion and commitment of this team of people continues to be an asset which drives the organisation and the outcomes we achieve for people, and we look forward to continuing this journey over the life of this strategy.

2.0 Introduction

By CEO

Relate NI is passionate about enabling good quality relationships for our diverse society in Northern Ireland. Through our 70 years' experience of working with people throughout Northern Ireland, we've come to understand that relationships not only give our lives meaning, they are of vital importance to our wellbeing. In fact, good quality relationships are one of the most important assets we have as a society. Research and evidence now demonstrates why good quality relationships matter. Evidence indicates that good quality relationships are a crucial protective factor which can shield us from the effects of long term health conditions; aid our recovery, and can even prevent illness in the first place.

Conversely, poor quality relationships are risk factors for poor health and wellbeingⁱⁱ. Not only do people in poor quality relationships have worse health than those in happier onesⁱⁱⁱ, but poor quality relationships are also worse for our health than none: unhappily married people are at greater risk of poor health than divorced people^{iv}. We see the impact of poor quality relationships in many of the issues we are currently grappling with as a society. Loneliness; Adverse Childhood Experiences (ACE's); domestic violence and abuse; mental ill health; addictive behaviours; suicide and self-harm are issues where poor quality relationships are often a stressor rather than a protective factor.

Put simply, good quality relationships:

Are a foundation to our health and wellbeing: Evidence demonstrates that people who have good quality relationships have lower blood pressure than those in poorer quality relationships^v; close couple relationships can slow the rate of decline in people with dementia^{vi} and even delay admission to hospital or care homes^{vii}; Relationship distress is linked to anxiety^{viii} and depression^{ix}

Are important for children's life chances: Evidence indicates that children growing up with parents who have low parental conflict, whether together or separated, enjoy better physical and mental health^x; better emotional wellbeing^{xi};

higher educational attainment^{xii} and a lower likelihood of engaging in risky behaviours^{xiii}

Save society money: As well as the personal effects and outcomes of poor quality relationships, there is increasing recognition of the substantial financial costs to the state. The cost of relationship breakdown has been estimated at £48 billion in 2016^{xiv}

Our strategy for the next 5 years is about ensuring that healthy relationships are actively promoted as the heart of a thriving society. We will achieve this by making expert information and support for healthy relationships available for everyone. It's a vision of societal and individual change which will result in improved outcomes for us all. We believe that this can be achieved by promoting people's relational capability; preventing in as far as possible people's relationships from falling into difficulties and protecting people at times of crisis such as relationship breakdown.

Our focus for healthy relationships is framed in our strategic goals. We will focus on ensuring that healthy relationships are a foundation to give children and young people the best start in life; that individuals and couples are supported to have relationships which are healthy and resilient; and that families have access to support which supports the development of positive, healthy and nurturing relationships.

Relate NI is in a unique position to capitalise on the thousands of conversations we have with people annually by systematically building evidence and analysis; providing interventions that work and demonstrating and communicating impact.

Achieving lasting change, societal and individual, will require us to work in partnership with a range of organisations who share our vision about the importance of healthy relationships in our society. Relate NI has worked in partnership with a diverse range of organisations for many years now, an experience which has added real value to the organisation as well as the people we work with. We look forward to continuing to work in partnership over the course of the next 5 years with those who share our vision.

3.0 Relate NI Services

Relate Northern Ireland is a company limited by guarantee, registered with the Charity Commission for Northern Ireland. The organisation was established in 1947 and in the last financial year, 2018/2019, counselling services were provided to over 2,799 people through from the organisation's centres in Belfast and Portadown and at a range of other partner venues throughout Northern Ireland.

Our core counselling services are:

- Adult Relationship Counselling for couples and individuals
- Family Counselling
- Children and Young Persons Counselling
- Schools Counselling
- Psycho-Sexual Therapy

Relate NI's services are open to anyone seeking help to deal with relationship issues:

- Married/civil partnered, co-habiting, separating and divorced couples and individuals
- Family groups
- Children and Young People
- Individuals
- Victims/perpetrators with regard to domestic abuse
- People interacting with the health and social care and criminal justice systems
- Couples preparing for a committed relationship
- Clients requiring psycho-sexual therapy

Relate NI's counselling services aim to:

- enhance the quality of couple, parental, family and peer relationships;
- help relationships withstand the pressures leading to a breakdown;
- help create a safe environment within which children and young people can grow and develop;
- help limit the damage which commonly accompanies a failing relationship;

- help increase the prospect of subsequent relationships succeeding; and
- help individuals and couples address sexual problems through the provision of psycho-sexual therapy.

Relate NI's specialism is working relationally with people. By that, we mean that we understand the connected nature of people, and the impact of the relationships we have in our lives. In our counselling work, we work in partnership with a range of organisations from both the statutory, community and voluntary sectors. Currently, we work with the health and social care organisations including Trusts and the Board; Probation Board for Northern Ireland (PBNi); Northern Ireland Prison Service (NIPS); Positive Life; Forthspring Inter Community Project; and Nexus

Relate NI works with parent(s), children, young people, extended, blended and adoptive families. Parents may have a complexity of issues, e.g. alcohol and substance misuse, mental health problems, joblessness, domestic abuse and family relationship difficulties. A key objective of Relate NI's service with parent(s) therefore is to develop trusting relationships through the counselling process to help parents reduce risk and increase the wellbeing of their children. Many of the children and young people we see are coming because of developments in their parents' relationship including dealing with step families and new siblings.

We also see children and young people who feel depressed and anxious, unable to concentrate and who may be at risk of self-harm. The most important factor in making a difference in the lives of vulnerable children and young people is their relationships and Relate NI's counselling process promotes a sense of self-worth, empowers young people to form better relationships and helps harness resilience in the young person, to recognise what has not worked for them in the past and identify what they need to do in the present so that the future is different.

In addition to our counselling services, we provide Relationships and Sexuality Education (RSE) as a member of a partnership with The Rainbow Project and Nexus. Relationships and Sexuality Education is an important programme aimed at increasing the knowledge and skills of young people in non-formal education settings.

4.0 Reflecting on our work

Relate NI, as with much of the community and voluntary sector in Northern Ireland, has experienced a challenging number of years of operation. A difficult economic and financial environment; cuts to public services coupled with increasing levels of need among the people we work with and the absence of a devolved Assembly and NI Executive have impacted our society as a whole. Relate NI has had to respond to these realities over the last 4 years.

Against that backdrop, we have continued to focus on our vision and mission, and supporting people and their relationships throughout Northern Ireland. Over the last 4 years, we have directly helped 9,566 people through our services. Directly supporting those 9,566 people has had a wider impact on the people around them, primarily their families, approximately 15,837 people. We have supported those people to improve their wellbeing through access to our services, primarily counselling. Our evaluations have demonstrated annually that over 90% of people who access our services believe that it has improved their wellbeing, a fact which our team are justifiably proud of.

Achieving such positive results in such challenging circumstances over the course of the strategic cycle has necessitated a programme of change in order to ensure that the organisation could continue to be sustainable. This programme has resulted in key successes over the last number of years. These include:

- Improved accessibility for clients through the development of a both an associate and venue partner network.
- Development of a range of partnerships and maintenance of existing ones, indicating the importance of healthy relationships to a range of issues including children's education; supporting people diagnosed with chronic conditions; addiction; and mental health to name a few.
- Building on our work with young people which we first piloted in 1993. We further developed our services to ensure the provision of high quality services for younger children.

- The continued focus on the development of best practice governance arrangements with the refresh of financial, business continuity and safeguarding policies. The development of the risk register and management information to better inform Board and SMT decisions and a review of data protection policies and procedures within the organization to ensure we are compliant with the new General Data Protection Regulation effective from May 2018.
- The implementation of a new Counselling Management System supporting the review and streamlining of systems and processes.
- The successful completion of 4 high profile projects, Together for You, a partnership of 9 key mental health organisations in Northern Ireland; Impact of Alcohol (Relationships and Families) for both Northern Health and Social Care Trust (NHSCT) and the Southern Health and Social Care Trust (SHSCT); and Intensive Family Support Service, led by Extern.
- Improved staff engagement and communication through regular staff forums and staff newsletter.
- Influencing public opinion and policy makers through policy advocacy and public education. Over the course of the last strategy, Relate NI was invited to meet with Lord Gillen and his team to advise on options to be considered in developing new thinking and practice regarding acrimonious divorces and family breakdown to achieve better outcomes for children and young people and to create a more responsive and proportionate system.

4.0 The Importance of Healthy Relationships

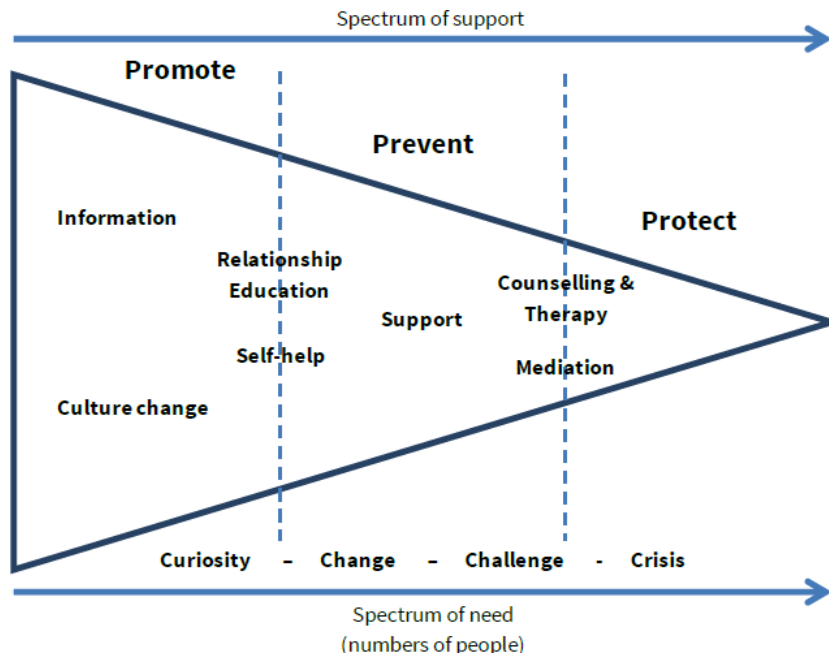
Over recent years, the evidence base on relationships has increased significantly. While historically, relationships have been seen as the thing which give our lives meaning, actually they are even more fundamental than that. Relationships are critical to our wellbeing, and the evidence has demonstrated that they impact on a whole range of outcomes relevant to public policy. Parenting; educational attainment; physical and mental health and wellbeing; domestic abuse and violence; and the prevention of offending behaviour are just some examples of issues in which relationships play a fundamental role.

Supporting the development of quality relationships requires a range of approaches, strong partnerships and a clear focus on delivering a wider spectrum of support for people who are experiencing relationship issues, whether low level and infrequent or high level and regular.

Often, relationship support is understood as referring to relationship counselling delivered by highly skilled counsellors. Relationship counselling is a critical and effective intervention, particularly where there is ongoing relationship distress for a period of time. However, effective support for good quality relationships needs to operate across a spectrum from promoting positive relationships through to preventing relationship difficulties in as much as is practicable through to protection for people at times of relationship distress.

- **Promoting** people's relational capability – their capability to form and maintain safe, stable, and nurturing relationships with friends, colleagues, at school, with family, neighbours and communities, and with partners. This is a universal-level approach.
- **Preventing** as far as possible people's relationships from falling into difficulties, particularly during times of transition.

- **Protecting** people at times of crisis such as relationship breakdown or when their relationships are under most strain in order to better support people's health and wellbeing.



Our capacity for forming and maintaining relationships, our 'relational capability' has a direct impact on important things in our lives – being healthy; being happy; being safe. It's clear – relational capability is an essential cornerstone in our personal foundations. Supporting the development of relational capability must be understood as an important feature of programmes and policies to address many of the issues highlighted in this strategy, and feature alongside the more readily understood interventions which support people and their relationships.

4.1 The Northern Ireland Context

In Northern Ireland, there are a range of issues impacting on people's lives, as well as policies, strategies and programmes, both current and in development, where the issue of healthy relationships and development of relational capability are essential elements. These provide a clear and important context for Relate NI and the implementation of this strategy. These include:

4.1.1 Draft Programme for Government:

The draft PfG has moved to an outcome focused model, and contains 12 outcomes. While the issues that Relate NI work with are relevant throughout the draft PfG, there are a number of outcomes which are more directly relevant to the work of Relate NI including

- Outcome 3 – We have a more equal society
- Outcome 4 – We enjoy long, healthy, active lives
- Outcome 7 – We have a safe community where we respect the law and each other
- Outcome 12 – We give our children and young people the best start in life

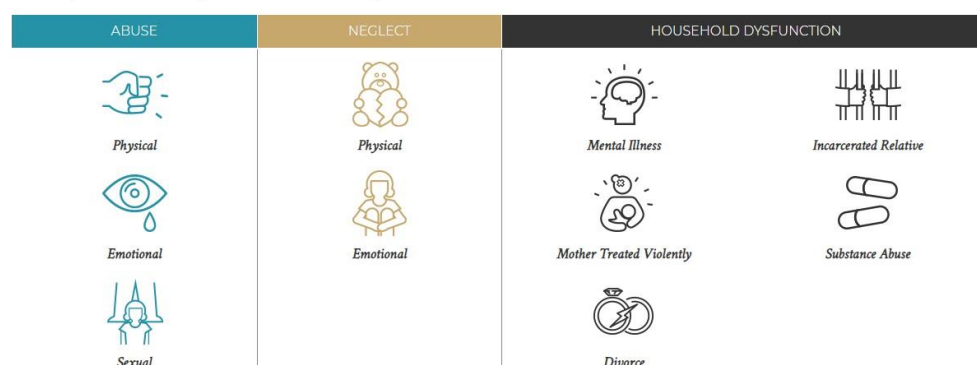
4.1.2 Children and Young People's Strategy:

This strategy, being led by the Department of Education, focuses on 8 strategic outcomes, three of which are directly relevant to this strategy. These are:

- Physical and mental health
- Learning and achievements
- Living in safety and with stability.

4.1.3 Adverse Childhood Experiences: Within the focus of the Draft PfG and the Children & Young People's Strategy, the Adverse Childhood Experience (ACE's) agenda is a specific focus. The ACE agenda is about understanding the impact of adversity experienced in early years on behaviours and experiences throughout the life course, increasing the risk of poorer physical and mental health outcomes. . The original research which began exploring this issue identified 10 ACE's

10 ACEs, as identified by the CDC-Kaiser study:



The CDC-Kaiser ACE study found that adults with an ACE score of 4 or more were at significantly greater risk for many behavioural, physical and mental health issues later in the life course.

The development and maintenance of healthy relationships are foundational elements in the drive to address the impact of ACE's and to improve approaches to prevent these from happening.

4.1.4 Inter-Parental Conflict;

Conflict between parents is a normal part of relationships and family life. Not all conflict is damaging, but the way conflict manifests – its frequency, intensity, and how it is resolved – can negatively affect children. Where conflict between parents is frequent, intense and poorly resolved, it can harm children's outcomes – regardless of whether parents are together or separated. This includes family contexts not usually regarded as 'high-risk', not just where parents have separated or divorced or where there is domestic violence. Conflict can affect children in all types of parental relationships. Evidence from Relate NI's own services indicates that inter-parental conflict is a feature of many relationships experiencing distress. In the long term, poor child outcomes are associated with: mental health difficulties, poorer academic outcomes, negative peer relationships, substance misuse, poor future relationship chances, low employability, and heightened interpersonal violence. The impact of parental conflict on children can therefore be varied and long-lasting, as well as the risk that relationship behaviours and problems are repeated.

4.1.5 Civil and Family Justice Review

In 2017, the final reports of the Civil and Family Justice Review were released. The final reports were the culmination of a 2 year review process led by Sir John Gillen and made a series of recommendations aimed at improving access to justice; achieving better outcomes for people using the court system, and particularly for children and young people; and making better use of available resources, including digital technologies.

The recommendations made by the Review have the potential to significantly shape the administration of justice through the Family Courts. Included in the

recommendations is a direction to ensure a fresh emphasis on solutions outside the court system; piloting online dispute resolution approaches; and prioritising prevention and early intervention through the court system.

4.1.6 Maternal Mental Health

The issue of maternal mental health is an issue which has increased in public attention, understanding and focus over the last number of years. The willingness of women to tell their stories has educated many people about the reality of antenatal and postnatal depression and anxiety, the direct impact on the women who experience it as well as on the wider family units. An RQIA Review of Perinatal Mental Health Services in Northern Ireland made a number of recommendations which highlighted the dearth of specialist services for women in Northern Ireland; the need for a strategic focus on data to support service development; and the need for community based services as part of a spectrum of services required.

4.1.7 Strengthening Family Relations

In 2019, the Department of Justice (DoJ) and the Northern Ireland Prison Service (NIPS) consulted on a draft strategic approach for 'Strengthening Family Relations' and improving outcomes for people in the care of NIPS and their families. The consultation document recognised the important role that family relationships can play in influencing how people cope with imprisonment, and with their reintegration and rehabilitation once they have completed their sentences.

4.1.8 Mental Health and Wellbeing

Relationships are an essential foundation to our mental health and wellbeing. Healthy relationships help us thrive, not just survive. Toxic relationships can also have a detrimental impact on our mental health, as illustrated by the wide range of evidence on domestic violence and abuse and bullying.

NI has higher levels of mental ill health than any other region in the UK - 1 in 5 adults and around 45,000 of children here have a mental health problem at any one time.^{xv} One of the key strategies in place is the Protect Life strategy. While a new strategy was consulted on in 2016, the continued absence of the NI Executive means that the strategy has not been signed off for implementation.

4.2 Conclusion

The increasing recognition of the importance of healthy relationships to a range of policy areas and outcomes is a welcome development. It is clear that there are a range of policies, strategies and programmes directly relevant to the issue of healthy relationships, and where embedding a relational approach can support improved outcomes.

Embedding a relational approach will require action across the continuum of needs from universal touch points such as GP's; Health Visitors through to targeted and effective support as well as intervention for people experiencing challenges or difficulties in their relationships. Achieving this will require a range of building blocks:

- strong and common understanding of the importance and meaning of good quality relationships;
- Evidence and understanding of the specific circumstances, assets and needs for people in Northern Ireland in order to drive innovation and development of products and services which are impactful
- training and support for key professionals to be able to identify where relationship support can be of benefit to individuals and families;
- targeted support interventions, including information, education and training a range of resources available and accessible for people;
- provision of high quality counselling and therapy including children and young people's counselling; relationship counselling; psycho sexual therapy; and family counselling for those experiencing relationship distress.

5.0 Our Strategy for the Next Five Years

The ambition of our strategy is to build on our high quality therapeutic provision and make a wider spectrum of relationship support available in Northern Ireland for children and young people; individuals and couples; and families. This intention has framed the following strategic goals.

5.1 Strategic Goal 1 – Best Start in Life

Childhood is a key point in all of our life journeys. The experiences of developing relationships during childhood can set a lifelong frame for our relational capability. At the earliest stages, those relationships are with our immediate family and the wider network of relatives. The importance of attachment through the caregiver/child relationship is central to the psychological and social development of children. Evidence indicates that this secure relationship in early childhood has been found to act as a buffer for coping with stress; resilience when adjusting to difficulties and change; and self-esteem.

Changing family structures are another key context for child and adolescent development. The fact that family structures are changing has been widely reported on, with research demonstrating that it is family harmony that is more predictive of a child's wellbeing than the family structure.

Experience of Adverse Childhood Experiences (ACE's), explored elsewhere in this document, are also effective predictors of wellbeing and behaviours throughout the life course.

As we progress through adolescence, the focus of those relationships changes to our peers and friends. It is these experiences of relationships which have been found to be effective predictors of health and wellbeing throughout the life course. This period in our lives reflects many transitions which are critical to our development. Our journey through the primary and post-primary education system and onwards to third level education or employment is laden with opportunities, challenges and risks.

Our strategic goal is that children and young people are supported to develop positive and healthy relationships.

To achieve this, we need to build on our current work with children and young people through our Relationships and Sexuality Education (RSE) programme and the breadth of counselling we provide in schools and through our ongoing work.

We will ensure that the experiences that children and young people tell us about when they meet our team are systematically used to build a better understanding of not only their needs, but their strengths. We will ensure that this information drives innovation of new approaches to building the relational capability of a wider cohort of children and young people.

We will also use this information to advocate on the importance of healthy relationships for children and young people's development.

We will develop a wider spectrum of support for children and young people, ensuring that they have access to high quality information to develop healthy relationships as well as high quality support when relationships are experiencing change. This means focusing on prevention and early intervention, as well as on sustaining our current range of provision.

In order to increase access to quality information and support for healthy relationships, we will maximise the opportunity of digital services.

We will work in partnership with a wider range of professionals who work with children and young people to achieve this goal

5.2 Strategic Goal 2 – Strong and Resilient Individuals & Couples

While our early experiences of relationships in childhood set an important frame, the relationships we form in adulthood are equally important. Much like childhood, adulthood is comprised of many transitions which require the development of new

relationships as well as the maintenance of existing ones. Couple relationships, workplace relationships, friendship relationships all face transition points as we travel through adulthood into later life.

Our strategic goal is that individuals and couples are equipped with the knowledge and skills to develop strong relationships and have access to services to help when relationships are distressed.

To achieve this, we will build on our current services including Adult Relationship Counselling and Psycho-Sexual Therapy that we provide across Northern Ireland.

We will introduce a suite of valid and reliable clinical outcome tools to help us understand the outcome and impact of accessing services with Relate NI. That will provide important intelligence to help us build a Northern Ireland evidence base about the factors impacting on people and their relationships, and to better understand what works for people.

We will ensure that this intelligence is also used to advocate on adult relationships in Northern Ireland, and how a relational lens for policy development can improve outcomes for people.

In order to increase access to our services, we will build our digital capabilities and offering. We will start that this year by piloting a Webcam Adult Relationship Counselling Service. We also want to provide improved information and support for separating and/or divorcing couples and ensure that people can access the right support at the right time.

We will also develop support for people which is aimed at preventing, as far as possible, people's relationships from falling into difficulties.

We will also work in partnership with a wider range of professionals to increase understanding of the importance of relationships. This will include work with those providing universal services in order to provide a more seamless route into relationship support for those who need it.

5.3 Strategic Goal 3 – Nurturing Families

Family units are one of the most basic building blocks of our communities and our society here in Northern Ireland. We know that the composition of family units is changing, but the unit itself continues to be of real importance to the fabric of our society.

Evidence coming through our services has indicated the range of challenges being experienced by families in Northern Ireland. These include the impact of disadvantage and inequality; increasing instances of child on parent violence; impact of intense and poorly resolved inter-parental conflict and the associated impact on children living in those environments; changing family circumstances as couples separate and/or divorce, and co-parenting arrangements are required.

Our strategic goal is that families have access to support which enables the development of positive, healthy and nurturing relationships.

To achieve this, we will build on our current offering of family counselling, provided throughout Northern Ireland. Working in partnership with families, we will build services which are aimed at early intervention to support healthy family relationships.

We will introduce tools which will allow us to identify the impact and outcome of our current support of families. These tools will also allow us to identify trends and themes which are impacting on family relationships. We will use this information to inform the development of a wider spectrum of support for developing nurturing family relationships.

We will advocate on the challenges facing family relationships in order to inform improved policies and services. In the first instance, we will highlight the issue of Inter-Parental conflict and its impact on children and young people.

We will work in partnership with a range of professionals who can support us to achieve this strategic goal.

5.4 Strategic Goal 4 – Progressive Organisation

Relate NI has continued to provide high quality services in Northern Ireland for over 70 years. The continual development of the organisation has been, and will continue to be critical to its success and to achieving the strategic goals.

As with much of the community and voluntary sector (CVS) in Northern Ireland, we have experienced a difficult and challenging number of years of operation. Against that backdrop, and based on the commitment of staff and trustees, we have continued to provide a host of services which have improved the lives of children, young people, individuals, couples and families across Northern Ireland.

Our strategic goal is that Relate NI is a professional and sustainable organisation that delivers impact.

In order to achieve this, we will build on the positive developments which have been delivered over the last number of years.

The Relate NI team are one of the most important assets we have to impact on people's lives. We want to continually support and develop our team so that they are equipped with up to date knowledge and infrastructure to be able to deliver their work. Specially, we will build on the investment in ICT over the last number of years and develop an organisational intranet.

We will update our clinical framework and ensure that our counsellors are supported with the most up to date policies and evidence based practice to support their clinical work with people.

We will continue to build our investment in important areas like impact practice and research so that we can better articulate the difference that is made in people's lives, and why that is important.

5.5 Our Values

<u>Values Statement</u>	<u>What it means in practice</u>
We work together as one team, believing in the potential of people	<ul style="list-style-type: none">• We are there for each other• We involve, support and participate with enthusiasm• We assume the best of each other
We are passionate and determined about supporting people to develop healthy relationships	<ul style="list-style-type: none">• We listen and support people to make positive changes in their lives• We put people and their relationships at the heart of all that we do• We are tenacious and determined in our support of people and pursuit of our vision
We Set the Standard of success for ourselves and others to follow	<ul style="list-style-type: none">• We are innovative in our ideas and solutions• We recognise the importance of evidence to support our work with people• We focus on making a difference
We act with integrity and show pride in everything we do	<ul style="list-style-type: none">• We are honest, open and respectful in our work with people• We commit ourselves to continuous learning• We respect everyone and value all relationships

<u>We work together as one team, believing in the potential of people</u>					
<u>We Set the Standard of success for ourselves and others to follow</u>	Vision	A future where healthy relationships are actively promoted as the heart of a thriving society			
	Mission	To make expert information and support for healthy relationships available for everyone			
		<u>BEST START IN LIFE</u>	<u>STRONG & RESILIENT INDIVIDUALS AND COUPLES</u>	<u>NURTURING FAMILIES</u>	<u>PROGRESSIVE ORGANISATION</u>
	Strategic Goal	Children and young people are supported to develop positive and healthy relationships	Individuals and couples are equipped with knowledge, skills and support to develop strong relationships and have access to services to help when relationships are distressed	Families have access to support which enables the development of positive, healthy and nurturing relationships	Relate NI is a professional, sustainable organisation that delivers impact
	Outcome 1	More Children and Young People access our services	More individuals and couples access our services	More families access our services	Relate NI is financially sustainable
	Outcome 2	Children and Young People believe that their needs have been met	Individuals and couples believe that their needs have been met	Families believe that their needs have been met	Relate NI is an employer of choice
	Outcome 3	Children and young people have improved knowledge and/or skills to develop good quality relationships	Individuals and Couples have improved knowledge and skills to develop good quality relationships	Families have improved knowledge and skills to develop good quality relationships	Relate NI demonstrates the impact of our work
<u>We are passionate and determined about supporting people to develop healthy relationships</u>					
<u>We act with integrity and show pride in everything we do</u>					

Strategic Priorities

- Increase access to high quality relationship support by developing and delivering a wider spectrum of information and interventions, including through partnership approaches
- Maximise the opportunity of digital services to meet people's needs
- Build and promote evidence of what support people need and what works in relationship support
- Develop and grow our workforce
- Increase the skills of a range of professionals to identify where relationship support can improve outcomes for people

ⁱ https://www.relate.org.uk/sites/default/files/bcc232_invest_in_relationships_report_aw_web_sp.pdf

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