



TAVISTOCK
RELATIONSHIPS

Improving Lives for Generations



Annual Review 2022

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Introduction

This report details the work of Tavistock Relationships during the financial year 2021-2022.

Our priorities this year were to:

1. Increase our profile with more diverse national and international audiences
2. Increase access to a wider range of relationship support therapies designed for a diverse community
3. Expand our training services for wider global reach, increasing our capacity in a range of modalities
4. Develop a Digital Transformation Strategy for the organisation, and gather and use data effectively
5. Create a financially sustainable model for our core clinical and training services.



Andrew Balfour, Chief Executive



Nick Pearce, Chair of Trustees

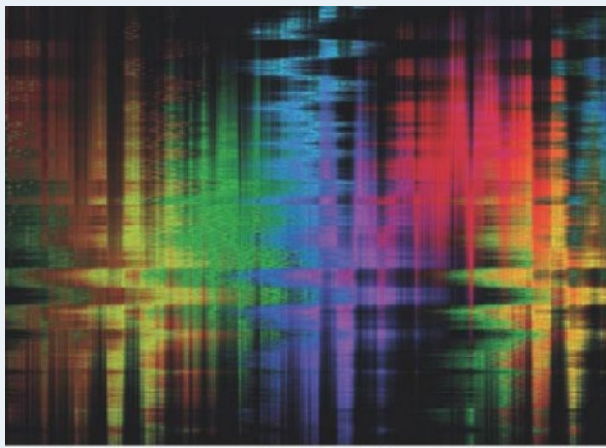
Executive summary

Our strategic plan this year was to build on the opportunities afforded by the new online operating environment, to broaden our reach and increase access to our services, enhancing our relevance to diverse communities.

As part of this, we sought to build our capacity to function in the digital space, investing in our website and in other digital developments – from our ‘relationships app’ to training and clinical delivery, as well as establishing new digital solutions to our organisational processes and functions. We have needed to adapt swiftly to a rapidly changing world, embracing digital tools and online working, alongside holding onto the essential core of what we do – our psychoanalytic training and clinical thinking, which remains at the heart of Tavistock Relationships’ work. As an organisation, we have worked hard to look at ourselves and how we work, in an ongoing process of development towards becoming a truly diverse and anti-racist community of staff and trainees.



This report details how successfully we have worked to deliver our charitable mission. We have worked to reduce inter-parental conflict, improving parents’ mental health as well as their children’s wellbeing in London, the Home Counties and in the Northeast of England, as part of the DWP’s Reducing Parental Conflict Programme. We have trained the wider workforce of frontline staff in Local Authorities and NHS staff in IAPT services, as well as running a range of professional trainings developing the next generation of couple psychotherapists. Our wide programme of events has drawn audiences from around the world. We have developed our Between Us app for relationship support to the point that it has been used successfully by local authorities and others. Influencing policy has been integral to our work, and we have run a number of successful policy events. We have continued to perform research in order to build an evidence base and, this year, have demonstrated the cost-effectiveness and wellbeing benefits of our mentalization-based programme to reduce parental conflict. And of course, improving mental health and relationship quality is at the centre of all of our work – and, to this end, we have significantly increased our work delivered to residents and workers in the City and surrounding boroughs, offering low-cost psychotherapy to local communities from our City Wellbeing Centre. In addition, our in-house psychotherapy and counselling services have worked with more than 2,700 clients this year, delivering nearly 20,000 clinical sessions and showing their effectiveness in improving mental health and relationship quality, evidencing impressively high recovery rates.



THE LIBRARY OF COUPLE AND FAMILY PSYCHOANALYSIS

SAME-SEX COUPLES AND OTHER IDENTITIES PSYCHOANALYTIC PERSPECTIVES

Edited by DAMIAN McCANN



Tavistock Relationships is a learning community with a wide network of staff, visiting clinicians, graduates and other alumni – all of whom play a part in enabling the success of our programmes. The contribution of this group of staff to the knowledge-base of our field is shown in our publications – with over 25 this year, including an edited book: *Same-Sex Couples and Other Identities: Psychoanalytic Perspectives* (Damian McCann, ed.). While our financial results show that we have achieved the highest income in Tavistock Relationships' history to date, we have invested significant resource

in strengthening our organisational infrastructure – in particular, our digital capacity. We have worked hard to deliver large government contracts with great success this year – but working to achieve sustainability in our core services, to reduce our vulnerability to the vicissitudes of central government funding, is something that we have tried to move towards but not yet successfully secured – and this will remain an organisational priority for the future.

As a nation, our relationships have been challenged by the pandemic – which for many has amplified longstanding problems, and, for others, brought new difficulties. The impact on parents, children and families has been profound, as the disturbing rise in relationship conflict, breakdown, domestic abuse and child abuse attests. We are seeing the consequences of this in our daily work – where the mental health impacts of the pandemic and its legacy are clearly in view. Never before has the close linkage between relationship difficulties and mental health been so evident to us all – and the need for organisations like Tavistock Relationships is as clear now as when it was founded in 1948, when the country was recovering from the devastating impacts of war. Then, as now, our relationships are crucial for our social recovery – and Tavistock Relationships will continue to be in the vanguard of this, working to ensure that every couple in the UK can access high quality help and delivering training, innovation and research. As you read on, you will see how effectively we have worked this year to move us closer towards realising this vision for the future of relationships in our society.

For the 2023 financial year, Tavistock Relationships has set the following strategic priorities, representing a progression of the priorities set for the preceding financial year.

1. Engage with our stakeholders and wider communities to enhance understanding of the importance of relationship support across a range of public health priorities.
2. Increase our influence and engagement through establishing a 'knowledge network' (a membership group of people who have had contact with Tavistock Relationships and are interested in our work).
3. Increase racial diversity in our senior workforce and participation in our services and trainings.
4. Increase our business development capacity and improve our success rate in sourcing revenue from external funders.
5. Review processes and implement technology to deliver scalable solutions.

We have set our short-term strategic priorities within the context of the longer-term strategic priorities (five-year horizon), identified below.

1. We will have a stable and sustainable revenue and cost base that does not rely on government funding but is able to effectively access it when appropriate and aligned to our activity. Our revenue earning activity will support our ability to undertake research, develop new methods and influence government policy.
2. We will have a knowledge and practice network of 5,000 counselling professionals and front-line staff who are supported to work with couples.
3. We will have a relationship network of at least 20,000 individuals who care about couple relationships and the work that we do, who will advocate for activity and refer clients. This network may have experienced our service or attended one of our events, read our literature, listened to a podcast, attended a webinar or studied our work through other institutions.
4. We will have a range of digital solutions in place that support us to deliver services and trainings in a cost effective and accessible way to a wide range of people.
5. We will maintain our reputation as the leading global training provider for psychoanalytic and psychodynamic couple therapy, offering trainings in a range of modalities to national and global trainees.
6. Our senior workforce, training staff and client base will reflect the diversity of the communities within which we operate.
7. We will remain a trusted delivery partner for government organisations, able to influence policy to ensure couple relationship support is widely accessible. We will still have the City Wellbeing Centre, enabling us to provide lower cost services to workers and residents of the City and neighbouring boroughs, and supporting research and development of new approaches and interventions.

Who did we help this year and how did we do it?

Children affected by parental conflict

Reducing the impact of parental conflict on children continued to be a major focus of our activity this year, both through service delivery and training.

Reducing Parental Conflict programme

This year was the final year of the DWP-funded Reducing Parental Conflict programme. This work is described in more detail below but the evaluation of the services we have provided through this programme indicate that parents report an improvement in their children's wellbeing – as a result of the therapy they have received – in more than half of cases.

Children in Need project

In other work, our Children in Need-funded project was extended for a further 12 months. This project sees Tavistock Relationships deliver couple therapy to parents locked in entrenched conflict, while their children receive peer mentoring from the youth charity Fitzrovia Youth in Action. Some of the young people involved in the project created a short video about their experiences, which can be viewed here: https://www.youtube.com/watch?v=Z0_AtFFoxZc

Workforce training

Ensuring that there is a sufficiently skilled workforce to deliver interventions aimed at reducing parental conflict is a key objective for Tavistock Relationships. This year we have worked with over 40 local authorities, from Devon to South Tyneside delivering training both online and in person. We have also delivered a new Foundation Course for Frontline Practitioners, trained 80 practitioners in how to use our Between Us app with parents, and delivered 40 half-day trainings on parental conflict and its impact on children.

In addition, we have worked in partnership to create evaluation tools for local authorities, delivered clinical supervision to practitioners in two London boroughs and established excellent working relationships with a number of LAs to deliver work in the coming year and beyond.

As a charity, we are committed to reducing parental conflict, and we are pleased to have been able to reach so many parents – and, as a result, so many children – over this year. We have helped train a significant number of practitioners who will now be able to employ their skills and ensure that reducing parental conflict forms a central part of their work in the future.

Policy and influencing

This year a focus for our policy work was how best to influence the scope and ambitions for family hubs, in order to ensure that relationship support is seen as a core feature of provision. We were therefore delighted to see 'relationships' feature as one of the three delivery areas in the national framework for family hubs.

In other work, in response to the introduction of 'no fault' divorce (April 2022), Tavistock Relationships created the Working Together Divorce and Separation Directory, an online listing of organisations providing relationship support, legal advice, divorce coaching and financial advice to separating parents. The aim is to provide judges with a wide range of options that they can signpost parents to, in order that they can access the right help at the right time for their particular needs, thereby reducing demands on the family courts (where there are no safeguarding concerns), ultimately, reducing the amount of conflict which the children of separated parents are exposed to.

Parents experiencing high levels of parental conflict

Reducing Parental Conflict programme

The contracts we were awarded by the DWP for its Reducing Parental Conflict programme have enabled us to support over 2,100 parents across seven London boroughs and counties beyond London, including Hertfordshire, Cambridgeshire, Essex, and Buckinghamshire. We have delivered our own mentalization-based intervention, Parenting under Pressure, to more than 1,000 parents, as well as training and supervising practitioners in the North-East, where they are also delivering this intervention. We have found highly significant improvements in all the areas that the Reducing Parental Conflict programme seeks to address, with highly significant reduction in:

- a. conflict between parents in intact and separated relationships
- b. violent problem solving for all parents, for parents in intact relationships, and for parents in separated relationships
- c. conflict about the children for all parents.

Digital support for parents

Between Us – an app for relationship support

As well as providing access to Between Us to NHS and care home staff in London as part of our relationship support contract, during the year we trained 90 practitioners on supporting their clients to use Between Us, and we developed content specifically for use by separated parents. Interest in the app by local authorities seeking support for parents in conflict has been strong and we expect to work with five local authorities on this in the coming year.

Parents as Partners groupwork programme

We have worked to support three local authorities in the delivery of this intervention, providing supervision to their staff, and continued to support the delivery of Parents as Partners internationally in Malta and Israel. During this year, six colleagues gained their accreditation as Parents as Partners Group Leaders after completing their first group. We also supported our colleagues' work towards their accreditation as Parents as Partners Supervisors via joint supervision. In addition, three local authorities have commissioned training in this model, with two trainings delivered online and one training face-to-face. During this year, we continued to assess the effectiveness of the programme's online model and adapted it further in consultation with the four original programme developers, Professors Phil and Carolyn Cowan and Professors Marsha and Kyle Pruett.

Policy and influencing

We worked hard this year to ensure that policymakers and commissioners heard about the effectiveness of the Reducing Parental Conflict programme. To this end, and to highlight in particular the effectiveness of the mentalization-based therapy we provided through the Government's programme, we worked with Department for Education economist Dr Allan Little (employed by Tavistock Relationships in a personal capacity) to analyse the wellbeing benefits of this intervention. We hosted an online webinar/discussion to launch Dr Little's report, which found that every pound invested in MBT could generate a return of between £4 and £17.

Couples and individuals seeking psychological therapy for mental health and/or relationship difficulties

City Wellbeing Centre

Over the past year, we continued to deliver psychological therapies and relationship support through the City Wellbeing Centre, funded by the Corporation of London.

The aim of this centre is to provide an increased breadth of choice of mental health therapies, increased accessibility to mental health treatments to all groups of the City of London resident and worker population, a sliding-scale fee structure to ensure that the provision of services is available irrespective of income, and to provide longer-term therapies not widely available through the NHS.

We provided 900 sessions this year, up from 200 sessions the previous year (a particularly challenging one, in terms of delivery, due to the pandemic). The vast majority of clients seeking help from the centre fall within the low-fee option. We are also working hard to expand the work of the centre through partnerships and additional funding to help expand our treatment modalities, e.g. family therapy to disadvantaged families and particularly those from BAME communities.

Tavistock Relationships' Psychotherapy and Counselling Services

Demand for our clinical services continued to be high last year with over 2,700 clients accessing therapeutic help. Overall, 19,333 clinical sessions were delivered including 774 initial consultation appointments for new clients (FY2021: 20630).

While the majority of sessions are delivered as part of our psychodynamic and psychoanalytic services, we continued to offer a wide range of specialised services aimed at supporting couples through particular challenges including the Parenting and Parenting Together services, Psychosexual Therapy, Mentalization-Based Therapy for Couples, our Divorce and Separation Consultation Service and Relationship Focussed Group Therapy for Individuals.

Analysis of psychological wellbeing, relationship satisfaction and child wellbeing shows improvements as a result of receiving our services. See Annexe 1 for more details.

Feedback from clients about our service (collected at week 6 and at the end of therapy) indicates that the majority of clients were highly satisfied with our service.

“The therapist listens to us attentively without taking sides, and has questions and insights we as a couple have not thought of before. This is very helpful and has given us food for thought between sessions.”

“I was taken seriously. I was challenged on my assumptions and made to think about how my past impacts my relationship today in ways that I wasn't able to see before.”

“It has revolutionised our relationship. We were in a good place beforehand, with issues to work on. I feel very strongly that we're far, far better off for having done this work.”



This year the clinical management team identified three key areas of focus aimed at developing a sustainable clinical service which supports the training of our students and increases capacity in our clinical service through improved therapist retention.

a. Developing a financially sustainable clinical model

Whilst we remain committed to our charitable aim of making psychotherapy accessible to all, it is important to ensure clinical services are financially sustainable without reliance of external subsidy.

To help us achieve this, we introduced a new model last year which separates commercially priced services from low-fee/no-fee services. The separation of the services will allow us to operate distinct, but linked, development plans for each and to seek more external subsidy for our low-fee work.

We also introduced a new structure for clients, aimed at providing a more transparent payment system through a range of fixed-price session fees. This is particularly helpful for clients booking consultation appointments online, as it provides clarity as to the assessment fee.

b. Low-fee service and City Wellbeing Centre

Tavistock Relationships remains committed to offering low-fee work as part of its charitable mission to make therapy accessible to everyone. Over the course of last year, our general service was able to provide over 4,700 low fee sessions to 638 people including 160 individuals and 239 couples. This represents 24% of our general service clinical work.

c. In-person working

In September 2021, we recommenced the delivery of in-person work for the first time since March 2020. The rationale for resuming an in-person clinic, was to support and develop trainees to work therapeutically both face-to-face and online with clients.

Course	2021 student numbers*	2022 student numbers*	↑ / ↓
Psychodynamic programme	13	21	↑
Psychoanalytic programme	1	3	↑
Foundation course (Jan)	20	20	=
Foundation course (Apr)	17	11	↓
Pre-clinical course	10	0	↓
Psychosexual training	31	35	↑
Certificate in the Study of the Couple Relationship	17	20	↑
Individual training in Psychodynamic Psychotherapy	n/a	6	n/a
Pre-clinical course	n/a	6	n/a

* Financial year, ending April in stated year.

Couple therapy workforce training

We continue to run a wealth of trainings for practitioners seeking to develop their knowledge and skills in relation to helping couples. It is a difficult market currently in which to recruit trainees, and some courses have fared better than others, as shown in the table above.

In addition to our core trainings, we run a series of lectures and events to support the practitioners who train with us.

This year we launched a series of free online lectures and interviews featuring the psychoanalyst Narendra Keval, the psychotherapist Julia Samuel and the novelist Deborah Moggach. These lectures attracted audiences of between 200 and 450 people per event and introduced the work of Tavistock Relationships to many who were new to our events.

We also continued our programme of revenue-generating workshops for qualified therapists and counsellors, which were for the most part delivered on Zoom.

More than 1,400 people attended our short courses in 2021-2022, in part as a result of our free lecture programme. This figure is double what we achieved in the previous financial year.

In other events, Dr Reenee Singh presented her thinking on clinical work with intercultural couples, while Philip Stokoe ran a workshop on the role of curiosity in human development. Our spring conference, Bion, Containment and Relationships, which had been postponed from the start of the pandemic, took place online in May, with evocative papers from Nicola Abel-Hirsch, Francis Grier, Dr David Hewison and Dr Judith Pickering. Our annual Enid Balint lecture, the 27th of its kind, was delivered by Philip Stokoe on the subject of 'Curiosity Versus Beliefs: the Battle for Reality and What This Means for Relationships and Development'. The respondent was Stanley Ruzczynski. We held the lecture in person in our Hallam House building, and it was also live streamed.



Later in the year, Dr Judith Pickering presented in more detail her thinking on Bion and couple psychotherapy, Dr Tamara Feldman gave a lecture on questions of morality in the field of couple psychotherapy and Susanna Abse ran a day in our Hallam House building considering the differences between therapeutic work with couples and individuals. Our autumn conference, Divorce and Separation: Clinical Perspectives, held online, brought the work of the Divorce and Separation Service at Tavistock Relationships to a wider audience, with papers from Dr Avi Shmueli and Professor Brett Kahr, and clinical presentations from Katherine Astill and Dr Damian McCann.

In addition, our annual Developing Skills in Couple Work Summer School (online), ran at capacity, as did our Advanced Couple Therapy Summer School on the subject of 'Living with Catastrophe: Recovery and its Limits'. Both programmes attracted students from around the world.

Couple Therapy for Depression Training for Delivery within the NHS

Tavistock Relationships also trains NHS therapists. 2020/21 saw Tavistock Relationships training 100 new practitioners across the country and five supervisors in Couple Therapy for Depression for delivery within the Government's Improving Access to Psychological Therapy services. Couple Therapy for Depression is the only mainstream couple-focussed psychological therapy delivered in the NHS.

We were also successful in our bid to deliver a pilot training programme in counselling and Couple Therapy for Depression to 15 NHS workers, funded by Health Education England.

Tavistock Relationships' research department has analysed data from training cases across five years of training in CTfD within the NHS, and the evidence and efficacy of working with the couple relationship to help recovery from depression is outstanding.

We have focused our data analyses this year on the experiences of Black and minority ethnic clients in these services, as part of the charity's strategic plan. We have taken on two new interns to develop our understanding of this area of organisational activity and have begun work to understand potential blocks to access for our different client populations. We will be reporting more fully on this in the 2022-2023 Annual Review.

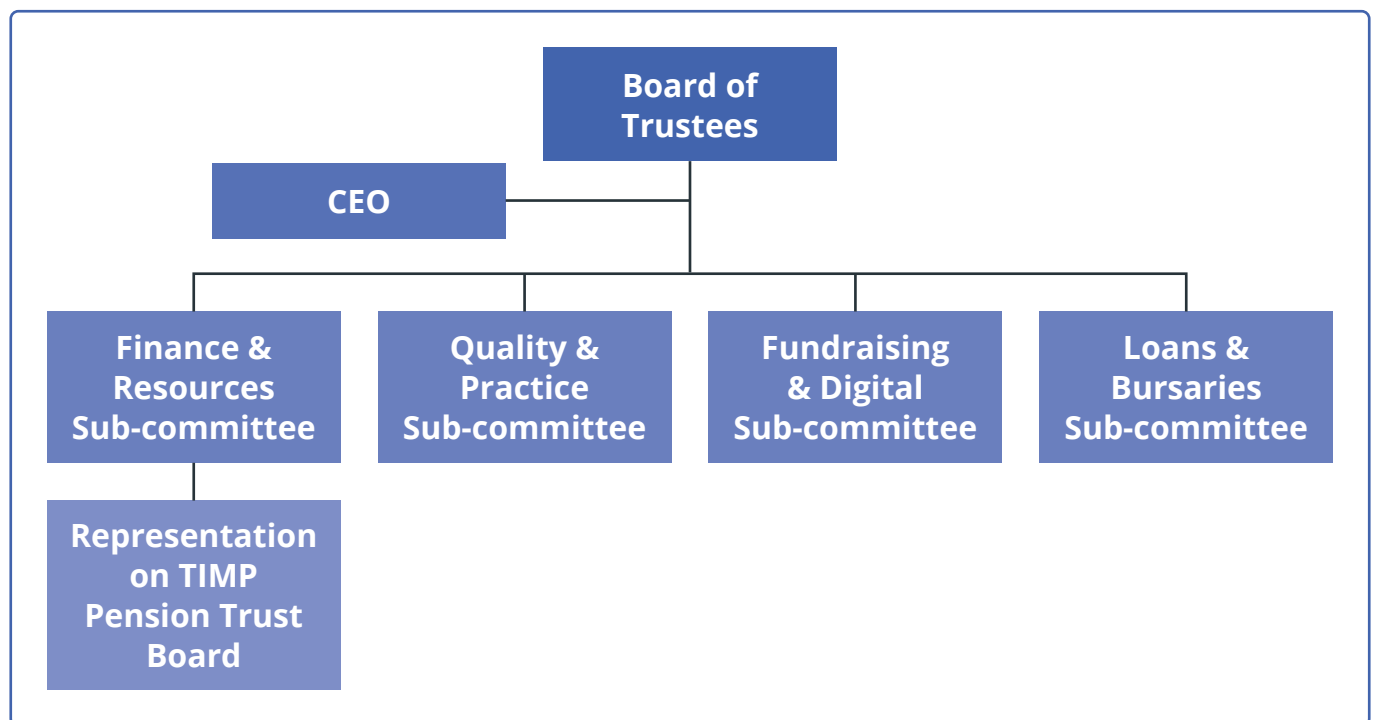
For a list of Tavistock Relationships publications this year, see [Annexe 2](#).

TIMP Board: our governance

At the end of the financial year 2022, we welcomed two new trustees to the board, Anne-Sophie Legrain and Jacob Colton. Both Anne-Sophie and Jacob bring significant experience and expertise in digital technology and transformation, representing the strategic direction the board is taking in response to the changes in our operating environment.

The full board met four times during the year to consider organisational strategy, evaluate risk and to monitor the organisation's financial and operational performance, as well as the work of its sub-committees. The Finance Sub-Committee was chaired by Jane Smith, Lucy Marks MBE chaired the Quality and Practice Sub-Committee, Kathy Pinney chaired the Fundraising Committee and Dr Ros Bryar chaired the Loans and Bursaries Committee.

During the year, Gordon Lane was appointed as Chair of the TIMP Pension Trust Board, acting in a professional capacity.



Our organisational structure

Andrew Balfour is supported as CEO by a team of directors and senior management staff. During the year, we appointed Liz Hamlin and Judith Jameson as Associate Directors of Clinical Services and Sarah Ingram as Associate Director of Strategic Development.

Service delivery includes training, clinical services and consultancy activity. We also act as a knowledge centre of excellence for couple relationships, undertaking research, and working to influence policy in the sector to ensure that access to quality relationship support exists for all.

Financial overview

Tavistock Relationships was holding £1.3m of net assets at balance date, represented by £755k of fixed assets, including £264k of intangible (software) assets and £545k of working capital. Surplus working capital is held in balanced investment funds under management.

Reserve policy

Trustees consider it prudent to retain a minimum level of reserves equivalent to one quarter of operating revenues (£1.3m). This is the minimum expected level of reserves that the trustees expect to be required to successfully tender for significant government service contracts, aligned to our charitable purpose.

A prudent approach to reserve levels is considered necessary due to uncertainty in the funding environment and the long-term nature of the organisation's delivery commitments.

Reserves are allocated as:

Fixed asset reserve

£755k

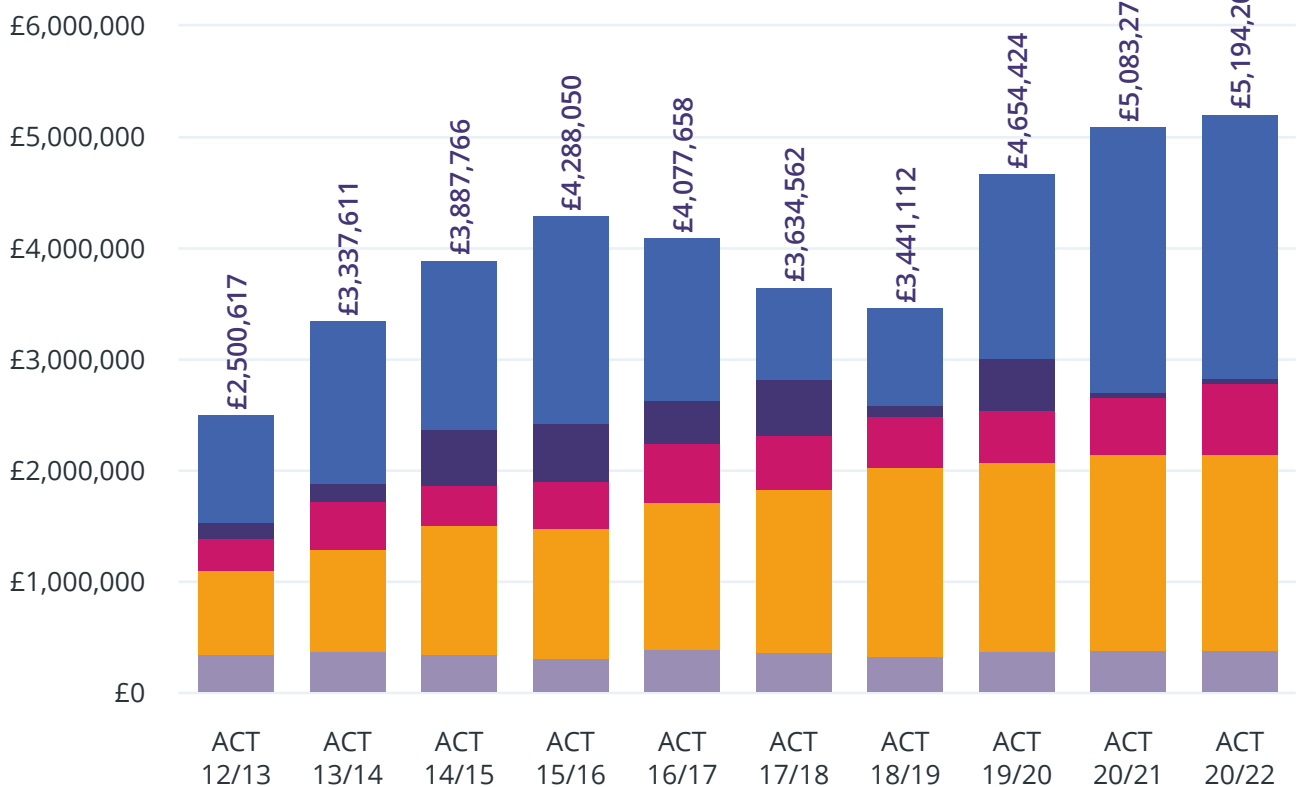
Restricted funds

£50k

Free reserves

£495k

Operating income by source, year on year



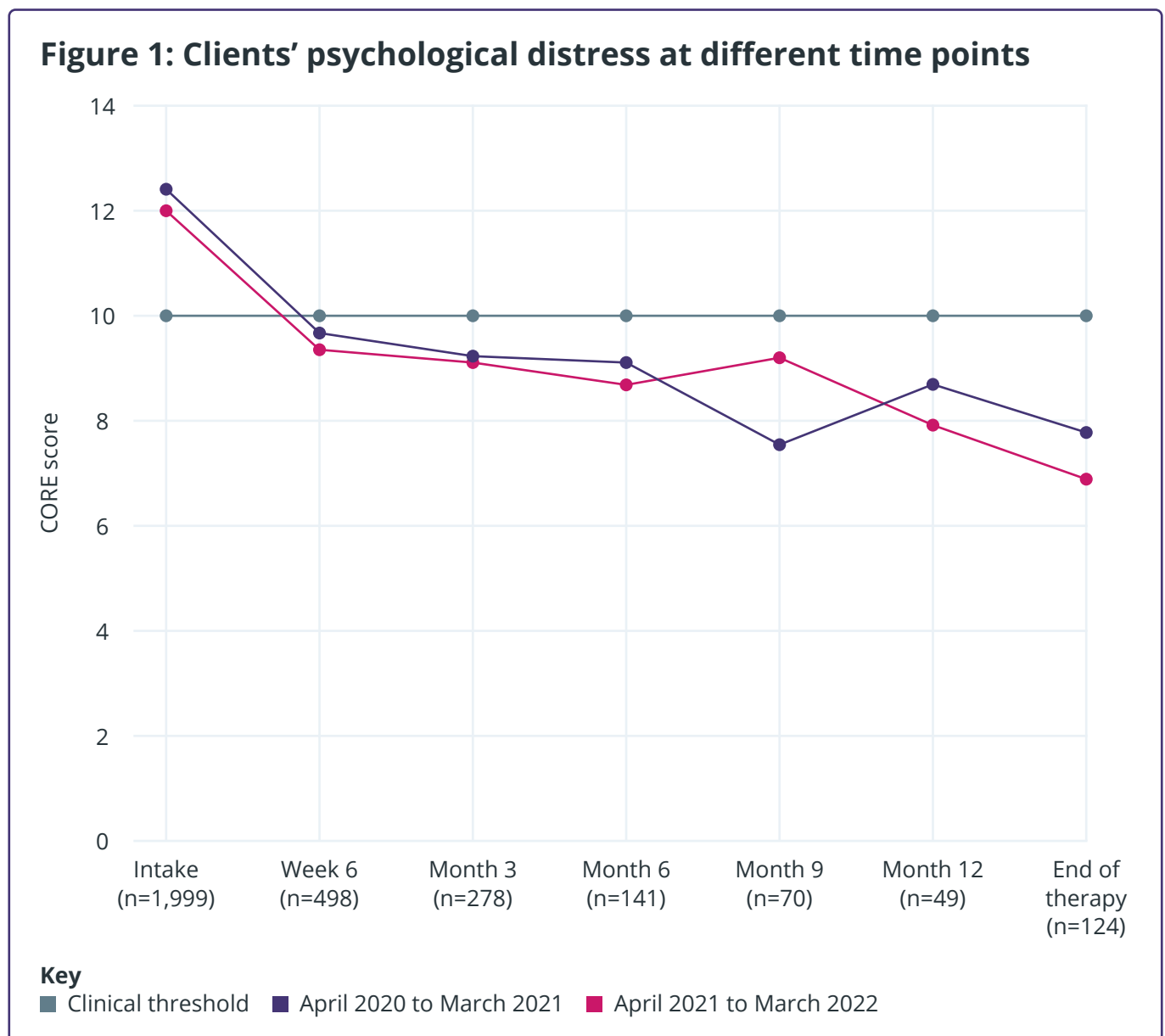
Key

- Practitioner training
- Clinical services
- Other training programmes
- Projects/grants
- Government service contracts

Clinical therapy outcomes – general service

Outcome data indicates that client satisfaction rates with the service continued to be high this year, as did clients' significant improvement.

For example, psychological distress, as measured by the Clinical Outcomes in Routine Evaluation Outcome Measure (CORE-OM)¹ reduced as a result of receiving our services, with 63% of clients who were within the clinical range at intake moving to the non-clinical range at the end of therapy. This compares favourably with the NHS psychological therapy services 2018-2019, which was 52.1% nationally².



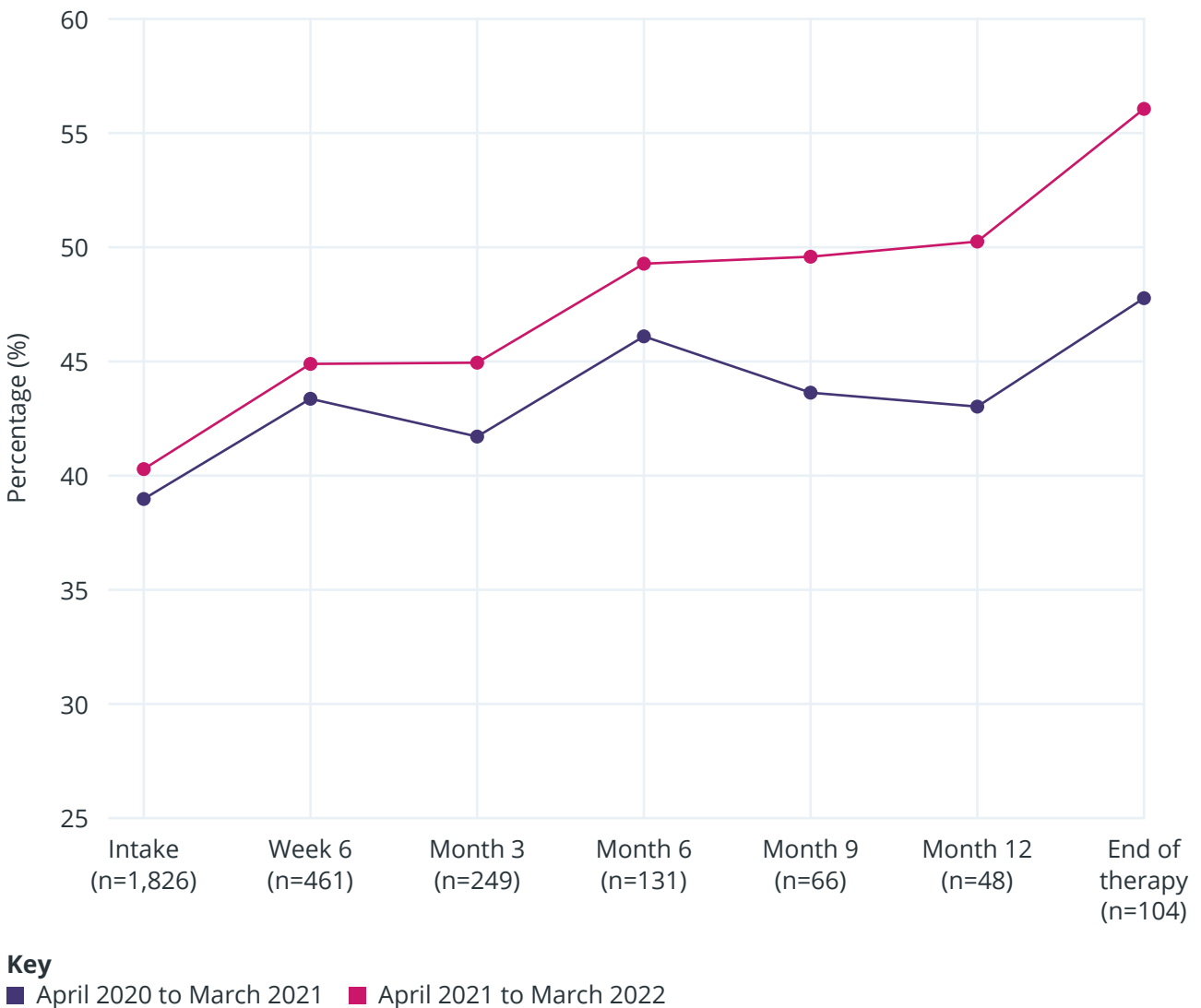
¹ Barkham, M., Mellor-Clark, J., Connell, J., & Cahill, J. (2006). A core approach to practice-based evidence: A brief history of the origins and applications of the CORE-OM and CORE System. *Counselling and Psychotherapy Research*, 6(1), 3-15.

² *Psychological Therapies: Annual Report on the use of IAPT services*, England, 2018/19. <https://files.digital.nhs.uk/1C/538E29/psych-ther-2018-19-ann-rep.pdf>

While relationship satisfaction, as measured by the Couple Satisfaction Index (CSI)³ (Figure 2) also improved across all time points when data was captured.

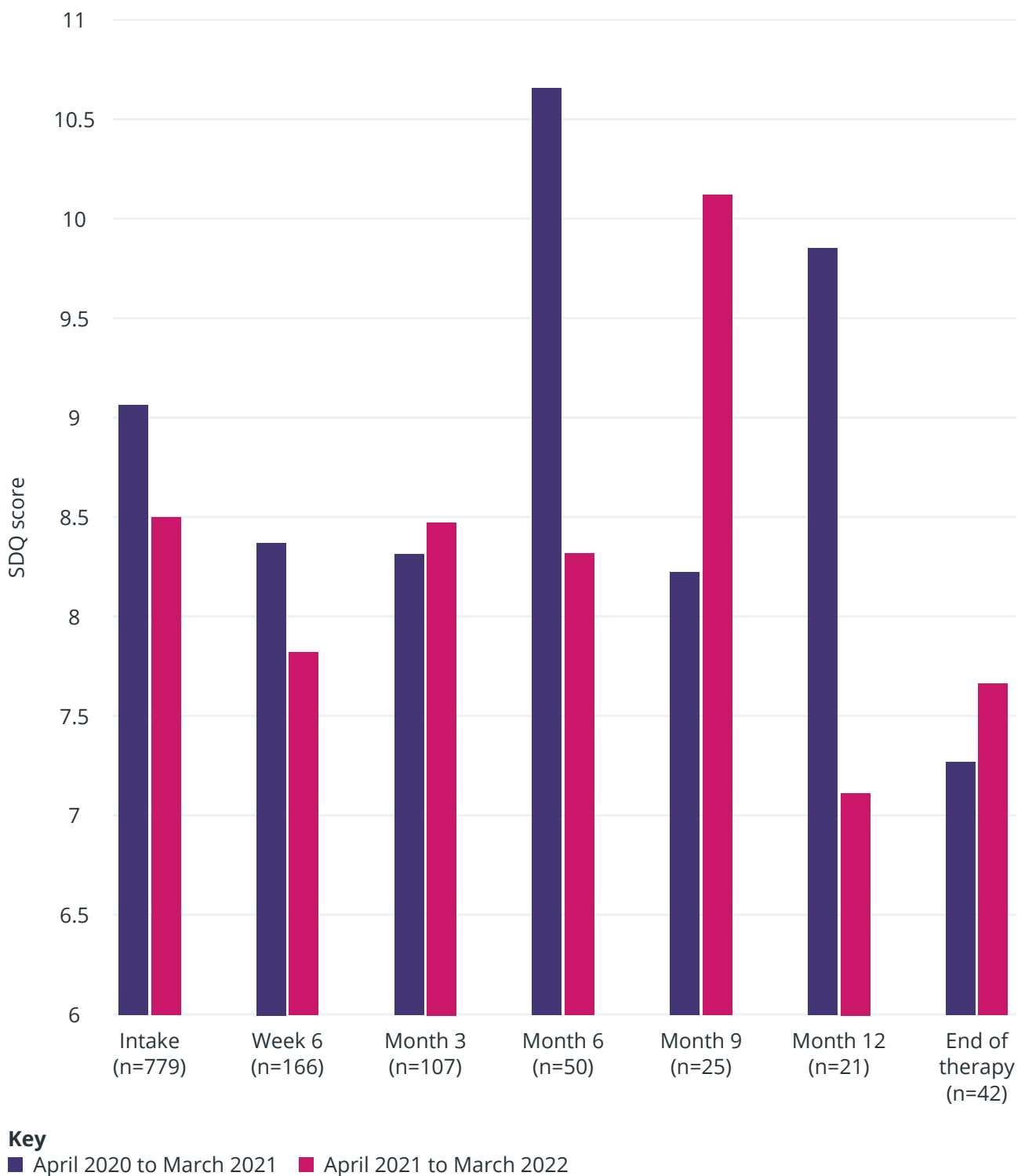


Figure 2: Clients' relationship satisfaction at different time points



³ Funk, J. & Rogge, R. (2007). Testing the ruler with item response theory: Increasing precision of measurement for relationship satisfaction with the Couples Satisfaction Index. *Journal of Family Psychology*, 21, 572-583.

Figure 3: Parent-rated child's behavioural problems at different time points



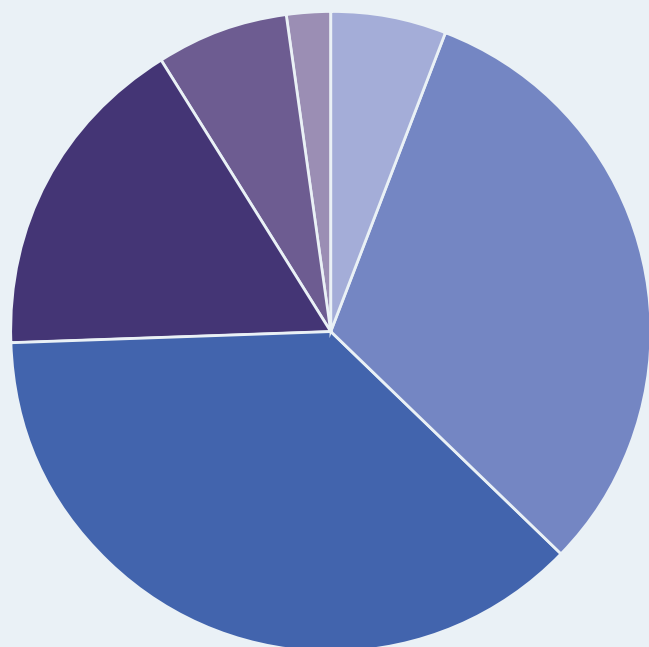
In addition to these adult measures, child wellbeing, as measured by the Strengths and Difficulties Questionnaire (SDQ)⁴ (Figure 3), improved as a result of parents receiving our services. Data shows that children's behavioural problems decreased at week 6, month 3, month 6, month 12 and the end of therapy.

⁴ Goodman, R. (1997). The Strengths and Difficulties Questionnaire: A research note. *Journal of Child Psychology and Psychiatry*, 38, 581-586.

Figure 4: Experience of service



Clients' demographic information



Key

18-25 – 4%

36-45 – 38%

56-65 – 7%

26-35 – 32%

46-55 – 17%

66 or over – 2%

Age

The majority of clients who used our service this year were from the age groups 36-45 and 26-35 (38% and 32% respectively), followed by the age group 46-55 (17%), 56-65 (7%), 18-25 (4%), and 66 or over (2%).

Gender

51% of the clients were female, 48% were male, and 0.5% were Other.

Employment and disability status

More than half (64%) of the clients were in full-time employment, 17% were part-time, 3% were students, 3% were full-time homemakers or carers, 1% were retired, and 5% were currently unemployed.

The majority (92%) of the clients were not disabled, and 6% described themselves as having a serious illness or disability. Only 1% of the clients described themselves as receiving statutory sick pay.

Ethnicity

The majority (79%) of the clients reported their ethnicity as White, including White British (52%), other White (24%) and White Irish (3%), followed by Asian (8%), Mixed (8%), Black (4%), and Chinese (1.4%).

Sexual orientation

The majority (86%) of the clients were heterosexual, 5% were gay/lesbian, 5% were bisexual, and 2% did not indicate.

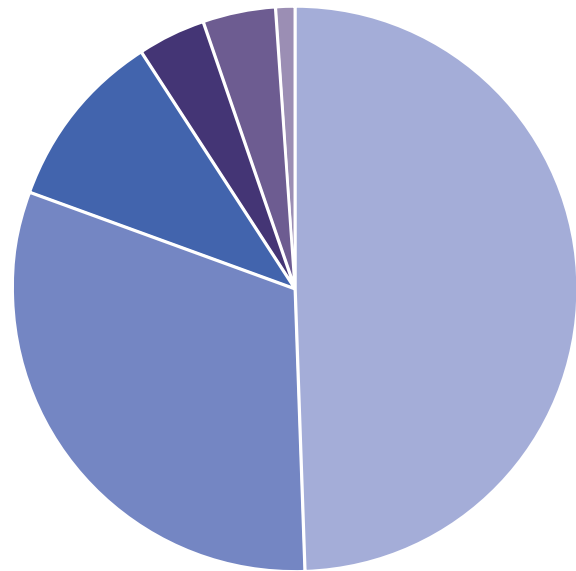
Children

48% of our clients had at least one child under 18.

Relationship characteristics

The majority of the clients were married (49%) or co-habiting (31%), followed by non-cohabiting partners (10%), single (4%), separated or divorced (4%), and civil partnership (1%).

The lengths of the clients' relationships were: 5% less than 1 year, 30% 1-5 years, 26% 6-10 years, 18% 11-15 years, 10% 16-20 years, 6% 21-25 years, 3% 26-30 years, and 3% more than 30 years. About half of the clients were seeking our service after relationship problems for less than 2 years (22% less than 1 year and 29% 1-2 years), 30% had relationship problems for 3-6 years, and 14% had problems for 10 years or more.



Key

- Married – 49%
- Co-habiting – 31%
- Non-cohabiting partners – 10%
- Single – 4%
- Separated or divorced – 4%
- Civil partnership – 1%

Ethnicity – RPC Hertfordshire

(Buckinghamshire, Cambridgeshire, Peterborough, Hertfordshire, Essex, Southend-on-Sea, and Thurrock)

The majority (81%) of the clients reported their ethnicity as White, including White British (73%), other White (7%) and White Irish (1%), followed by Asian (10%), Black/African/Caribbean (3%) and other Ethnic Groups (2%).

Ethnicity – RPC Westminster

(Brent, Hammersmith & Fulham, Kensington & Chelsea, Westminster, Camden and Southwark)

The majority (46%) of the clients reported their ethnicity as White, including White British (33%), other White (11%) and White Irish (2%), followed by other Ethnic Groups (15%), Black Caribbean (10%), Arab (5%), Indian (5%), Black African (3%), Bangladeshi (2%), Chinese (1%), Pakistani (1%), other Black/African/Caribbean (1%).



Outcomes of international therapy

Established in 2017, the international therapy service aims to help those who live outside the UK have easy access to our clinical service. Our experienced therapists were specially trained for online therapy and regularly attended online supervision.

At intake, the average score of the CORE was 11.3 (n=114) and 58% of the clients were above the clinical threshold of 10, indicating our clients had high levels of psychological distress. The average score of the CSI was 38.9 (n=111) and 75% of the couples were having a distressed relationship. The average score of the SDQ was 11 (n=52) at intake, which was within the 'normal' range.

The average CORE score decreased to 8.2 (n=47), and 28% of the clients were above the clinical threshold of 10 at week 6 of therapy. The CORE continued to decrease to 7.5 (n=29) at month 3. The decrease in psychological distress from intake to week 6 was significant, $t(46)=3.96, p<.001$.

Similarly, the CSI increased to 47.4 (n=46) at week 6 and 50.3 (n=28) at month 3. The increase in relationship satisfaction from intake to week 6 was significant, $t(44)=2.94, p<.01$



Comments of clients using our international service

“Initial consultation felt very thorough. Getting assigned a therapist was quicker than expected and discussion around financial situation was open and taken seriously.”

“Our therapist has been incredibly professional and has led several really positive sessions. It has allowed my partner and I to unpack some of the key issues that have been causing tension in our relationship. She will allow us to speak and then jump in at the moment she thinks is best to share some observations and thoughts with us.”

Evaluating our lockdown face-to-face and online clinical services – summary of findings

According to the psychometric measures, clients' psychological distress was decreased and their relationship satisfaction was increased over time during the therapy for both lockdown face-to-face and online service. Statistical analysis confirmed that the changes were significant.

Overall, clients were satisfied with our service according to their feedback. A great number of clients felt that they were listened to, treated well, and their views and worries were taken seriously. Clients were satisfied with Tavistock Relationships and would like to recommend the service to a friend.

List of publications: April 2021-March 2022

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We research, develop, pilot and raise awareness of best practice, providing services to couples and families, and disseminating our learning through academic and policy activities.

Our training programmes in couple and sex therapy range from introductory up to clinical qualification level and are accredited by bodies including the British Association for Counselling and Psychotherapy and the British Psychoanalytic Council. Our London-based, national and international online clinical services offer affordable counselling and psychotherapy to people facing difficulties in their relationships and parenting. Our evidence-based, innovative projects such as Living Together with Dementia, Parents as Partners, Building Relationships for Stronger Families and Adopting Together have supported and improved the quality of relationships when most challenged.

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