



11,424 calls

10,412 website visitors

645 referrals

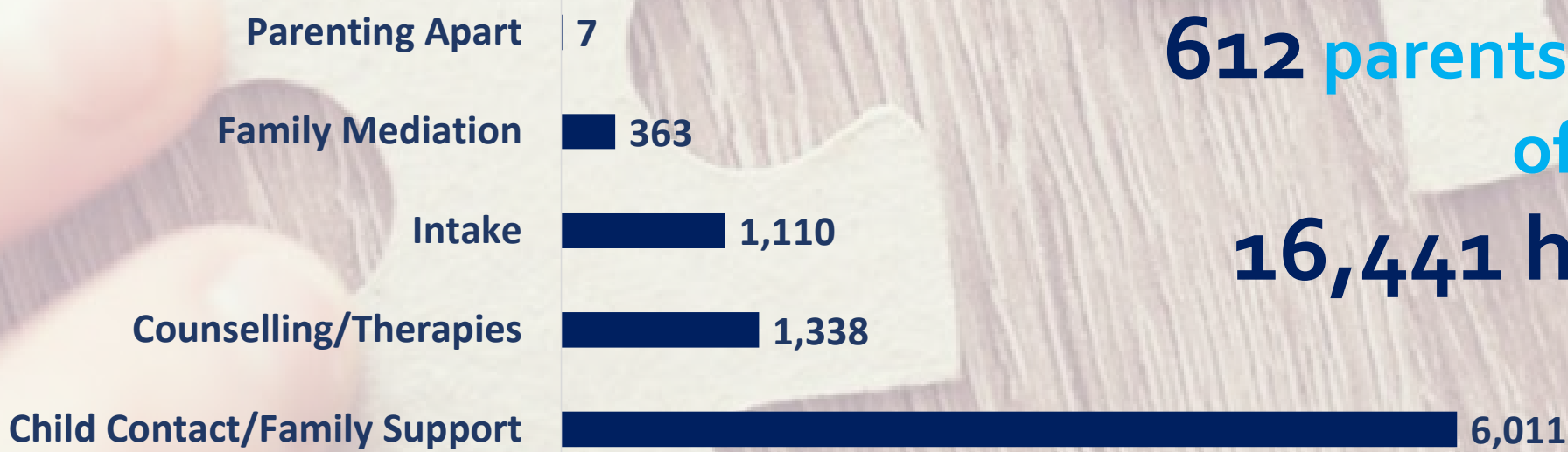
1,207 new clients

72% of clients said we helped

85% of clients rated their overall experience as good or higher

Successes in 2019-20

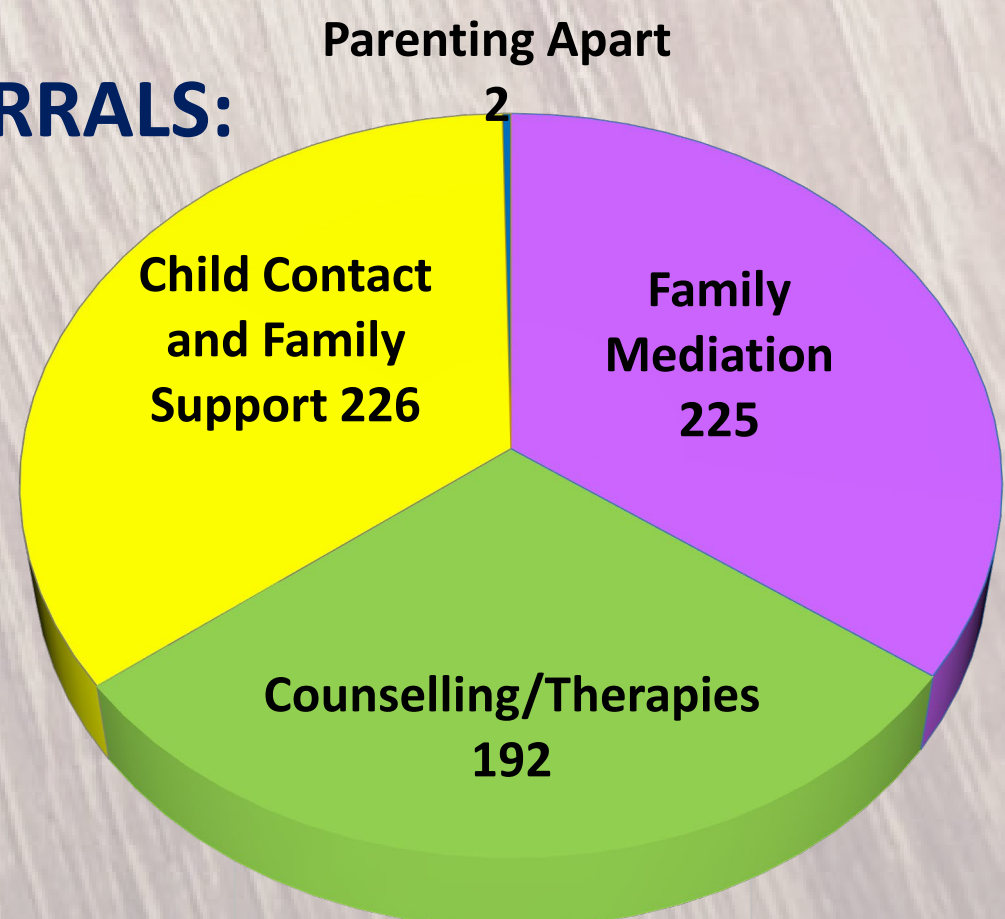
SESSIONS:



612 parents & **394** children offered

16,441 hours of contact

REFERRALS:



Values

- Professionalism
- Respect and empathy
- Impartiality
- Diversity
- Empowerment

Successes

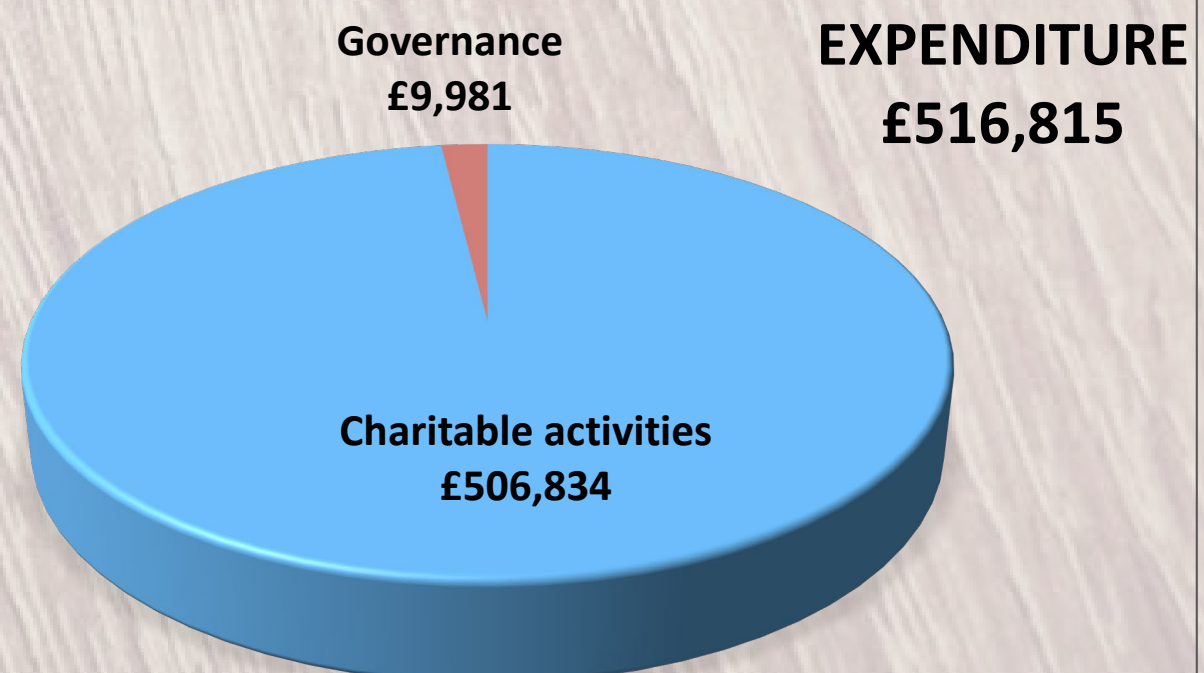
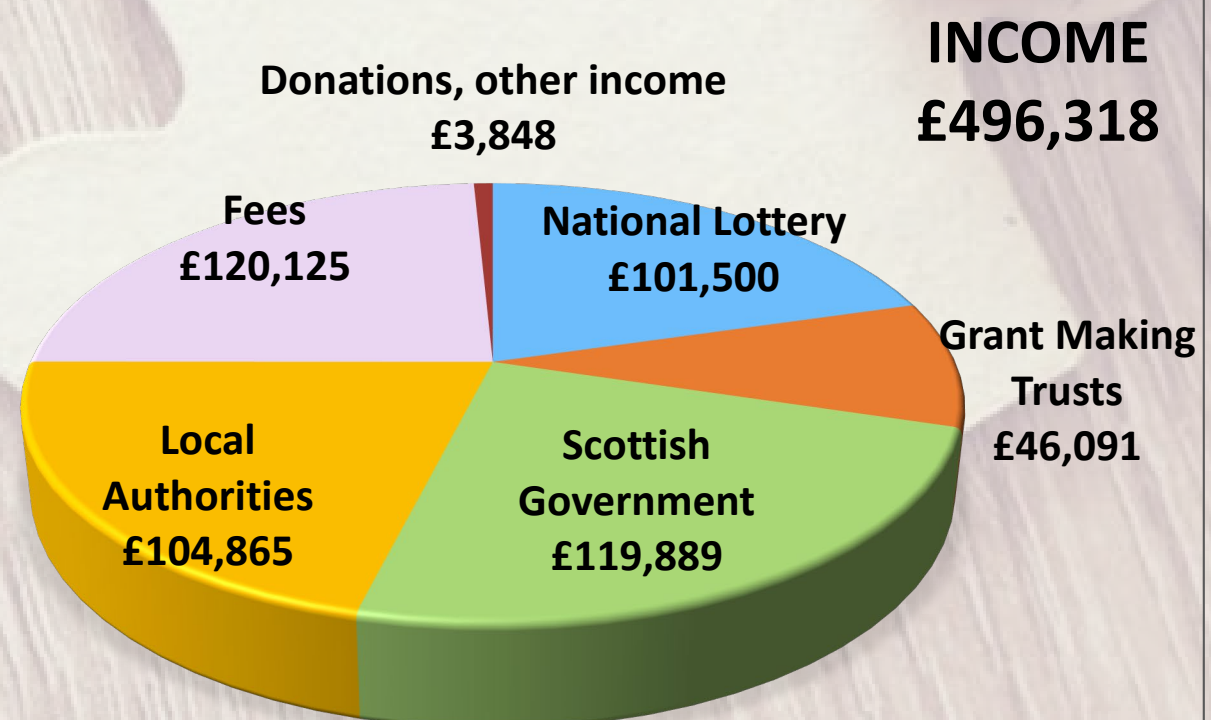
- Great service – keep up the good work!
- The service provided was excellent and all the staff from day 1 were very helpful and professional.
- Your Service is a very good and well run support centre. All your staff were professional and helpful.
- Regularly recommend your Service.
- A very good mediated and non-confrontational environment for promoting constructive dialogue for our case.
- Supportive service, makes you stand back and think about the behaviour of yourself and others.
- Thank you for helping us to talk through our issues. Hopefully we can move forward.
- Counselling has helped enormously. It exceeded my expectations and whilst it has been challenging, it has been a significant benefit.
- Very grateful for the help in my relationship with my partner and seeing things in my partner's eyes.
- It has helped me to know that my daughter has the support needed and to see her feeling more settled and better able to cope.
- I accepted that I was allowed to feel the way I felt.
- I learnt a lot about how to communicate effectively with a teenager.
- My relationship with my parents has greatly improved. We were not communicating and now are communicating regularly.
- The staff were amazing with my son, so very accommodating for his needs. This made the whole experience less traumatic for my son and me.
- Allowed me to spend quality bonding time with my son.
- Provided an essential bridge over an otherwise impossible divide.
- We are communicating a lot better than we were before the mediation.
- Helped me not to be emotional when speaking to the other parent and concentrate on my son's needs instead.
- Appointments provided a trusted setting in which my former partner and I were able to discuss our differences and make decisions regarding our children.
- It kept me in contact with my son for 9+ years. I now see him and my other son regularly.
- It's made it easier to speak more openly with my mother about my son.

Our special thanks to Our funders

Aberbrothock Skea Trust	Angus Council
Basil Death Trust	Dundee City Council
Fife Council	Forteviot Trust
Leng Charitable Trust	Miss ME Swinton Paterson's Charitable Trust
Northwood Charitable Trust	Perth and Kinross Council
Scottish Government	St Katherine's Fund
Tayside Charitable Trust	The Big Lottery Foundation
The Children's Lottery – Chance to Flourish	Williamina McLaren's Trust

and

Our team of staff, workers, consultants and volunteers who dedicate their time and efforts to helping others



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