

What people say about our Children & Families service

"Great sense of being understood and supported. Wonderful, essential service"

"Mental health has been put first, the whole process of talking to staff has been very easy, non-judgemental, and the staff are very supportive"

"I think that Wellbeing Scotland has really helped me. I wouldn't be here today if I hadn't had the support"



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Mon - Thurs: 9am - 5pm
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More information and FAQs at:
wellbeingscotland.org/children-and-family-service/

Children & Families Service

Age-appropriate Counselling and
Emotional Support for children who
have experienced abuse



For children & families

Wellbeing Scotland's Children & Families service provides age-appropriate Emotional Support, Counselling, Group Work and EMDR to children who have experienced any form of child abuse. The service is for children aged 6 – 16 living in the Forth Valley area who have experienced neglect, physical abuse, emotional abuse, sexual abuse or sexual exploitation.

Recognising that family members are often affected too, parents and carers can access Psychoeducation sessions and Group Work to help them understand the impact of the abuse on their child's mental health and wellbeing.

The Children and Families service operates all year round and is available to families living in Stirling, Clackmannanshire or Falkirk. Sessions for children can be delivered at school, in the community or in Wellbeing Scotland's dedicated Children's Room, while adult sessions are provided online, by telephone or in person at our Alloa hub.

We understand that you and your young person may have lots of questions. Scan the QR code to find out more and access our FAQs.



How do I access the service?

You can refer yourself and your child by contacting us by phone or email. We know it can be daunting to take the first step, so a friend or family member may call on your behalf, or you may wish to ask your GP, health visitor, social worker or someone else that supports you to make the call with your consent.

What happens after I make contact?

You will be contacted by our admin team to arrange a triage appointment. Triage is an opportunity for you to learn more about the services we offer and for us to understand your needs. You are in control of how much information you disclose to us. We do not release information about what you have shared with us without your permission or knowledge, and only if we have a concern for your wellbeing or safety or that of someone else.

How we support children

Children can access an Emotional Support Worker for up to 8 weeks who will help them to establish emotional safety and decide which goals they want to work on during Counselling. Their Counsellor will then work with them over 12 - 16 weeks, employing a range of child-friendly modalities such as creative activities and sensory play to help them engage with the sessions. Children and young people may go on to attend Group Work in small groups of up to 6, where they can discuss topics such as how to manage their emotions and develop coping strategies.

How we support adult family members

Psychoeducation sessions help you understand how the child's experience of the abuse may affect their behaviour and relationships. You can also discuss how the abuse has affected you. Sessions are delivered in person, by telephone or online, and may be followed up with Group Work where topics such as emotional regulation and how to manage challenging behaviours can be explored in a safe and supportive environment.



What happens if we can't attend?

We understand that different circumstances can affect your availability for appointments. We respectfully ask for 24 hours' notice of any cancellation so that we can try to rearrange the session. Less than 24 hours' notice may mean that the session is lost.

How long is the support available for?

We understand that recovery needs to happen at your own pace, and that sometimes things may crop up in your daily life which mean you have to prioritise commitments. If you need to stop your support for a while, you can re-refer at any time.