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# 88 CLIENTS SUPPORTED IN 2020

Throughout covid-19 clients were supported through webchat, telephone and online video counselling.



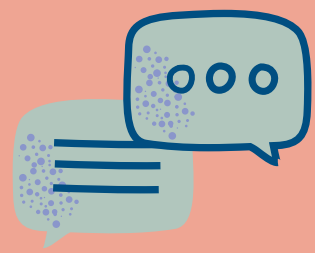
## 30% MORE CLIENTS THAN THE PREVIOUS YEAR

35% more referrals from health professionals



## 452 SUPPORT SESSIONS

Throughout covid-19 clients were supported through webchat, telephone and online video counselling.



## TWO YOUNG VOLUNTEER PLACEMENTS

Volunteers created kindness bags, supported our social media and designed a therapeutic journal



## 7 COUNSELLING STUDENT PLACEMENTS

Our students adapted and trained to join the team and deliver telephone and video counselling



## TRAINING PROVIDED TO 3 GROUPS OF HEALTH PROFESSIONALS



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# WHAT DIFFERENCE DID WE MAKE?



## Alternatives

Counselling & Listening Rooms

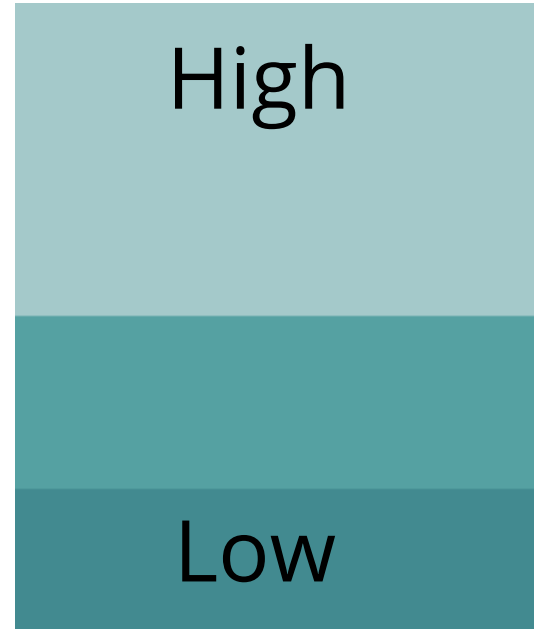
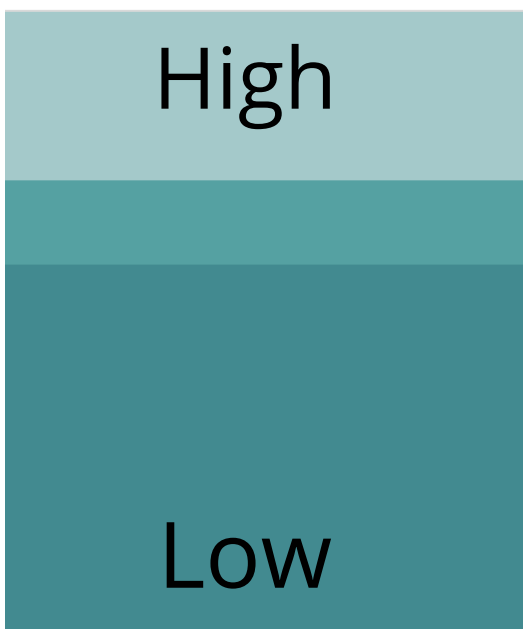
**94% OF CLIENTS RATED THE SERVICE GOOD OR VERY GOOD**

Clients reported improved wellbeing after support



Wellbeing before support

Wellbeing after support



**50 KINDNESS BAGS WERE DELIVERED TO WOMEN EXPERIENCING PREGNANCY LOSS OR DISTRESS**



**70% OF CLIENTS WOULD NOT HAVE BEEN ABLE TO ACCESS SUPPORT ELSEWHERE**



Creating space for change through compassionate and skilled support.

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# WHAT DO OUR CLIENTS SAY?

**"THANK YOU SO MUCH FOR YOUR SUPPORT, IT HAS SAVED MY LIFE"**



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**"THANK YOU FOR BEING SO KIND, CARING AND UNDERSTANDING AND SUPPORTIVE. IT MEANS SO MUCH TO ME THAT YOU DIDN'T PUSH ME AWAY BUT JUST LISTENED AND HELPED ME. I'M SO GRATEFUL"**

**"THE SUPPORT I HAVE RECEIVED HAS BEEN AMAZING. I COULDN'T HAVE GOTTEN THROUGH THIS TIME WITHOUT YOU. I FEEL THAT THE SUPPORT I GOT WAS HELPFUL AS IT WAS SPECIFIC TO WHAT I'M GOING THROUGH. I MAY HAVE BEEN ABLE TO TALK TO ANOTHER SERVICE BUT I DON'T FEEL IT WOULD HAVE HELPED AS MUCH-EXCELLENT AND WHAT YOU NEED WHEN YOU ARE IN THIS SITUATION."**

**98% OF CLIENTS WOULD RECOMMEND THE SERVICE TO SOMEONE ELSE**



*want to talk to a good listener?*

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# RESPONDING TO COVID-19



WE ARE DELIGHTED BY THE LIFE CHANGING SUPPORT WE WERE ABLE TO OFFER AT A TIME WHEN SO MANY FELT FRIGHTENED, ANXIOUS, AND DISTRESSED.

Kayla contacted Alternatives two years after having an abortion.

She had been struggling with feelings since then but lockdown had exacerbated her distress and now she was feeling like life was not worth living. Kayla was talking negatively to her self all the time.

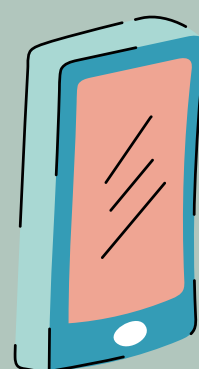
Kayla was too anxious to leave the house so being able to work on zoom with a counsellor made the service accessible to her.

Together they worked on understanding and coping with anxiety and panic. In time Kayla processed the feelings she had about the termination.

Kayla was able to re-discover her self and better understand her own story. She challenged some of the negative thoughts she had had about herself. By the end of support her self esteem had gone from being 1/10 to 8/10.

Kayla said the most helpful things about counselling was being able to feel at peace for the first time in years.

*"I am appreciative of how much you have helped me to come to a closer point of healing and recovery. I am starting to even be grateful for parts of my journey"*



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# OUR THANKS

## FUNDERS

We would like to thank the following funders who have supported our work over the last year, including those who provided COVID-19 recovery funds

BIG LOTTERY YOUNG START GRANT

BIG LOTTERY AWARDS FOR ALL

BALGAY CHILDREN'S SOCIETY

DICKSON TRUST

DUNDEE CHRISTIAN YOUTH TRUST

DUNDEE YOUTH FUND

DUNDEE ROTARY CLUB CENTENARY FUND

THE GARFIELD WESTON FOUNDATION

THE HENRY SMITH CHARITY

NORTHWOOD CHARITABLE TRUST

ROBERTSON TRUST

VOLANT CHARITABLE TRUST

WM SWORD CHARITABLE TRUST

THE ALBERT HUNT TRUST

CORRA FOUNDATION

GRACE AND GEORGE THOMPSON TRUST

SOUTER CHARITABLE TRUST

YOUTH SCOTLAND

RESPONSE RECOVERY AND RESILIENCE –

FOUNDATION SCOTLAND

AND ALL THE INDIVIDUAL DONORS WHO SUPPORT OUR WORK MONTHLY. YEARLY OR WITH ONE OFF DONATIONS.

WE ARE GRATEFUL

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# OUR PARTNERS

Alternatives recognise that we could not do our work without the support of local organisations in Dundee. Throughout the challenge of the last year, we would like to thank the organisations we have worked alongside:

DUNDEE UNIVERSITY STUDENTS  
ASSOCIATION

DUNDEE SOCIAL WORK TEAM

DUNDEE CARERS CENTRE

GPS AND HEALTHCARE PROFESSIONALS

MORGAN ACADEMY

NHS WOMEN'S HEALTH TEAM

NHS PREGNANCY COUNSELLING SERVICES

ZEN ELEMENTS

PAUSE- CREATING SPACE FOR CHANGE

GLEN CLOVA PROJECT

GLEN ISLA PROJECT

PARISH NURSES

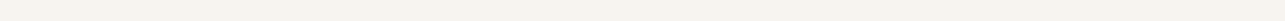
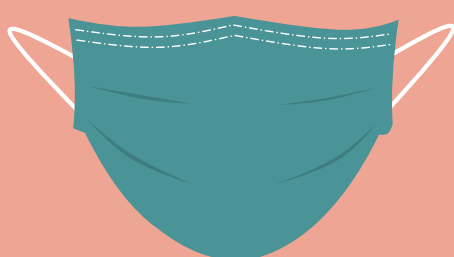
LOCHEE COMMUNITY HUB

DUNDEE VOLUNTEER AND VOLUNTARY  
ACTION

MISS MISCARRIAGE SUPPORT

TAYSIDE BEREAVEMENT NETWORK

BRIDGES OF HOPE NETWORK



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# GOING FORWARD

- Providing a blend of digital and face to face appointments
- New creative therapy space for clients
- Offering mindfulness for those who would find it useful
- Increased access for 30% more clients
- Equipping and preparing team with resources and training on trauma informed practice
- Partnership training events
- Placements provided for 4 counselling students
- 3 team members to train in couples counselling
- More group events planned with young people
- Renewing our application to the good governance award
- Team DREAMS event planned for January 2022
- Being a safe and supportive space for all team members to grow and develop

and finally... after an exhausting year for team members, and clients alike we plan to go into 2022 with an emphasis on keeping ourselves well. We want 2022 to be a year where we can be more creative, more rested and have more fun....



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