

Our Services

We support families affected by separation, divorce and conflict



Family Mediation West of Scotland provides support to families affected by separation, divorce and conflict. We have premises in both Glasgow and Kilmarnock, allowing us to offer our services across the West of Scotland.

We are affiliated to Relationships Scotland, who support a national network of 22 local services for individuals, couples and families experiencing relationship problems. The values and standards of the organisation help to ensure effective support can be provided to help families through some of their most difficult times.

Respect: parents and children deserve respect – they know their own situation best.

Fairness: mediation must be fair and impartial.

Empowerment: families are given support to solve their own problems.

Opportunity: when people learn to handle conflict, they lay the foundation for more stable families.

Tolerance: support is available to all who need it.

Quality: we aim for excellence.

Get in touch if you'd like to chat about any of our services or to book an appointment with one of our professionals.

www.familymediationwest.scot

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Child Contact Centres

- **Our centres are located in Glasgow and Kilmarnock**
- **Visits are arranged by appointment only**
- **All staff are fully trained**

Supported Contact

Our Child Contact Centres are neutral venues where children who no longer live with one parent can meet in a safe, child friendly environment. Child contact centres can help to bridge the awkwardness that a child may experience when seeing a parent for the first time when there has been a lengthy gap in parental contact. Being in a centre can help to make the situation feel more normal for the child as they see other children meeting up with a parent whom they do not live with.

Supervised Contact

This is a specialist, more formal service that typically takes place when there is an Interlocutor (Court Order) in place. This will often specify the duration and frequency of the supervised contact. On request we provide a detailed report of the supervised contact. Two specially trained Contact Centre Supervisors supervise the contact on the day. One is in the room at all times to observe, listen to, and take notes of the interaction between the parent and child. These notes form the basis of the report provided. The second Supervisor remains immediately outside the room and is available for the duration of the contact. The payment for Supervised Contact is typically arranged by the Court. Where judged appropriate, private arrangements for Supervised Contact can be offered on an individual case by case basis.

Confidential Individual Consultation

This meeting is arranged at the first point of client contact. We only accept self-referrals. Clients are given the opportunity to share background information about their personal circumstances and helped to identify the issues to take forward to mediation. A trained mediator will share information about the process of mediation and the other services offered. This consultation lasts one hour and is totally confidential. Screening for domestic abuse and child protection is a vital element of this initial session.

Family Mediation

Family Mediation is one of our core services. It involves separated or divorced parents sitting in the same room with a trained, impartial family mediator. Parents are asked to sign a Commitment to Mediate form, and expectations of roles are discussed and agreed. This mediation is child-focused with the aim being to enhance the quality of life for the child or children involved. An agenda of concerns is identified, explored and discussed. Typically, more than one session is required and, on average, it takes 4-8 sessions for an agreement to be reached.

Direct Consultation with Children (DCC)

This is where the views of the children are sought in order to contribute to the mediation process. The decision to meet with children and involve them in the mediation process is not taken lightly. Parents must be committed to the mediation process and they both must agree that it would be useful or helpful to the mediation process. The mediator who sees the child or children has specialist training. This may or may not be the mediator who is working with the parents. Parents are prepared for DCC before it takes place and it only takes place if the mediator is satisfied that it may be useful or helpful to hear the thoughts and feelings of the child on their personal circumstances. It is made crystal clear at every stage that the child is not in a position to make a decision nor will they ever be asked to make a decision.

Parenting Apart

Parenting Apart is a three-hour group (4-6) session for parents who are divorced or separated. During these sessions, information is shared with parents on practical ideas such as how to build a positive future for their children, talking to the children about separation, the effects of this life-changing event on both children and adults, and on how to deal with a less than ideal situation. These sessions are also available on a one-to-one basis.

Intergenerational Mediation

Intergenerational Mediation takes place with different adult family members. It could be grandparents and parents, siblings, parents and children, or stepparents and parents. An agenda of concerns is identified, explored, and discussed. Typically, more than one session is required, and, on average, it takes 6 sessions for an agreement to be reached.

www.familymediationwest.scot

Member of the
Relationships Scotland Network
www.relationships-scotland.org.uk

RELATIONSHIPS
counselling, mediation
& family support across
SCOTLAND



Scottish Charity Number SC008938 | Company Limited by Guarantee No. 103933

ALL sessions are **strictly** confidential