***'My worker always makes me feel listened to, makes time for me and I always feel better after this'***

***'Staff always make time for you, make you feel better every time I'm in the office. It has a comfortable atmosphere'***

***'I was very anxious coming to my appointment, staff made me feel welcome and the worker put me at ease in the way she spoke to me and allowed me time to relax and talk at my own pace'***

***'I'm in refuge at the moment. This last few months have been very difficult for me but the support I've received has been great, both emotionally and practically'***

***I've dipped in and out of the service due to things going on in my life. I'm now back being supported. My worker does not judge me or my decisions. I feel she understands me and I feel the benefit of the support'***

***'I moved out of refuge into my own home. My worker continues to support and make time for me, I greatly appreciate this as our conversations help me make sense of my life and the decisions I'm making'***

***'I started the Own My Life course on a one to one with my worker to help me work through how domestic abuse has impacted on me. It’s made me realise it's not my fault. I always feel better after my sessions and I’ve been able to open up about things I’ve never spoken about'***

***'Thank you for helping me to know I am not going insane and I am not the problem'***

***'I understand so much more about my life and self now with just talking to you'***

***'Thank you for believing me and helping me to believe myself too'***

***'The difference you have made to our girls life is amazing, nobody else listens the way you do and no problem is too big for you to have options for her to choose from'***

***'Thank you for always hearing my rants and allowing me to clear my head'***

***'I don’t know what I would do without the support over the years. I can finally start to formally challenge him over things he needs to do. I still feel shocked he chose to be the way he is'***

***'I feel more comfortable telling you things than I do my own family. I don’t feel like you judge me'***

***'Thank you so much again for today, your support was amazing and needed, thank you xx' - Court Support***

***'Thanks for everything, you do so much to help me'***

***'Thanks for being there for me today & any day I need you'***

***'Thanks so much for just getting stuff done when you say you will'***

***'I'm still not my old self but I'm getting there with your help. The Own My Life course is helping me to understand things more. Thanks for being there'***

***'Me and the kids have a new happy life now. Court is over with and it’s time to be happy. Your help and support has been life saving for us, couldn’t have done it all without you x'***

***'I was in refuge with my kids a few years ago, I went home because my husband promised me he would change, he didn’t. I didn’t know if I should contact Monklands Women's Aid again, I was embarrassed. I phoned and was put at ease straight away and told that they understand. I am on the waiting list for refuge and being supported until we can get a place. Staff are welcoming and make me feel comfortable, nothing is a trouble and they just know the answers and get how I feel. Thank god for you all'***

***'I really appreciate all your help and hard work, thank you so much'***

***'You are all fab - always have solutions'***

***'I've had 6 agencies help me, your service has helped me the most'***

***'Thank you so much I would honestly be lost without you'***

***'Thank you for simply listening to me and not saying I'm crazy'***

***'The support has been informative and inspiring'***

***'You have helped me understand what actually happened in my past and helped me to find a way to happily move on'***

***'The support has helped me understand my feelings and responses to the situations I have been in, understanding has in turn empowered me and made me stronger'***

***'The Own My Life group has helped me come to terms with so much, wish my family could get the same understanding and support me better'***

***'Thank you so much for everything you do, I know everyone says it but I honestly don’t know where I would be without all your help, understanding and advice'***

***'You’ve been a great help and support these last few months have been tough'***

***'You’ve helped me to think like myself again'***

***'I now feel calmness and strength'***

***‘I now feel ready to start focusing on chapters new and become ME again’***

***'I am so glad that my friend told me to get in touch with you, I didn’t think I could ever open up to anyone about what I’ve went through but your support has helped me to get the strength to move on and start a new life'***

***'Thank you for coming to court with me, I couldn’t have went through that on my own'***

***'I always blamed myself, thank you for helping me to understand that it wasn’t my fault'***

***'I felt stronger walking out the door than I did walking in, I'm so glad I came'***

***'Thank you, I appreciate your support as always'***

***'Thanks again for all your help, I know you say it's your job but I do appreciate everything you’ve done'***

***'My friend told me to call, I couldn’t believe that I didn’t need to pay for this support. After speaking to the worker I felt so much better, finally being able to tell someone what’s been going on, she just understood and listened to me. I feel as though a weight has been lifted from me'***

***'The Own My Life course is a life saver! I am stronger for it. You should give that book to every female that is leaving school, in fact to all people to prepare them for life. It has changed my attitude to life and everything else'***

***'I'm really grateful for your support - you are always the one who is there to support'***

***'I'm still very nervous about my future but my worker is always there for me, reassuring me of the support. They have been a great support for me over the years and now I’m in refuge I won’t look back'***

***'Thank you for all the help and time you spend with me, you really are an amazing person'***

***'Thank you very much, you help me with so many things, you are a wonderful person - translated from Polish'***

***'You have done a lot to help, I'm very grateful for it all'***

***'Own My life brought up sp many issues for me, but then helped me manage, understand and deal with these. I am a stronger woan for this course and your support'***

***Monklands Women's Aid have given me and my children a place to be safe. They gave me vouchers to take my kids out to have family time, a great service'***

***'Since being supported by Monklands Women's Aid I feel more confident and living my best life, I cant thank you enough'***

***'Thanks for listening, you are a great support'***

***'Thank you very much, you are helping me a lot. I'm very grateful, thank you very much for your help'***

***'I'm so grateful for you guys and your resources. It has helped me more than I could ever say'***

***'Thanks to you all, we are so happy and living a happy wee life now, refuge was a turning point for us, a life saver really, I'll never forget it and the help you've gave us'***

***'How could I ever say thank you enough, your support has been life changing for me :-) thank you'***

***'Thank you for everything you have done for the kids, they are doing great now and settled in school'***

***'I have got 100 times more help from you than any other agency, I was going in circles until I got support from Monklands Women's Aid'***

***'Refuge has been like a haven for me, I've managed to get my head in a good place and I now can see that I deserve a happy life'***

***'Thank you for all your help, all the staff have been so lovely and kind to me. I wouldn’t be in the good place I am now if it wasn’t for your help'***

***'This support is just brilliant, you understand me and you never judge me, I’ve been ashamed for so many years and I never thought that I would be able to open up and tell anyone how I feel, I was holding it all inside, I feel like a different person now and I can move on, it's like I have closure, I’ll never forget everything I’ve been through but with your help I feel like I am now able to move on, thank you, I’ll never forget you all'***