



SCMC NEWS

#6 JANUARY 2011

The Scottish Community Mediation Centre Newsletter



Welcome to the January 2011 edition of our newsletter.

AFTER the celebrations of the past few weeks we hope you are ready for the New Year

January 2011 sees SCMC enter its third year. We are still going strong despite funding cuts and innovating so that we can extend our services. We have new courses and new partners in our training calendar and will be meeting in a few weeks to plan the training calendar for the next 12 months.

We tested a new venue in central Glasgow and found it works really well for the Five-Day Open Course so we will use it again in 2011. The Alzheimer Centre is just a short walk from Glasgow Queen Street rail station down Buchanan Street and across the river over a lovely pedestrian bridge. The staff are extremely friendly and there are comfortable rooms that are ideal for training.

Our Five-Day course in November and December had to be cancelled due to the snow and re-scheduled for January. We also bought heating panels to boost the heating in the training room at Albany Street so no-one should be cold there even in the depths of winter.

What's new in the Training Calendar?

IN PARTNERSHIP with Amber we are providing a Two-Day Homeless Conversion Course for people who are trained mediators working with homelessness who wanted to look at what is different about mediating in these particular circumstances.

Also in partnership with Roger Sidaway we are providing a taster and a full Five-Day course for people working in Environmental Mediation and providing a tailored short course for Social Housing providers on how to manage the expectations of residents complaining about anti-social behaviour.

These courses are offered alongside our Two-Day course in Handling Conflict Constructively and the assessed Five-Day course in Mediation Skills and a CPD course on Shuttle Mediation to help participants achieve their 12 hours CPD per annum required for SCMN Accreditation.



In The News

AN interesting article on Landlord/Tenant mediation was published in Landlord Focus with quotes from our very own Gary McCallum and Eileen Schott.

You can read the article *Getting to "Yes" – Together* on the "Publications" page of our website at:

www.scmc.sacro.org.uk/html/publications.html



Update on accreditation

HALF of Scottish Community Mediation services are now accredited services. A full list of services is now on our website and accredited services are highlighted. This has all been achieved in a relatively short time (June 2008 – December 2010) which is a credit to all involved – candidates, assessors and the trainers and administrators involved.

Mediators considering embarking on accreditation should contact the Centre as we have lots of information to help you and we can direct you to people who can help you get started.

Your leaflets

WE can help publicise your mediation service by putting a link to your leaflet on the SCMN website. All we need is a Word file which we can convert to a PDF file or if your leaflet is already on a PDF file that would be even better.

Centre News

Mediator's Forum on practice issues

WE are developing an on-line practitioners forum and now have two moderators and two services willing to trial the forum when our IT department gets it online.

We also produced a very stylish folder to help you collate information for accreditation and beyond. At £15 we are selling them at less than the cost of producing them and they have been



popular. There are currently only five in stock so if you'd like to reserve one please let us know. You can collect them in person from the SCMC or we can post them to you for a small fee.

ILA – Individual Learning Accounts

Apologies – we said we would have news about our courses and Individual Learning Accounts however our application is still being processed at time of going to press.

News from around Scotland

ABERDEEN & ABERDEENSHIRE

The Homelessness Mediation pilot ended at the end of September. No further funding has been allocated although the Council agrees that a pro-active, early intervention approach, including mediation, is appropriate. The mediation team have developed three sets of 6 hour workshops for use with adults, secondary schools and primary schools (the latter developed by Richard Hendry). These materials have been trialled with all age groups and have been very well received.

MIDLOTHIAN COUNCIL MEDIATION SERVICE

The service continues to grow and shows a yearly increase of 10 to 15 per cent in the number of referrals and our expectation is that the number of referrals for community mediation will continue to grow. This year saw a proud moment when we exceeded the 50 referral barrier having received 48 neighbour dispute and 7 workplace dispute referrals. This will seem like small beer to some other services but represents a mile stone for our small service. We still have a large enough team of volunteers to meet demand and are not recruiting for the time being. All of the team have been trained and are now fully operational.

SCOTTISH BORDERS MEDIATION

The service continues to benefit from being co-located within the Safer Communities Team at Scottish Borders Council HQ. Co-location has enabled experience of the benefits of the "tried and tested" and also new and innovative ways of working – all about our communities being safe and feeling safe. Our Community Mediation Service has been very busy this year, from April 2010 through to end of December 2010 we have dealt with 151 referrals. It is fair to say that the service has been stretched at times as these referrals did not come evenly spaced out. Mediation continues to have a high rate of successful outcomes which ensures that, due to better partnership working, we get more referrals. Due to tight financial constraints and the pressures on high cost office space there will, undoubtedly, be more changes to working practice. It is imperative that we move with the times and evolve our working practices rather than resist change.

SOUTH LANARKSHIRE MEDIATION SERVICE

We continue to promote our service internally and externally and recently we have had posters printed to allow us to advertise ourselves throughout south Lanarkshire. We hope that this will generate an increase in self referrals.

We are also taking part in a housing options pilot in the Clydesdale area to offer young people our assistance as an alternative to going down the homeless route. This is on-going and has still to be evaluated; hopefully there will be further information available on this for the next Homeless Forum.

Scottish Community Mediation Centre

THE Scottish Community Mediation Centre has a national and international reputation for high quality training and consultancy work in the field of Community Mediation and constructive conflict resolution. The Centre, which is managed by Sacro and funded by the Scottish Government, has provided services to a wide range of national and local government agencies as well as other bodies such as charities, social housing providers, police and Ombudsmen.

We provide a comprehensive service of training, consultancy and practice advice on all aspects of community mediation, as well as acting as the administrative base for the Scottish Community Mediation Network and its accreditation schemes.

We are able to offer a range of resources on all issues around constructive conflict resolution in neighbourhoods. Training, advice, guidance and assistance are available to mediation services, social landlords, and all other agencies concerned with neighbourhood conflict.

Assistance

- > Information and advice on Community Mediation and constructive conflict resolution.
- > Training courses on all aspects of constructive conflict resolution.
- > Assistance to social landlords in the provision of quality, accredited conflict resolution services to their public.
- > Assistance with the introduction and maintenance of rigorous standards of service delivery in the areas of neighbour mediation and neighbourhood conflict resolution.
- > Design and delivery of good neighbour initiatives in conjunction with Scottish local authorities and Housing Associations.
- > Publications and promotional materials on community mediation in Scotland.

Weblinks

www.learnirectscotland.com

Courses can be found by the following steps:

- 1) select 'COURSE SEARCH' on left hand side of screen
- 2) enter 'sacro' and click on SEARCH

www.ilascotland.org.uk

ILA Scheme

Visit the above link for more details on this scheme and how to apply for your account.

Accommodating Training

FOR those attending our training and requiring accommodation we have secured a corporate rate for The Ballantrae Albany Hotel.

At £80 a night for a shared double room or £60 for single occupancy of a double room. That's reasonable for central Edinburgh.

www.ballantrae-albanyhotel.co.uk



The current and previous editions of this newsletter can be obtained from our website – see details below.

If you wish to contribute to our next edition (due out in May 2011) please do drop us a line. Photos particularly welcome!

Contact us at the Scottish Community Mediation Centre:

By phone: 0131 624 9200
By email: info@scmc.sacro.org.uk
Or visit our website: www.scmc.sacro.org.uk



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