



SCMC NEWS

#7 JUNE 2011

The Scottish Community Mediation Centre Newsletter

Welcome

WELCOME to the June 2011 edition of our newsletter. The four months since our last newsletter has been busy for the Centre – delivering courses in Edinburgh, Glasgow, Cambuslang and Ayr. We have successfully run a one-day taster for environmental mediation in partnership with Roger Sidaway and have now planned all training events for the remainder of 2011.



Centre News

WE HAVE recently been awarded ILA status which means that appropriate courses can be badged ILA Scotland. The first course is the two-day Handling Conflict Constructively which is being run in Glasgow on 5 and 6 September. For more information on how you can apply via the ILA system either contact Learn Direct Scotland or ourselves.



Update on accreditation

OVER HALF of Scottish community mediation services are now accredited – see our website front page for more information.

We have recently put together an information leaflet for those interested in applying for accreditation – contact the Centre for a copy or view it online at the SCMN website.



West Dunbartonshire Mediators being presented with their certificates, May 2011.

Online Practitioners Forum

FOLLOWING a successful trial of an online practitioners forum it has been agreed to launch this to all working for community mediation services throughout Scotland. This will be an opportunity to share both ideas and practice issues in a supportive and twenty-first century way! The Centre will be in touch with managers of services during June to arrange this.

News from around Scotland

EAST LOTHIAN

We are pleased to announce that East Lothian Council has extended the existing contract with Sacro for the East Lothian Community Mediation Service. Lisa Drinnan recently made a decision to leave the service to pursue a new venture. Lisa ensured that she left the service in a strong position for the forthcoming year, as we secured our funding. Lisa was a very supportive colleague, friend and a sensitive mediator. We will all miss having her in the team, especially her laughter, upbeat nature and her calming influence. So far the news is that she is enjoying the "good life". Diane Marr has been appointed as the new Service Team Leader. We now plan to support our volunteers and sessional staff to begin to work towards their accreditation.

EDINBURGH

We have reduced targets to match the reduced funding for 2011/2012. We are busy as ever. The volunteer group continues to work effectively on what seems an ever-widening variety of cases. We are pleased to have achieved recent accreditation for service and three mediators. Christine Schoeck has left the service after 12 years (and four in Fife) with Sacro.

INVERCLYDE SERVICE

A new procedure guide to the service is being drawn up which will take account of the current service provision within Inverclyde. To assist in increasing the referrals to the service the mediation page on the Council website www.inverclyde.gov.uk is to be updated with an option to self-refer on-line (along with the other ways to refer). In order to protect confidentiality only the contact details of the referrer are requested and the service will contact the referrer to arrange a meeting; no background of the case is sought on the form. In February 10 members of staff were trained in Conflict Resolution Skills in order to provide support to members of the entire community who may be looking to improve their own conflict resolution skills, the idea being that a more resilient community are more confident in resolving their own issues.

MIDLOTHIAN 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. The current aim of the service is to work with our partners to continue the growth of our provision.

NORTH AYRSHIRE MEDIATION SERVICE

In addition to carrying out numerous awareness-raising sessions with various council departments and other external agencies, the biggest achievement for the service was the introduction of the automatic referral from all local housing offices. This effectively means that where a neighbour dispute is reported by a tenant, the Housing Officer must make a referral to our service and they no longer have discretion as to which disputes are referred to us.

Our latest initiative is to become part of a Police led Multi Agencies Problem Solving group which targets specific areas over a six week period within North Ayrshire. Other members of the group include Housing, Fire & Rescue, Community Representative and a number of other agencies.

WEST DUNBARTONSHIRE NEIGHBOURHOOD MEDIATION SERVICE

We have seen a significant increase in referrals from Strathclyde Police and Citizens Advice Bureau. We are delighted that we have now successfully completed the Accreditation process for our service and three staff mediators – Colin, Maire & myself. A big thank you to assessors Carolyn & Rhona for making the interviews as 'painless' as possible. Frank and Andy have completed their portfolios which have been submitted to the Centre. We have moved offices but are still located within the Leven Valley complex in Dumbarton.

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.

Learn Direct Scotland and ILA Scheme

www.learndirectscotland.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.

Call our helpline free on 0808 100 9000

Search the site: Enter search phrase

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you are here: [Home](#) > [Search](#)

A new and improved course search is now available from Skills Development Scotland.

You can still search for all kinds of courses as well as training programmes such as Modern Apprenticeships and Get Ready for Work.

Find the right course using the [course search tool](#) here.

costs too much

If you want to find out about free and affordable learning options, call one of our learning advisers for help - 0808 100 9000

learner profile

Janice Osborne

Single mum of three Janice wanted to be a good role model for her family.

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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 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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