



# SCMC NEWS

#1 MAY 2009

The Scottish Community Mediation Centre Newsletter

## Welcome

Welcome to this, our very first newsletter – we hope that you find it useful and informative. If you wish to make any contributions, please contact us at [info@scmc.sacro.org.uk](mailto:info@scmc.sacro.org.uk).

## Staff News

The Scottish Community Mediation Centre and our website were launched on 24 June 2008. The obligatory staff photo makes us look rather serious and even a tad sinister. Feel free to send us a suitable caption!



SCMC staff - Ian McDonough, Mediation Adviser, Andrew Veitch and Eileen Schott, both Mediation Trainers, and Robert Lambden, Administrator.

## SCMN News



The date of the next SCMN meeting is 1 September 2009 - location, chair and speaker to be confirmed.

Here is a photo of SCMN members in Arbroath last year.



## New courses

The dates, costs and location for our new courses are on the website – [www.scmc.sacro.org.uk](http://www.scmc.sacro.org.uk)

We now offer CPD courses in:

- Advanced Questioning
- Shuttle Mediation
- Co-mediating
- Selling Your Service to Funders
- Whole Stair Mediation.

As well as a two-day Handling Conflict Constructively course, designed for people who will not be mediating, but deal with conflict within their role.

Plus there's our new SCMN Accredited five-day mediation course. The dates and locations of all courses are on our website. contact us for further information or to discuss training needs.

## Update on accreditation

Glasgow and South Lanarkshire services were accredited on 19 and 20 November 2008 and mediators from both services were accredited on 18 and 20 November so congratulations to both services and to Rhona Wilson, Laura Mowatt, Barbara Richardson and John Mullen of Glasgow Mediation Service and to Laura Crickett and Anne Inglis of South Lanarkshire.

We would also like to take this opportunity to thank the assessors who undertook training in preparation for assessing services and mediators to SCMN's national standards and accredited our own training course. The evidence submitted was carefully examined and the feedback provided was extremely useful – for example participants on our new five-day course will receive a feedback sheet that shows how marks were awarded over the five days for all aspects of the course.



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## “An office near you”

This is a regular slot which focuses on one office. For this first edition, the focus is on 21 Abercromby Place – our own office. The building, situated in the New Town area of Edinburgh, dates back to the early 1830s and was originally a townhouse. One of its well-known residents was William Edmondstone Aytoun (1813-65), humourist, writer and contributor to the Blackwood magazine. The building was converted to separate units in, I believe, the 1950s and is now split into three flats as well as our own offices. We moved in just over three years ago, the offices previously being used by an English language school. We share the building with one other Sacro service – Edinburgh Community Mediation Service (see [www.sacro.org.uk](http://www.sacro.org.uk)).



## 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.

# News from around Scotland

We asked for your news and here is what we have to pass on:

**Renfrewshire Mediation Service** has moved to the Area Centre, Falcon crescent, Paisley PA3 1NS and the telephone number is 0141 840 5140 – Harry Gould sent us that information and Harry has now changed jobs so we won't be seeing Harry at SCMN meetings in future and are sorry to lose Harry's input at the SMN and SCMN meetings and welcome his replacement, Caroline Wilson.

**East Lothian Community Mediation Service** has moved across the road to Brunton Hall on Ladywell Road, Musselburgh EH21 6AF and can be contacted on 0131 653 5295 or by email to [info@eastlothian.sacro.org.uk](mailto:info@eastlothian.sacro.org.uk)

**Sacro's Fife Community Mediation Service** has moved to 24 Hill Street, Kirkcaldy KY11HX and can be contacted on 01592 641 618

Alyson Keiller in **Shetland's CAB-CMT Office** was first to respond and sent the following update - Shetland has two full-time workers and seven volunteers handling a variety of mediation and restorative justice cases. They have also had a few inter-generational cases and will be able to refer these to Shetland's Family mediation service in future as a service has recently been re-established in Shetland. A large multi-disciplinary group attended a six-day accredited course on Large Group Mediation delivered by Mediation Northern Ireland in Shetland and Multi-disciplinary groups are developing interventions for community problem solving for specific issues on the island and the service has applied for funding to review progress and strategic planning to date.

The publicity generated by Bob Ballantyne's 'Good Neighbour' award demonstrates a good use of publicity to raise awareness of mediation services. **Sacro's Dundee and Angus services** have also been evaluating service delivery by sending questionnaires to referrers and have had a positive response to this initiative.

Sacro's service in **Aberdeen** received funding from Aberdeen Foyer for 'Homelessness Mediation' to employ a part-time person to work with people under 26 who are in danger of becoming homeless or who are currently homeless in Aberdeen and hope to get funding to extend the service to Aberdeenshire. They have also applied to Aberdeen City Council for funding to deliver six conflict resolution/restorative justice workshops to S1 pupils in six secondary schools.

## A Competition

We have taken a photo of our front door as the door seems a suitable symbol for a community mediation service – a door that is open invites people to come in and we wondered what doors represent your service.

We thought that if we had a selection of photos of doors from community mediation services in Scotland we could use them to create a poster. Perhaps you have seen the *Doors of Dublin* or doors of other cities poster. To encourage you to be creative we are offering a prize of three places on your choice of the Centre's current CPD courses. The prize will be awarded to the best selection of photos from a community mediation service. Digital images only please. Deadline: 30 June 2009. We will announce the winner in the next edition of the newsletter.

Please send images to:

[info@scmc.sacro.org.uk](mailto:info@scmc.sacro.org.uk)



You may have heard that Ewan Malcolm is leaving us to join his partner working in London. We wish Ewan well and are in his debt for the excellent work he has done on behalf of mediation practitioners in Scotland and we will miss him.

The next Practitioners' Forum – open to SMN members – is on 17 June 2009.

The SMN have now appointed Judith Auld as their new Chief Executive. Judith starts with the organisation on 1 June 2009.

The Scottish Mediation Network's purpose is to promote the appropriate use of mediation with a view to embedding it into the culture of Scotland.

The Scottish Mediation Register went live on 19 September 2007 and from 1 April 2009, fees for membership of the SMN and a listing in the Scottish Mediation Register will be combined.

Make sure your service is on the map with a link to show where services are located and how they can be contacted.

## Fees from 1 April 2009

	Scottish Mediation Network	Scottish Mediation Register
Standard subscription – Organisations	£175	£225
Local Authorities** and Government bodies	£100	£150
Voluntary Organisations **	£65	£115
Standard Subscription – Individuals	£40	£90
Individuals in full time education or on means-tested Benefits	Free	Free

\*\* 'not for profit' organisations like Local Authorities and Voluntary Organisations can register free if they can certify all their mediators meet the SMR standards. You can find the standard on the SMN website at [www.scottishmediation.org.uk](http://www.scottishmediation.org.uk).

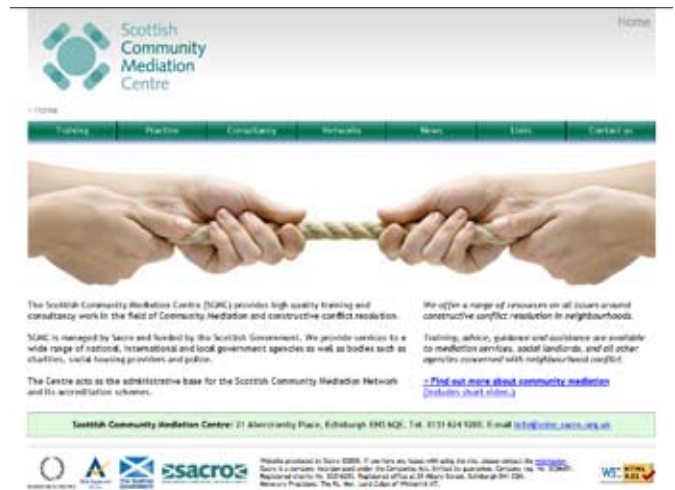
## Weblinks

It is interesting to see what appears on screen when you type in Community Mediation Scotland – apart from the ubiquitous Scottish Mediation network which has done a great job of making itself appear in response to any query about mediation in Scotland – there is not much that is new so we hope to draw attention to news relevant to mediation services dealing with 'neighbour problems' through this newsletter and our website.

We intend to provide relevant book reviews or links to reviews and articles as well as briefing notes and practice issues on our website as we develop it incrementally.

We have discussed adding a practitioners corner where practitioners can raise a question and visitors to the site can post a moderated answer i.e. all answers will have to come through us to keep answers on topic and we will let you know when this is available.

Well that's all for now. We hope you find this newsletter worth reading, useful and relevant and that you will keep us informed of news to be distributed.



### Links:

<http://www.mediationworks.com/newsletter>

Audiobook: *Managing Differences* by Daniel Dana, PhD  
Listen to the Introduction and Chapter 1 free at:  
<http://www.mediationworks.com/pubs/bookmdaudio.htm>



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