

## COMMUNITY MEDIATION

We believe that wherever possible conflict is most effectively resolved informally and by consensus.

Community mediation in the UK began to develop in the 1980s as a response to a startling rise in the incidence of reported neighbourhood disputes. Scotland's first community mediation service was launched in Edinburgh in 1995. The next ten years saw a period of rapid and sustained growth which was well beyond that experienced in the rest of the UK. Community Mediation services in Scotland now cover almost the whole of the country from large cities to small islands, and assist with the resolution of over 3,000 community conflicts every year.

Community mediation is a voluntary and confidential process of conflict resolution. It has no formal links to legal processes, civil or criminal, and people in situations of conflict either elect to undertake mediation themselves, or have mediation suggested to them by a wide range of agencies including housing workers, health workers and police.

Community mediators work to help resolve issues between neighbours, tensions between young people and their families, conflict in schools, workplace disputes, and differences between groups in the community. They provide a safe, structured and positive environment for people in dispute to come to agreement and better understanding.

Community Mediation is highly effective, with around 70% to 80% of mediations having a positive outcome.

If you would like a translated version of this leaflet, please phone 0131 624 7270 or e-mail [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) quoting reference NAT/232.

This leaflet is also available in large print or Braille.

In order to make Sacro's services as widely available as possible, we have made every reasonable effort to facilitate easy access to all of our premises for disabled service users. Where this is not possible, we will arrange a suitable, alternative venue.

Bu broşürün çevirisini istiyorsanız, lütfen 0131 624 7270'i telefonla arayın veya [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) eposta gönderip NAT/232 dosya numarasını söyleyin.

اگر آپ کو اس کتابچے کا ترجمہ درکار ہے تو براہ کرم 0131 624 7270 پر ٹیلیفون کریں یا [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) پر ای میل بھیجیں اور ریفرنس نمبر NAT/232 کا حوالہ دیں۔

欲索取這單張的翻譯版本，請電 0131 624 7270，或電郵 [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk)，並說明檔案編號 NAT/232。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف 0131 624 7270 أو أرسل بريدًا إلكترونيًا إلى العنوان [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) والذكر الإشارة رقم NAT/232

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর NAT/232 উল্লেখ করবেন

Jeśli potrzebne jest tłumaczenie w polskiej wersji językowej, bardzo prosimy o kontakt pod numerem 0131 624 7270 lub drogą e-mailową [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) podając numer referencyjny NAT/232.

## Scottish Community Mediation Centre

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# Community Mediation: The Positive and Effective Solution to Community Conflict



Scottish  
Community  
Mediation  
Centre

## 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 is 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.



## RESOURCES

### DVDs

The Centre has produced two DVDs which are available free on request: the first is a short (three minute) introduction to Community Mediation in Scotland; the second is a training resource for mediators.

### PUBLICATIONS

The Centre provides a series of booklets and briefing papers aimed at mediators and others involved in constructive conflict resolution. For details of publications please contact us or visit our website at [www.scmc.sacro.org.uk](http://www.scmc.sacro.org.uk).