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Mediation Helping Tackle Homelessness

It's now 50 years ago, that the drama "Cathy Come Home" aired on British television. There have been many attempts to reduce homeless but perhaps now more than ever it is an issue for which a range of approaches are needed. There are several initiatives where mediation and the skills of mediation are being used as part of approaches to tackle homelessness and last week in Glasgow I came across another which was presented at the Community Mediators Network meeting.

Community Mediation is most often associated with helping to resolve neighbour disputes, whether it's about noise, parking or sometimes the height of a hedge. To think only in those terms however would lead to a lack of appreciation of the great variety of work that community mediators undertake and the positive outcomes that they create.

Our hosts, the mediators who work for Community Safety Glasgow, are housed in a modern building where they can easily meet and collaborate with other services in a way which allows the skills of the mediators to be used without it always being through a formal mediation process. Such work can include work with the local police service with the mediators helping to resolve disputes that might otherwise have ended up in court, with the root causes and relationship issues addressed.

But that was something I already know about, what I hadn't known was relayed in

Mediation Helping Tackle Homelessness

Graham Boyack

a presentation given by mediators seeking to prevent homelessness who are embedded in the social work teams across the city. The idea is that the mediators can see people early on and by doing so have been able to add value by often getting to the root of problems more quickly and helping to facilitate conversations with those seeking help and the agencies that they are involved with.

We were given examples of case studies showing where and how mediation had been used by the mediators involved who could talk about both the successes and the challenges involved. One involved mediating a solution with a son who had alcohol issues which had led to him being homeless as his behaviour had been very difficult after nights out. The mediator was able to broker a conversation where the son was able to return to the family home with an agreement about alcohol use that meant he didn't drink in the house or come home under the influence. In different circumstances the son may have ended up remaining homeless facing the challenges that would present. In another case a young man was sleeping rough. Through a conversation with the mediator a gambling addiction and debt came to light. Through mediation a very difficult conversation with his family took place which led to him returning home. Had that not happened he may have dropped out of college and remained on the streets with the great cost that would involve.

So why has this been working. One of the reasons has been that the mediators have been regarded as independent of the council and the confidentiality of their meetings has allowed people to open up in a way which otherwise might not happen. The activity of the mediators has allowed conversations to take place with families that may not be possible otherwise. The key reason for success has been that the mediators are at hand when cases come in and have been able

to build trust with colleagues about their work. Critically also success has been apparent when early referral has been made to the mediators.

In terms of measuring success, the mediators have come up with some simple measures. They are: clients remaining at home, clients returning home, clients moving out in a safe and planned way



and clients regaining meaningful positive contact.

This hasn't all been easy as to both colleagues and those presenting as homeless mediation is not universally understood and neither is its potential as a positive intervention. One of the ways of helping people to understand has been the circulation of case studies to case-work teams and partnership working with other agencies.

So, what next? As the service is still young, promotion of the service remains a priority. To take this forward the mediators are looking to gather evidence of the impact they are making, promoting the success identified and critically adapting their practice to client needs.

Whilst there is a need to tackle some of the big-ticket issues such as housing stock and affordable rents if the issues portrayed by Cathy Come Home are to be tackled, it's also clear that using mediation and the skills of mediation has a vital role to play.



LLM/MSc Mediation and Conflict Resolution

The University of Strathclyde Law School's Postgraduate programme in Mediation and Conflict Resolution, now entering its sixth year, provides a thorough, practical and exciting introduction to this developing area. Still the only course of its kind in the UK, the programme is rigorous and multi-disciplinary, exposing students to a wide range of approaches as well as being taught by experts from across the UK.

The course combines theoretical and practical elements and has been accredited by the Scottish Mediation Network. Participants will enhance their confidence in dealing with interpersonal and organisational conflict while developing their communication and problem-solving skills. As well as core classes on mediation theory and practice, there are classes on employment mediation, mediation law and policy, arbitration, transitional justice the key business skill of negotiation. Students may also elect classes from the whole range of postgraduate programmes such as Human Rights, Construction Law and International Economic Law.

Students can gain practical experience by volunteering with our [Mediation Clinic](#), which provides a weekly small claims service at Glasgow Sheriff Court. Student mediators work alongside experienced practitioners to develop their mediation skills in a real-world setting.

Start Date: September each year

Mode of Study: Full-Time or Part-Time

Course will be taught by a combination of evening lectures and intensive weekend sessions to maximise flexibility.

Application and further information can be obtained from:

<http://www.strath.ac.uk/humanities/courses/law/courses/mediation/>

Contact:

Pauline McKay (Administrator) E: pauline.mckay@strath.ac.uk

Charlie Irvine (Course Leader) E: charlie.irvine@strath.ac.uk

T: 0141 548 5998



The University of Strathclyde is a charitable body, registered in Scotland, number SC015263

Network News

Mediate 2016

At the beginning of December over 70 people gathered at the Gillis Centre in Edinburgh to explore creating the space for mediation.

Aled Davies kicked off the conference drawing inspiration for his own Welsh language introducing us to some of the great insights he has gained interviewing leading mediators over the past number of years.

Morning workshops included information about mediating in court, the impact of empathy in mediation and the latest developments in the use of technology in mediation.

In the afternoon Sabine Walsh the President of the Mediators Institute of Ireland

talked about standards in Ireland and about the anticipated Mediation Bill due to come before the Irish parliament.

Afternoon workshops included values and faith in conflict, are we really listening in mediation and on fairness and justice in mediation.

We wrapped up with a look at what delegates wanted to see from Scottish Mediation in 2017, which has been very useful in developing our plans and events for the year.

With lively discussion in sessions and plenty of space to network and renew old and make new friendships the conference had great feedback from delegates and we are planning a similar style of event in early November 2017, watch this space for dates and details.



Using Mediation Skills: Core's 2017 Flagship Courses

What they say:

"One of the best things about the course was the like-minded people I met, all of whom were dealing with conflict in the course of their work, and all of whom were intent upon learning how to deal with it better. What a great bunch of people."

"This was the best course I have been on and I would recommend it to anyone who has to deal with difficult situations or people. I can't wait to come back for the second part"

"I would have no hesitation in recommending this course to others (and in fact have done so already). Most people managers would undoubtedly benefit from the knowledge/skills that can be learned on this course - who knows, by putting it into practice, they could even help to make the workplace a kinder place to be."

Core's Spring School*:
Using Mediation Skills as a Professional
27-29 March 2017 (CPD: 24hrs +)
Module 2: Building Mediator Competence
4-5 May 2017 (CPD: 16hrs +)
Module 3: Assessment
25-26 May 2017 (CPD: 20hrs)

Core's Residential Summer School*:
Using Mediation Skills as a Leader
3-6 September 2017 (CPD: 24hrs +)
Module 2: Building Mediator Competence
5-6 October 2017 (CPD: 16hrs +)
Module 3: Assessment
2-3 November 2017 (CPD: 20hrs)

*Note that the Spring School and Summer School are each available as a free-standing three-day course. They are also a prerequisite, as Module 1, for attending modules 2 & 3.

Early bird rates available for Spring School until 27 January. Contact Miriam Haboubi (details below) for more information.

For details of Core's mediation, facilitation and training services, contact Miriam Haboubi at 0131 524 8188 or Miriam.Haboubi@core-solutions.com | www.core-solutions.com

JOINT CPD EVENT AT EDINBURGH SHERIFF COURT

Charlie Irvine

Verification Process Coming Soon

On 3rd April 2017 the Network will select the 10% of the mediators on the Scottish Mediation Register whom will be assessed to verify their status as Registered Mediators this year.

The Practice Standards for Mediators in Scotland state:-

All registered mediators are required to maintain a portfolio containing

- Their initial training certificate or a letter of confirmation of basic mediator training
- A log of mediations/ mediation hours undertaken
- A log of CPD hours
- A Certificate of Insurance
- A Training and Development Plan

In order to make the process as smooth as possible it is suggested that Mediators use

the following templates to ensure that the information is easily available if selected.

[Sample CPD Log](#)

[Sample Mediation Log](#)

[Sample Training & Development Plan](#)





THE MEDIATION PARTNERSHIP

SMR Accredited Mediator Training



First Course in Scotland to be accredited by the
Scottish Mediation Register

First Course in Scotland to be accredited by the Scottish Mediation Register

Dates: Thurs 23rd & Fri 24th Feb, Tues 7th, Weds 8th & Fri 9th March 2017

(includes assessment)

This intensive four day course is suitable for mediators, lawyers, managers, HR personnel and anyone with an interest in gaining or enhancing mediation skills. It will provide delegates with a clear theoretical and practical training course, in line with the Scottish Mediation Network (SMN) *Guidance on Mediator Competency*.

“Best training event I have ever been to. Excellent guidance. Great fun.” Delegate from the University of Aberdeen

“Previous training felt like learning the highway code and having a 'go' in a simulator, whereas with Linda and Aileen it was like getting to drive the car with two very able and encouraging instructors on board to make it a safe and enjoyable experience.” Lili Hunter, Lili Hunter Consulting Ltd

To book a place, or find out more information, contact Aileen Riddell on 07950 395276 or e-mail enquiries@mediationpartnership.co.uk www.mediationpartnership.co.uk

Scottish Mediation News

Scottish Mediation are delighted to announce two events on supervision.

Supervisors and Professional Practice Consultants (PPCs) of mediators: a skills workshop with John Gray, PM 14 March 2017

Aimed at experienced Supervisors and PPCs, and for those practitioners who took John Gray's two-day Supervision Skills programme in September 2014.

Scottish Mediation is offering an opportunity to Supervisors and PPCs to benchmark and



improve their practice. Review the core messages about the boundaries and purpose of supervision and practice consultancy,

strengthen the link between how you supervise/consult and improved outcomes for mediators and their clients, and delve deeper into the nature of the supervision/PCC relationship.

Mediation Supervision/Professional Practice Consultant Training Course - 2 Days 15 & 16 March 2017 facilitated by John Gray

Scottish Mediation registered mediators are required to seek regular support and supervision each year. For some this is provided by their mediation service but for other mediators, such as sole practitioners and 'in-house' organisations/workplace mediators, they will not have supervision/practice consultancy automatically offered to them. This course will offer participants the opportunity to develop these skills to take on these important supervisory/consultancy roles.

Save the dates for now; registration and further details to follow.

Want to take a business unusual approach to mediation? Join our four-day course on Civic Mediation – A Methodology for Conflict Transformation. Theory and Practice.

When? Monday 24th April – Thursday 27th April 2017.

Where? Kinghorn, Fife, Scotland.

What is Civic Mediation? Civic mediation uses mediative processes to seek constructive changes to societal challenges. It values the role of building relationships within a system to bring about effective change, and works to transform conflict to achieve long-term positive outcomes.

What will the course cover? Personal and group responses to conflict; theories, tools and approaches for analysing multi-party conflicts; developing strategies to manage and transform complex conflicted situations. It will provide case studies where civic mediation has been applied in community resilience and peace-building, effective policy development, and environmental conflicts.

Who should attend? We are inviting participants from across the UK and beyond as part of Centre for Good Relations strategy to develop civic mediation practice. We'd welcome participants who would be interested to explore how we work together to deliver our strategy. If you are:

- Mediators or facilitators who would like to develop your skills to work with complex multi-stakeholder relationships in a range of settings.
- Someone who wishes to build their understanding of how the quality of relationships impact on policy change.
- Interested in moving away from a traditional mediation toolbox and want to try something new.

Someone who would like to become part of a network to embed civic mediation as a way of transforming conflict in our society.

Then this course is for you.

Cost: £500 for the full four days including all training materials, lunch and refreshments.

For further information and to register your interest please contact

Abdul Rahim at Centre for Good Relations by email:

abdul@centreforgoodrelations.com.

Or Tel: 07960 683328. www.centreforgoodrelations.com.



Strathclyde to Host International Mediation Tournament

Charlie Irvine

Dates for the diary: 5-8 April 2017
Strathclyde Law School, home to the UK's leading postgraduate programme in mediation and conflict resolution, has been invited to host the 16th annual INADR International Law Student Mediation Tournament.

Having previously alternated between Chicago and London, with one stop in Dublin, the Glasgow location recognises Strathclyde's growing reputation as a centre of excellence for mediation practice and scholarship.



The International Academy for Dispute Resolution has been sponsoring mediation tournaments since 2002. Participation continues to increase and last year over 50 teams took part, including law schools from the USA, Canada, Scotland, England, Ireland, Northern Ireland, Germany, Poland, Greece, Lithuania, Ukraine, Russia, India, Australia, Zimbabwe and Sweden.

The tournament provides law students with the opportunity to learn about various approaches and techniques used

in mediation, as well as the opportunity to practice their mediation skills in friendly competition with other students from around the world.

The tournament consists of three rounds, followed by semi-finals and a final. Teams compete as comediators working on realistic scenarios, with fellow students fulfilling the lawyer/client roles.

Judges are drawn from the local and international mediation community, and students often comment on the encouragement provided by these professionals' detailed feedback.

This year's event promises to bring an even wider diversity of teams, thanks in no small part to Glasgow's reputation as the friendly city and its easy access to transport hubs. Highlights will include a court visit, a city tour and a reception in the historic City Chambers. The award dinner will be a celebration of mediation excellence where we recognise the achievements of the next generation of mediators.



Scottish Mediation News

A more collaborative planning system – what can a mediation approach offer?

PAS and Scottish Mediation would like to invite you to their joint conference taking place on Tuesday 21st February 2017 in Edinburgh, sponsored by the Scottish Government.

This event comes following the recent planning review which highlighted mediation in three of its recommendations, and the publication of the recent Scottish Government Planning Consultation which also mentions mediation and the potential for its wider use.



PAS and Scottish Mediation are looking to explore how this can be facilitated to improve engagement within planning. The conference will include a number of plenaries, collaborative exercises and case studies which will give participants the opportunity to consider the wider use of collaborative approaches in

the planning system and to hear from professional planners and mediators.

For further details please click [here](#).

Save the Date - Further Details Soon

CPD – Reframing in Mediation

Tue 25th April – Edinburgh, 10.00am – 1.00pm

Tue 2nd May – Glasgow, 1.00pm – 4.00pm

10th May – Aberdeen, 1.00pm – 4.00pm

CPD – Topic to be confirmed

Tue 3rd October – Edinburgh, 10.00am – 1.00pm

Tue 10th October – Glasgow, 1.00pm – 4.00pm

Thu 12th October – Aberdeen, 1.00pm – 4.00pm

Workplace Conversion Course

Monday 11th & Tuesday 12th December – Edinburgh, 9.00am – 5.00pm

Five-Day Mediation Skills Course Glasgow - 2, 3, 9, 10 & 17 March 2017



Designed for people who will be using mediation skills in their work, this course is accredited by the Scottish Credit and Qualifications Framework together with the Scottish Community Mediation Network. The course provides information on key concepts in mediation and the opportunity to discuss and practice basic skills in a safe, relaxed atmosphere. It covers the whole mediation process from first contact with the service to closing a case. The mediator's role is explained and practised using typical scenarios for first visits to explore mediation as an option, preparing clients for joint meetings and handling difficult behaviour at a meeting. The course is assessed based on activities from day three onwards culminating in a full role-play of a mediation meeting on day five.

To book a place or for more information please contact: Robert Lambden at Scottish Community Mediation Centre: e-mail infoscmc@sacro.org.uk Course Fee is £600 per participant

Workplace Employment Initiative Group

January 2016

Dear SMN colleague

Our next meeting will be on Thursday 24th March at the SMN office in Edinburgh. Our main meeting will start at 2pm with a CPD extra session starting at 12.45pm.

Supervision in mediation: options, expectations and standards – Amanda Rigby-Greenhaugh and Graham Boyack at 2PM

Amanda and Graham will lead a session covering the latest developments in supervision, what others do and what the options for mediators in Scotland might be.

The optional extra CPD session at 12.45: How to mediate when you don't like one of the parties – sharing session on ideas/ experiences. This will be facilitated by Lindsay Burley

All meetings are open to SMN members and provide an opportunity for mediators involved and/or interested in workplace mediation to come together to network and share experiences.

Please email admin@scottishmediation.org.uk if you are able to attend.

Looking forward to meeting up,

Slainte

Linn

Linn Phipps, Chair, SMN WEIG, 07917 564440