



Cyrenians Conflict Resolution Services 10 YEAR IMPACT REPORT



Cyrenians' Conflict Resolution Services provide Mediation and Support in Edinburgh, East Lothian and West Lothian. Through a combination of formal mediation, focused one to one work, advice and signposting we aim to prevent relationship breakdown that may lead to homelessness. We also deliver tailored Conflict Resolution Workshops in line with the Curriculum of Excellence to young people in schools and youth group settings. We work with young people and families so that when arguments and conflict occur, they have the skills and confidence to manage them assertively and make positive steps forward.

OVER THE LAST DECADE...

Over the past 10 years, our team of mediators and support staff have helped young people, parents/carers, landlords and tenants to address the conflict they are experiencing.

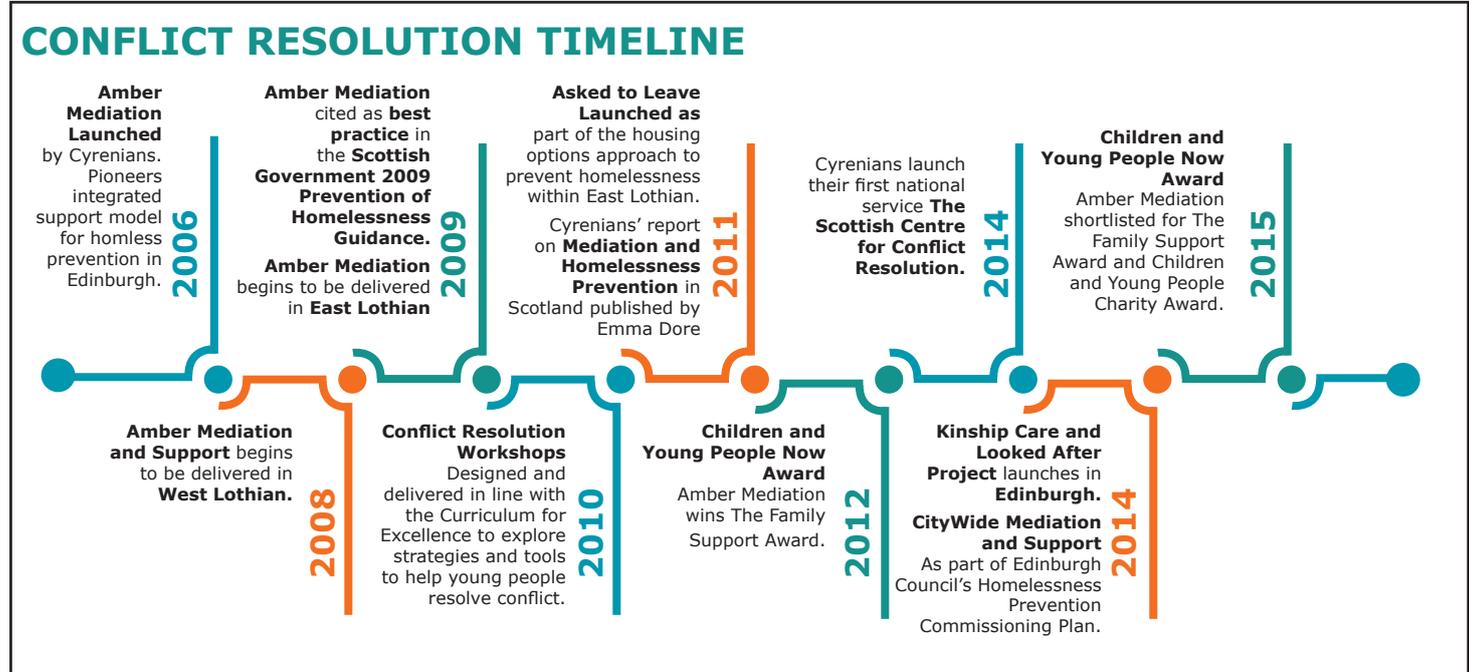
1205
Families received
Mediation and
Support

2416
Young People
attended Conflict
Resolution
Workshops

630
Landlord/Tenant
Mediation

YOUNG PEOPLE AND FAMILIES

We work with young people 14+ and their families who are experiencing conflict. We also provide specialist support to young people who are in local authority or kinship care placements, and young people over 16 who have been made homeless and are living in temporary accommodation. All families have access to mediation and are offered practical support and advice on a wide range of issues, including: well-being, housing, education, anger management drug and alcohol use, and employment. Through mediation we aim to help people with difficult conversations and work out a better way to be together. We have developed over the years to become the largest and most well-established conflict resolution, support and mediation service in Scotland.



AWARDS



Amber Mediation won the Family Support Award in 2012.



Amber Mediation was shortlisted for The Family Support Award and Children and Young People Charity Award in 2015.



Cyrenians Conflict Resolution Services 2015-2016 IMPACT



CONFLICT RESOLUTION WORKSHOPS

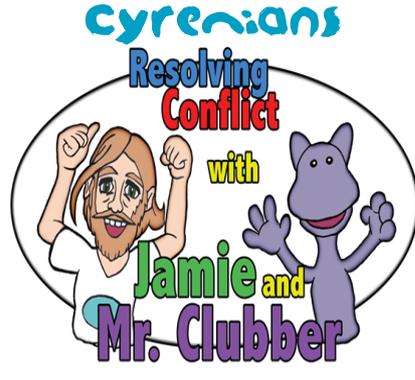


"This is an important session for young people to receive as it raises awareness of their own actions while at the same time informing them of alternative ways they can remain in control of their actions."
Guidance Teacher

Anger is a normal healthy reaction to the world around us. It can protect us and drive us forward, learning how to control our anger from an early age is vital for our personal health and personal relationships."
Alan Jeffrey, Workshop Facilitator

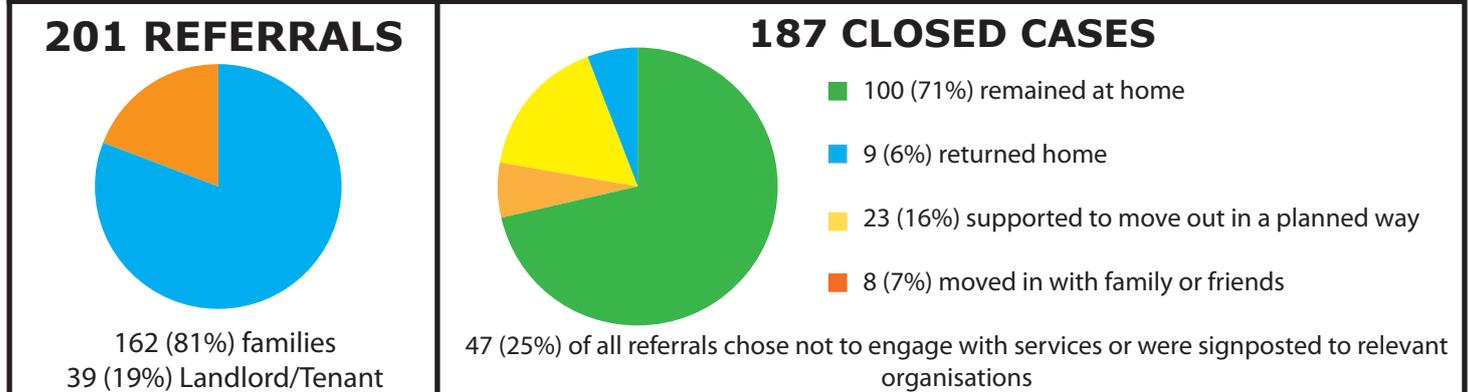
AFTER COMPLETING OUR WORKSHOPS OVER 95% OF YOUNG PEOPLE IDENTIFY AN INCREASE IN:

- Understanding of conflict
- Understanding of how they react to conflict
- Ability to handle conflict confidently
- Understanding strategies and tools to resolve conflicts
- Confidence expressing opinions to others



Alongside a team of amazingly talented volunteers we created the video 'Resolving Conflict with Jamie & Mr. Clubber', designed for teenagers, it is a valuable yet fun source of information for professionals working with young people and their parent/carers.

MEDIATION & SUPPORT



100% of our closed cases reported improved relationships, increased life skills and reduced conflict.

LANDLORD/TENANT MEDIATION

"We needed a third party to help us to assess and resolve the issues. Everything was sorted." **Landlord**

"Liz (Mediator) was good she helped us as the landlord wasn't returning our calls. She got through to them and helped us to resolve the issues." **Client's Mother**

Mediation between Landlords and Tenants across all tenures in Edinburgh has been delivered by Cyrenians since 2009. As part of the overall shift in service provision from dealing with homeless crisis to working to prevent homelessness, mediating between landlords and tenants has been integral to Homelessness Prevention.

THANK YOU

We would like to thank our funders for their ongoing support:



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