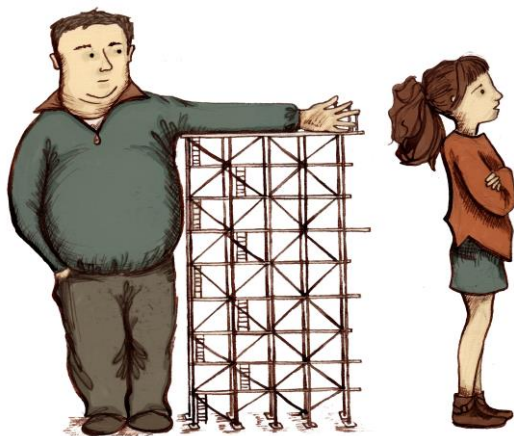


Improving Relationships, Improving Lives

# Scottish Centre for Conflict Resolution



## SCOTTISH CENTRE FOR CONFLICT RESOLUTION

NATIONAL SURVEY REPORT OCTOBER – DECEMBER  
2013

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## **Introduction**

The Scottish Centre for Conflict Resolution (SCCR) is a new and innovative service that is funded by the Scottish Government's Third Sector Early Intervention Fund, administered by the Big Fund.

Building on Edinburgh Cyrenians' experience and reputation for excellence in the field of early intervention and the prevention of homelessness, the Scottish Centre for Conflict Resolution (SCCR) offers a range of resources to better support young people, families and the people who work with them to deal with and manage family conflict. In Scotland 6,000 young people present as homeless each year, with family relationship breakdown one of the most prevalent causes.

### **The SCCR will:**

- promote national development of conflict resolution in families and work across all 32 Local Authorities
- undertake national surveys and gather views of young people, parents, families and carers
- develop partnerships and work collaboratively
- support best practice in mediation
- deliver a series of 20 free seminars/workshops
- deliver 5 free national conferences across Scotland
- design and deliver 40 free training sessions
- undertake a national awareness raising campaign to raise awareness of the impact of conflict on families and communities
- develop and interactive website with online resources, a practitioners' forum and online peer support for young people and families

## **Purpose of the national surveys**

The surveys provide insight into how young people in Scotland and their parents/carers felt about the following:

- conflict at home and the impact of this
- how they currently deal with conflict
- support services available in different areas and whether they use them
- themes and content of future training and events
- the types of resources and support needed

### **Methodology for young people and parents/carers survey:**

- two questionnaires designed specifically for parents/carers and young people using Survey Monkey
- young people's questions were piloted with young people to gather feedback
- focus groups were run using colourful tools based on the questionnaire
- questionnaires were emailed to a range of organisation across Scotland supporting parents/carers and young people for them to disseminate initial email introduces SCCR and aims of project as well as asking for views
- emails were followed up with phone calls, where necessary, to increase response rate

## **Purpose of national surveys continued...**

### **Evaluation and analysis:**

- use of Survey Monkey to analyse responses
- results delivered an initial mapping of the issues families across Scotland are facing, and the support required around conflict resolution
- similar questions were asked at different stages of the SCCR development to measure the impact made, and to gather more detailed views for the online forum and resources

### **The main aim of the professional survey was to determine:**

- themes and content of future training and events targeted at frontline staff working with families in conflict
- the types of training, information and support professionals would like

### **Methodology for professional survey:**

- questionnaire designed specifically for frontline practitioners using Survey Monkey
- questionnaires were emailed to a range of organisations/practitioners working with families in conflict across Scotland for them to disseminate
- initial email introduced SCCR and the aims of project as well as asking for views
- emails were followed up with phone calls where necessary to increase response rate

## **Executive Summary**

The survey aimed to capture a snapshot of the views of young people, parents/carers, and the professionals who work with them on family conflict.

Young people and parents/carers were asked similar questions around how often conflict occurred, how they dealt with it, how they would like to deal with it, how it made them feel, and the types of support they already use or would like to use in the future. The survey also asked about what resources would be useful, and the types of things that respondents would like at an event on family conflict resolution.

Similarly, professionals were asked whether or not dealing with conflict in families was part of their role, if they felt they had the skills to deal with it, what training and resources would be most useful to them, and what they would like at an event on family conflict resolution.

During October and November 2013, the SCCR sent the surveys out to 1,100 contacts. There was a total of 449 respondents; 216 professionals, 185 young people and 48 parents/carers.

In order to maximise the participation of young people, the questionnaire was also developed into an interactive workshop. Three workshops involving a total of 29 young people aged 13-21 were undertaken with agencies in Paisley, Edinburgh and Falkirk.

Initially, survey highlight reports were produced - see pages 71-73.

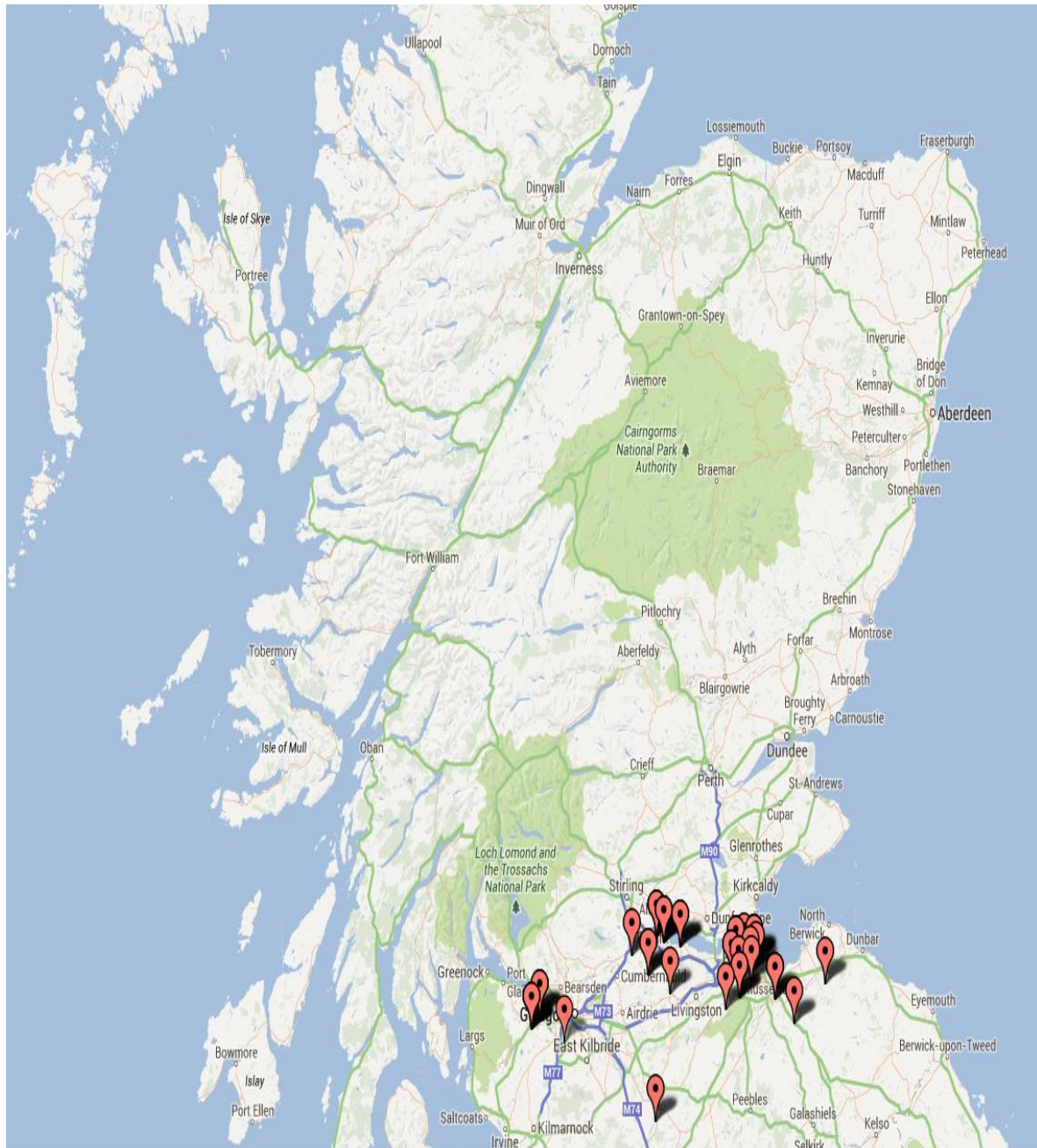
### **Some key findings of the 3 surveys:**

1. 61% of young people and 41% of parents/carers acknowledged that conflict occurred at home at least weekly
2. Over three quarters of professionals agreed conflict is a regular occurrence for families they work with
3. Over three quarters of professionals stated that dealing with family conflict was part of their role
4. Conflict made both young people and parents/carers mainly feel frustrated
5. Young people and parents/carers stated that they argued as a means of dealing with disagreements in the family
6. Half of professionals felt they did not have the skills necessary to address conflict when it is presented within the families they work with
7. A quarter of young people had thought of leaving home at least monthly as a result of conflict
8. Just over a third of parents/carers did not know of any support services in their area - the remainder were able to name those available to them
9. Half of young people did not know what services were available in their area and around 82% did not use local services
10. Over half of young people said they might or would use 'someone for me to talk to' and 'support from someone my own age' to help them deal with family conflict
11. Parents/carers rated 'someone to talk to' and 'support to talk as a family' as resources that would be useful to help them sort out disagreements
12. Professionals felt that 'meeting with other professionals', 'training for service/team', 'facilitation skills' and 'regional events' would be useful, with over three quarters responding that they may or would use these resources

## Survey findings

### Findings from young people and parents/carers surveys

#### Mapping of young people respondents

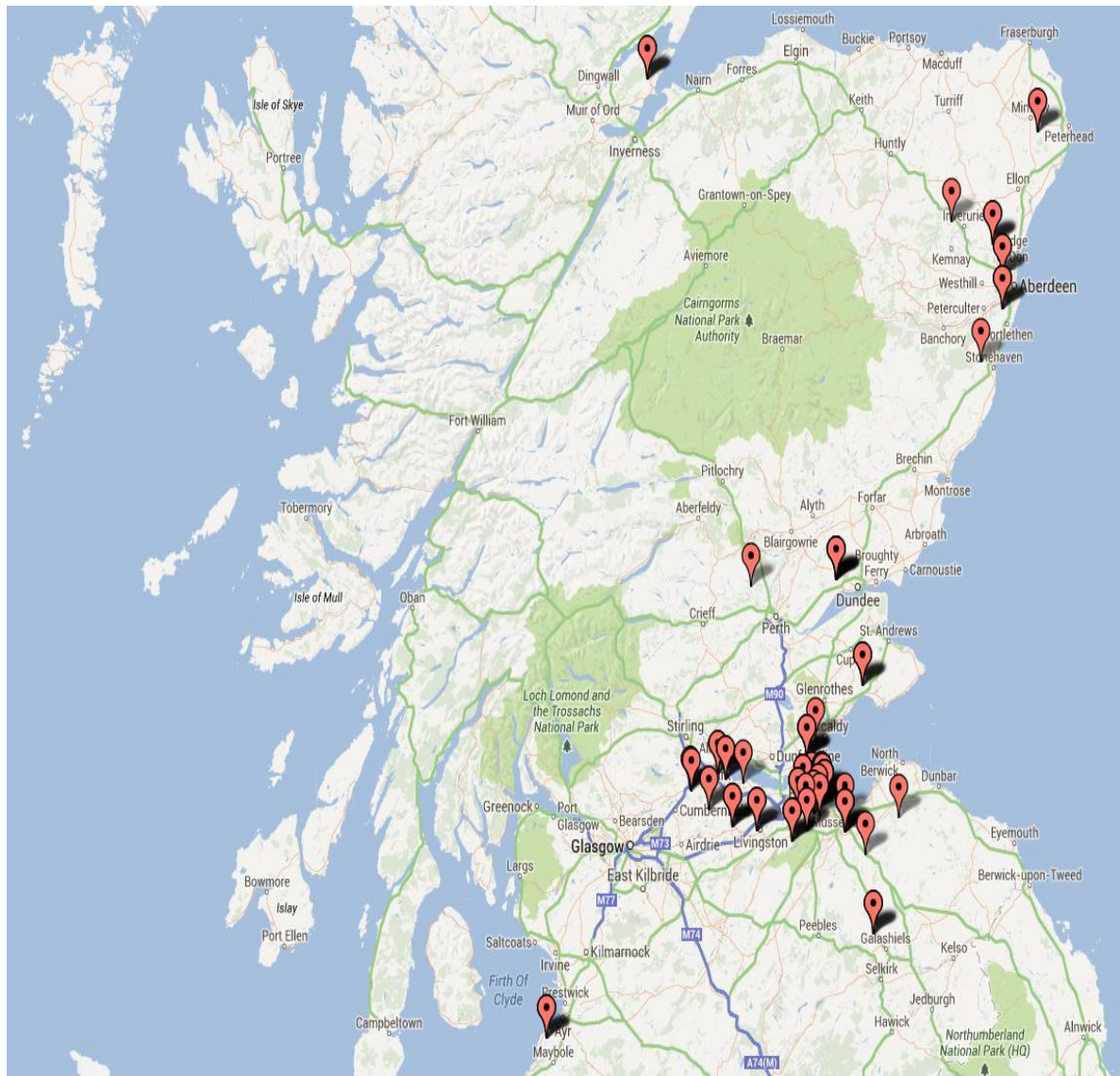


The young people's ages ranged from 12-26. Over half were aged between 12 and 15, and around a third were between 16 and 19. The majority stayed with their mum and/or dad. Around a third also lived with siblings.

There were a number of similarities between the responses of young people and those of parents/carers.



## Mapping of parents/carers respondents



### How often do disagreements occur?

When asked about the frequency of disagreements between young people and their parents, 61% of young people and 41% of parents/carers said this happened weekly.

### How do family disagreements make you feel?

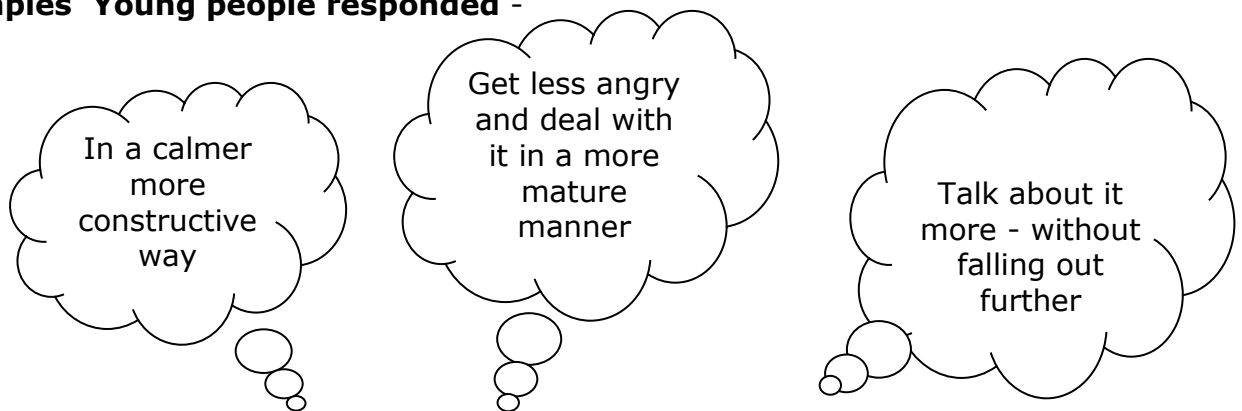
Young people	Parents
Annoyed	Angry
Crap	Exhausted
Depressed	Frustrated
	Sad
	Stressed
	Upset

## How do you deal with disagreements?

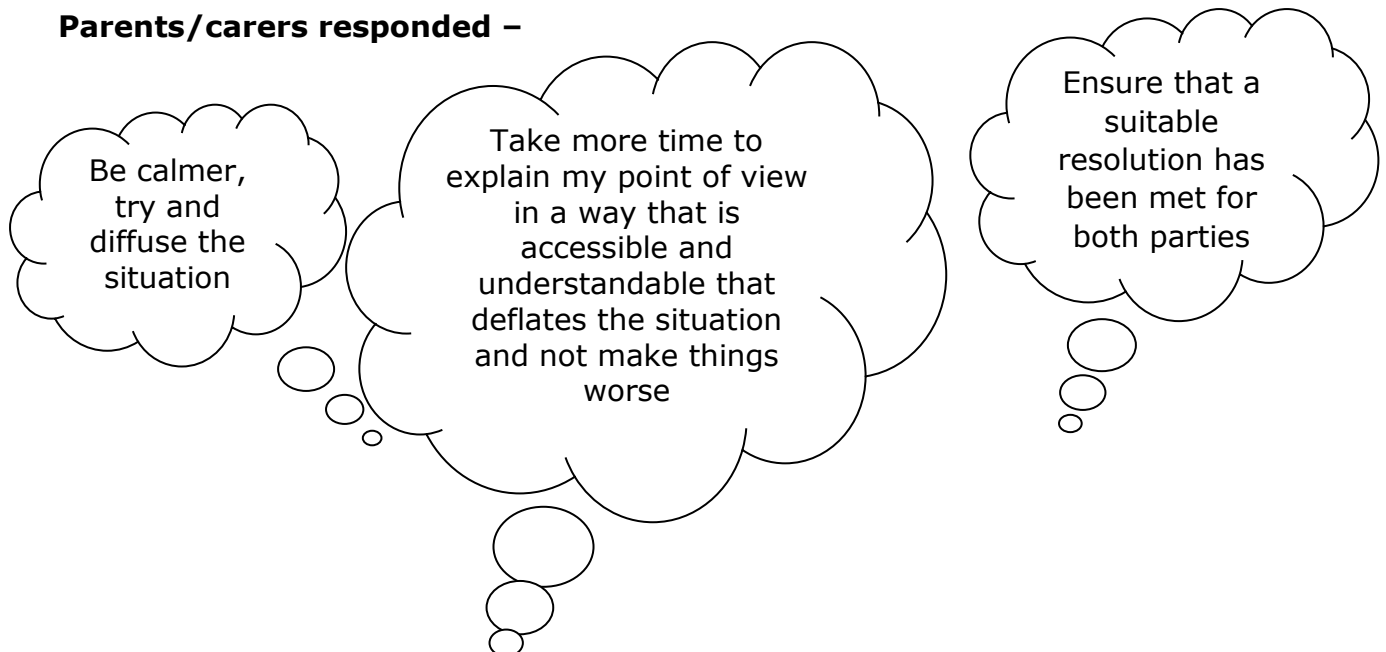
- half of young people said that they argued, around a quarter said that they got upset, and a similar number said they shouted or simply kept it to themselves
- just over half of parents/carers said that they talked to the person in order to deal with disagreements
- just under half of parents/carers said they argued, and around a third got upset in response to disagreements in the family home
- most young people did not want to deal with disagreements any differently, whereas the majority of parents/carers did

## How would you like to deal with disagreements?

### Examples Young people responded -



### Parents/carers responded -





## Have you thought about leaving home as a result of disagreements?

Around a quarter of young people had thought about leaving home; however another quarter of young people chose not to answer this particular question.

The results of the parent/carer survey found that around 15% of parents had thought of leaving the family home due to conflict.

### Example of young people's responses

I have thought of running away but only twice when I was really upset

This time last year I wanted to leave nearly every day

### Support services in your area

Just over a third of parents/carers did not know of any services in their area; however the remainder were able to name those available to them. 85% of parents/carers did not use the services in their area.

Some comments from parents/carers on local support services –

...I wouldn't go to an outside agency to sort out a family argument

I don't know what they would be and my struggles are small compared to others

I don't know about them but probably wouldn't use them as I'd expect to sort things out myself

Half of young people did not know what services were available in their area and around 82% did not use local services.

Some comments from young people on local services –

I just don't feel confident enough to speak to them

Because it is someone to talk to and help me with my problems

Don't know where they are and wouldn't use them anyway

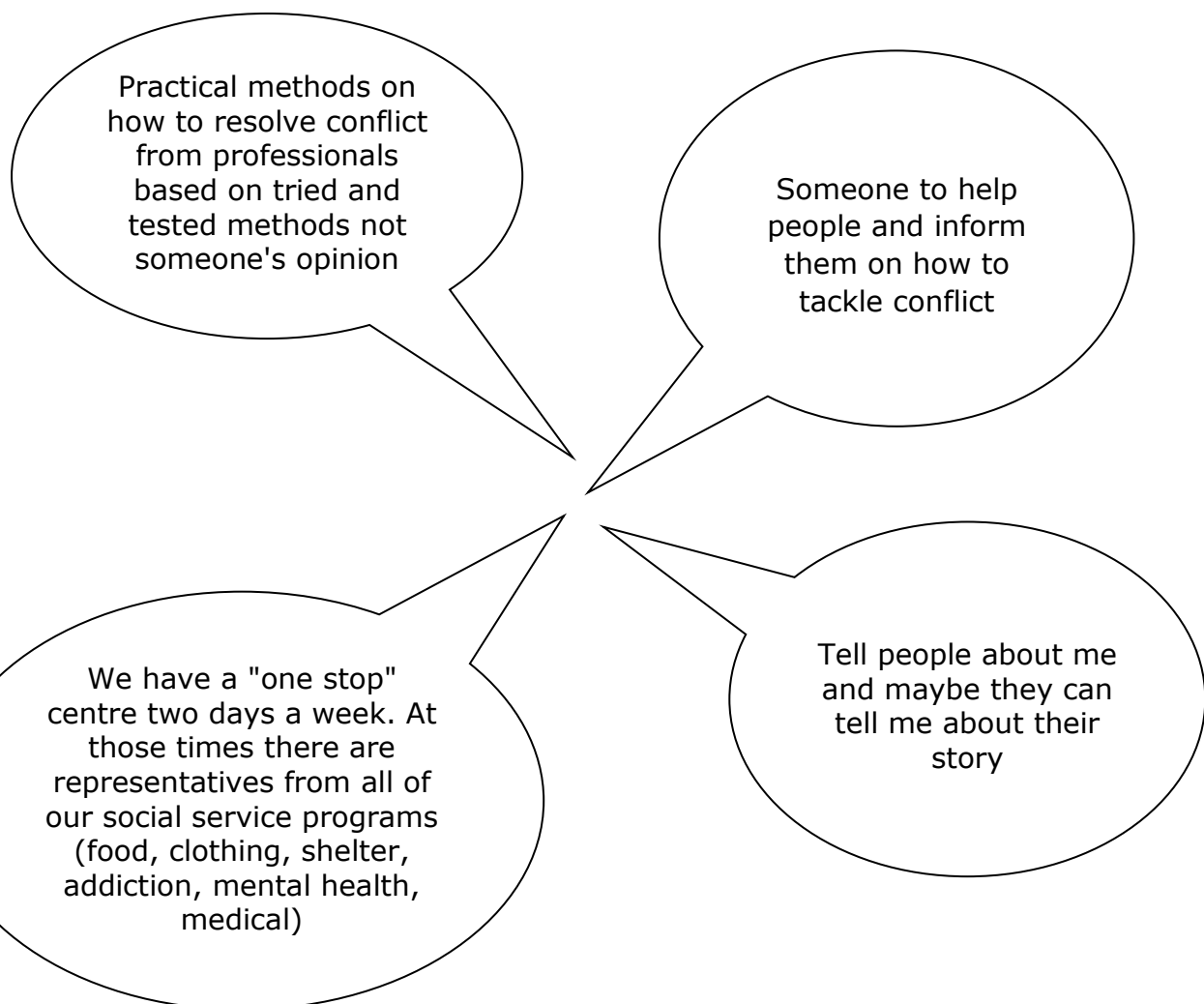
## What would help you to sort out disagreements?

When asked what would help young people to sort out family disagreements, the most popular answer was 'someone for me to talk to' and 'support from someone my own age'. Over half of young people said they would make use of these.

Parents/carers also rated 'someone to talk to' and 'support to talk as a family' as resources that would be useful to help them sort out disagreements. Two thirds of parents/carers felt using a website would be useful, and 'support from another parent/carer' scored almost as highly.

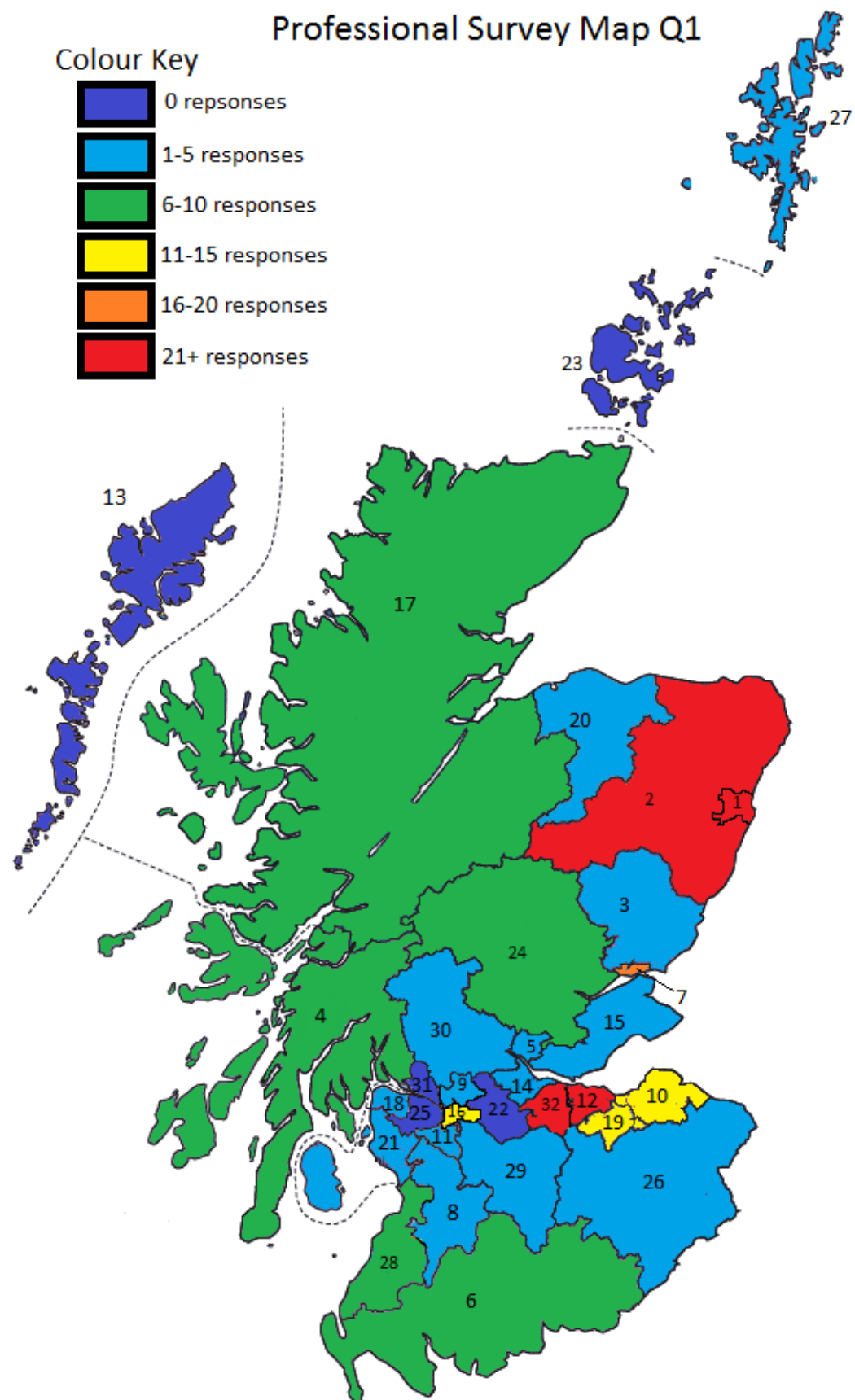
## Ideas for useful resources on family conflict resolution

In terms of what would be most useful at an event on family conflict resolution, young people wanted the chance to talk to other young people, and to say what they think. Similarly, parents/carers wanted to find out how other families sort out disagreements and to share experiences with others.



## Findings from professionals' survey

### Mapping of professional respondents

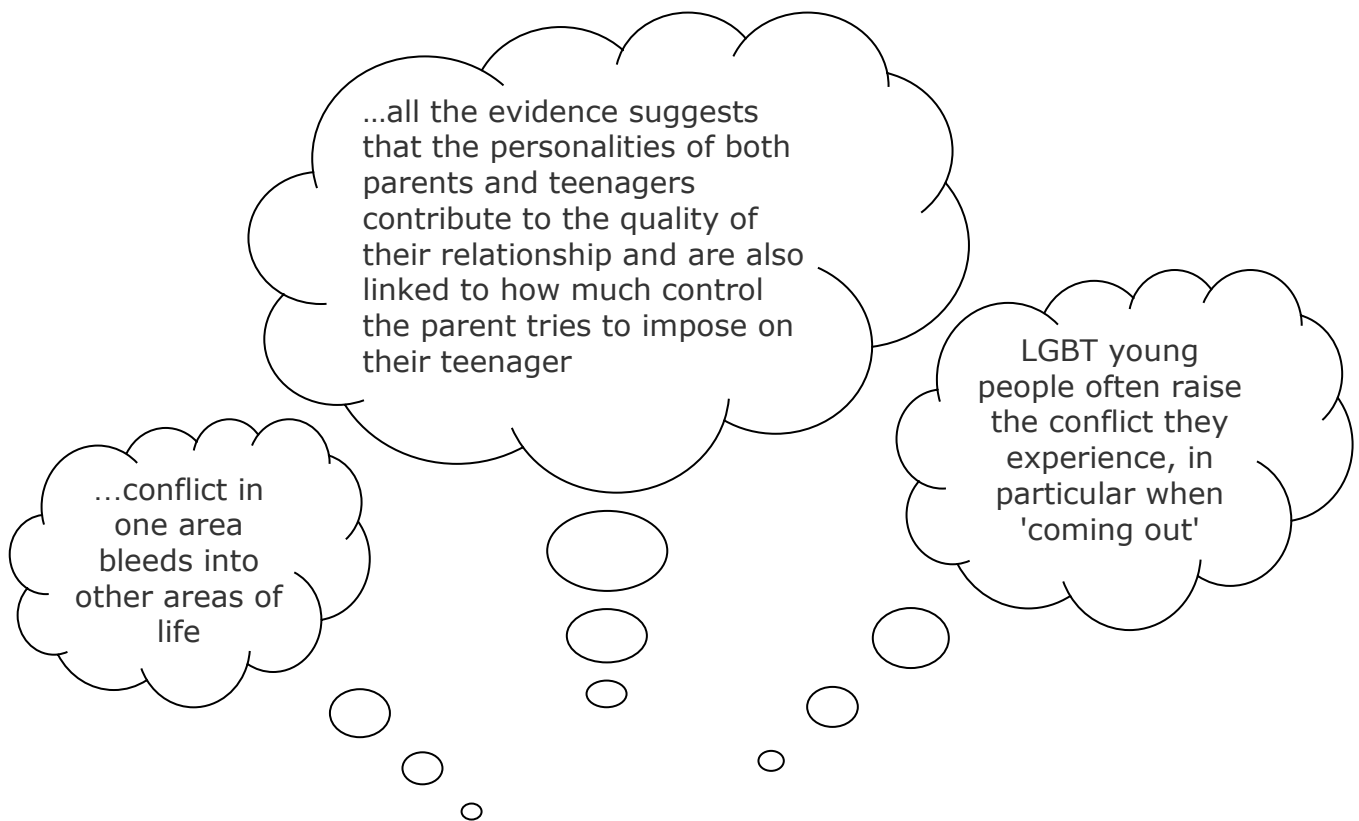


## Overview

Across all 32 local authority areas in Scotland, 216 professionals returned surveys. Just under half worked within local authorities and a third worked within the voluntary sector. The majority of respondents came from Edinburgh and the Lothian's, followed by Aberdeen and Aberdeenshire (see appendix 1.3 Q1). A wide variety of job roles are undertaken by the survey participants (see appendix 1.3 Q4) including homelessness prevention, youth work, teaching, family support, mediation and service management.

## How often does conflict occur within families you work with?

Over three quarters of professionals agreed conflict is a regular occurrence for families they work with, and that working with families experiencing conflict is an element of their job role.



## Skills needed to support families in conflict

When asked about their own skills, half of professionals felt they have the skills necessary to address conflict when it is presented within the families they work with; however, professionals also echoed the need for further training and/or support:

I deal with families experiencing conflict regularly, I feel that I manage this successfully. However I would appreciate training

I have some of the skills necessary but would appreciate support/training as every situation is different

Always needing more tools and a variety of approaches to ensure that these skills are applied in the correct situations though

I am confident that I have the skills and knowledge to enable me to act as mediator in family conflict but I am always keen to learn new strategies

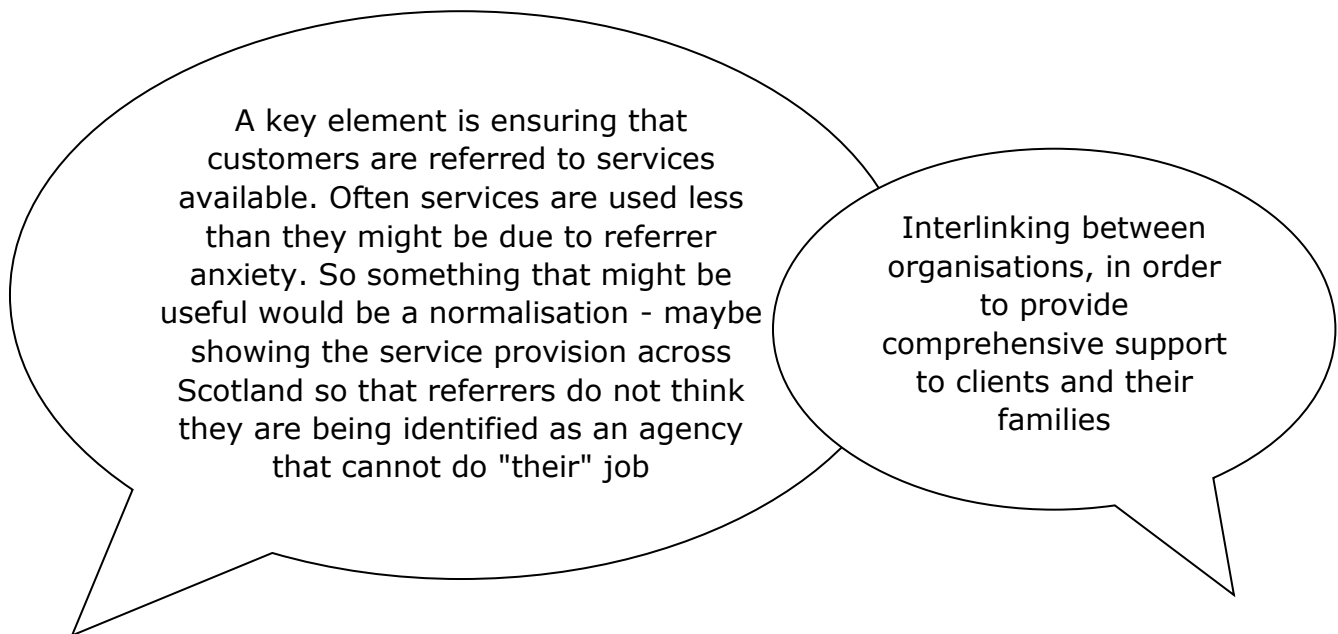
I think staff have the core skills required to address conflict but lack the confidence/experience to put them into practice

## What type of resources would be useful to help better support families to reduce or manage conflict?

The most popular answers given were 'meeting with other professionals', 'training for service/team', 'facilitation skills' and 'regional events'. Over three quarters of professionals responded as something they might or would use.

I think having the opportunity to learn from other practitioners and talk about real life experiences, would be most beneficial. More support needs to be provided to youth workers who are in my experience are responding to wider family issues that have been out with their remit, skills set and understanding

## **What type of resources would be useful to help better support families to reduce or manage conflict? Continued...**



### **What should the SCCR offer?**

Professionals want online resources for practitioners; training events; online resources for young people, parents and carers; and regional seminars.

Additionally, when asked what topics would be of value at an event on family conflict resolution over three quarters of professionals answered

- share best practice with other professionals to support
- training in conflict resolution skills

Over two thirds answered:

- mediation awareness training
- training in mediation skills



**SCCR**  
**Parent/Carer survey**  
**full data results**  
**Pages 15 – 26**

## Parent/Carer survey full data results

### Q1. How many dependants do you have?

no of dependents	no who answered	%
0	4	9
1	16	34
2	22	47
3	3	6
4	2	4
<b>total answers</b>	<b>47</b>	

### Q2. Please tell us about your caring role. I am a (tick all that apply):

Answer Options	Response Percent	Response Count
Adoptive parent	8.5%	4
Foster carer	6.4%	3
Grandparent	8.5%	4
Kinship carer	0.0%	0
Parent	74.5%	35
Single parent	12.8%	6
Step parent	4.3%	2
Prefer not to say	0.0%	0
Other (please specify)	0.0%	0
<b>answered question</b>		<b>47</b>
<b>skipped question</b>		<b>1</b>

### Q3. What is your relationship status?

Answer Options	Response Percent	Response Count
Divorced	4.3%	2
In a civil partnership	0.0%	0
Living with partner	19.1%	9
Married	61.7%	29
Single	4.3%	2

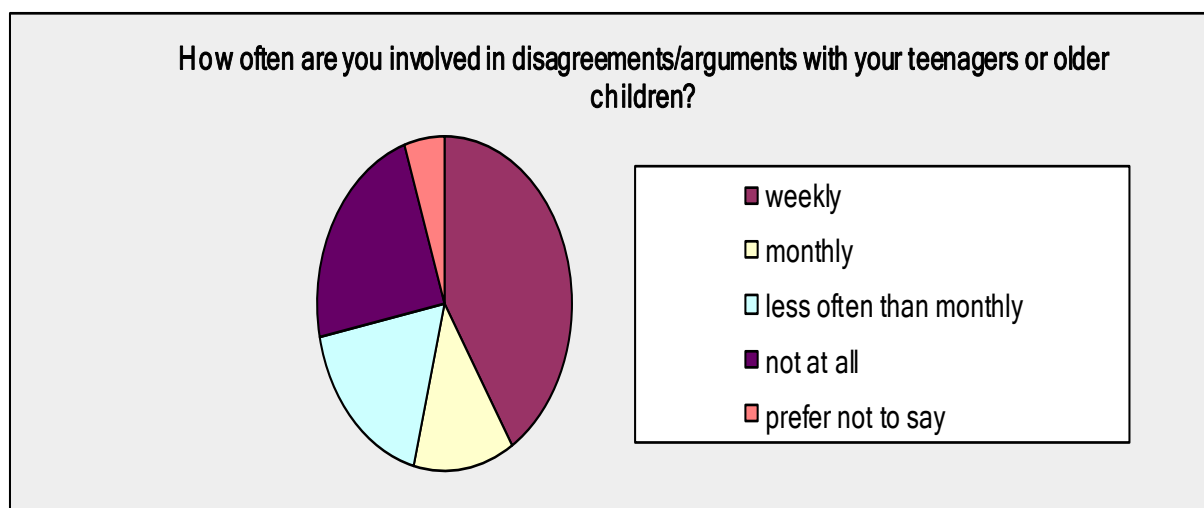
Separated	6.4%	3
Widowed	2.1%	1
Prefer not to say	2.1%	1
Other (please specify)	0.0%	0
<b>answered question</b>		<b>47</b>
<b>skipped question</b>		<b>1</b>

#### Q4. Who do you live with? (Please tick all that apply)

Answer Options	Response Percent	Response Count
husband	53.2%	25
wife	12.8%	6
partner	14.9%	7
child(ren)	72.3%	34
partner's child(ren)	2.1%	1
foster child(ren)	4.3%	2
mother	4.3%	2
father	0.0%	0
mother-in-law	0.0%	0
father-in-law	0.0%	0
brother	0.0%	0
sister	0.0%	0
cousin	0.0%	0
aunt	0.0%	0
uncle	0.0%	0
nephew	0.0%	0
niece	0.0%	0
just me	2.1%	1
friend	0.0%	0
prefer not to say	2.1%	1
Other (please say who)	0.0%	0
<b>answered question</b>		<b>47</b>
<b>skipped question</b>		<b>1</b>

**Q5. How often are you involved in disagreements/arguments with your teenagers or older children?**

Answer Options	Response Percent	Response Count
weekly	41.1%	16
monthly	12.8%	5
less often than monthly	17.9%	7
not at all	23.1%	9
prefer not to say	5.1%	2
<b><i>answered question</i></b>		<b>39</b>
<b><i>skipped question</i></b>		<b>9</b>



**Q6. When there are arguments/disagreements in the family how does it make you feel?**

**Responses**

Frustrated **x4**

Uncomfortable and the one who needs to sort things

Exhausted

Sad

Fine - you need disagreements. We handle them pretty well I think

Sad

Angry and guilty.

---

Exhausted, upset and angry - sometimes unloved

Despondent

Confused and upset

Sad

Sad. A poor parent.

A bit down and misunderstood

Frustrated and sad

End every argument with "I love you,"

Stressed

In an awkward position as a step parent.

Sad and unable to help

Sad and annoyed

Tired, frustrated

---

**Q7. How do you deal with arguments/disagreements at home? (Please tick all that apply)**

Answer Options	Response Percent	Response Count
argue	43.6%	17
ask them to leave	7.7%	3
avoid it	15.4%	6
cry	23.1%	9
do some sport/leisure	5.1%	2
drink	2.6%	1
fall out	20.5%	8
get upset	30.8%	12
go to a friend's house	5.1%	2
go to a relative's house	0.0%	0
keep it to myself	7.7%	3
self-harm	2.6%	1
shout	20.5%	8
take drugs	0.0%	0
talk to someone else	23.1%	9

talk to the person	51.3%	20
walk out	10.3%	4
wander the streets	0.0%	0
prefer not to say	0.0%	0
Other (please say who or what)	17.9%	7
<b>answered question</b>		<b>39</b>
<b>skipped question</b>		<b>9</b>

### Other (please say who or what):

#### Responses

It depends on the situation

depends on how stressed I am!

write a letter to the person I am arguing with

Use adult formal supports. Threaten teen with sanctions, withhold the thing they want. Protect myself and others from the lash out and violence by taking the physical reaction on myself in location away from family or closing other family members in a room. Phone police. Would have called SW prior to breakdown.

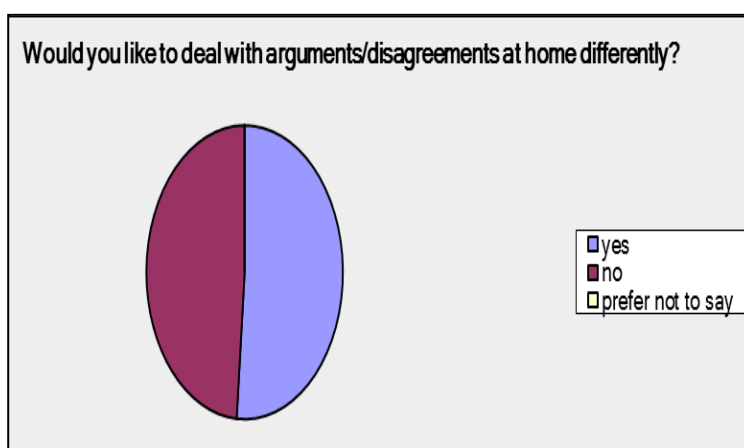
depends on how my sons mood is, we know when he comes to stay for the weekend something will kick off, we should know better by now but he will not listen to anyone else view or feelings, he has been diagnosed within the autistic spectrum

seek to de-escalate emotion and anger and seek to understand before being understood

cool down period. 15 minutes then come back

### Q8.1. Would you like to deal with arguments/disagreements at home differently?

Answer Options	Response Percent	Response Count
yes	51.3%	20
no	48.7%	19
prefer not to say	0.0%	0
<b>answered question</b>		<b>39</b>
<b>skipped question</b>		<b>9</b>





## Q8.2. How would you like to deal with conflict?

### Responses

I know how to manage them, it's about managing my own stress levels from work so that they don't impact on home

be calmer, try and defuse the situation

listen and also be heard

I'd like to feel safe and secure that my daughter was being given appropriate support and treatment to deal with the situation. The family were viewed as victims and given support as such. That the child is not automatically under the protected legislation but held accountable for her actions. That there is a focus on building relationships within the history and world view of the family - not a middle class ideal. The child shouldn't be made to feel responsible for the SW intervention on other children.

to be able to have a reasoned talk

quietly with no shouting

Calmly and wisely

Calmly

Ensure that a suitable resolution has been met for both parties.

Less shouting. More, "It makes me feel...." type of statements.

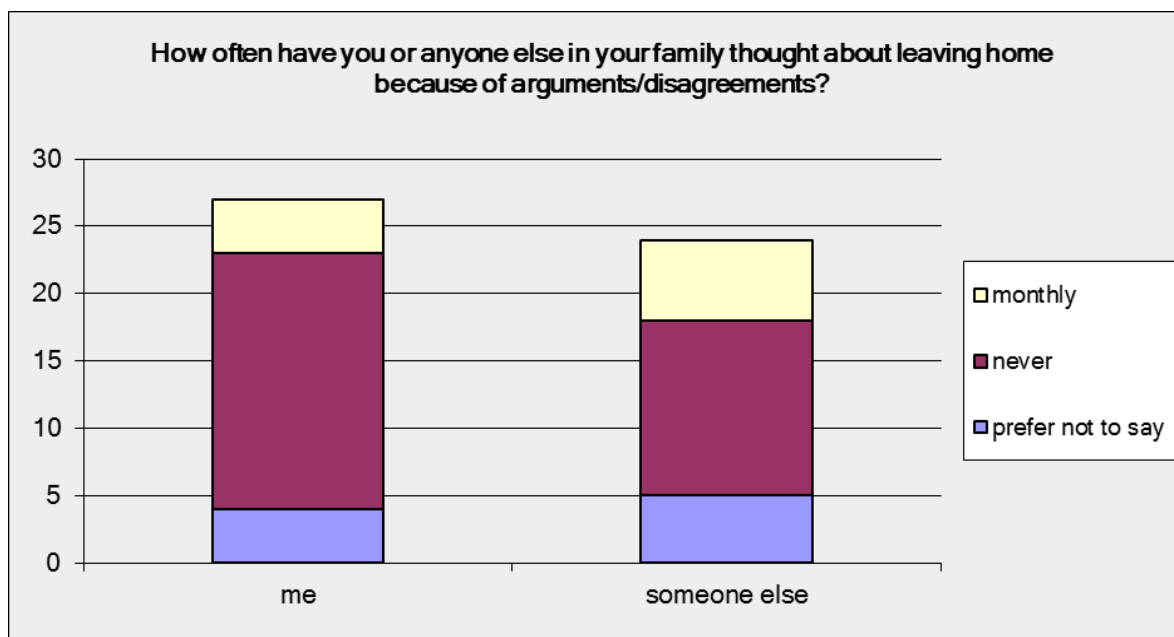
It would sometimes be nice not to have to bite my tongue especially where my partners ex is concerned!

less conflict more resolution

Take more time to explain my point of view in a way that is accessible and understandable that defats the situation and not make things worse.

## Q9. How often have you or anyone else in your family thought about leaving home because of arguments/disagreements?

Answer Options	monthly	never	prefer not to say	Response Count
me	4	19	4	27
someone else	6	13	5	24
<b><i>answered question</i></b>				<b>33</b>
<b><i>skipped question</i></b>				<b>15</b>



**If you have any other comments, please tell us here:**

### Responses

There isn't a don't know option - I can't speak for other family members

Now and again but never seriously!

very occasionally my teenager will say she can't wait until she can leave home

My older children did leave home. At 17 and 20 due to continued argument theft police and social work daily input and the threat to their younger sibling. I maintain these relationships external to family home without stress. Neither wish to speak about or to their sister currently an this is heart breaking,

If things don't calm down we will leave and go somewhere if it continues when we get back he is asked to go back to his own flat.

perhaps once a year

Only a few times during my marriage. Options not stated for me in the survey

Less frequently than monthly

I think there are points where the kids would have liked to stay with their dad i.e. my partner but his ex-stopped them.

Once and a while

Less often than monthly but more often than never

**Q10. What are the support services in your area to help if you are struggling to cope with arguments/disagreements in the family?**

**Responses**

don't know x7

Probably Out of Hours Social work or family support social worker but I don't feel I need to consult either

health visitor

Relationship Scotland

none

Social Work. Children's 1st Barnardos

unsure

We go to a family support group.

No idea. Totally unaware of what is available - I suppose school social work etc.?

Several but do not feel able to as live in small village and confidentiality is a huge issue.

fairbridge, the junction

none that I know of

Relationship Scotland Quiet Waters Family relationship counselling

Never used support services - not sure about involving a third party

Various services but I don't have any requirement to use them

school

In my area of the U.S.A. (California, in the county Just north of Los Angeles - Ventura. We have a crisis team for anyone under 21 and a separate crisis team for those 21 and over.

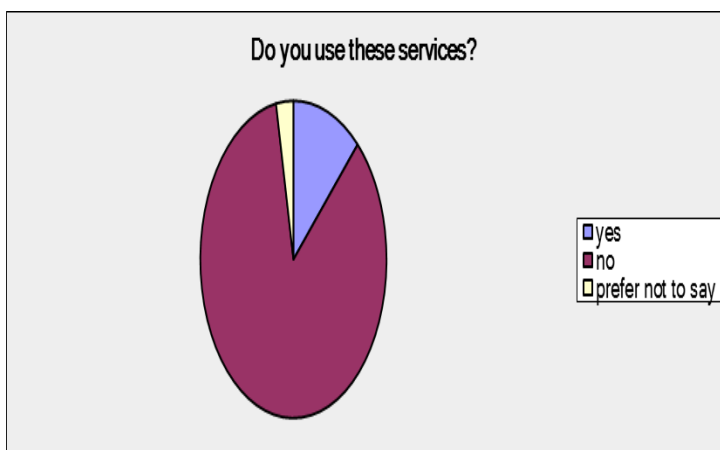
Step family Scotland

Amber but not sure if anything else for under 16's

Amber, mediation services, counselling

### Q11. Do you use these services?

Answer Options	Response Percent	Response Count
yes	12.1%	4
no	84.8%	28
prefer not to say	3.0%	1
<b>answered question</b>		<b>33</b>
<b>skipped question</b>		<b>15</b>



### If yes or no, please say why you gave this answer:

#### Responses

Sometimes, I would read articles from Care for the Family

Other family members - I wouldn't go to an outside agency to sort out a family argument

OOHS are pretty much useless, have contacted them twice in the past and they were no help at all and there is no way to contact the family support worker out of hours.

I have had a terrible time over 4 years with SW and Barnardos. They do not do restorative work they assess and interpret and misjudge and then threaten the protection of other younger siblings ...as predicted 4 years ago my daughter is now likely to be a few years homeless and is at great risk of chaotic substance misuse.

I have heard about other people's problems and I do not want my affairs common knowledge.

don't know of any

Not required

Employed by.

I don't know about them but probably wouldn't use them as I'd expect to sort things out myself

Other than looking on their website I haven't engaged with them when perhaps I should have.

Don't know any

I don't know what they would be and my struggles are small compared to others.

**Q12. What would help you to sort out arguments/disagreements at home?**

<b>Answer Options</b>	<b>Would/ might use</b>	<b>would not use</b>	<b>don't know</b>	<b>Rating Average</b>	<b>Response Count</b>
someone for me to talk to	23	7	1	1.94	31
support to talk as a family	23	7	1	2.10	31
helpline	15	12	3	2.47	30
one to one support	18	10	1	2.21	29
safe online chat	18	11	1	2.23	30
support from another parent/carer	20	8	2	2.13	30
social networking	8	19	2	2.69	29
website	21	7	2	2.13	30
<b><i>answered question</i></b>					<b>33</b>
<b><i>skipped question</i></b>					<b>15</b>

**Please tell us what else you would find useful:****Responses**

The young person maturing faster!

I think I am often preoccupied with work and other emotional distractions (mothers illness and unresolved issues between husband and myself) therefore I feel that if I could compartmentalise these other issues and give 100% of my attention to my children would be useful

Add contact details for Scottish families affected by drugs helpline to the next page along with others.

I wouldn't use any of these or recommend anyone use any formal supports due to the risk to your family. I'm still terrified for my younger family every time the door knocks. I'm scare to speak to his health visitor and worry if I need to take him to the A&E that SW will appear next day, until this is sorted there is no hope for restorative family work they are all t focused on child protection ad that there must be something more sinister. Peer support for families who are victims of abuse from distressed teenagers would be good. But after reading one report produced by a social worker I doubt anyone world voluntarily wok with them.

## Family therapy

Potential drop in centre may be helpful. We have a "T.A.Y" (Transitional Adult Youth) drop in centre for walk in appointments, or for whatever drop in service they may need.

Something that helps to get through the adolescent period which at the moment is erratic, unpredictable and it feels like we are walking on egg-shells!!!

### Q13. What would be of value at an event for parents/carers on family conflict resolution?

Answer Options	Response Percent	Response Count
the chance to talk to other parents and carers	56.3%	18
share experiences with others	65.6%	21
information on where to get help	53.1%	17
the chance to give my opinions	28.1%	9
to find out how other families sort out disagreements	68.8%	22
to meet other people from across Scotland	9.4%	3
to meet with politicians and tell them what I think	21.9%	7
to meet with people who run services for families and tell them what I think	53.1%	17
<b><i>answered question</i></b>		<b>32</b>
<b><i>skipped question</i></b>		<b>16</b>

### If you have any other ideas, please tell us here:

#### Responses

To challenge social work practice that they should work with families and have social workers working for the parents a non-problematic children. I said in a meeting many years ago I held that child in my arms the day she was born and I went on to relay a few things about her needs over the years, that no one in the room was there for those mile stones and no one in the room would be thereafter her teens, yet they seem determined to separated her thoughts and feelings form her families. The outrage and shocked response that I was somehow telling my daughter not to trust the professionals in the room. I noticed at this point that support is not about protecting or restoring a family but protecting a child from the family. Then at 16 leaving the child potentially without the family at all. SW was not forced on me I asked for support when my husband left and my daughter's behaviour spiralled. It was the biggest mistake I ever made. They are all gone now and I spent many nights worried about how



many other parent are out their terrified as I was.

Parental support helpline or one to one support drop in centre parenting classes

We have a "one stop" centre. Two days a week. At those times there are representatives from all of our social service programs (Food, clothing, shelter, addiction, mental health, medical)

practical methods on how to resolve conflict from professionals based on tried and tested methods not someone's opinion

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**Q14. If you have any other comments about family disagreements/conflict, please tell us here:**

**Responses**

I'm angry I have lost my daughter and no one cares she sleeps on the streets and I can't take her home because of a birthday, My crying doesn't end and I'm not at all religious but I pray every day she comes home. I wish I could do more to challenge the system and help people see it is restoring family not breaking that is required. But I'd be terrified it could affect my younger family. I hope this helps you recognise the fear you may face in getting people to engage.

my wife goes to have one to one through the health service because of the strain it has put on us through the years we should of thought of doing something a lot earlier than we did, his mental health and drug issues have definitely affected the whole family

I think that the parents/carers of young people should be spoken to about the reasons for homelessness before housing is offered to young people as often the differences could be sorted out.

Discovered your website/Facebook page today. Love what people do to help other people. Thank you. (Barry From California)

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**SCCR**

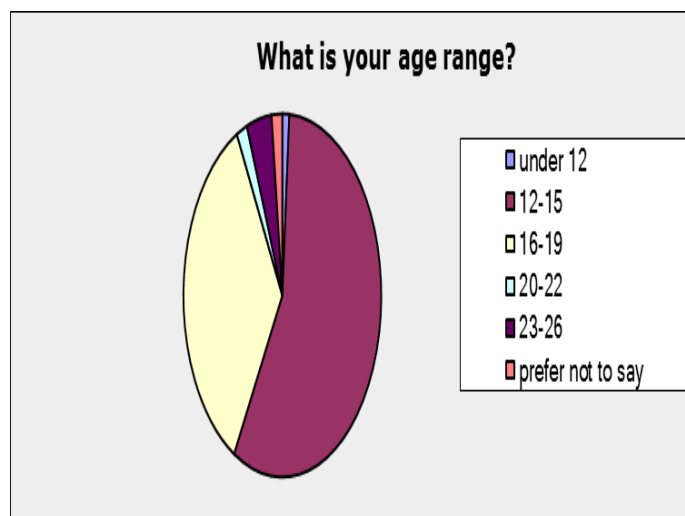
**Young people survey**  
**full data results**

**Pages 28 – 48**

## Young people full data results

### Q1. What is your age range?

Answer Options	Response Percent	Response Count
under 12	1.1%	2
12-15	55.4%	98
16-19	33.3%	59
20-22	1.7%	3
23-26	4.0%	7
prefer not to say	1.7%	3
<b>answered question</b>		<b>177</b>
<b>skipped question</b>		<b>1</b>

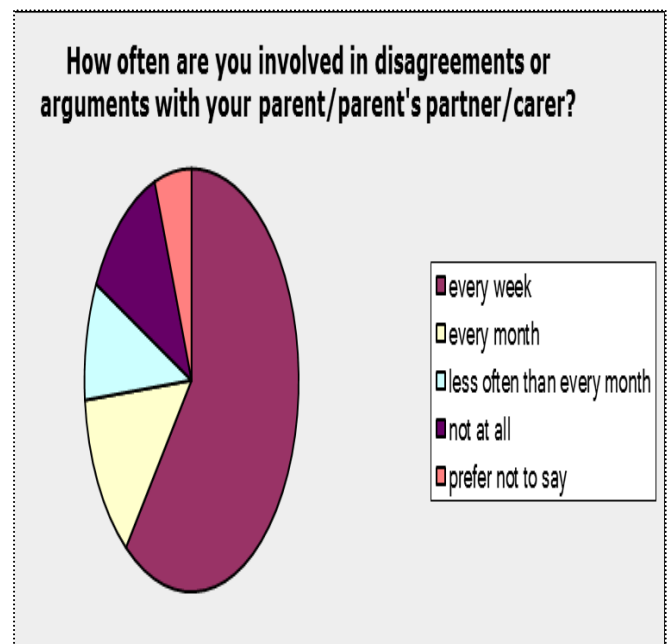


### Q2. Who do you stay with?

Answer Options	Response Percent	Response Count
mum	88.1%	156
dad	71.8%	127
mum's partner	6.8%	12
dad's partner	3.4%	6
brother	38.4%	68
sister	32.8%	58
aunt/uncle	2.3%	4
cousin	0.6%	1
grandparent	0.6%	1
foster carer	0.0%	0
friend	0.6%	1
partner	1.1%	2
other	3.4%	6
prefer not to say	2.8%	5
<b>answered question</b>		<b>177</b>
<b>skipped question</b>		<b>1</b>

**Q3. How often are you involved in disagreements or arguments with your parent/parent's partner/carer?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
every week	60.5%	107
every month	13.0%	23
less often than every month	9.0%	16
not at all	11.9%	21
prefer not to say	5.6%	10
<b>answered question</b>		<b>177</b>
<b>skipped question</b>		<b>1</b>



**Q4. When there are disagreements/arguments in the family how does it make you feel?**

**Responses**

Angry x 9

Sad x 9

Annoyed x 12

Frustrated x 7

Angry, tired and depressed

Uncomfortable (not usually arguments)

I don't have them

Bad

hyped up for a dance

like poo

like my hunger is salted

angry, frustrated, upset

only a little sad because we usually don't fight about big things and when we do this is resolved quite quickly

frustrated as I feel that I am right but I agree that my mum knows what is best for me

annoyed, targeted

angry and upset

annoyed, upset, angry

irritated

frustrated that we can't see eye to eye

well they're lawyers so it makes me feel pretty mad that they have such well thought out arguments

fine usually but sometimes not

annoyed because I feel my points aren't being listened to

don't know

a bit sad

Whenever it comes down to organizing things or if anyone has a disagreement with my father he is too stubborn to admit he's wrong. My Father is also a dictator and hypocritical which makes him hard to talk to and it makes me feel stressed

they ,make me feel annoyed because they always happen

annoyed, angry and sad

not bothered because they are small things

upset, angry

it makes me feel really sad and lonely

Crap

less often than once a month

Pissed off and shit

Annoyed but not too angry sometimes disappointed

I feel pissed off and it effects how I then work at school

Mostly about homework, and music practice. I don't really enjoy it and I don't really want it to keep happening, but if guess it's my fault and not all my parents fault.

stressed

in the mornings and evenings frustrated

Angry and sad

I feel really angry and sad and furious...

very bad and annoyed

a bit angry but my family love me and I love them so we can make up easily

very sad and upset

its fine its healthy for an argument

fine

sad and angry

normal

Upset, annoyed, sad, take sides.

Angry. It really depends. Everyone has arguments don't they? Usually small things, but sometimes every long while a big thing about behaviour or something will come up.

sad because I don't want to argue

sad but I get to say what I need to say

sad, worried, frustrated

Don't Know

I'm used to it.

I don't feel upset or happy really

meh

I never have big arguments so we always make up straight afterwards. So I don't feel that upset.

sad, worried

shit

I don't know.

sad, alone

angry, sad

angry, annoyed, upset and sad

angry, annoyed

sad/annoyed that I fell out

frustrated/angry

sad and angry with my parents or sibling

angry, annoyed, frustrated

sad, angry

annoyed and angry

Not too bad, sometimes upset or worried. Not very many major arguments

Ragin



sad angry hurt

Ragin want to smash someone's face in

frustrated, angry

angry annoyed

angry, boiling and bubbling

upset, angry, sad

Sad, angry and I forget how the other person might feel

Sometimes it can be annoying but the arguments can be quite funny

sad, upset, unhappy

I always try to solve problems so there is no awkward atmosphere

upset

Alright

makes me feel bad and I want to leave

Fine

Frustrated as you are living under their roof so have to live by their rules. Can feel like treading on eggshells.

I feel angry and upset that I am arguing with my mum and her partner.

annoyed, bad

depressed

I feel like there are underlying problems that my mum just wants to avoid.

Rarely - I do not like any conflict.

Angry, lonely, conflicted

Fine, it's just friendly debates.

Frustrated and annoyed. Sometimes like I'm not listened too.

sad or angry

hungry

makes me feel sad

quite angry

:(

it makes me feel depressed

upset

:(

unworthy

Angry then ashamed and low in confidence.

The disagreements are related to housework. When we have disagreements I feel like they don't listen to me.

Rather perturbed

its crap

Quite sad

**Q5. How do you deal with disagreements/arguments at home? (Tick all that apply)**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
argue	50.0%	86
avoid it	22.1%	38
cry	24.4%	42
do some sport/leisure	12.2%	21
drink	4.7%	8
fall out	19.8%	34
get upset	26.7%	46
go to a friend's house	9.9%	17
go to a relative's house	1.2%	2
go to a youth club/centre	0.0%	0
keep it to myself	23.8%	41
self-harm	5.2%	9
shout	23.8%	41
take drugs	2.3%	4
talk to someone else	13.4%	23
talk to the person	16.9%	29
walk out	12.8%	22
wander the streets	5.2%	9
prefer not to say	4.1%	7
other (please say who or what)	27.9%	48
<b><i>answered question</i></b>		<b>172</b>
<b><i>skipped question</i></b>		<b>6</b>

**Other (please say who or what):**

**Responses:**

dance

drink drive

silent treatment

discuss it

agree to diffuse the situation

chill in room

think

Talk to my sister

talk it out

I've thought about self-harm

but make up quickly

it gets better easily it's just silly things

write it in a secret diary say sorry even if it is not my mistake

listen to music or play Xbox with headphones

nothing

go on the internet

I usually just get angry, go to my room and sit for a while, then text a friend complaining that life sucks or something like that. Sometimes I play really loud guitar, or punch my bed pole or something.

I say sorry straight afterwards and it's all fine after that.

go onto my laptop and watch videos or go on face book for a couple of minutes

YouTube

work it out

I don't have problems at all

shut myself in my room

listen to music

listen to music

I walk away

ignore them

Trash my room

Just go to my room

Sit in my room

go to my house

I have a punch bag I sometimes use when I get upset/angry.

I go to my room and do homework

go to my bed or do silly things

not sure

we don't argue

I cut and burn

I cut

go to my room and don't talk to anyone

walk away

get stoned

just go off ma nut

have a chat

don't know

I don't have arguments

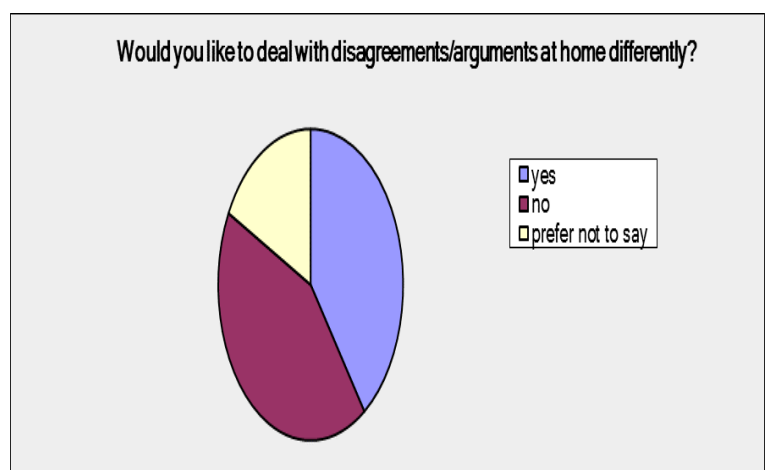
Lay in my room and listen to music

find resolution, talk

Read, listen to music, get on with life and sort it out, forget about it. If I do have an argument with my parents it's never serious and we laugh about it later

#### Q6.1. Would you like to deal with disagreements/arguments at home differently?

Answer Options	Response Percent	Response Count
yes	40.1%	69
no	42.4%	73
prefer not to say	17.4%	30
<b>answered question</b>		<b>172</b>
<b>skipped question</b>		<b>6</b>



## Q6.2. How would you like to deal with conflict?

### Responses

Move out

Violently

I'm not sure

violence not the way

with a knife

Calm

talk it through

in a civilized fashion

talk about it

everyone be civil and rational

more rationally and to look at both sides of view

I don't want my parents to pay irritating things on purpose

no hope my parents being irrational and unable to come back down past that point where they are mad, no matter how much I try

in a calmer more constructive way

argue but like really well

by my family all acting like rational human beings admitting that they have faults

I would like to talk more sensibly and reasonably at the time rather than having to agree to avoid escalation

talk about it more - without falling out further

sorting it out

more calm

in a sensible and mature manner resulting in harmony

get less angry and deal with it in a more mature manner

peacefully

talk it out

by keeping calm

Ignore it.

the same way I do

to talk about it and resolve it

I'd just like my family to stop arguing about silly things and all really...

leave the room or stay in my room for a while

I would rather there be no conflict

agree on something instead of my dad making me be upset and not believe that I don't understand something

In my family we make up easily

kick my mum out and eat curry's for breakfast

make sure if we argue that it is resolved quickly

matters what it is

just not argue at all

Calmly discuss in an appropriate manner.

I don't care. I have normal arguments that have already occurred 1'000'000'000'000 times already. Nothing that requires help.

in a logical and rational way

Ignore it and wait for the person or me to calm down.

Don't Know

wouldn't like any

work it out

Just talk, not shout

assertively not passively

do what I already do

talk it through and try to resolve it avoid the argument for a few hours

talking to them

that's just the way I am, I can't change

the way I already do

The same really because I like talking to the person to try and sort things out and I can't change

?

by being assertive

To resolve it without argument

not argue

keep it the same, don't escalate how I deal with it

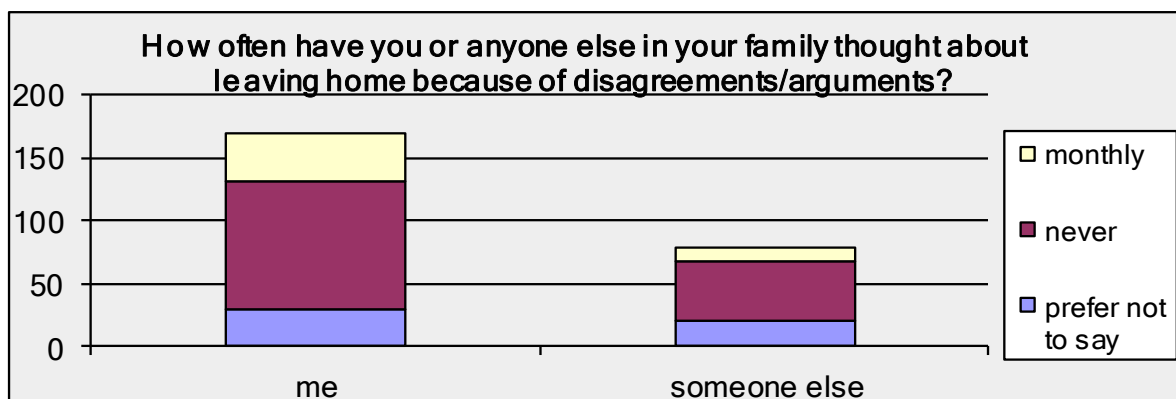
not get angry

calmly + sensibly
talk about it
go somewhere else
not argue
talk calmly to person
Talk it out
take a deep breath (in and out)
rationally, calmly coming to an argument making compromises so everyone is happy
calmly, rationally
think about how the other person is feeling
Be alone for a while and emerge after a few hours
Maturely Having someone actually listen to me
I wouldn't like to change the way I solve disagreements because I'm happy the way it is just now
No, I prefer to ignore people after arguments/disagreements
Just go out
I would just like to talk without shouting
Talk about it instead of shouting
[it's] the same as I always do
Too sit and talk our differences out like a family and normal people and not treat it like world war 3 and argue about what is going on.
deal with them calmly
Everyone should deal with their own issues with a therapist maybe. Or talk together with a therapist there.
More support from other family members
In a calmer way
not sure
stop fighting
stop fighting
no problems so I don't know
Talk
not getting so angry

In a polite way.

**Q7. How often have you or anyone else in your family thought about leaving home because of disagreements/arguments?**

Answer Options	monthly	never	prefer not to say	Response Count
me	38	103	29	170
someone else	11	47	21	79
<b><i>answered question</i></b>				<b>172</b>
<b><i>skipped question</i></b>				<b>6</b>



**If you have any other comments, please tell us here:**

**Responses**

moved out for months at a time living with friends then getting my own flat not back at home

don't get on with mum at all

I have thought of running away but only twice when I was really upset.

I moved to a new school and since then it's been kind of hard on me moving away from all my old friends and all I've ever been used to, and my mum doesn't really find it all that hard in her aspect, and I want to go back and live with my grans because she lives close to my school.

There was one or two times, but they were the exceptions to the rules

once

I don't really know if my family have

child line, streetwise, youth clubs, support from the council

This time last year I wanted to leave nearly every day

I've applied for housing



me lot's

A lot I would say

never really because I don't want to leave

[I have] left about three times

once

**Q8. What are the support services in your area to help if you are lonely or feel like leaving home?**

**Responses**

I don't know x 67

my gran

Tesco's

plenty of vulnerable orphans about

friends

school

none

none

Calms, guidance teacher, child line, youth club.

school

guidance in school

there's none

none

CYP

guidance

they are okay, not too sure where they are

I don't know. I live on a farm in the middle of nowhere so there aren't many people to talk to apart from the cows

school, other relatives

school (guidance)

none that I know of

child line

Youth club, phone services

helplines, family members, charities

child line
Family support worker & drug worker
Social work
social work
Terrible
n/a
Salvation Army
I have 2 services
Well, I think it's just my school
I don't know, probably my friend's house
none
PSE department
Child line
Guidance Teacher
none
Nothing
None don't plan on it anyway
non
Videophone. So I can text friends and moan. I'm never leaving home until college. :-)
Social worker
Alcohol worker/counsellor
I see a substance misuse worker weekly
none
I go to something called bridges project which helps. There is a thing called 'new horizons' for homeless/struggling people. This is in east Lothian.
None that I am aware of. I have spoken to counsellors from my University though
not sure
Women's aid. child
None
PSE school
EYCP the Scottish Huntington's Association

Caledonia youth

I have left already!

Arc or leaving care services

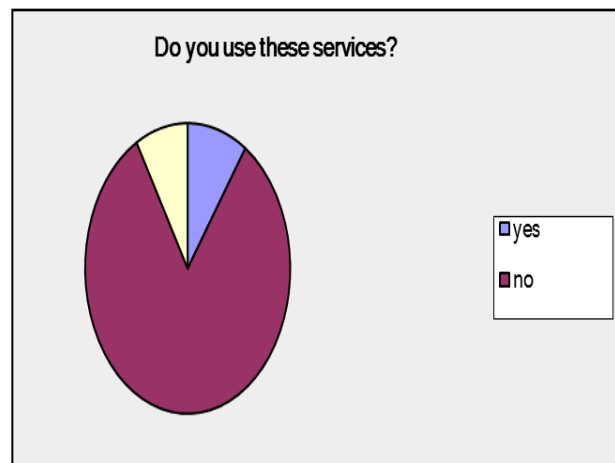
social work

salvation army

police and social services

### Q.9 Do you use these services?

Answer Options	Response Percent	Response Count
yes	9.5%	16
no	82.1%	138
prefer not to say	8.3%	14
<b>answered question</b>		<b>168</b>
<b>skipped question</b>		<b>10</b>



**If you have given a yes or no answer, please say why:**

### Comments

because I'm happy with my family

don't feel i need them

it's alright

I eat

don't really know

not lonely

because i don't know what they are

there aren't any

never feel like leaving home and no one in my house has

isn't any

I've never needed them

because i don't know

I'm not really aware of them but that's mainly because I've never had reason to not been in a situation when i have needed them

no need

because i don't need to

because i don't need them

i don't know where they are

i don't need them

don't know what they are

don't feel i need to

i don't know any

because i don't need to

i have no need to

i feel i don't need to

I go to calms for anger issues and feeling low.

I don't know of any.

never heard of them wouldn't go anyway

don't know any

don't know where they are and wouldn't use them anyway

I just don't feel confident enough to speak to them

because i feel safe with them

I don't know them

As i don't know what services there is

because there are none

i don't know any

i don't really have any troubles

Because i never have needed to

don't need them

because there is none

Because i haven't needed them.

Don't need them and their isn't any

I don't need them.

don't care

I don't know any services in my area

i don't need them

i don't know what or where they are

i do not know any

i don't know what/where they are

i talk to these people daily so i said yes because i can trust them

because i don't need to go to them because arguments are never that bad

only occasionally if something really bad happens

i don't know any

never needed them

don't have that big arguments

don't feel i need to

don't share problems

i don't feel i need to leave home

never needed it

i don't feel like leaving home or feel lonely

i don't get in many arguments

i don't get in many arguments

I don't ever argue with my family to that extent. I'm quite good at dealing with my anger myself

I can sort things out myself, I barely ever argue and it's never serious. I get on with my family well

I don't feel that i need the support from these organisations enough to justify contacting them

I have never been in a situation in which i feel i need to

Because i never have an argument that makes me want to leave my family!

i don't know of any

I have to use these or I will end up in jail

I have to

Because it is someone to talk to and help me with my problems

don't know any

there isn't any I know about

I use bridges project

They are always available and give good advice

Not sure what ones there are

don't know
not for these issues
no answer
no answer
no answer
don't have arguments
Don't know if services exist.
I have a good relationship with my family and never will have to leave
I think I don't need them
can't be bothered
I find YouTube more useful than services
Because I don't know
don't need to
cos there is none
Because there's fun clubs.

**Q10. What would help you to sort out disagreements/arguments at home?**

<b>Answer Options</b>	<b>Would/ might use</b>	<b>would not use</b>	<b>don't know</b>	<b>Rating Average</b>	<b>Response Count</b>
support to talk as a family	60	78	22	2.56	160
helpline	26	99	30	3.00	155
someone for me to talk to	93	46	22	2.31	161
safe online chat	29	101	25	2.90	155
support from someone my own age	93	50	18	2.30	161
social networking	49	80	28	2.71	157
website	52	78	27	2.74	157
<b><i>answered question</i></b>					<b>168</b>
<b><i>skipped question</i></b>					<b>10</b>

**Please tell us anything else you would find useful:**

**Responses**

Xbox

This is a journey I must face alone

games

GTA

fifa

food

a dungeon

to be honest I don't like the idea of a company/the government talking about my problems

To be alone.

Talking to my friends.

If someone would understand

talk about it with my mum and dad

doing something you like if you don't feel safe talking to someone then you can write a secret diary it helps a lot

I just watch YouTube videos

"support from someone my own age" would probably feel very patronising friends

support from someone my own age would be someone I know - a friend

Family

Maybe some kind of group talk (like alcoholics anonymous does) to talk to strangers in similar situations

to go somewhere else and think

coming to young carers

not sure

I can deal with it myself

get [something]

Something that understands that parents aren't flawless, and that living with your parents - even as an adult - can be difficult on the "child" as well.

don't argue

nothing can help

nothing

don't know

**Q.11 what would you like to have at an event for young people on family conflict resolution? (Please tick all that apply)**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
the chance to talk to other young people	42.3%	71
to find out how other families sort out disagreements	34.5%	58
to meet other people from across Scotland	13.7%	23
information on where to get help	19.6%	33
the chance to say what I think	35.7%	60
to meet with politicians and tell them what I think	11.3%	19
to meet with people running services and tell them what I think	13.7%	23
<b><i>answered question</i></b>		<b>168</b>
<b><i>skipped question</i></b>		<b>10</b>

**If you have any other suggestions please tell us here:**

**Responses**

Tell people about me and maybe they can tell me about their story

talk to each other

I don't like any of the ideas

someone to help people and inform them on how to tackle conflict

Physical activities

Live music

Activities

outdoor and video

overnight centre for young people to stay at with others when they want out of the house

a party



**Q12. If you have any other comments about family disagreements/arguments, please tell us here:**

---

**Responses**

Didn't enjoy this survey. uncomfortable

I don't have any sorry. this makes me feel uncomfortable

I feel uncomfortable with this survey

this survey made me feel uncomfortable

I think a lot of people would not have the courage to attend an event because it would involve the agreement of parents which would cause difficulty

There unfair.

I really hate family arguments...

they should not happen

I hate how my mum has no patients, and my parents both think I'm really lazy and dumb

in a n argument it's never one person's fault but even then if one person arguing says sorry to the other it always sorts out the problem that is what I do

I and my family don't really fall out but if we started to then I would talk to other people and look online for help.

they usually resolve themselves after a while

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**SCCR**

**Professional survey**  
**full data results**

**Pages 50 – 69**

## Professional survey full data results

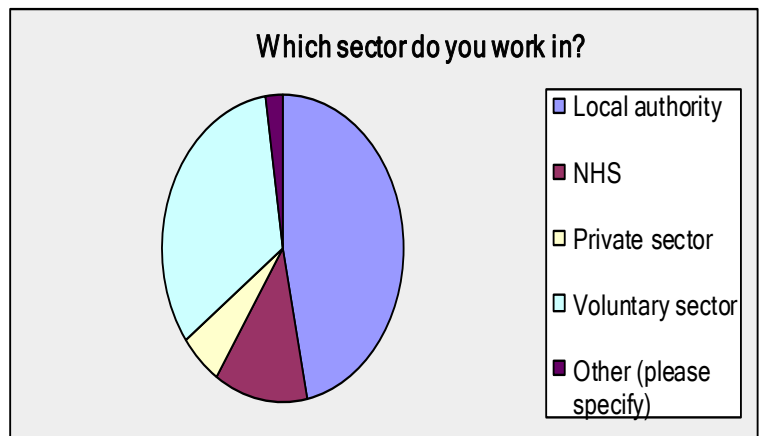
### Q1. Which local authority area do you work in? Please tick all that apply.

Answer Options	Response percent	Response number
Aberdeen	9.7%	21
Aberdeenshire	11.1%	24
Angus	1.9%	4
Argyll and Bute	3.7%	8
Clackmannanshire	0.5%	1
Dumfries and Galloway	4.2%	9
Dundee	7.9%	17
East Ayrshire	1.4%	3
East Dunbartonshire	0.5%	1
East Lothian	6.9%	15
East Renfrewshire	1.4%	3
Edinburgh	21.8%	47
Falkirk	2.3%	5
Fife	0.9%	2
Glasgow	5.6%	12
Highland	3.7%	8
Inverclyde	0.5%	1
Midlothian	5.6%	12
Moray	0.5%	1
Na h-Eileanan Siar	0.0%	0
North Ayrshire	1.9%	4
North Lanarkshire	0.0%	0
Orkney	0.0%	0
Perth and Kinross	3.2%	7
Renfrewshire	0.0%	0
Scottish Borders	0.5%	1
Shetland	0.9%	2
South Ayrshire	2.8%	6

South Lanarkshire	0.9%	2
Stirling	0.9%	2
West Dunbartonshire	0.0%	0
West Lothian	10.2%	22
SCOTLAND WIDE	6.5%	14
UK WIDE	0.5%	1
Other (please specify)	0.5%	1
<b><i>answered question</i></b>		<b>216</b>
<b><i>skipped question</i></b>		<b>0</b>

## Q2. Which sector do you work in?

Answer Options	Response Percent	Response Count
Local authority	46.8%	101
NHS	12.5%	27
Private sector	5.6%	12
Voluntary sector	32.9%	71
Other (please specify)	2.3%	5
<b><i>answered question</i></b>		<b>216</b>
<b><i>skipped question</i></b>		<b>0</b>



## Other (please specify):

### Responses

Government funded project

Housing

We are a registered social landlord (housing association)

Charity

third sector - non-voluntary

**Q3. What is the main focus of your work?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
advice and information	3.2%	7
community development	2.3%	5
criminal justice/offenders	2.3%	5
domestic abuse	0.9%	2
education	11.6%	25
employment	2.3%	5
families	6.0%	13
housing	5.1%	11
homelessness	19.0%	41
mediation and conflict resolution	9.7%	21
mental health and well-being	2.8%	6
substance misuse	6.5%	14
training	1.4%	3
young people	14.4%	31
Other (please specify)	12.5%	27
<b>answered question</b>		<b>216</b>
<b>skipped question</b>		<b>0</b>

**Other (please specify):****Responses**

Speech and Language Therapy

I line manage teams covering criminal justice/offenders; Young people; and homelessness

Training in Disability Awareness

legal

children

Fostering and Adoption

Oral health improvement across a range of client groups

older people

first time teenage mothers

Adult Support and Protection

health

organisational development

school attendance

Volunteering

HIV advice and support for individuals and families affected by HIV

Social work. adults

social work

Advocacy

Disabilities

Community Care

young people who offend

physical disabilities under 65s

Health Education

Care management

holistic care during pregnancy, birth and postnatal

home care support

Health Improvement

#### **Q.4 what is your job role?**

##### **Responses**

young people Youth worker

education Pupil Support Leader

Policy and Practice Coordinator

young people Youth Worker

health To provide speech and language therapy (advice, support, intervention) to children and their families

community development Community Learning & Development Worker

Advisor

health Improvement Officer

Assistant Support Worker in Supported Accommodation. Supporting people experiencing homelessness, addiction, mental health issues.

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health Visitor

community development Community Capacity Building Officer

young people Young Carers Support Worker

Centre Co-ordinator

To provide outreach support

care/education support worker

RESIDENTIAL CHILD CARE WORKER

health Speech and Language Therapist

housing and homelessness Provision of Housing Options Services

Care Manager/Rehab Worker (Social Worker)

housing and homelessness home care support organiser

health midwife

criminal justice Full Time student on work placement within the criminal justice/offenders sector

Centre Co-ordinator (Grampian)

addictions Recovery Support

young people Youth information/Youngscot/SYP/Card/Internet cafe Youth work /Community planning

families family support worker

families family support worker

policy young people Youth Strategy Worker

Family Support Worker

housing and homelessness policy Homeless Strategy Officer

policy Commissioner

OUTREACH

housing and homelessness Accommodation Assistant

Counsellor

Early intervention of child and family situations

education

policy development analyst

health Child health lead

health visitor

Organisational development worker

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health Visitor

health Community Nurse Health Visiting assistant

Mediation services Personal Advisor with amber mediation and support -helping support the mediation process between parents and young people.

DHT

Tags

Family Support Worker

Family mentor and Advocacy

mental health young people Family support worker working with children, young people and their families, with particular emphasis on mental health and well being

health Speech & Language Therapist

Family Support Worker

health visiting community nurse

mental health CPN

Team Manager

addictions Care manager/ rehab worker

Resettlement Worker

Project Development Worker

Criminal justice young people Professional Development Consultant at the Centre for Youth and Criminal Justice (CYCJ) (seconded from City of Edinburgh Council).

Team Manager

manager

Service Manager

Care Manager

young people Youth Service Manager

families Family Support Worker (Befriending)

health Oral Health Educator

Social worker

SW

team Manager

Support Worker

Consultant



Advocate
community development CLD Worker
Care Manager
Through care Social Worker
families Family support worker
criminal justice Restorative Justice Practitioner
Head of Pastoral Care & Learning Support
health young people young people's nurse
mediation services Community Mediator
Criminal Justice Support Worker
fifth
key worker
addictions health young people Specialist nurse (young people and substance use)
community development community learning & development worker
young people Support young people who are NEET
health oral health improvement manager
mediation services Team Leader Mediation Services
families Family Link Worker
addictions Social Worker with a substance Misuse Service
education Welfare Officer
mediation services community mental health social worker
mediation services Mediation Worker
Resettlement assistant
Head of Practice
Prevention Officer
housing and homelessness Homeless Prevention Officer
housing and homelessness Homeless Prevention Officer
health family nurse
od and change consultant
education Welfare Officer
young people Youth Development

## Mentor

community development young people Youth work Organiser in a Community Centre

young people 16+ youth worker providing employability advice

resettlement assistant

## Team Leader

mediation services Mediation Officer

support work, amongst other roles

Pupil Support Leader

child care development worker in sen

education depute head teacher

housing and homelessness Tenancy Sustainment

young people Children and Young Persons Support Worker

mediation services Mediator

housing and homelessness Housing Support Officer

## Acting Team leader

Community Safety Coordinator

families health family nurse

mediation services mediator

## Resettlement

Health housing and homelessness Nurse Co-ordinator for Homeless Healthcare.

ASP Review Officer? Chair ASP Case conferences

Social Worker

health and well being

mediation services Mediation Manager

## Head of Pastoral care

housing and homelessness housing manager

health Improvement nurse

PT Pastoral Care

families Senior Family Support Worker

education Teacher

health Telehealth Project Lead

mediation services Mediator
CEO
Service Manager
housing and homelessness housing support
health senior charge nurse
Service Manager
health Oral Health Improvement Coordinator
Depute Team Leader for Children's Residential Services which also provides the Through care and Aftercare Service
Personal Advisor
Team Leader
housing and homelessness Prevention
keyworker
Service Manager
housing and homelessness Housing Options Officer
Deputy Project Manager
Team Leader
addictions Lead Officer of ADP
Admin
mediation services Manager/Mediator
Information Officer
community assistant
education Guidance Teacher
Employment Advisor
education Principal Teacher of Guidance
education Principal Teacher of Pupil Support
education Pupil Support (Pastoral)
education Guidance Teacher
education Principal Teacher of Guidance
education PT Guidance
education Principal Teacher Pupil Support - Guidance
housing and homelessness mediation services Landlord & Tenant Mediator

Personal Advisor

housing and homelessness Homeless Persons Officer

Senior Personal Advisor

Personal Advisor

mediation services Mediator

Support Worker

mediation services mediator

policy officer

Service & Development Manager

Admin

Senior Facilitator

advisor

Employment Development Worker

solicitor

housing and homelessness Accommodation Assistant

Solicitor

community development Community Development Officer

housing and homelessness policy Homeless Development/Strategy Officer

manager

mediation services Mediation Co-ordinator

Personal Advisor

education PT Guidance (Acting)

education Principal Teacher of Guidance

housing and homelessness Housing support worker

education Guidance Teacher

Team Administrator

education Principal Teacher Guidance

Assistant Support Worker

addictions housing and homelessness mental health to assess HO applications, provide accommodation, signpost for support, addictions, mental health, education, health

Area Manager

Team Leader-Assessment and Support.

education Support Officer

addictions Recovery and Quality Assurance Officer

Team Leader

Trainer

mediation services Mediator

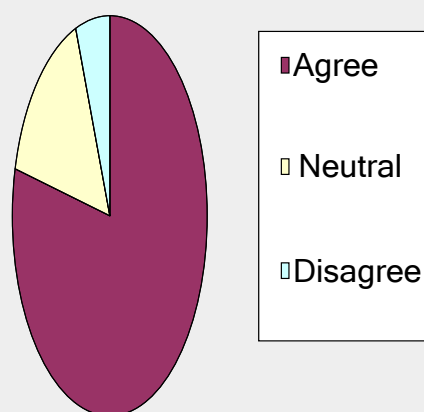
mediation services manager mediation service

Chief Executive

#### Q5. Is conflict a regular occurrence for families you work with?

Answer Options	Response Percent	Response Count
Agree	78.7%	152
Neutral (neither agree or disagree)	15.5%	30
Disagree	5.7%	11
answered question		<b>193</b>
skipped question		<b>23</b>

Is conflict a regular occurrence for families you work with?



#### Any comments?

##### Responses

We work with single men but due to their addiction issues most of the time the conflict rise towards staff.

LGBT young people often raise the conflict they experience, in particular when 'coming out'

pregnancy stressful time for some

Have not been working in this sector long and as of yet I can neither agree or disagree with this

Would say it is an occurrence that we come across intermittently rather than regularly

We do not work with families but all the evidence suggests that the personalities of both parents and teenagers contribute to the quality of their relationship and are also linked to how much control the parent tries to impose on their teenager.

It has been a feature but not often

Young people find themselves out of work after leaving school and parents are keen for them, to find work and start contributing to the household finances. Parents don't always understand the difficulties that exist for young people finding employment and the opportunities that existed for them in their day is remarkably different today for their son / daughter.

Most families are supportive of service user.

We deal with many chaotic clients

For the families who require additional contact, there is usually an element of conflict. Parent child, staff child, child etc.

I am new to this post and this particular area is new to our established area of corporate and neighbourhood however I have good experience gained in my last job working with young people and their families, enough to know the many and varied reason re family conflict

Much of the homelessness I have dealt with recently has been marital breakdown.

This is necessarily the case as they are referred for mediation. Conflict in one area bleeds into other areas of life.

Not a regular occurrence but it does happen some of the time.

The idea of resolution/mediation has never been considered by many pupils/families I work with.

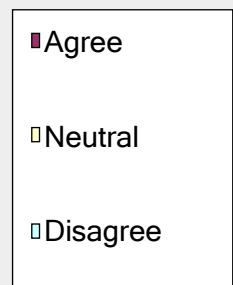
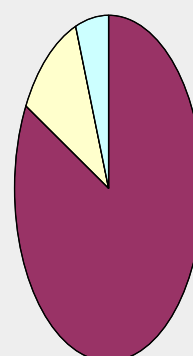
Don't deliver any frontline service. Role is more in the area of planning, commissioning and quality assuring.

I do not have experience of family conflict in my personal work experience.

#### Q.6 Do you agree that working with families experiencing conflict is an element of your role?

Answer Options	Response Percent	Response Count
Agree	82.9%	160
Neutral (neither agree or disagree)	11.4%	22
Disagree	5.7%	11
<b><i>answered question</i></b>		<b>193</b>
<b><i>skipped question</i></b>		<b>23</b>

Do you agree that working with families experiencing conflict is an element of your role?



## Any comments:

### Responses

This is not the key area of my role, but is often present, and raised by families and young people.

I offer counselling on a 1-1 basis only

We provide information to parents and carers about talking to their teenagers and about positive relationships.

Generally just working with one person who is with us as a result of conflict

My work is to work with young people and not really the parents. I do however find working with the parents as well makes for a better working relationship and better outcomes.

There are at times family breakdowns.

main work is with the children/young people

Our role is primarily with young homeless people and we would not be carrying out direct work with the whole family. Where family conflict was an issue and the young people wanted support with relationships we would sign-post them to the appropriate services.

I do not provide a front line role - more strategic

to some extent

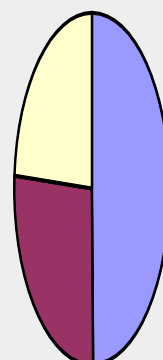
In our service we support and work with families on occasion.

It is a known issue but quite hidden as it is the clients we mainly work with.

### Q7. When conflict is present within the families you work with, do you feel you have the skills necessary to address it?

Answer Options	Response Percent	Response Count
Yes	49.7%	96
No	26.4%	51
Don't know	23.8%	46
Please explain your answer:		83
<b><i>answered question</i></b>		<b>193</b>
<b><i>skipped question</i></b>		<b>23</b>

When conflict is present within the families you work with, do you feel you have the skills necessary to address it?



■ Yes  
■ No

## Please explain your answer:

### Responses

I do my best, but have had no training in how to deal with conflict within families.

It would depend on the issues involved, and it's unlikely that I would be dealing with this directly.

I would like to improve my skills in term of anger management issues and conflict resolution

Yes in supporting people to explore their feelings.

I feel I have a wide range of skill that I can use to help families experiencing conflict including supporting children and parents to address issues with their behaviour that may be adding to the conflict however I would always appreciate additional support and training in this area.

I do not think it is my role to address it. However training and knowledge is required in order to consider the patient holistically and provide therapy that is manageable and attainable within their current situation.

Would depend upon the situation. As of yet do have some skills in this area based on theoretical knowledge but have had to use conflict resolutions in past employment situations with customers

This is something I've always felt staff need more training on. Not just conflict within clients' families, but also conflict between clients on our premises.

We understand the issues surrounding addiction, so are able to provide support and advice not only to the sufferer, but also to family, friends and colleagues who are affected by the client's addiction and resultant behaviour.

Ticked yes but sometimes conflict very deep seated/historical and practitioners do not have the time to spend unravelling all the issues.

Yes, however more training, particularly experience of others and how they supported families is always useful

I have some of the skills necessary but would appreciate support/training as every situation is different

Mostly, although there are gaps in my knowledge around legalities such as interdicts, custody etc.

Yes if they are going to mediation as I know the mediator has those skills. However if it's not going to mediation and I need to do all of the conflict resolution work myself, I don't always feel as skilled as I would like.

Training, updates and experience.

My role is not to work with families

I have said yes as the training helped to develop my skills and also from past experience, however this area I feel could still be developed further for me.



However further training and advice would be beneficial.

Sometimes- every situation is unique.

I deal with families experiencing conflict regularly, I feel that I manage this successfully. However I would appreciate training on this matter

Sometimes...

Have never been Trained to deal with "conflict", had basic violence & aggression training which is for protecting self.

It depends on what the conflict is and how involved I am, and how severe it is.

I think staff have the core skills required to address conflict but lack the confidence/experience to put them into practice.

How to work with people who are being untruthful or cannot remember incidents when under the influence of substances.

We do not provide services but do provide information about parenting teenagers and conflict

Always needing more tools and a variety of approaches to ensure that these skills are applied in the correct situations though.

In most cases I dealt with I have referred on to Amber

not all the time

however, sometimes the conflict would be better resolved by using an outside agency

Sometimes it involved young people disclosing more than they would be comfortable with - and same for parents/carers. Worries about people being judgemental

Depending on the level of conflict

would benefit from further training

It's not always my place to address certain conflicts, but I can refer a family to more skilled workers.

it depends on what the cause of the conflict is - I can do an assessment of a carer however I cannot provide them support as it could be a conflict of interest to my client's needs so I would need to refer on

Having experience and training in family therapy I am partially equipped but not in severe cases

gkc

yes, as I can refer them to the appropriate person to help them

My skills lay in youth work and I, am not experienced enough or have the relevant training to respond to the often chaotic home lives that parents and young people find themselves in.

I am confident that I have the skills and knowledge to enable me to act as

mediator in family conflict but I am always keen to learn new strategies.
I think mediation training is required
I feel I would strongly benefit from Mediation training
I feel I have some skills, however, I would like to learn more about family mediation.
I am an accredited Social Worker by profession.
Sometimes yes and other times a situation has gone too far. I work with Adults so it is up to individuals.
Sometimes I do but other times it can be a struggle getting them to understand.
I have some skills but could probably do better
I apply problem solving skills, via a partnership approach, to identify potential courses of action in regard to multiple issues present in a case. Action may then be taken by a number of different professionals from a variety of agencies.
Mediation trained staff within Team

**Q8. In order to better support families to reduce or manage conflict, what type of resources would you find useful? Please tick all that apply.**

<b>Answer Options</b>	<b>would and may total</b>	<b>Would not use</b>	<b>N/A</b>	<b>Rating Average</b>	<b>Response Count</b>
Facilitation skills	161	7	5	1.40	173
Helpline	146	19	7	1.74	172
Information line	151	17	5	1.65	173
Meeting with other professionals	175	4	1	1.41	180
One to one support	147	19	4	1.63	170
Online discussion forum	95	65	4	2.23	164
Online seminars	102	53	4	2.13	159
Online training	142	22	3	1.73	167
Peer support	157	11	2	1.57	170
Regional events	160	9	0	1.60	169
Scotland wide events	122	41	2	2.02	165
Social networking	96	58	5	2.16	159
Training for your	173	3	2	1.32	178

service/team					
Website	156	4	0	1.37	160
<b><i>answered questions</i></b>					<b>193</b>
<b><i>skipped questions</i></b>					<b>23</b>

### **Please tell us anything else you would find useful:**

#### **Responses**

Many options would fit better with colleagues who deliver direct youth work.

Workbooks we could use with clients

Interlinking between organisations, in order to provide comprehensive support to clients and their families.

Mediation skills and training

Ensuring that all professionals understand that conflict resolution / mediation is not an appropriate response to domestic abuse.

It would be really useful to have a service for parents and carers who are experiencing conflict with their teenagers. We would post this information on our website, commission an article from SCCR for our e-newsletter and use social media to highlight the resource.

I think having the opportunity to learn from other practitioners and talk about real life experiences, would be most beneficial. More support needs to be provided to youth workers who are in my experience are responding to wider family issues that have been out with their remit, skills set and understanding.

Funding to provide services more effectively

The question does not make it clear who the peer support or one to one support is for. A network or support group for the children or families would be useful. The system of School review groups brings professionals together and support teams in schools generally provide peer support

N/A

We are limited in our capacity to have input directly, but could work in a signposting role, so information would be useful.

A key element is ensuring that customers are referred to services available. Often services are used less than they might be due to referrer anxiety. So something that might be useful would be a normalisation - maybe showing the service provision across Scotland so that referrers do not think they are being identified as an agency that cannot do "their" job.

**Q9. The SCCR intends to offer the following across Scotland. Please tell us how useful you would find these FREE resources:**

<b>Answer Options</b>	<b>useful</b>	<b>not at all useful</b>	<b>N/A</b>	<b>Rating Average</b>	<b>Response Count</b>
National conferences	143	26	4	1.87	173
Online resource for parents/carers	165	9	3	1.52	177
Online resources for practitioners	176	5	1	1.40	182
Online resources for young people	171	6	3	1.41	180
Regional seminars	160	11	1	1.70	172
Training events	173	1	2	1.36	176
<b><i>answered question</i></b>				<b>187</b>	
<b><i>skipped question</i></b>				<b>29</b>	

**Please tell us any other suggestions:**

**Responses**

We would welcome all resources making consideration to lesbian gay, bisexual and transgender young people and families. This is often an area that can be missed.

I think you can't beat face to face training instead of online support. Also people can get lost in national conference and often there is little opportunity for real meaningful and purposeful discussion with peers.

Financial restraints is likely to result in staff being unable to access conferences and training out with our local authority area as any travel is expensive but necessary.

There is great competition within the conflict resolution community to offer training as it is seen as one way of creating income. So if SCCR was offering free training that would offend some trainers/organisations across Scotland. An additional element is that training is never free to organisation because the time and travel of participants is not taken into the "free" element. If the events were identified as continuous professional development and gave number of hours then this would help mitigate the effect on organisations and people who are invariably overstretched.

Would not use training resources as have our own - Relationships Scotland a focus on the impact of mental health issues on families and how this can affect relationships

**Q10. What topics would be of value at an event on family conflict resolution?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
engage with other professionals from across Scotland	54.5%	102
influence policy and commissioners	31.0%	58
mediation awareness training	73.8%	138
share best practice with other professionals to support families in conflict	82.9%	155
training in communication skills	48.7%	91
training in conflict resolution skills	84.5%	158
training in mediation skills	72.2%	135
<b><i>answered question</i></b>		<b>187</b>
<b><i>skipped question</i></b>		<b>29</b>

**If you have any other suggestions, please tell us here:**

**Responses**

How to support children who experience parents who display family conflict  
an awareness of the likely issues arising in families, breaking down the stereotypes

Probably best if you left mediation skills out unless the intention is to become an accredited mediation training organisation. CRS would include some mediation skills and would not mislead the participants into believing they could identify themselves as mediators. The Scottish Government is working hard with SMN to ensure mediators have a thorough grounding and professionalism to be embedded into the justice system. As a lack of professionalism has been one of the stumbling blocks in the past.

**Q11. If you have any other comments about family conflict please tell us here:**

**Responses**

I would find useful to discuss not only family conflict but conflict in various situations and scenarios

We have a highly trained and competent staff team, but are restricted severely by lack of funding to perform interventions with families, having to concentrate on working with the individual client. It would greatly appreciated if funders realised that addiction is a family illness, and so provide the necessary funds to allow us to broaden our work base to assist the families in more depth. This could be the key to solving many addiction problems if families could be given

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support and help to deal with the problem.

Family dynamics can be very complex and therefore quite individual. Listening is crucial and being empathic and non-judgemental too. Developing more understanding through the theories would help I think.

16+ workers and adult learning staff have similar experiences and would benefit from training/support

Practitioners need to be aware of taking on too much and being swapped and bogged down with trying to resolve really chaotic situations, as often they are just one professional in a long list of professionals

Although not directly our job role, we are involved in Smile4Life which is a programme targeting the homeless. Any information would be useful to help our service understand the issues and options, how to signpost to help etc.

In this LA we already have a mediation coordinator to support young people and their families where homelessness occurs. This is a well-established service and has been in place for 14 yrs.

There is nothing in here that highlights the need of knowing your own cultural of conflict, a local culture of conflict and the school/workplace culture of conflict.

It's hard not to have conflict which is hard to manage in a world which cannot manage conflict and understands so little about it. Something about the impact of outside influences

It is a massive issue in families affected by substance misuse. There's a national organisation that may be worth speaking to called Scottish Families Affected by Alcohol and Drugs: <http://www.sfad.org.uk/>

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## Equal opportunities monitoring results

Question asked	Young people	Parents/carers	Professionals	Total responses for question
<b>Gender</b>				
male	26	3	41	70
female	36	23	134	193
Prefer not to say	2	1	0	3
<b>Total responses</b>	<b>64</b>	<b>27</b>	<b>175</b>	<b>266</b>
<b>Sexual orientation</b>				
Heterosexual	62	24	156	242
Gay man	0	0	2	2
Gay woman/lesbian	0	0	4	4
Bi-sexual	3	1	2	6
Prefer not to say	2	0	10	12
<b>Total responses</b>	<b>67</b>	<b>25</b>	<b>174</b>	<b>266</b>
<b>Disability</b>				
yes	1	1	12	14
no	62	26	155	243
Prefer not to say	5	0	4	9
<b>Total responses</b>	<b>68</b>	<b>27</b>	<b>171</b>	<b>266</b>
<b>DDA</b>				
yes	0	2	13	15
no	50	23	148	221
don't know	17	2	4	23
Prefer not to say	0	0	3	3
<b>Total responses</b>	<b>67</b>	<b>27</b>	<b>168</b>	<b>262</b>
<b>Long term health problem</b>				
yes	8	5	26	39
no	57	21	147	225
Prefer not to say	3	1	3	7
<b>Total responses</b>	<b>68</b>	<b>27</b>	<b>176</b>	<b>271</b>
<b>Religion</b>				
Buddist	1	0	2	3
Christian	16	11	67	94
Jewish	0	0	1	1
Muslim	5	0	1	6
another religion	1	0	6	7
not religious	44	13	81	138
Prefer not to say	1	3	18	22
<b>Total responses</b>	<b>68</b>	<b>27</b>	<b>176</b>	<b>271</b>
<b>Nationality</b>				
British	17	8	49	74
English	2	1	9	12
Irish	1	0	4	5
Scottish	45	16	107	168
other	8	2	6	16
<b>Total responses</b>	<b>73</b>	<b>27</b>	<b>175</b>	<b>275</b>
<b>Ethnic origin</b>				
white/mixed	4	0	8	12
white	53	25	166	244
white/black Caribbean	1	0	0	1
white/black African	1	0	0	1
Pakistani	2	0	0	2
Bangladeshi	1	0	0	1
other Black	1	0	0	1
Chinese	1	0	0	1
other	2	0	0	2
Prefer not to say	1	1	2	4
<b>Total responses</b>	<b>67</b>	<b>26</b>	<b>176</b>	<b>269</b>



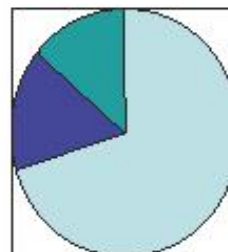
## SERVICE INFORMATION

The Scottish Centre for Conflict Resolution (SCCR) is a national resource promoting and supporting best practice in family conflict resolution and early intervention. Family relationship breakdown is one of the biggest causes of youth homelessness. Therefore, the service will focus on young people and their families experiencing conflict which is affecting both their relationships and their lives.

This new and innovative service is funded by the Third Sector Early Intervention Fund which is administered by the Big Fund on behalf of the Scottish Government.

## STATISTICS NOVEMBER 2013

Survey Distribution 1,100  
Responses to date 314 (28%)



Professionals 214 (68%)  
Young People 54 (17%)  
Parents/Carers 46 (15%)

## FIRST STAGE NATIONAL SURVEY RESULTS SUMMARY

### YOUNG PEOPLE

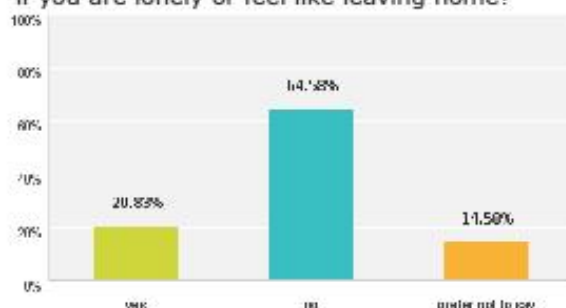
66% of young people felt sad, angry, depressed, troubled, frustrated or annoyed when there were disagreements/arguments in the family.

65% of young people responded that they did not have, or know of, any support services in their area if they felt lonely or were considering leaving home.

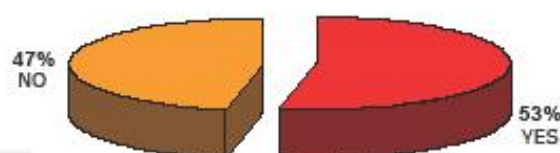
67% of young people responded that they would like someone to talk to, to help them sort out disagreements/arguments at home.

"[When there are disagreements /arguments in the family it] makes me feel bad and I want to leave."

Q. Do you use services in your area to help if you are lonely or feel like leaving home?



Q. Would you like to deal with arguments/disagreements at home differently?



"I feel angry and upset that I am arguing with my mum and her partner."

Contact us for more information about our work:

Website: [www.scottishconflictresolution.org.uk](http://www.scottishconflictresolution.org.uk)

Email: [sccr@cyrenians.org.uk](mailto:sccr@cyrenians.org.uk)

Phone: (0131) 475 2493

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[www.cyrenians.org.uk](http://www.cyrenians.org.uk)



The SCCR has been made possible by funding from the Third Sector Early Intervention Fund. Edinburgh Cyrenian Trust, a registered charity in Scotland, number SC011052





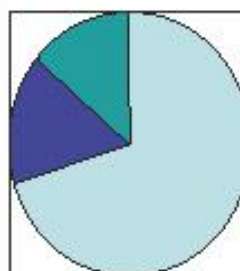
## SERVICE INFORMATION

The Scottish Centre for Conflict Resolution (SCCR) is a national resource promoting and supporting best practice in family conflict resolution and early intervention. Family relationship breakdown is one of the biggest causes of youth homelessness. Therefore, the service will focus on young people and their families experiencing conflict which is affecting both their relationships and their lives.

This new and innovative service is funded by the Third Sector Early Intervention Fund which is administered by the Big Fund on behalf of the Scottish Government.

## STATISTICS NOVEMBER 2013

Survey Distribution 1,100  
Responses to date 314 (28%)



□ Professionals 214 (68%)  
■ Young People 54 (17%)  
■ Parents/Carers 46 (15%)

## FIRST STAGE NATIONAL SURVEY RESULTS SUMMARY

### PARENTS/CARERS

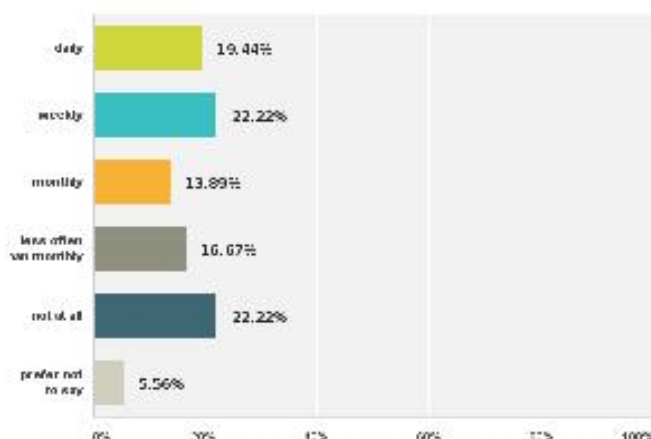
Over **41%** of parents/carers are involved in disagreements/arguments with teenage or older children on a weekly basis.

**80%** felt misunderstood, frustrated, angry, guilty, upset, unloved, sad, miserable, stressed, or like a poor parent when there were family disagreements.

Over **46%** of parents/carers said that they did not have, or know of, family support services in their area.

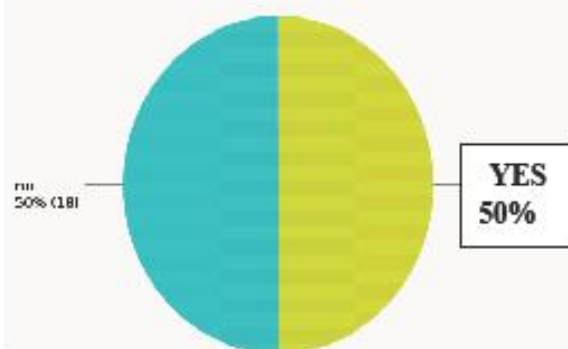
Q. How often are you involved in disagreements/arguments with your teenagers or older children?

Answered: 38 / Skipped: 10



Q. Would you like to deal with arguments/disagreements at home differently?

Answered: 38 / Skipped: 10



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## Survey Highlight Report - Professionals



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## FIRST STAGE NATIONAL SURVEY RESULTS SUMMARY

### PROFESSIONALS

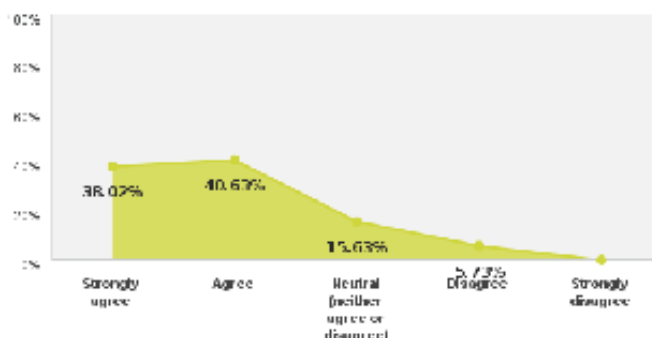
Over 78% of professionals agreed that conflict is a regular occurrence for families that they work with.

Over 83% of professionals agreed that working with families experiencing conflict was an element of their role.

50% of professionals either did not have, did not know, whether they had the necessary skills to address conflict in families.

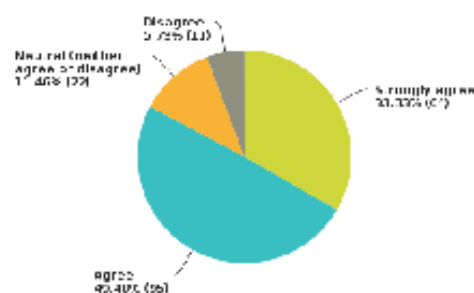
Q. Is conflict a regular occurrence for families you work with?

Answered: 187 Skipped: 0



Q. Do you agree that working with families experiencing conflict is an element of your role?

Answered: 192 Skipped: 0



Q. In order to better support families to reduce or manage conflict, what type of resources would you find useful? The top three resources that professionals identified were:

**Training for your service/team (68%) Website (65%) Facilitation Skills (62%)**

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The Scottish Centre for Conflict Resolution (SCCR) offers a range of resources to better support young people, families and the people who work with them to deal with family conflict.

### **Contact us:**

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### **Keep in touch:**

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