

# CYRENIANS SCOTTISH CENTRE FOR CONFLICT RESOLUTION

# IMPACT REPORT 2019-2020

Cyrenians' SCCR is a national resource centre promoting and supporting best practice in mediation, family conflict resolution and early intervention work with a particular focus around young people and families. Our award-winning digital resources and free events continue to improve understanding of conflict and emotional needs, to transform relationships and lives.

From 1st April 2019 to March 31st 2020, we worked with **1,232 beneficiaries** (**941 professionals**, **128 parents/carers** and **163 young people**) from **145 organisations** across **29 local authorities**. Furthermore, the multimedia resource hub is now being used in **94 countries** around the world including: **Europe, Peru, Australia, Tasmania** and **India**. Our sincere note of gratitude to Scottish Government for continued funding under the CYPFEIF & ALEC Fund.

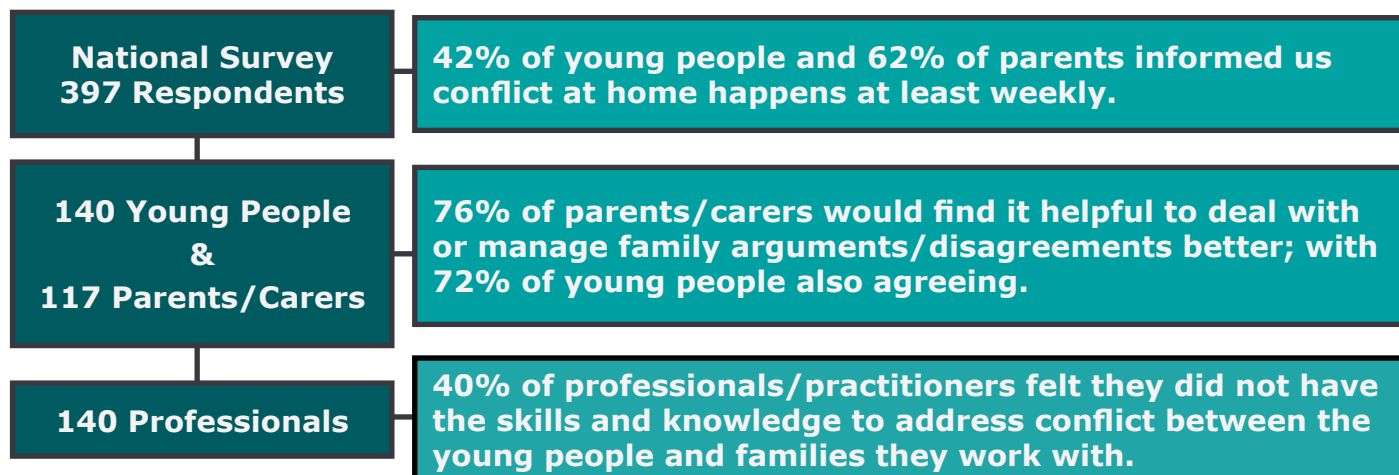
## NATIONAL SURVEY & 4 YEAR REPORT: TRANSFORMING CONFLICT, IMPROVING RELATIONSHIPS & LIVES

In 2019 we published our [4 year report; Transforming Conflict, Improving Relationships and Lives](#). The SCCR examined the important issues families are facing in relation to their interpersonal conflict and how this impacts their relationships, mental health and contributes to the risk of youth homelessness. Included in the report was our 2019 National Survey, which we conducted to ensure we continue to meet the needs of young people, their families and practitioners in alignment with the Scottish Government Strategy and Performance Framework. The 4 year report and National Survey provided an insight into the work of the SCCR and the need for our accessible digital resources, professional knowledge and events.



**Maree Todd MSP Minister for Children and Young People**

*"I commend the SCCR for their work in helping families deal with conflict."*



## NATIONAL CONFERENCE 2020

The SCCR's tenth national conference 'The Faces of Transition' took place on the 29th January 2020 and we welcomed **96 professionals, carers and young people**. The title 'The Faces of Transition' was inspired by the Roman God Janus. The event explored the themes of beginnings and endings of conflict, transitions, time, duality and how our past can impact our future but does not define us.



'Phases of Transition'

All the key speakers who joined us on that day were filmed can be viewed on our [website](#), alongside the 'Phases of Transition' film that was premiered at the event.

**100%** of delegates said they would recommend the SCCR to other organisations/agencies.

**89%** of delegates said the conference increased their knowledge base and they will make changes in the way they manage conflict.

Explore our free digital resources on our website  
[scottishconflictresolution.org.uk](http://scottishconflictresolution.org.uk)

## AN INCLUSIVE APPROACH TO OUR RESOURCES & FILMS

The accessibility of the SCCR's website was enhanced with a full audit of the videos with subtitles added. We appreciate the support of the pupils of Dalziel High School in Motherwell who helped us identify the need for this work. The students and their teacher attended our 2020 National Conference and they had the opportunity to meet Maree Todd, the Minister for Children and Young People. In a [blog](#) the pupils later wrote for our website, they said they had "an amazing time". We were delighted to have them join us and thank them for shaping our resources to be more inclusive.



## WEBSITE REACH AND DIGITAL IMPACT



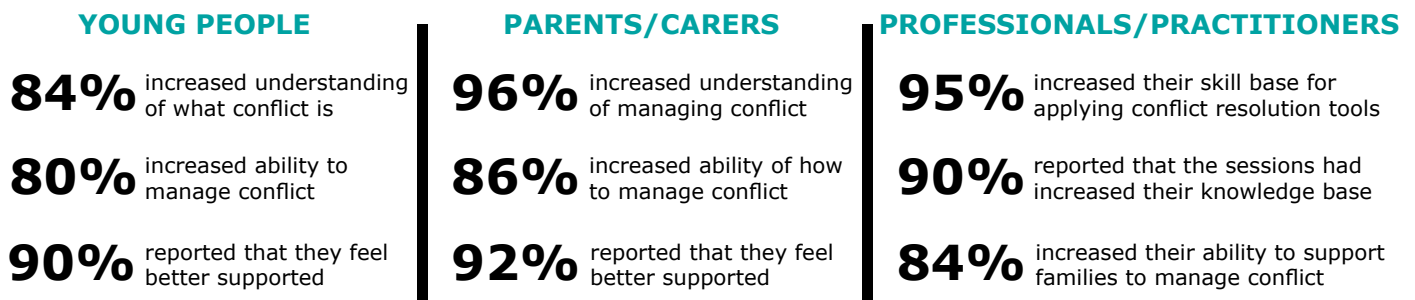
## MEDIA REACH AND PUBLIC AWARENESS

With over **800,000 opportunities** for the public to hear or read about our work, we are pleased that our aims and achievements have been highlighted in various media including print, online and TV. A highlight from the year was a feature by **That's TV**, who attended the **National Conference 2020**.

## 1 DAY TRAINING SESSIONS

We delivered **39 sessions** across Scotland for young people, parents/carers and those working with them from over **59 organisations** across **29 Local Authorities**. Attendees' knowledge, confidence and understanding of mediation and family conflict has increased as a result.

### POST TRAINING OUTCOMES REGARDING FAMILY CONFLICT

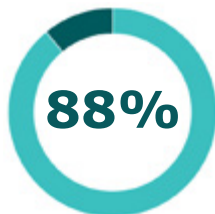


*"Very good course. Will definitely take home a lot of it as well as using the website."* **Parent/Carer, August 2019**

## UNTANGLING THE KNOTS - 3 DAY ACCREDITED TRAINING

We delivered our three-day accredited skills course in **Glasgow, Dundee** and **Edinburgh** to assist practitioners working with young people and families to further develop their knowledge and skills in conflict resolution with a particular focus on assisting families to manage difficult relationships.

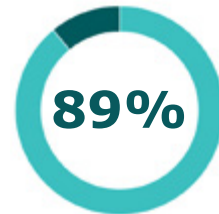
In total, **54 participants** from **37 unique organisations** across **13 Local Authorities** attended.



**Agreed** the course increased their ability to support families in conflict



**Agreed** the course will support them in applying conflict resolution tools and techniques



**Agreed** the course will help them make changes in the way they manage conflict

## SEMINARS AND WORKSHOPS

By working collaboratively with a range of partner organisations across Scotland we delivered **11 events** to over **345 beneficiaries** including **Midlothian Science Centre, Youth Link Scotland** and **Kinship Care (CAS)**. Thank you to all who assisted in the development and delivery of these events.

Highlight impact results from SCCR evaluations between April 2019 - March 2020

Contact us for more information:

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