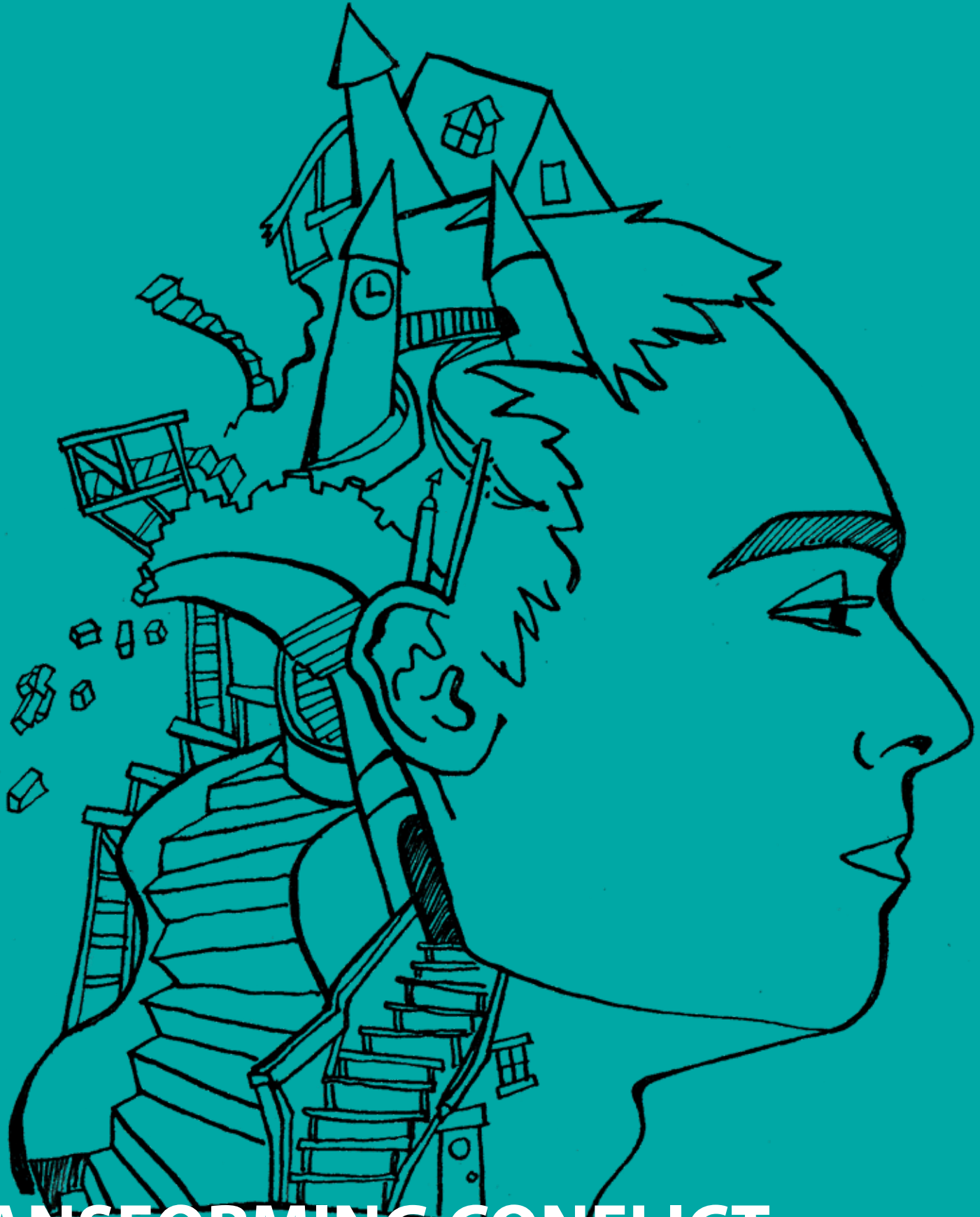


SC Scottish Centre for  
CR Conflict Resolution

cyrenians



# TRANSFORMING CONFLICT IMPROVING RELATIONSHIPS & LIVES

4 YEAR REPORT AND 2019 NATIONAL SURVEY

# MINISTERIAL FOREWORD

“The Scottish Government recognises the importance of creating and maintaining healthy relationships within families and communities and I commend the Scottish Centre for Conflict Resolution (SCCR) for their work in helping families deal with conflict.”

As outlined in our National Parenting Strategy, the Scottish Government recognises the importance of creating and maintaining healthy relationships within families and communities and I commend the Scottish Centre for Conflict Resolution (SCCR) for their work in helping families deal with conflict.

The SCCR continues to adopt a progressive approach to deliver easily accessible educational resources, that are based on scientific evidence, for young people, their parents and carers, as well as professionals working with young people.

The 2019 National Survey, undertaken by the SCCR, examines important issues families are facing in relation to their relationships, conflict and mental health. The report crucially examines the needs of families, including support and mediation services and how practitioners manage conflict.

I am delighted that the Scottish Government has been able to fund and support the SCCR, through the Children, Young People and Families Early Intervention and Adult Learning and Empowering Communities Fund, to deliver successful projects such as ‘Meet your Emotional Homunculus and the Brain’s Amazing Drugs Cabinet’.

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

# CONTENTS

## 4 YEAR REPORT

Tackling the Causes & Consequences of Homelessness	3
Improving Relationships, Improving Lives	4
Four Year Highlight Impact Report	5
Evidence of Need	6
Policy Landscape and our Fit	7
Outcomes and Indicators	9
Measuring Impact	10
Beneficiaries and Demographics	11
Events Breakdown	12
Young People	13
Parents and Carers	15
Professionals and Practitioners	17
Digital Engagement	19
Website Development	21
Meet Your Emotional Homunculus	23
Highlights and Engagement	25

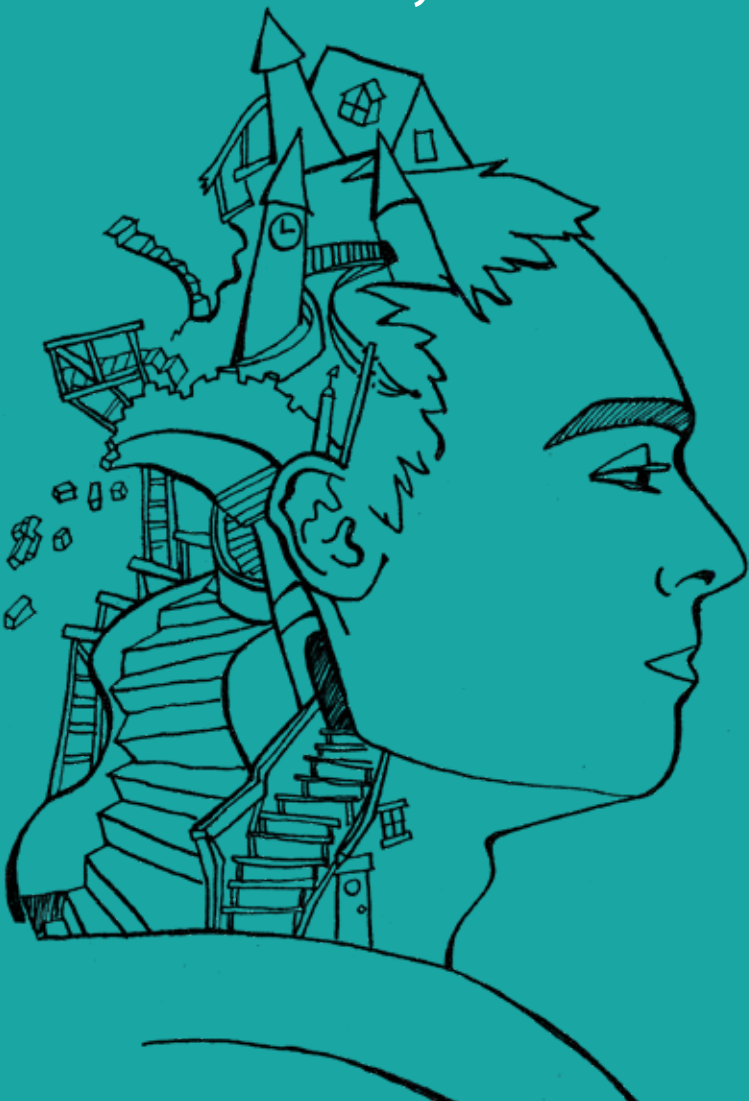
## 2019 NATIONAL SURVEY 27

Snapshot	28
Survey Aims and Methodology	29
Family Conflict and Homelessness	31
Support and Support Services	33
Needs, Wants and Resources	35
Looking to the Future	37
Future Outcomes and Indicators	38

# TACKLING THE CAUSES AND CONSEQUENCES OF HOMELESSNESS

“If we experience compassion, we will be compassionate.  
If we experience respect, we will be respectful.  
If we experience integrity in the actions of others towards us, we will act with integrity.”

Ewan Aitken  
Cyrenians CEO



## CYRENIANS

For over 50 years Cyrenians has been delivering sustainable solutions to address the causes and consequences of homelessness. Our values-led, relationship-based approaches ensures we are able to offer person-centered support to those in need of our services. By reacting to both the consequences of homelessness and working to prevent homelessness occurring in the first instance, we are proud of our history of delivering life-changing support in our communities.

Cyrenians has always worked with professionals and families to ensure children and young people feel loved, safe and respected, and can reach their full potential, including working in communities and schools to support individuals to get the most out of their education and lives to feel valued, included and part of society. By working with individuals to support their self-transformation, Cyrenians contributes to communities becoming more resilient and safe.

Providing and developing services to:

- alleviate conflict and promote understanding between young people, families and communities;
- support and accommodate people who are homeless or at risk of homelessness;
- assist people without work into employment;
- educate and support people in the values of food, nutrition and health;
- promote environmental sustainability and minimise waste;
- relieve poverty, exclusion and need.

Our way of working is built on our four core values: **compassion, respect, integrity** and **innovation**.

Please visit [www.cyrenians.scot](http://www.cyrenians.scot) for more information on the various ways Cyrenians supports people excluded from family, home, work or community on their life journey.

# IMPROVING RELATIONSHIPS IMPROVING LIVES

## SCOTTISH CENTRE FOR CONFLICT RESOLUTION

Since launching in 2014, the SCCR has played a key strategic role in developing a progressive model of earlier intervention. Initially funded under **Scottish Government's Third Sector Early Intervention Fund (2013-2016)** and currently funded (**April 2016 - June 2020**) by **Scottish Government's Children, Young People and Families Early Intervention and ALEC Fund (CYPFEIF and ALEC)** our work delivers and establishes a continuing legacy that encourages and enables young people, families and the professionals who support them to address conflict and access knowledge, understanding and life skills, in creating healthy, safe and loving relationships and a more resilient and flourishing society.

This report provides an insight into the impact of our work and continuing developments and resources under the CYPFEIF and ALEC Fund through creating accessible, engaging and informative content with universal appeal. Evaluation data, feedback and analytics cited in this report are taken from April 2016 - December 2019. The report also incorporates highlights from our **2019 National Survey (see pages 27-36)** completed by young people, parents/carers and professionals/practitioners from across Scotland.

Through building on our expertise, the SCCR has a proven track record of creating new solutions to problems rooted in the past, to help young people, parents/carers and those who work with them to transform the emotional and human cost of conflict and its impact on individuals and communities in terms of education, mental health and wellbeing, isolation, homelessness and violence. Our work is directly shaped by the needs of our varied service users through a process of research, consultation and co-production. In addition, our work is extensively evaluated, culminating in substantive reports which freely share our approach and the outcomes and impact of our work.

To read earlier reports and evaluation of our impact visit the website:

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

“We have seen the stark reality of how conflict, arguing and fighting can break people and set them apart. We all yearn to be loved and understood and sometimes it just isn't possible; our relationships fracture and fall apart. For over 4,000 young people in Scotland they end up homeless and at risk of ending up on the streets with no one.

Together we can positively contribute to the lives of young people and their families to create a society where conflict isn't the norm, and when it does happen, we have the ability to navigate through to safe shores, or be clear about where to ask for help.”

Diane Marr  
SCCR Senior Network  
Development Manager

# FOUR YEAR HIGHLIGHT IMPACT REPORT

Cyrenians' Scottish Centre for Conflict Resolution (SCCR) is a national resource centre promoting and supporting best practice in mediation, family conflict resolution and early intervention work with a focus on young people and families.

With thanks to Scottish Government's CYPFEIF & ALEC Fund, SCCR's award winning digital resources and free events continue to improve understanding of conflict and emotional needs, to transform relationships and lives.

## EVENTS AND EVALUATION FEEDBACK

We have worked with **5033 beneficiaries** (**2962 professionals, 620 parents/carers** and **1451 young people**) from **569 unique organisations** across **29 local authorities**. We have developed and delivered **258 free events** including national conferences, training, seminars, workshops, public engagement events and presentations.

### YOUNG PEOPLE

- 77%** reported a greater understanding of conflict
- 80%** increased understanding of managing conflict
- 71%** understand more about the support they have

### PARENTS/CARERS

- 90%** increased ability to manage conflict
- 94%** increased understanding of managing conflict
- 86%** feel greater support for them and their family

### PROFESSIONALS/PRACTITIONERS

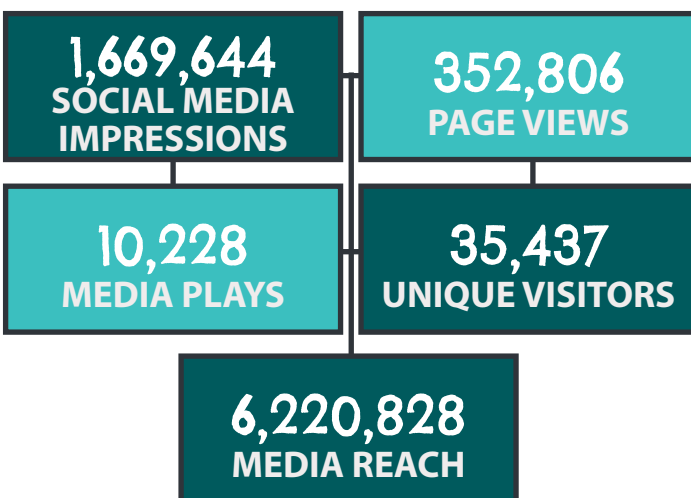
- 91%** increased skills in applying conflict resolution tools
- 88%** reported an increase in their knowledge base
- 84%** increased their ability to support families to manage conflict



*"This is an incredibly useful event for young people and the adults supporting them. It was engaging, energetic and valuable. I'm looking forward to having the opportunity to work with SCCR again. Thank you very much."*

### Professional/Practitioner National Youth Event 2019

## WEBSITE REACH AND DIGITAL IMPACT



Further development of innovative and unique psychoeducational, multi-media, digital and print resources has allowed us to assist young people and families in understanding the science behind conflict and the brain as well as extend our reach and impact.

### RADIO

Live radio interviews including **Good Morning Scotland** (Jan 18) and **BBC Scotland 'Brainwaves'** (Feb 19)

### NATIONAL PRESS AND SPECIALIST PUBLICATIONS

SCCR articles published in **The Scotsman**, **Children in Scotland**, **The Herald**, (print and online) and **Holyrood Magazine** (online)

### BLOGS

Blogs written for **No Knives**, **Better Lives**, **Young Scot** and international blog space **Hey Sigmund**

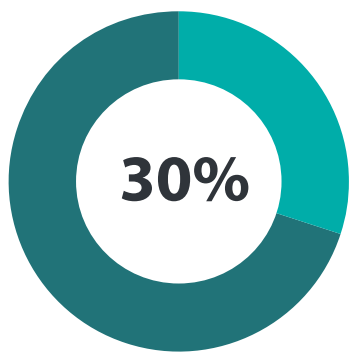
# EVIDENCE OF NEED

Our work is shaped and informed by evidence of need. This is clear from both external research and responses to our own National Surveys and consultations. In 2018-19, over **4,000 young people presented as homeless in Scotland due to family relationship breakdown** (Scottish Government Youth Homelessness Statistics 2018-19). Becoming homeless, or being at risk of homelessness, can have a devastating impact on **health and wellbeing, education, life chances and mortality**.

Through our National Surveys and consultation work we know there is clear evidence of unmet and emerging need for young people, parents/carers and professionals to access knowledge, understanding and life skills regarding family conflict, resulting in high demand for our resources and activities across Scotland. Their views have continued to inform and shape our work and issues we address in the content and models of delivery.

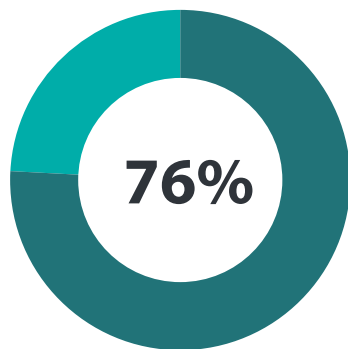
In 2013, 2016 and again in 2019 (extending our reach to new respondents), we asked young people, parents/carers and professionals their views and experiences of conflict and youth homelessness.<sup>1</sup>

## SCCR NATIONAL SURVEY 2016



30% of young people **felt conflict at home affected their mental health**, and for some the effects are quite severe.

76% of parents/carers said **family arguments had affected their mental health** at one time or another.



## NATIONAL SURVEY 2019

- **85%** of 111 professionals and practitioners reported that **conflict is a regular occurrence in families they work with**.
- **Over 50%** of 119 young people felt **conflict at home affected their mental health and wellbeing** and their **confidence**.
- **63%** of 102 parent/carers identified the primary **negative impact** that family conflict had on them was on their **mental health and wellbeing**.

To read our 2016 National Survey report visit the website: [www.scottishconflictresolution.org.uk](http://www.scottishconflictresolution.org.uk). For further detail on our 2019 National Survey, see pages 27 - 36 in this report.

Full data sets are available upon request.

## EXTERNAL RESEARCH

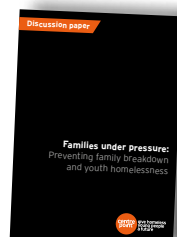
(SEE REFERENCES AT THE BOTTOM OF PAGES 6, 7 & 8)

- **Two-thirds (59%)** of young people seeking support had to **leave home** because of **family relationship breakdown**<sup>2</sup>
- Out of more than 2,700 young people who had looked for support for their mental health, **51% said they hadn't understood what they were going through**<sup>3</sup>
- **'Dealing with conflict'** - highlighted as one of the top three areas where there was the **highest level of skills shortage**<sup>4</sup>
- Internationally, young people report increasing levels of **stress and anxiety**, and the **decline in Scottish adolescents' mental health is steeper than in other countries**<sup>5</sup>
- **Toxic stress** from **Adverse Childhood Experiences** affects our physiology which can undermine the ability to **form relationships, regulate emotions**, and can also impair **cognitive functions**. Our brains are shaped by the relationships we have from birth and therefore impact on our future emotional health and wellbeing<sup>6</sup>

<sup>1</sup>SCCR  
'Reducing Conflict, Improving Lives'  
2016 National Survey  
published



<sup>2</sup>Centrepont  
Families under pressure: Preventing family breakdown and youth homelessness (2016)



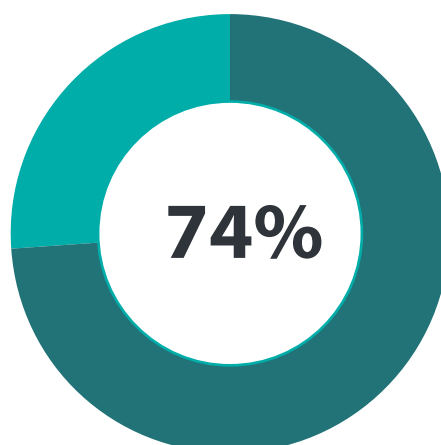
<sup>3</sup>Young Minds  
#FightingFor  
Report (2018)



# POLICY LANDSCAPE AND OUR FIT

Our strategic vision and purpose clearly aligns with the ambitions and policies of Scottish Government, the National Performance Framework and a broad range of associated outcomes. We are fully committed to tackling deep-rooted and often hidden social challenges and disadvantages. We know from Scottish Government statistics that over **4,000 young people presented as homeless in 2018-2019**, due to family relationship breakdown (Scottish Government Youth Homelessness Statistics 2018-19).

**The Scottish Government’s Prevention of Homelessness Guidance (2009)** acknowledges the importance of addressing the underlying issues and immediate causes of homelessness to minimise the broader impacts of family conflict. This does not take into account the **negative impact on their health and wellbeing, education, life chances and mortality**. Through our knowledge and evidence of what is needed, and what works, the SCCR sits within earlier intervention strategies.

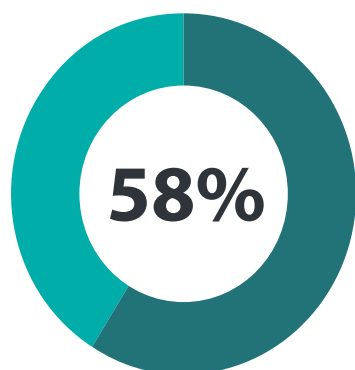


of young people would **access a website or app for information about mental health**.<sup>7</sup>

There is also a clear link between our work and younger children. **The Curriculum for Excellence** in schools aims to develop the knowledge, skills and attributes children and young people need if they are to flourish in life.

One of the key components of **Getting It Right for Every Child (GIRFEC)** is a focus on improving outcomes for children and their families based on a shared understanding of wellbeing. Families and communities are encouraged to acknowledge the impact that conflict has within the home and know that support is available where and when they need it. As such, **GIRFEC** also advocates ‘maximising the skilled workforce within universal services to address needs and risks as early as possible’.

In addition, with the development of our new psychoeducational and digital resources, we contribute to enhancing learning and teaching through the use of digital technology, supporting flexibility for practitioners working in communities and rural areas and aligning with Scottish Government’s **Realising Scotland’s full potential in a digital world: A Digital Strategy for Scotland**. We have scaled up our work and extended our reach by creating sustainable, high quality and innovative ways to engage and connect with young people, parents/carers and professionals across Scotland.



of young people **present as homeless in Scotland** because their **relationship with their family breaks down**.

Within the **Scottish Government’s Mental Health Strategy (2017-2027)**, prevention and early intervention are key to minimising the prevalence and incidence of poor mental health and the severity and lifetime impact of mental disorders and mental illnesses. The SCCR’s psychoeducational digital resources were designed to deliver a **strategic and lifetime approach** to improving mental health and wellbeing.

<sup>4</sup>SSSC Workforce Skills Report 2016-2017 (2017)



<sup>5</sup>Fife Council Our Minds Matter: A framework to support children and young people’s emotional wellbeing in Fife (2017)



<sup>6</sup>NHS Health Scotland Tackling the attainment gap by preventing and responding to Adverse Childhood Experiences (2017)





**The National Parenting Strategy (2012)** aims to highlight to parents and carers the positive difference they can make to their children's development, health and wellbeing and to strengthen the practical help available to them.

Two of the five issues highlighted at the start of this strategy have a strong connection with our work:

- **Ensure all parents/carers have easy access to clear, concise information on everything from pregnancy to the teenage years and beyond; and**
- **Offer informed, coordinated support to enable parents/carers to develop their parenting skills, whatever their need, wherever they live.**

In addition, **The National Parenting Strategy** describes "the very real need to move away from the stigma associated with asking for help towards a culture where parents/carers feel encouraged to seek support, reassured that by doing so they will be treated fairly and their parenting responsibilities and rights will be respected". This is a strong fit with the SCCR's desire for parents/carers and young people to feel comfortable in seeking and asking for support.

The SCCR's continued collaboration and working in partnership, across portfolios in Scottish Government, enables us to work strategically in our joint and common purpose, putting children and young people's rights and needs at the centre of our work.

"I felt really deflated and not able to cope. I didn't think that I could cope as a parent and I felt overwhelmed. I just didn't really know what to do, I didn't know where to go."

**Parent/Carer  
SCCR Film**

"All the [SCCR] resources I believe fit well within most of the wellbeing indicators in GIRFEC. The resources, information and training align across a broad policy landscape and across all sector and relevant disciplines related to working with families, young people and health and wellbeing."

**Professional/Practitioner  
SCCR National Survey 2019**



**7 Scottish Youth  
Parliament**

'Our Generation's Epidemic'  
highlighting young people's  
experience of mental health



# OUTCOMES AND INDICATORS

Over 4 years, as part of **Scottish Government's Children, Young People and Families Early Intervention and ALEC Fund (April 2016 - June 2020)** we set out clear outcomes and indicators (see below). We strategically planned the development and operational delivery of our work with milestones and activities to be completed within the funding time-frame. We used a range of methods and tools to regularly evaluate and monitor the impact of our work against key performance indicators. Monthly, we also tracked the number of beneficiaries, local authorities, organisations and target groups.

## OUTCOME 1 - YOUNG PEOPLE & PARENTS/CARERS

Work with over 250 parents/carers and 250 young people from across Scotland, so that they know where to seek advice, support and mediation - and to feel comfortable doing so - if they experience family conflict or their relationship is at risk of falling apart.

Work to increase their ability to resolve difficulties and conflict through accessing and using the SCCR website and online advice, guidance, support and resources.

### Indicator 1.1

As a result of using the digital resources, 70% of young people and parents are better informed and able to access the support they require to manage their relationships and conflict at home.

### Indicator 1.2

As a result of attending events and/or conflict resolution training, 70% of families and young people have an increased understanding and ability to manage conflict and feel better supported.

### Indicator 1.3

Via a national campaign, families, young people and communities become more aware of the negative impact of conflict and youth homelessness and know where to access support.

## OUTCOME 2 - PROFESSIONALS & PRACTITIONERS

Work with over 1,200 professionals and practitioners from over 300 organisations and agencies across Scotland that support parents/carers and young people.

Work to increase their knowledge and ability to apply mediation skills and conflict resolution techniques in their work with families and young people that experience high levels of conflict, subsequently reducing the risk of relationship breakdown and youth homelessness and increasing improved outcomes for young people, families and communities.

### Indicator 2.1

As a result of using online resources and/or training/workshops/events, organisations report a 70% greater understanding of policy and practice in relation to mediation and working with families experiencing high levels of conflict.

### Indicator 2.2

Professionals and practitioners working with young people, parents/carers report a 70% increase in confidence, knowledge and ability to support families to manage and reduce conflict.

### Indicator 2.3

More services working with families are applying conflict resolution tools and/or professional mediation to help improve relationships and reduce the negative impact conflict has on relationships and wellbeing.

**April 2016**

SCCR awarded funding from **CYPFEIF and ALEC Fund**, administered by Corra Foundation



**July 2016**

'Walk N Talk' collaborative workshop in the Pentland Hills with the **Violence Reduction Unit**



# MEASURING IMPACT

Our evaluation processes play a key role in all that we do. Continual input and reviewing ensures the quality of our content and resources achieves measurable substantive impact.

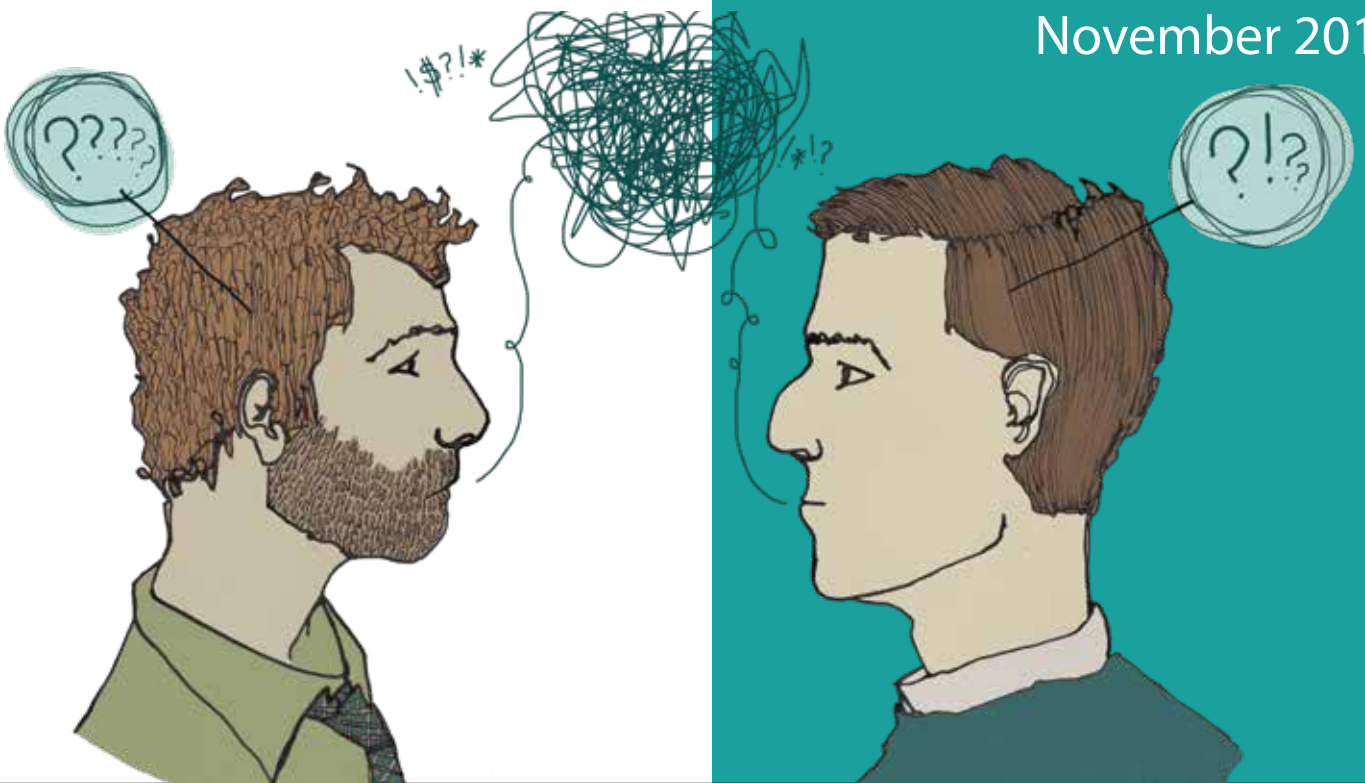
We have bespoke training, seminars/workshops and conference questionnaires for each of our three target groups (young people, parents/carers and professionals/practitioners) all designed to measure outcomes. We are constantly reviewing the results of our evaluations, making changes and updates to our delivery when required. We aim to always have new and fresh material, relevant to our service users and are fully adaptable to their needs.

The results contained within this report offer a snapshot of our work and impact. They reflect our own evaluation processes, as well as Google Analytics monitoring activity on our website and social media statistics.

Evaluation data, feedback and analytics cited in this report are taken from April 2016 - December 2019.

“The SCCR have created very engaging and easily accessible resources. We attended one of their events where our members had an opportunity to engage with the SCCR resource cards and the quizzes. They absolutely loved the interactive way of discovering something new about themselves and how differently they approach conflicts.”

Professional/Practitioner  
November 2019



**October 2016**

SCCR wins 'Best Video' at The  
**PMA National Mediation  
Awards 2016** with 'My Conflict  
Resolution Experience - Young  
People and Families'



# BENEFICIARIES & DEMOGRAPHICS

## NATIONAL REACH

5033

## BENEFICIARIES

2962 PROFESSIONALS & PRACTITIONERS

1451 YOUNG PEOPLE

620 PARENTS & CARERS

569

## UNIQUE ORGANISATIONS

258

## EVENTS

29

## LOCAL AUTHORITIES

SCCR's events and training are **free** at the point of use, providing a combination of **open events** and **bespoke training** to meet individual organisations' needs. We deliver events across Scotland in fully accessible community settings as well as **in-house sessions** (e.g. schools, parenting groups and staff teams).

We are committed to **inclusion, respect, accessibility** and **equality of opportunity** regardless of: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Our evaluation reports record how participants' skills, knowledge, confidence and understanding of the dynamics of family conflict have increased.

We have hosted a total of **258 events** over four years - including national conferences, exhibitions, training, seminars and workshops, annual receptions, presentations and public engagement events. This would not have been possible without our dedicated supporters, stakeholders and collaborators.

Across all events we have worked with **5033 beneficiaries** across **29 Local Authorities**.

- **2962** Professionals and Practitioners
- **1451** Young People
- **620** Parents and Carers

**569 unique organisations** attended our SCCR events, including:

A Life Explored, Action for Children, Adoption UK, Balerno High School, Balwearie High School, Barnardo's, Canongate Youth, Carolina House Trust, Citadel Youth, Children 1st, Children in Scotland, East Ayrshire Carers, Families Outside, Falkirk & Clackmannanshire Young Carers Project, Homeless Action Scotland, LGBT Youth Scotland, Parenting Across Scotland, Police Scotland, Quarriers, Renfrewshire Council, Rock Trust, Save the Children, Scottish Adoption, Scottish Youth Parliament, Scottish Government, The Spark, University of Dundee, University of Strathclyde and Violence Reduction Unit.

### December 2016

#StopTalkListen Christmas Campaign launched with support from David Duke MBE, CEO Street Soccer Scotland



# EVENTS BREAKDOWN

## 1 Day Training -

**166 sessions to 2661 beneficiaries**

**Following the training, 83%** of professionals and practitioners are more confident about seeking mediation and support for families they work with.

Through our national open events or invitations from organisations and agencies to host 'in house' events we have engaged with young people, parents/carers and those working with them across Scotland. We have held events in 26 Local Authorities and engaged with attendees from a further 3.

**22 Presentations to 629 delegates**

## Presentations included:

CAMHS, Fife Rape and Sexual Centre, Scottish Mediation, Families Outside, East Renfrewshire Carers, Dundee University, Crisis, Housing Options Hubs, Linlithgow Academy.

**3 National Conferences including 1 National Youth Event to 304 beneficiaries**

*"A great opportunity to sit and reflect and think of changes we can all make in our daily lives to help young people and their carers. We need to work together. Also to help us in our own lives!"*

**National Conference 2018**

## Media Coverage included:

ITV news, Holyrood Magazine, Good Morning Scotland, The Scotsman, Third Force News, Heart Scotland

**3 Annual Receptions to 146 attendees**

2 Annual Receptions have been sponsored by **Iain Gray MSP in The Scottish Parliament** (2016 -2017 and 2018-2019) and 1 Annual Reception hosted by **Gordon Jackson QC, Dean of the Faculty of Advocates** in the **Advocates Library** (2017-2018).

Ministerial representation has included **Kevin Stewart MSP, Minister for Local Government, House and Planning** and **Maree Todd MSP, Minister for Children and Young People.**

## Seminars and Workshops -

**53 sessions to 1221 beneficiaries**

**85%** of professional and practitioner attendees will make changes in the way they manage conflict.

Through invitations to host interactive exhibition stands at public engagement events (e.g. Midlothian Science Festival, Year of Young People National Ambassadors Event, The Big Lunch and Discover Digital), we have engaged with young people, parents/carers and those working with them from all across Scotland. We would like to thank our supporters and collaborators for these valuable opportunities.

## 3 Day Training -

**11 sessions to 222 beneficiaries**

**95%** of delegates agreed the training will support them in applying conflict resolution tools and techniques for families they are working with.

## February 2017

7th National Conference

'**Transforming Conflict, Nurturing Human Relationships**'. Speakers include **George Hosking OBE** (WAVE Trust) & **Dr John Coleman OBE** (University of Oxford)



## February 2017

SCCR 2016 National Survey '**Reducing Conflict, Improving Lives**' published painting a picture of conflict across Scotland and includes five key recommendations for Scotland



# YOUNG PEOPLE

“I know how to handle my emotions better and how to support myself through tough times as well. I found the stuff about reacting and responding to conflict, and the differences between them, very interesting.”

Young Person  
Dunbar Grammar School  
October 2018

“Beneficial to learn about, opened my eyes to the way our brain works depending on the environment that we are in or how our mood can alter our mind-set.”

Young Person  
National Youth Event  
March 2019

# TRAINING

The skills, knowledge and information young people receive via our training and events is highly transferable and can be used in nurturing citizenship, improving communication and resolving conflict at home, work and school. Our sessions for young people have been specially developed to link closely to the **Curriculum for Excellence**, contributing to **GIRFEC's SHANARRI** wellbeing indicators encouraging young people to acknowledge the impact conflict has at home, highlighting support available and developing the knowledge, skills and attributes children and young people need to flourish.

**1026 young people** (against a target of 300) attended **41 sessions**. Learning outcomes included:

- Being able to define conflict better
- Demonstrate an understanding of some of the dynamics of conflict
- A better awareness as to their sources of support

“[My take home message from the training was] how many forms of support I actually have despite not thinking it often.”

Young Person  
Dunbar Grammar School  
April 2018

# MEASURING IMPACT

We evaluated each training session with a **94% return rate** of evaluation forms from young people.

- **77%** report having a better understanding of what conflict is
- **80%** report an increased understanding of how to manage conflict
- **71%** felt that they understood more about the support they have

## February 2017

Kindly sponsored by **Iain Gray MSP**, the SCCR hold its annual reception at the **Scottish Parliament**



## NATIONAL YOUTH EVENT

From our research and consultations, young people told us they wanted to learn more about communication, anger and family relationships/ mental health and wellbeing in relation to improving the way they manage family arguments.

At our national youth event held at Glasgow Science Centre in March 2019, we welcomed over **100 young people, teachers and support staff** to test and trial our latest psychoeducational digital resources: **Monkey vs Lizard**, **#KeepTheHeid** and **Meet your Emotional Homunculus and the Brain's Amazing Drugs Cabinet**. Through a process of discovery young people found out more about the science behind conflict and the brain and how to maintain the best balance to keep ourselves mentally, physically and emotionally healthy. Interactive and immersive activities included discovering 'who and what's inside their head?' in the Neurodome, creating their own mocktail **#CranialCocktail** and exploring if they tend to 'keep the heid' or 'flip their lid'.



of young people rated the National Youth Event at Glasgow Science Centre as Good/Excellent

To discover more about our National Youth Event including highlight films with young people and support staff, feedback and gallery wall visit the website: [www.scottishconflictresolution.org.uk](http://www.scottishconflictresolution.org.uk)

## SEMINARS & WORKSHOPS

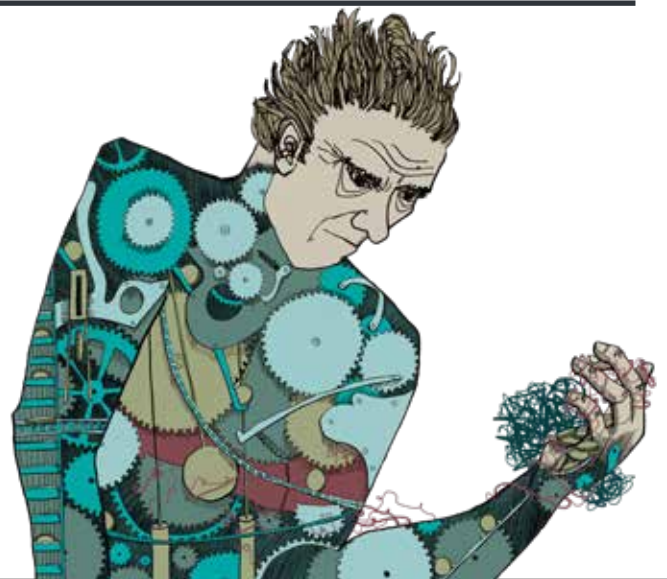
Our free events bring together young people from similar and yet different backgrounds and life experiences to nurture a more **confident, capable, empathic, caring and supportive society**. We continue to engage young people in innovative and creative ways to explore themes surrounding family conflict and mental health and wellbeing.

In 2016 and again in 2018, SCCR had the pleasure of collaborating with **Cyrenians' Mediation and Support service** to deliver a 'Walk 'n' Talk' workshop with service users from the **Violence Reduction Unit (VRU)** at the Pentland Hills.

This workshop was part of the VRU Navigator Programme to generate positive life changes for ex-young offenders and those at risk of offending. Topics explored included **honesty, communication, emotions and vulnerability**. Participants fed back that 'walking and talking' side by side with someone felt more 'natural' and 'easier' than more traditional or clinical environments.

77%

**OF SEMINAR ATTENDEES REPORTED AN INCREASED ABILITY TO MANAGE CONFLICT**



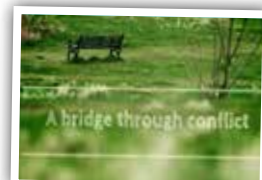
**April 2017**

SCCR successfully secured additional **CYPFEIF and ALEC Project Funding** enabling us to develop a series of new psychoeducational digital resources and animated films



**May 2017**

'A Bridge Through Conflict' legacy film launched on SCCR website hearing from **Tam Baillie (former CYPSCS), John Carnochan OBE and Cyrenians' mediators** on why early intervention is so important



# PARENTS & CARERS

"I particularly enjoyed the interesting strategies that were different than from any other training and that could practically be applied to areas in our family life. For example, rather than becoming reactive to a tense situation, I need to be able to take the time out and think about my response."

Parent/Carer  
Swiis Foster Care Scotland  
May 2017

## TRAINING

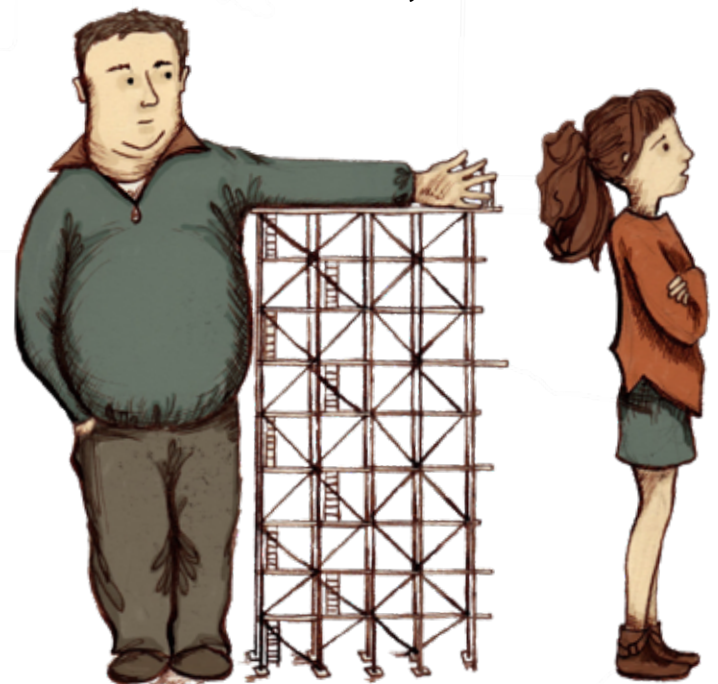
Through building on our strong and established working relationships with other organisations who support parents and carers (e.g. Parent Network Scotland, Swiis Foster Care and Teen Triple P) **43 sessions** were arranged and delivered to a total of **433 parents/carers**.

The sessions invite participants to reflect and build upon their existing conflict resolution skills and to explore central themes including communication, stages to adulthood, response styles, conflict triggers and how 'silly wee things' can escalate.

## ACHIEVING OUTCOMES

We evaluated each training session with a **96% return rate** of evaluation forms from parents/carers.

- **90%** reported feeling more confident about managing relationships at home
- **94%** reported an increased understanding of how to manage conflict
- **86%** now feel there is more support they could use for them and their family



### August 2017

Award winning web agency, **Primate**, illustrator **Owling About** and filmmaker **Debasers Filums** commissioned to create new project digital resources





## SEMINARS & WORKSHOPS

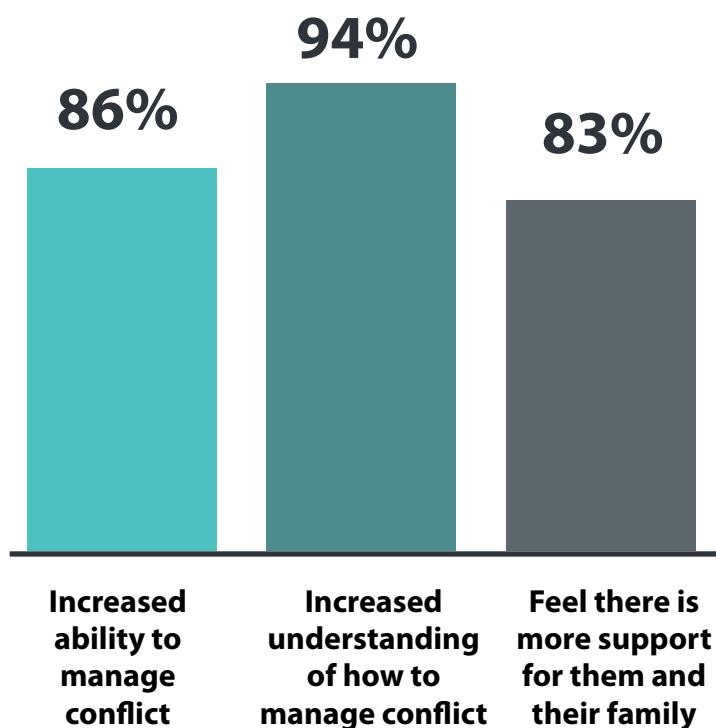
172 parents' and carers' family relationships have been further enriched through attending our engaging and interactive workshops.

As part of our earlier intervention approach, these sessions focus on the needs of, and barriers faced by, families in relation to working through conflict. More broadly across society, families, parents and carers often do not know where to turn when struggling, feeling isolated and caught in a spiral of intergenerational conflict.

"[I would recommend SCCR training to parents and others because] I feel it could help many families to reduce household conflict and be able to deal with their own conflict."

**Parent/Carer  
Parent Network Scotland  
April 2019**

### POST SEMINAR/WORKSHOP OUTCOMES REGARDING FAMILY CONFLICT



**October 2017**  
Social media campaign marking **Mediation Awareness Week** highlighting the importance of family mediation. **75%** of our social media impressions for that month were gained during this campaign



## HIGHLIGHTS

As well as applying a universal approach we seek to address the increased demand and need for our work with particularly vulnerable groups (e.g. kinship carers and looked after and accommodated children).

Since our inception we have continued to have strong relationships with kinship care groups and organisations. In Year 3 (2018-2019), we were delighted to be invited to deliver workshops at a series of events organised by **Citizens Advice Scotland Kinship Care Service**. These 5 workshops were held in **Edinburgh, Glasgow, North Ayrshire, South Lanarkshire** and **Stirling**.

These events were designed to invite partner agencies to provide a series of taster workshops for Kinship Carers who highlighted areas they were interested in receiving more information about.

"[SCCR] have worked in partnership with our service delivering important support and information for Kinship families."

**Project Coordinator  
Citizens Advice Scotland**

In addition, we delivered a number of workshops to foster carers and adoptive parents. This included invitations from **Falkirk Council (Adoption and Fostering Team)**, **Fife Council (Foster Carers)** and **Carolina House Trust**.

"The use of the [SCCR resources] I feel is something that will help enormously [...] Being made aware of the website is helpful to enable us to pass [the resources] on to children in our care if they need them."

**Parent/Carer  
Falkirk Council Fostering & Adoption**

**November 2017**  
Collaborative seminar  
**'Mediation: two sides of a coin'**  
co-hosted with Scottish Mediation



# PROFESSIONALS & PRACTITIONERS

“I’m already using what I have learnt in a situation I’ve been involved in for some time. I felt as though we had hit a wall with progress and I’ve been using the conflict resolution skills in a more structured way than I had before and this has helped to open up more dialogue.”

1 Day Training, Perth,  
February 2019

“Feeling more encouraged to ‘embrace’ conflict - which has been something I have feared for a long time! Respecting & valuing it - for self & people I work with. Appreciating that everyone has an interest that needs to be understood.”

3 Day Training, Edinburgh,  
November 2017

## 1 DAY TRAINING

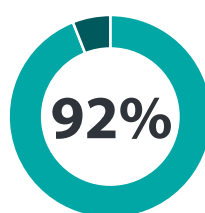
**1202 professionals and practitioners** attended **82 sessions**. The training covers key elements including identifying triggers to family conflict and developing mediation skills for resolving it.

We are pleased to report that from our sessions with professionals/practitioners there is clear evidence of impact:

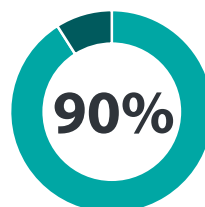
- **91%** reported an increase in their skills in applying conflict resolution tools and techniques
- **88%** reported an increase in their knowledge base
- **84%** reported an increase in their ability to support families to manage conflict

## 3 DAY TRAINING

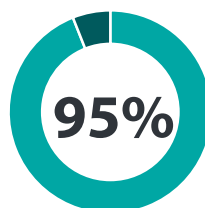
Our three-day skills course **Untangling the Knots** assists practitioners working with young people and families to further develop their knowledge and skills in conflict resolution with a particular focus on assisting families to manage difficult relationships. We delivered **11 courses** to a total of **222 participants** from a wide range of organisations and local authorities.



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



**Agreed** the course increased their ability in supporting families in conflict.



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

**December 2017**  
‘The Meltdown Before Christmas...’ event held in collaboration with **GameChanger PSP** for young people and families along with social media Christmas Campaign



## NATIONAL CONFERENCES

A total of **242** professionals/practitioners attended **3** SCCR National Conferences, with our 2019/20 conference **The Faces of Transition** in planning at the time of writing this report.

- **Transforming Conflict, Nurturing Human Relationships**
- **Conflict, it's all about the brain...or is it?**
- **The Science Behind Conflict and the Brain**

Conference speakers are professionally filmed and available via our website to enable us to extend our reach.

"I feel like I have left today wanting to stand up and make a difference in the world. I feel passionate and motivated to make a difference in young people's lives."

**Conference Delegate  
February 2017**

These conferences provide the opportunity to address a range of topics relating to the importance of early intervention, youth homelessness, education, the teenage brain, criminal justice, mediation and the wider policy and social issues of family conflict.

Keynote speakers have included: **Maree Todd MSP (Minister for Children and Young People)**, **Dr John Coleman OBE (University of Oxford)**, **John Carnochan OBE**, **James Docherty (Community Justice Scotland)** and **Dr Sara Watkin (Child and Adolescent Mental Health specialist)**.

"This is an incredibly useful event for young people and the adults supporting them. It was engaging, energetic and valuable. I'm looking forward to having the opportunity to work with SCCR again. Thank you very much."

**Professional/Practitioner  
National Youth Event 2019**

## SEMINARS & WORKSHOPS

We further engaged with **871** professionals/practitioners through co-designed seminars and collaborative workshops with other organisations across Scotland. For example, representatives from **Scottish Mediation, Violence Reduction Unit, Children in Scotland, Cyrenians' Mediation and Support** service and **Parenting Across Scotland**.

**94%**

**REPORTED SCCR SEMINARS ARE  
AN IMPORTANT RESOURCE**

**98%**

**WOULD USE THE SCCR WEBSITE  
TO ACCESS INFORMATION ON  
RELATIONSHIPS AND CONFLICT**



**January 2018**  
SCCR launches 'The Emotional Homunculus and the Brain's Amazing Drugs Cabinet' Project resources at our National Conference held at **Glasgow Science Centre**



**January 2018**  
SCCR 'gifts' Scotland and Minister for Children & Young People new suite of free, innovative and multi-media digital tools to help reduce conflict



# DIGITAL ENGAGEMENT

Our digital delivery platforms, psychoeducational resources and multi-media content also exponentially increase our reach demographically and ensure that our work is sustainable, providing an opportunity for continued life-long learning. We deploy a creative and innovative approach, placing the user at its centre and making accessible and engaging resources to explore family conflict with universal appeal. We recognise that digital communication is integral in:

**#1** Enabling us to reach beyond what is possible in relation to direct delivery, meeting opportunities to engage with a much wider beneficiary group whilst providing the right conditions for others to learn and share their knowledge and understanding to increase social and digital capital

**#2** Breaking down multiple barriers to access - digital technology is increasingly important in supporting families, particularly young people and those living in remote areas who might not otherwise have access

**#3** Making specialist knowledge available to everyone by taking complex concepts and simplifying them through a narrative and visual journey. Developing and creating multi-media digital resources hosted on our website

**#4** Increasing participation from young people, parents/carers and professionals/practitioners in public discourse and giving them a voice to articulate their needs and concerns

**#5** Promoting knowledge sharing and maximising the reach of our work and impact on families and practitioners

## ENHANCING CONNECTIONS

Digital communication is a powerful and necessary tool in keeping young people and families informed, engaged and safe. Finding ways to connect with these users in a meaningful manner is incredibly important. We further developed our digital resources taking current professional knowledge and sharing it in a public space, creating something interactive, engaging and accessible to everyone.



Our digital sustainability strategy ensures continuity of delivery and shared learning in the communities and places where we work. This joined-up approach benefits and maximises the impact of Scottish Government National Outcomes across all sectors within a place, improving the lives of people while supporting inclusive and sustainable change.

“I’ve been using [the SCCR digital resources] with students to understand their brains and brain chemistry and they have loved learning all about it! Thank you so very much for sharing this resource it’s awesome and so very engaging!”

**Professional/Practitioner  
October 2019**

**January 2018**  
267% increase in users to SCCR website on day of Emotional Homunculus development launch



## DIGITAL CAMPAIGNS

Our targeted social media strategy and digital campaigns attract new audiences by addressing issues that matter to young people and parents/carers to tackle the reality of family life.

Some example campaigns we have been involved in to further raise awareness of the pressures families can face include: **#ExamStress**, **Mediation Awareness Week**, **Christmas** and **World Mental Health Day**. In 2016 our Christmas Campaign included blogs and top tips for a family conflict free Christmas from partner organisations including **Children in Scotland**, **Violence Reduction Unit** and **Street Soccer Scotland**.

To celebrate the **Year of Young People #YOYP2018** SCCR collaborated with **Young Scot** to run a seven day multi-social media platform campaign about the teenage brain. Including seven blogs over seven days for the Young Scot website to coincide with the **YOYP 2018 National Ambassadors Event**, our **Top Tips for Teenagers** explained the chemistry of the teenage brain, why we act and react the way we do and how to improve our relationships at home and beyond. Designed specifically with social media in mind the campaign had an **impression reach (Twitter) of 54,747** and a **76% increase in new users** on the SCCR website.

## BLOGS

As part of our integrated communications strategy and to further extend our reach we invite both external and internal contributors to blog for the SCCR website. Contributors include: **Glasgow Science Centre CEO**, **Scottish Mediation**, **Family Ministries Director for the Trans-European Division**, **Hey Sigmund**, **Faculty of Advocates**, **ParentLine Scotland** and **A Way Home Canada**. The blogs published under the current funding stream have attracted **over 4,000 views** on our website.

To explore our latest blogs visit the website: [www.scottishconflictresolution.org.uk](http://www.scottishconflictresolution.org.uk)

## BUILDING AUDIENCES

With our digital marketing strategy extending our reach and building new audiences we sought to cultivate sustained engagement with all our digital resources by using an integrated approach to workshops, events, digital articles, and blogs, social media campaigns and regular social media activity, resulting in:

**35,437**  
**UNIQUE VISITORS**

**352,806**  
**PAGE VIEWS**

**1,669,644**  
**SOCIAL MEDIA IMPRESSIONS**

**15%**  
**BOUNCE RATE\***

**\*ANY BOUNCE RATE BELOW 40 PERCENT IS CONSIDERED EXCELLENT**



**February 2018**  
SCCR event 'Meet Your Emotional Homunculus and the Brains Amazing Drugs Cabinet' at The Gathering



**March 2018**  
Annual Reception held in the Advocates Library. Hosted by **Gordon Jackson QC, (Dean)** and welcomed by **Angela Graham QC (Vice Dean)** Faculty of Advocates



# WEBSITE DEVELOPMENT

“[I have used the information found on the SCCR website/digital resources] to encourage my children’s understanding of emotions and allow more depth to emotional validation to make progress and growth positively.”

Parent/Carer  
July 2019

“Useful to have hands on resources to work through conflict with young people without having to scramble about for information/resources from different websites/organisations. Makes planning sessions practical, quick and relatively easy.”

Professional/Practitioner  
October 2018

To watch all of our films and animations including **You always...You never**, **A Bridge Through Conflict** and **The Science Behind Conflict** visit the website: [www.scottishconflictresolution.org.uk](http://www.scottishconflictresolution.org.uk)

In order to maximise digital engagement, website development has remained a key element in our work to ensure our content remains **fresh**, **engaging** and **universal** in its appeal to consistently attract new and current audiences.

## ANIMATION & FILM

To raise awareness of the sensitive nature of family conflict to a varied audience, we continue to utilise animation and film. As part of our integrated communications and PR strategy, our videos provide the much needed connection and authentic voice and message that young people and families are not alone, whilst dispelling the stigma attached to asking for help sooner rather than later.

---

**10,228** VIEWS OF FILM & ANIMATIONS

---

Custom illustrations were commissioned and used throughout our multi-media resources providing a unique approach to a topic that is not easy to discuss. In addition, we have worked with award winning filmmakers and a digital agency to produce short animations and films which explore the topics of mediation and the causes and consequences of family relationship breakdown.



**April 2018**

SCCR article published on psychologist Karen Young’s website **Hey Sigmund** with over 6,400 views



## CONFERENCE WEBPAGES

Each of our conferences from 2016 onwards has been professionally filmed which has allowed us to develop and build bespoke conference web pages.

These developments have extended our reach nationally and internationally, and increased the opportunity to benefit and engage with families and those working with them through making the content from each national conference freely available and accessible.

---

**10,771** CONFERENCE  
PAGE VIEWS

---

Professionally filmed keynote speaker addresses along with reports and conference materials (gallery wall, quotes and statistics) are readily available on our website to reflect on the themes and topics covered during these national events.

To explore past national conferences and hear from our key note addresses visit the website:  
[www.scottishconflictresolution.org.uk](http://www.scottishconflictresolution.org.uk)



## RESOURCE HUB

Following the success of our three digital developments (**Monkey Vs Lizard**, **#KeepTheHeid** and **Meet Your Emotional Homunculus and the Brain's Drugs Cabinet**) we launched a new online **Resource Hub** to ensure our free digital tools are accessible to all, regardless of geographical location.

This hub brings together our popular psychoeducational digital resources including downloadable postcards and educational posters, as well as our newly published **Resource Booklet**. It provides examples of how the resources can be used - in groups or one-to-one sessions, in the classroom or for running workshops.



From feedback received it is clear that our focus on creating digital sustainability through our website developments is crucial in enhancing the tools practitioners have in supporting flexibility when working with families in communities across rural areas in Scotland.

"I found out I'm a monkey genius. It means I use my mammalian brain more and I'm more prone to empathy. [The SCCR resources] showed me a new way, showed me how it worked and how my brain actually processes [conflict and emotion]."

**YOUNG PERSON  
2019**

**April 2018**

Working through our emotional states with **Falkirk Council Adoption and Fostering Team and Carers**



**April 2018**

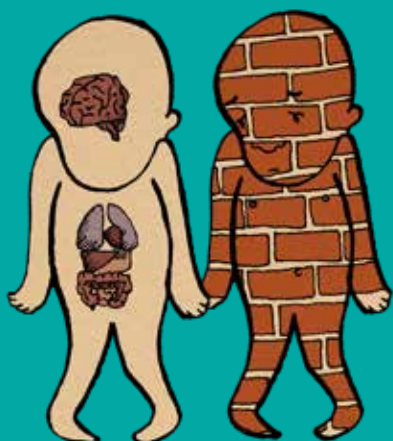
Feeling 'Alert and Engaged' with **Carolina House Trust** delivering a workshop to foster carers and staff



# MEET YOUR EMOTIONAL HOMUNCULUS

“This project has delivered real value to young people and their families this year – the Year of Young People. The Scottish Government recognises the importance of creating and maintaining healthy relationships within families and communities, and I commend the Scottish Centre for Conflict Resolution for delivering high-quality innovative resources and making them freely accessible to everyone.”

Maree Todd MSP  
Minister for Children and Young People



Read the full 'Meet your Emotional Homunculus and the Brain's Amazing Drugs Cabinet' report via the SCCR website: [www.scottishconflictresolution.org.uk](http://www.scottishconflictresolution.org.uk).

## GETTING TO KNOW YOUR EMOTIONAL HOMUNCULUS

With thanks to **Scottish Government's Children, Young People and Families Early Intervention and ALEC Project Fund** and in addition to our core work, the SCCR built on our expertise to address the need for new and creative solutions to current problems. Working in collaboration with Dr Sara Watkin (Children and Adolescent Mental Health specialist) we developed a series of new and innovative digital multi-media psychoeducational resources, animated films and workshops which are readily accessible and freely available via the SCCR website.

### #CranialCocktail

[scottishconflictresolution.org.uk/homunculus](http://scottishconflictresolution.org.uk/homunculus)



## CONFLICT, IT'S ALL ABOUT THE BRAIN...OR IS IT?

This 18 month project **Get to know your Emotional Homunculus and the Brain's Amazing Drugs Cabinet** was in response to research, Scottish Government policy and the needs outlined in our 2016 National Survey. Survey respondents wanted a better understanding of the emotional and anger cycles that lead to conflict and additional insight into the brain chemistry that drives communication and conflict. Parents felt they could benefit from a better understanding of the teenage brain and young people wanted to know more about mental health and conflict.

### June 2018

SCCR take part in **The Big Lunch** and explore the Brain's Amazing Drugs Cabinet with staff, patients and families at **Royal Edinburgh Hospital**





# & THE BRAIN'S AMAZING DRUGS CABINET

## THE SCIENCE BIT #CRANIALCOCKTAIL

The project's concept was initially inspired by the installation, the Cortical Homunculus, at Glasgow Science Centre. This is the part of the brain that perceives external stimuli and causes the body to react accordingly. Our Emotional Homunculus is the part of the brain that determines how we perceive and react to things based on our emotions and learned responses.



Get to know your Emotional Homunculus and the Brain's Amazing Drugs Cabinet provides exciting opportunities to explore: mental health and wellbeing, family conflict, and relationships combining the science of brain chemistry and evolution. Our creative approach engages audiences with an understanding of conflict, the brain (neuroscience), child development, trauma, emotions, neurochemicals, actions and reactions and their impact on mental health and social cohesion.



## CONQUERING CONFLICT AND THE ANTIDOTE

Across all project events we worked with **341 beneficiaries** (198 professionals/practitioners, 55 young people and 88 parents/carers) from **96 unique organisations** across **20 Local Authorities**.

- **90%** of young people found the SCCR digital resources engaging
- **93%** of parents/carers report they have learnt new information and skills
- **86%** of professionals/practitioners report the resources will benefit the young people and families they work with

Due to the success of the project we have continued to meet demand for the resources and events by integrating both into our core delivery.

**6,300**  
USER ENGAGEMENTS WITH THE NEW DIGITAL CONTENT

**195**  
RESOURCE PACKS PROVIDED TO PROFESSIONALS WORKING WITH YOUNG PEOPLE AND FAMILIES

**118,500**  
SOCIAL MEDIA ENGAGEMENTS & IMPRESSIONS

"I have found the Brain's Amazing Drugs Cabinet very informative and an engaging session to complete with young people. They advised they were introduced to concepts they had never heard about."

**Key Worker  
West Lothian Council**

**July 2018**  
Mixing up #CranialCocktails with **YOYP Ambassadors** from across Scotland at their National Event in Perth



**July 2018**  
SCCR collaborate with **Young Scot** for a **seven day social media campaign** exploring the brain's amazing drugs cabinet



# HIGHLIGHTS AND ENGAGEMENT

“We both enjoyed last night’s Annual Reception. So good to hear more about your great work and meet so many interesting people. My grandson loved rubbing shoulders with the Minister. He said, ‘I wanted to tell them the [SCCR resources] helped me understand why I am depressed and angry’. I am pleased that he could tell me at least. I think he has been calmer since understanding himself better and moving on to college and work. Thanks again.”

Kinship carer  
October 2018

## ANNUAL RECEPTIONS

Under the current funding we have held **3 annual receptions** with **146 attendees**. **Iain Gray MSP** kindly sponsored two of these in **The Scottish Parliament** (2016-17 and 2018-19) and **Gordon Jackson QC, Dean of the Faculty of Advocates** kindly hosted one in the **Advocates Library** (2017-2018).

These events provide opportunities to highlight the importance of how we individually and collectively contribute to understanding and reducing conflict, addressing the issue of youth homelessness in Scotland as well as providing an opportunity for us to reflect on our work and strategic developments.

Our 2018-2019 annual reception showcased the SCCR’s latest digital development and resources, **Get to know your Emotional Homunculus and the Brain’s Amazing Drugs Cabinet**. We presented an 18 month impact report providing insight into how our innovative and creative psychoeducational resources, films and events were developed are contributing to transforming conflict using digital technology. Furthermore, we heard from families and professionals as to how they are using the resources to enable young people and families to flourish, improve resilience and wellbeing in line with Scottish Government strategy.

Ministerial representation included **Kevin Stewart MSP, Minister for Local Government, Housing and Planning** and **Maree Todd MSP, Minister for Children and Young People**.



### August 2018

Dr Sara Watkin (SCCR Medical Advisor) live on **John Beattie Show (BBC Radio Scotland)** promoting SCCR Emotional Homunculus and the Brain’s Amazing Drugs Cabinet



## MEDIA COVERAGE

Through strategic media planning and working with Cran Communications, our work has resulted in **337 pieces of media coverage** with **6,220,828 opportunities** for the public to hear or read about the Cyrenians' SCCR, our events and digital developments in both local, specialist and national mediums including print, online and radio broadcasts. Highlight coverage has included:

### ITV NEWS

- Official partnership marked between Cyrenians' SCCR and Glasgow Science Centre

### HERALD SCOTLAND

- Open letter to the Herald in response to the new Scottish Governments' Action Group for Homelessness with **292,500 opportunities to see (print and online)**

### BBC BRAINWAVES

- Interview with SCCR Manager, kinship care young person and grandmother on 'BBC Brainwaves' on BBC Radio Scotland which has **950,000 weekly listeners**

### THIRD FORCE NEWS

- 'TFN focus: five years of the SCCR' published in Third Force News Magazine to celebrate our work over the past 5 years

"I've got the set of [SCCR resources] in my bedroom sitting next to my PlayStation. I find them helpful to understand a lot more [...] I've always been interested in taking things apart and then seeing how they work and what they need, like car mechanics. When I think about it now it's kind of the same thing for the [SCCR resources] – picking it apart, looking at it, figuring out how to fix it and then basically, in a way, putting it back on the road."

**'Luke', 16  
BBC Brainwaves**

## PUBLIC ENGAGEMENT

We have increased our involvement in the delivery of public engagement events such as **The Big Lunch** (Eden Project Communities), **Scottish Mental Health Arts Festival**, **Café Scientifique Glasgow**, **Dundee Science Festival** and **Midlothian Science Festival**.

This work allows us to create strong networks and partnerships, providing positive and sustained support to transform the culture of conflict and contribute to Scotland being the best place to live and grow.

## 5 YEAR ANNIVERSARY

In April 2019, the Centre celebrated our **5th anniversary** since our official launch in April 2014. We marked this occasion with an exhibition in **Scottish Parliament**, kindly sponsored by **Iain Gray MSP**.

Our exhibition saw us engage with over **30 MSPs and parliamentary staff** to raise awareness of our events, psychoeducational digital resources and the work we're doing with young people and families across Scotland.

## AWARDS

In October 2016, Cyrenians' SCCR won '**Best Video**' at the **National Mediation Awards** in London. This recognition was for our short film '**My Conflict Resolution Experience**' where families and mediators talk about their mediation and conflict resolution experiences and how this helped to improve their family relationship and life at home. In the 2018 National Mediation Awards, we were equally thrilled to receive **highly commended** for '**Mediation Video of the Year**'.



**August 2018**

Presenting at **Café Scientifique** in Glasgow explaining the 'why' behind the science of conflict and emotion



**September 2018**

Invited to write blog for **No Knives, Better Lives** discussing how we can help parents to understand the teenage brain

**NO KNIVES  
BETTER LIVES**

# 2019 NATIONAL SURVEY

## EXECUTIVE SUMMARY

Three years on, following the SCCR's 2016 National Survey and consultation work, we once again sought the views of young people, parents/carers and professionals/practitioners across Scotland to further develop and build on our existing work and to ensure we continue to meet the needs of our target groups in line with Scottish Government strategy and Performance Framework.

## METHODOLOGY

Separate surveys were designed for each target group and included both qualitative and quantitative questions; with questions taken directly from our 2016 surveys to hear more about the issues and themes previously raised and to consider if these have changed over time. Other questions were included to analyse the impact of the SCCR including our website, resources and events.

Between May and July 2019, we received a total of **397 responses** from **30 Local Authorities**. **140 young people**, **117 parents/carers** and **140 professionals/practitioners** responded to individual online surveys – this included **30 professionals/practitioners** who completed an additional section from a parent/carer perspective.

## RESULTS

The surveys provided us with views on:

- The issues families are facing in relation to interpersonal conflict and how these impact on individuals, their relationships, mental health and wellbeing, and how it contributes to the risk of relationship breakdown and youth homelessness.
- The support and mediation services specific to young people and families that are available across Scotland, and whether families are aware of these services and are using them.
- The needs of young people, parents/carers and professionals/practitioners and the resources and support they feel would be valuable in relation to how they deal with and manage conflict.

The information collected from the surveys, combined with data captured from the evaluations of our events, will shape and inform our strategic work including: training, events and digital resources over the coming three years.

### October 2018

SCCR showcase new digital development, resources and published report with an evening reception in the Scottish Parliament, sponsored by **Iain Gray MSP**



# SNAPSHOT FROM 2019 SURVEY

- 1** 42% of young people and 62% of parents informed us conflict at home happens at least weekly.
- 2** 18% of young people have thought about leaving home due to arguments at least on a monthly basis; 16% of young people have left home or have been asked to leave because of family arguments/disagreements.
- 3** The top three negative impacts of family arguments/disagreements for both young people and parents/carers were on their mental health and wellbeing, confidence and relationships.
- 4** 76% of parents/carers would find it helpful to deal with or manage family arguments/disagreements better; with 72% of young people also agreeing.
- 5** 85% of professionals/practitioners said conflict was a regular occurrence for families they work with; 74% stated that homelessness & sofa surfing was frequently experienced by the young people they work with.
- 6** 40% of professionals/practitioners felt they did not have the skills and knowledge to address conflict between the young people and families they work with.
- 7** 61% of young people and 79% of parents/carers agreed it would help to feel better supported in their family relationships; 33% and 38% respectively did not know of any relevant support services in their area.
- 8** The three target groups' needs included: better knowledge of practical skills and techniques; information about support services and engaging online resources; a better understanding of teenage/brain development and anger.
- 9** 67% of young people would not use, or were not sure if they would use, any services if they/their family needed some support citing being uncomfortable, scared and embarrassed. In contrast 71% of parents/carers would seek support.
- 10** 55% of professionals/practitioners, 78% of parents/carers and 85% of young people did not know or weren't sure of mediation services for young people and families in their area.

**October 2018**

SCCR attend 2018 National Mediation Awards, and receive highly commended for 'Mediation Video of the Year'

**October 2018**

Invited to Alliance Scotland's Discover Digital at Dundee Science Festival and Glasgow Science Centre to create #CranialCocktails



# SURVEY AIMS & METHODOLOGY

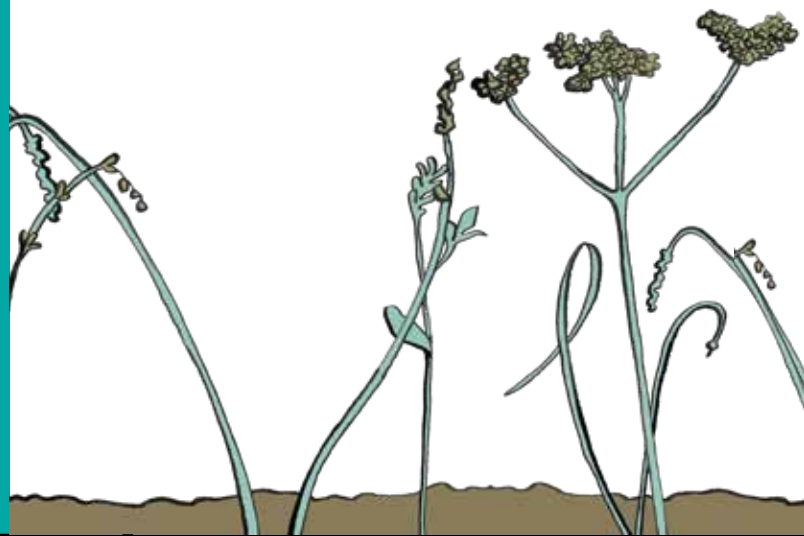
“As someone closely involved in the criminal justice system, I think what can be done is provide far greater understanding and awareness of the power of mediation and conflict resolution as a means of transforming people’s lives and changing the dynamics of their relationships before terrible things happen which go on to cost huge amounts (both human and financial cost). SCCR needs to continue its vital work in this area and needs funding in order to make that happen. This investment has the power to transform Scotland and people’s attainment.”

Professional/Practitioner

## SURVEY AIMS

The **principle aims** of distributing our 2019 National Survey were to:

- Analyse the **operation** and **impact** of the SCCR including our website, resources and events (training, seminars & conferences)
- Engage with key stakeholders and beneficiaries to assess their views and opinions on the **effectiveness** and **efficiency** of our work
- Consider the **strategic development and placement** of the SCCR within a national context and areas of potential new development
- Relook at **issues and themes** raised in SCCR National Survey 2016 for our target groups and consider if these have changed in the last few years i.e. the issues families in conflict face at home, the types of resources/support needed and if any support services are available
- Analyse the results in relation to **Scottish Government National Indicators** and **Scotland’s National Performance Framework**



**December 2018**

Invited to speak at Holyrood  
Event ‘Supporting the  
Mental Health of School  
Leavers’

**HOLYROOD**

## METHODOLOGY

All three surveys were administered online through Survey Monkey with separate questionnaires designed specifically for each target group (parents/carers, professionals/practitioners and young people).

A draft version of each questionnaire was shared with colleagues from across Cyrenians for comments and feedback before final versions went live in May 2019.

To promote and boost our National Surveys, we devised a PR and Comms digital and social media strategy to allow for maximum participation.

The surveys were distributed to a broad range of organisations across Scotland supporting young people and families. We did this through channels including SCCR newsletters, our website and shared through our social media channels. We requested partners and other agencies who work with us to further disseminate, enabling us to reach new respondents through different channels. We worked with Young Scot and their card points system to encourage young people to engage with our survey from various backgrounds across Scotland.

## EVALUATION & ANALYSIS

**397 individuals** responded to the online surveys: **140 young people**, **117 parents/carers** and **140 professionals/practitioners**. Professionals/practitioners were also invited to respond to a subsection of questions as parent/carers themselves, and **30** participated. Not all survey questions required answers and some allowed participants to choose multiple responses. Analysis was conducted using Survey Monkey.

The results from our 2019 surveys deliver an updated picture of the issues families and those working with them are facing across Scotland, and the support required around conflict resolution and early intervention. We have also looked at the outcomes of the surveys and analysed this in relation to our work and how we can contribute to Scottish Governments National Outcomes and Indicators and Scotland's National Performance Framework.

Full data sets are available upon request.



### February 2019

Interview with SCCR Manager, kinship care young person and grandmother on 'BBC Brainwaves' on BBC Radio Scotland



### February 2019

Scottish Government policy staff explore SCCR digital resources with lunchtime workshop



# NATIONAL SURVEY FAMILY CONFLICT AND HOMELESSNESS

“I get angry for some reason which makes the person I’m arguing with also angry.”

Young Person

“If you can start resolving problems when they are young it can help build the relationship as they get older.”

Parent/Carer



Conflict and disagreements happen in all our lives for a myriad of reasons, often with minimal consequences, however sometimes the impact can be devastating affecting our relationships, education, life chances, mental health & wellbeing.

Relationship breakdown is still the predominant cause of youth homelessness in Scotland. This is just the tip of the iceberg, with many more families still struggling behind closed doors, unsure of what to do or where to turn to for support.

This section explores the frequency, causes and effects of family conflict between parents/carers and young people, and looks at professionals' experiences of family conflict amongst families they work with.

## YOUNG PEOPLE & PARENTS/CARERS

**18% of young people** said they think about leaving home, at least on a monthly basis with **16% having actually left** or been **asked to leave** home because of family arguments/disagreements.

**42% of young people** and **62% of parents/carers** stated that **conflict at home happens at least weekly** compared to 45% and 75% respectively in our 2016 surveys. From the number of **professionals/practitioners** who opted to additionally respond **as a parent/carers** themselves, **over half** are **involved in weekly arguments** with their young people at home.

Whilst **57% of parents/carers** feel they are able to **positively resolve arguments/disagreements** at home (an increase from 41% in 2016), only **48% of young people** agreed dropping from 65% in 2016.

Despite this decrease, **72% of young people** would find it **helpful to deal with/manage family relationships better** - an increase of 12% from 2016, with **76% of parents/carers** agreeing.

March 2019

SCCR hold **National Youth Conference** at Glasgow Science Centre to over **100 young people and supporting staff**

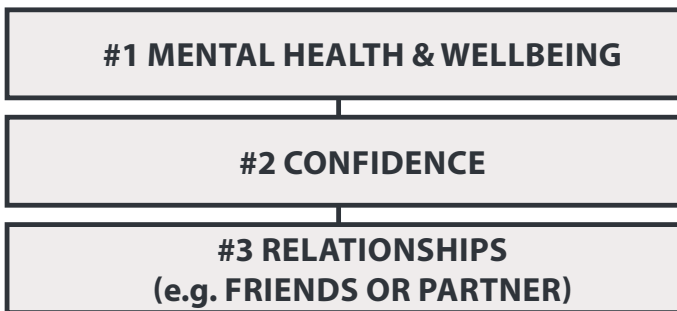




## MENTAL HEALTH

In line with our 2016 Surveys, young people still come away from arguments feeling **annoyed**, **frustrated** and **angry**, while parents/carers are left feeling **frustrated**, **exhausted** and **stressed**.

Our previous survey also highlighted the negative impact of family conflict on mental health for young people and parents/carers. In 2019, we again asked respondents which aspects of their life family arguments had the most negative impact on. The top three responses were:



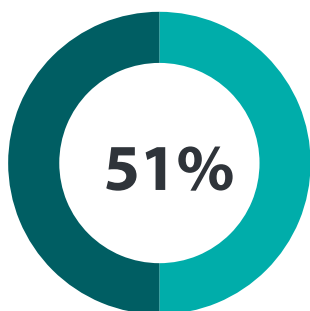
**63% of parents/carers** and **51% of young people** felt their mental health and wellbeing had been negatively impacted.

"I can be exhausted. I can feel I want to leave. I don't always sleep and though I have kept working I know that I can find it difficult at times. I also tend to withdraw at these times - not wanting to be a burden on friends."

### Parent/Carer

"I would overthink too much and not let the thoughts go whilst in school, etc. which made my self-esteem low."

### Young Person

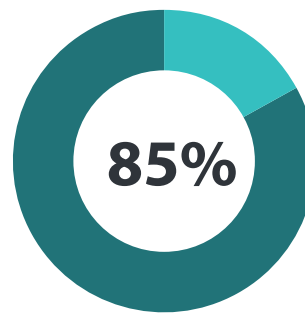


of young people felt their mental health and wellbeing had been negatively impacted (an increase of 21% from 2016 survey).

## PROFESSIONALS

**Over three quarters of professionals** agreed that conflict was a regular occurrence for families they work with, with **74%** saying **homelessness** and **sofa surfing** was something frequently experienced by the young people they work with.

"Family breakdown is very common and it may be for numerous reasons. The young person may be facing homelessness simply due to bad communication in the household, which may result in the young person having to go down the homeless route. This can be easily, more times than not be prevented."



of professionals agreed that conflict was a regular occurrence for young people and families they work with.

However, 40% felt they lacked the necessary **knowledge** and **skills** to address conflict when it presents in the young people and families they work with and could do with more support, information and training:

"I feel quite experienced in offering emotional support, helping families consider pressures and source of conflict and encouraging reflection but not good at how they can resolve this in a productive way that is useful to them."

"I am mostly ok but sometimes feel out of my depth."

### March 2019

**Cyrenians** and **Glasgow Science Centre** sign a **Memorandum of Understanding**, helping Scotland deepen its understanding of **neuroscience** and **brain chemistry**, and its impact **young people's mental health and wellbeing**, **child development**, **conflict at home** and in wider society



# NATIONAL SURVEY SUPPORT AND SUPPORT SERVICES

“If you need support and someone offers you it you should take it because it isn’t a weakness it’s just someone getting the help they need.”

Young Person

“I believe parenting is the most important, most responsible job anyone does. And it’s the hardest... but there’s no training! Would use any help possible. Why wouldn’t you?”

Parent/Carer

This section explores existing support systems and services in place for young people and families experiencing difficulties at home: including to whom or where they turn to for support; their awareness of services, and whether they would be willing/able to access them. It also explores professionals’ awareness and knowledge of different support services available to their clients.

## YOUNG PEOPLE & PARENTS/CARERS

When arguments and conflict happen at home, **parents/carers** will turn to **friends (47%)**, **each other (58%)** or their **mum (27%)** for support. **16% of parents/carers** keep it to themselves.

For **young people**, **46%** would also seek support from **friends** and **20%** would speak to their **mum**. Worryingly, **just under a quarter will turn to no one** - the second highest response to this question.

“People cannot relate to a mother who’s son walks past her in the street. I worry they think I’ve done something wrong.”

Parent/Carer

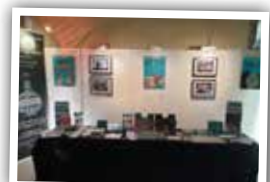
**79% of parents/carers** and **61% of young people** said it would **help to feel better supported in their family relationships**. Whilst **71%** of parents/carers indicated that they would use services if they or their family needed some support, only **33%** of young people agreed.

Any hesitation to engage in support services for young people or parents/carers appears to follow similar themes from our 2016 National Surveys including not necessarily trusting outside involvement or feeling like it won’t help.

“I don’t know if I’d feel comfortable talking to someone or my family about the problems/opinions I have over the situation.”

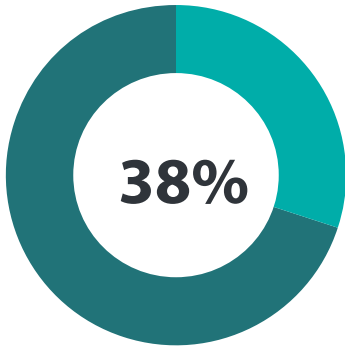
Young Person

**April 2019**  
SCCR celebrates **5 year anniversary** since launch (April 2014) with an exhibition in **Scottish Parliament** sponsored by **Iain Gray MSP**



## MEDIATION AND SUPPORT

When asked about their awareness of support services in their area when struggling to cope with family arguments, over **40% of young people** identified **school/further education** closely followed by **internet/online resources (34%)**. However **38% of parents/carers did not know of any**.



of parents/carers did not know of any support services in their area when struggling to cope with family arguments.

When asked if they knew of any mediation services for young people and families in their area, **84% of young people** and **78% of parents/carers** did not know of any.

**84%**

**OF YOUNG PEOPLE SAID THEY DID NOT KNOW OF ANY MEDIATION SERVICES**

However, of those who did know of a mediation service within their area, only about **50% of both young people and parents/carers** also knew if the service was **free to use** and **available** for young people **under 16**.

Many mediation services only support those over 16 as that is the age at which a young person can be officially considered homeless, or secure a tenancy. However, offering these services to young people under the age of 16 is incredibly important – difficulties start in families sometimes long before that particular birthday, and the earlier the intervention the better.

## PROFESSIONALS

“There are huge waiting lists for support and, more often than not, agencies are working reactively rather than pro-actively.”

We also asked professionals if they knew of services in the areas they could refer to in the event of the families they are working with struggling to cope with arguments/disagreements at home. If professionals do not know where to access support, it is unlikely families would either. **13% of professionals** indicated they **did not know of any relevant services** in their area.

### TOP SERVICES:

#1 SOCIAL WORK

#2 (JOINT) SCHOOL & COUNSELLING SERVICES

#3 CHARITABLE ORGANISATIONS

#4 INTERNET/ONLINE RESOURCES

#5 MEDIATION SERVICES

**Professionals** were **slightly more likely** to know of mediation services (**44%**) within their area and of those who were aware, **63%** knew if the service was **free to use** and **available** to those **under 16**.

“Charities are becoming over subscribed and can no longer see young people when they get to the point of crisis. We try to sign post early enough so it does not reach this point but families don’t tend to ask for help early enough.”

**Professional/Practitioner**

April 2019

‘TFN focus: five years of the Scottish Centre for Conflict Resolution’ published in **Third Force News Magazine** to celebrate our work over the past 5 years



May 2019

‘Meet Your Emotional Homunculus’ workshops delivered as part of **Scottish Mental Health Arts Festival**



# NATIONAL SURVEY NEEDS, WANTS AND RESOURCES

“Given the mental health and anxiety problems among young people in Scotland there are a lot of parents who struggle to support their children and anxiety often expresses itself in anger and defiance to avoid social situations and kids lash out at parents. It would be really helpful to focus more on these specific issues among our teenagers. I know quite a few parents with kids who are struggling with their mental health. It’s really worrying.”

Parent/Carer

This section explores what young people, parents/carers and professionals told us they need or want in relation to improving family relationships and how the SCCR and other organisations can help.

## YOUNG PEOPLE & PARENTS/CARERS

We asked young people and parents/carers what topics they would find most helpful to learn about in relation to reducing family disagreements/arguments impacting on home, work, education and communities. The topics provided were shaped by our experience to date.

### YOUNG PEOPLE PRIORITISED:

- ANGER/EMOTIONS AND COPING
- MENTAL HEALTH AND WELLBEING
- COMMUNICATION
- WORKING IT OUT AND HOW TO RESPOND
- CONFLICT TRIGGERS

### PARENTS/CARERS PRIORITISED:

- CONFLICT ESCALATION AND DE-ESCALATION
- ANGER/EMOTIONS AND COPING
- RESOLVING CONFLICT
- WORKING IT OUT AND HOW TO RESPOND
- BRAIN DEVELOPMENT, ATTACHMENT AND CONNECTION

Parents are more interested in **resolving conflicts**, while young people prefer to get to the **underlying causes of most family arguments** – perhaps avoiding them altogether by improving communication and understanding their **anger, mental health** and **wellbeing**.

**June 2019**  
**Youth Scotland's Big Ideas**  
**Event at Stirling University**  
where we were joined by partner organisations such as **Young Scot**



## DIGITAL ENGAGEMENT

The internet, digital technology and accessing information continues to change the way we seek support, advice and learn. And given that some young people and parents/carers were hesitant to seek in-person support, aside from family and friends, having access to anonymous and confidential support and advice online is essential.

Both parents/carers and young people highlighted that they access either the internet/online resources or social media to find out about events or resources relevant to family conflict.

---

### OVER 70% OF PARENTS/CARERS WOULD ACCESS THE INTERNET FOR INFORMATION ABOUT EVENTS OR ONLINE RESOURCES

---

To ensure our digital content and resources remain relevant to the needs of our target groups, we asked parents/carers and young people what issues they would like to see on a website/digital resource about family relationships and conflict resolution. Suggestions from both groups included: more support for **LGBTQ+ family conflict**, **mental health** and **how to manage anger/emotions**.

“How to prevent [conflict] from impacting your mental health.”

**Young Person**

“Supporting LGBT+ tweens and teens”

**Parent/Carer**

“How to cope with conflict and where to seek help.”

**Young Person**

“More about mediation services that don't cost a lot to participate in.”

**Parent/Carer**

## PROFESSIONALS

Professionals were asked to identify their training and development needs in relation to conflict resolution within a family context. The highest responses were access to relevant and regular training and learning opportunities that are free and accredited.

Additionally, they would like to enhance their knowledge of services available in order to effectively signpost the families they work with. From the respondents who informed us they had attended an SCCR training event, some highlighted an online refresher course would be beneficial.

“I often felt like I was “winging it” before I had some effective [training and resources] from the SCCR.”

“The [SCCR] training course was helpful. Online refresher course we can return to.”

Similar to parents/carers and young people, they were asked for their preferred learning topics, and they are quite similar to those they work with.

### PROFESSIONALS PRIORITISED:

- **CONFLICT ESCALATION AND DE-ESCALATION**
- **CONFLICT RESPONSES AND STYLES**
- **RESOLVING CONFLICT**
- **ANGER/EMOTIONS AND COPING**
- **MEDIATION**

“[SCCR] resources are very engaging and professional. When I give them to colleagues they are always very impressed and really look forward to actually putting them to use rather than putting them in a drawer for another day to never see them again!”

### July 2019

2019 SCCR National Surveys distributed across Scotland to young people, parents/carers and professionals working with them relook at the **issues** and **themes** previously raised and to consider if these have changed over time.

### August 2019

SCCR hosts interactive workshop and exhibition stand at **Royal College of Physicians 'Moonstruck: 500 years of mental health'**



# LOOKING TO THE FUTURE

Our sincere note of thanks to the Scottish Government for their investment and to our partners who have enabled us to take a unique approach to delivering digital resources and events that are universally relevant, transferable and free. Cyrenians' Scottish Centre for Conflict Resolution intend to build on this work to deliver and establish a continuing legacy that encourages and enables young people, parents, carers and professionals to address conflict and increase their knowledge, understanding and life-skills to create healthy, safe and loving relationships and a more resilient and flourishing society.

1

Build on our collaborative approaches with Local Authorities and organisations to deliver training, events and resources to all young people as part of GIRFEC and The Curriculum for Excellence (Health and Wellbeing), and those involved in developing emotional literacy through Health and Wellbeing, to give young people the best opportunities for positive relationships, social and physical development – the foundations for (reducing the gap in) educational attainment.

2

We want to ensure that whatever a young person's life experiences, Adverse Childhood Experiences (ACEs) and Trauma are understood, addressed and overcome and that young people are given the knowledge, resources and support to transform adversity into personal achievements. Knowledge can act as a buffer to toxic stress (which affects our physiology and can undermine the ability to form relationships, regulate emotions, and also impair cognitive functions).

3

By inviting universities, researchers and practitioners to further build on this model of knowledge transfer, we aim to reach more people across society including those in areas of economic deprivation and rural communities across Scotland. In doing so, we will ensure geographical location does not limit any young person or family's ability to access clear, concise, engaging and factual knowledge about conflict, self, society, mental, physical and psychological development and wellbeing.

4

We will continue our strategic, lifetime approach to mental health, in line with the Scottish Government's Mental Health Strategy 2017-2027, underpinned by strong relationships to a) reduce the lifelong impact of homelessness, poverty and addiction that are often a consequence of stigma and lack of support in childhood and adolescence, and b) increase confidence, resilience and integral life-skills essential for good health, mental wellbeing and happiness.

5

We will continue to promote good practice working with partners on digital platforms with multi-media content and psychoeducational resources to share our expertise in developing innovative and competitive digital delivery and nurturing an inclusive, supportive and sustainable digital culture across Scotland, to share and build knowledge, informed by Realising Scotland's full potential in a Digital World: A Digital Strategy for Scotland (2017).

**October 2019**

Our digital resources are a success at **Midlothian Science Festival** engaging with young people and families about the **science behind conflict**



**October 2019**

SCCR thanked in credits of new Ken Loach film **"Sorry We Missed You"**

*Sorry We Missed You*

# FUTURE OUTCOMES AND INDICATORS

## OUTCOME 1 - PROFESSIONALS & PRACTITIONERS

Annually across Scotland, professionals and practitioners will increase their skills, knowledge and understanding, enabling them to support families, children and young people to reduce the negative impact of conflict, improving wellbeing, relationships and reducing the risk of youth homelessness.

### Indicator 1.1

70% report an increase in knowledge and understanding of policy and practice in relation to youth homelessness and working with families experiencing high or persistent levels of conflict.

### Indicator 1.2

70% report an increase in confidence in their ability to support families to positively transform conflict and improve relationships.

### Indicator 1.3

70% report they are applying their learning, and using the resources, to positively change the negative impact conflict has on relationships, mental health and wellbeing.

## OUTCOME 2 - PARENTS/CARERS

Annually across Scotland, parents/carers will feel less isolated, increase their understanding, knowledge and parenting skills to positively transform conflict in their families and communities.

### Indicator 2.1

70% report they are better informed and able to access the support they require to positively resolve conflict and nurture positive relationships with their children/young people.

### Indicator 2.2

70% report an increased understanding of how teenagers and the brain develops and now have the ability and resources to manage conflict, anger and emotions in positive ways.

### Indicator 2.3

70% report they are now more aware of the negative impact of conflict and links to youth homelessness and know where to access the support they need before the point of crisis.

## OUTCOME 3 - CHILDREN AND YOUNG PEOPLE

Annually across Scotland, children and young people are better supported to develop their knowledge and understanding of the negative impact of conflict through developing skills, empathy and understanding to disrupt the cycle of intergenerational conflict and youth homelessness.

### Indicator 3.1

60% report they have a better understanding of conflict, know what support is available to them and have increased in confidence to seek help when they need to do so.

### Indicator 3.2

60% report they have learned new information and skills; increasing their understanding of the emotional and physical impact of conflict on our development and the connection to our actions and reactions that drive family conflict.

### Indicator 3.3

60% report they are now able to manage conflict in positive ways; have skills to develop positive relationships and have resources to transform the negative impact of conflict on their physical and mental wellbeing and happiness.

**December 2019**

SCCR thanks Scottish Government for their continued support through the extension of the CYPFEIF & ALEC Fund



**January 2020**

10th National Conference 'The Faces of Transition' exploring the connection between our past, present and future



**WATCH THIS SPACE...**

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

## Acknowledgement

We would like to personally thank everyone who supports us in the development and delivery of our work and events in so many varying and valuable ways – we couldn't do what we do without you! Collaboration and working in partnership is a cornerstone in all that we do in Cyrenians.

Finally, a very special note of thanks to the SCCR team, past and present, for working to achieve all that we set out to do and more.

## FIND OUT MORE ABOUT OUR WORK

 [sccr@cyrenians.scot](mailto:sccr@cyrenians.scot)

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

 [sccrcentre](https://www.facebook.com/sccrcentre)

 [@sccrcentre](https://twitter.com/sccrcentre)

Illustrations by Hannah Foley.

We acknowledge the support of the Scottish Government through a CYPFEIF and ALEC Fund Grant.

Cyrenians is a Scottish Charitable Incorporated Organisation (SCIO), registered charity SC011052.

