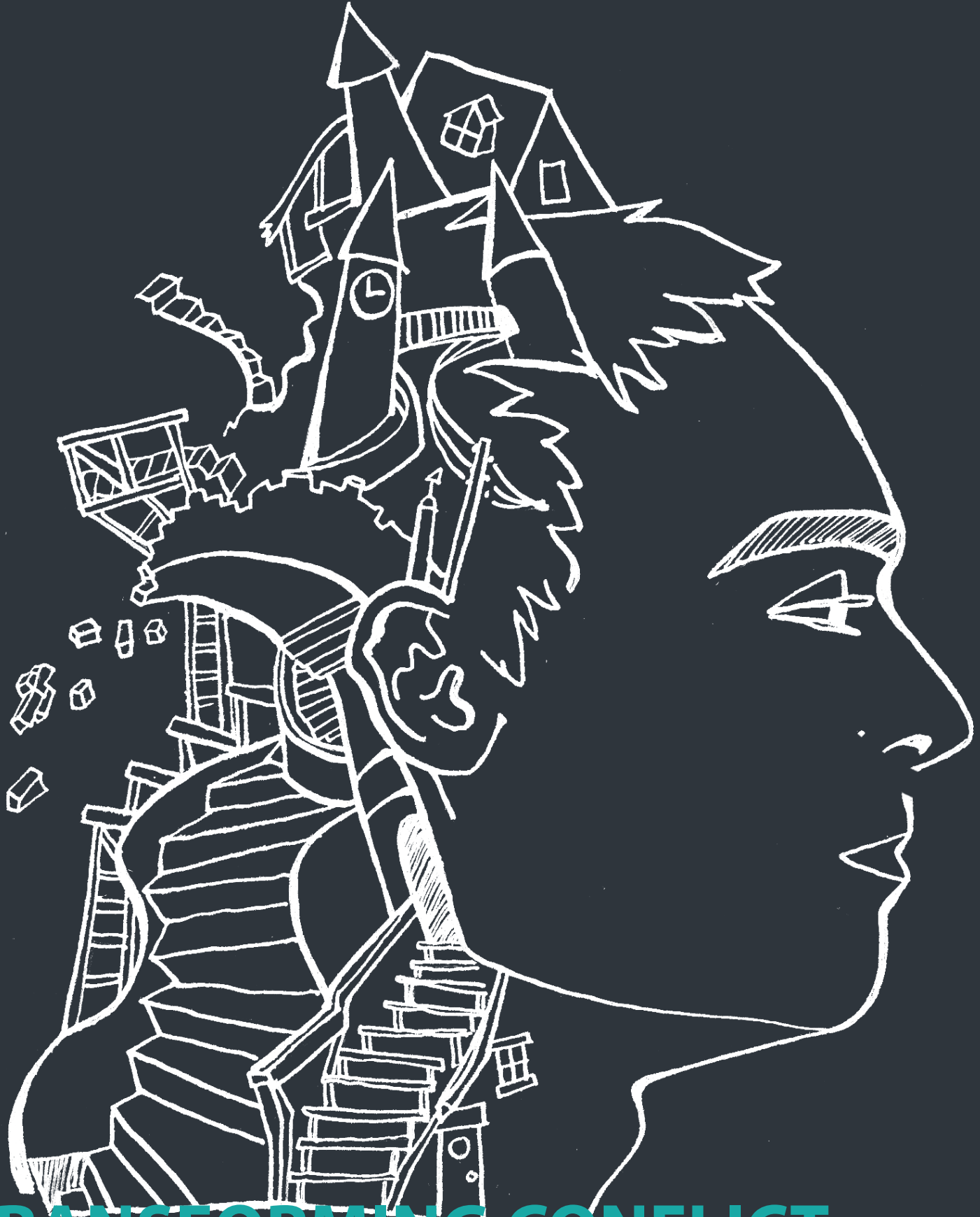


SC Scottish Centre for
CR Conflict Resolution

cyrenians



TRANSFORMING CONFLICT IMPROVING LIVES

7 YEAR IMPACT REPORT AND 2022 NATIONAL SURVEY

MINISTERIAL FOREWORD

“The impressive high quality digital resources developed by Cyrenians SCCR have supported families, transformed relationships, built resilience and confidence and for that I am grateful.”

The health and wellbeing of children and young people is a key priority not just for me or the Scottish Government but for our whole society.

This is something I feel very passionate about and have been committed to from my experiences in nursing to my previous role as Minister for Mental Health to my current role as Minister for Children and Young People which I am honoured to hold.

The Scottish Government’s aspiration is to make Scotland the best place in the world for children and young people to grow up. The National Parenting Strategy (2012) seeks to turn this aspiration into practical action by championing the importance of parenting, by strengthening the support on offer to parents and by making it easier for them to access this support.

I firmly believe that supporting parents and carers to be able to lay strong foundations for loving, nurturing relationships are integral to children’s emotional, physical, socio-economic and educational well-being.

There is no doubt that raising a child/young person is one of the most rewarding and important roles anyone can take on, however, we do recognise that for some families and for many different reasons this can become challenging. The impressive high quality digital resources developed by Cyrenians SCCR have supported families, transformed relationships, built resilience and confidence and for that I am grateful.

I am delighted that we’ve been able to support the important work of Cyrenians SCCR over the last 7 years and I would like to commend them on their achievements during this time. Thank you for the valuable work you are doing to support the families of Scotland.

Clare Haughey MSP
Minister for Children and Young People
March 2023

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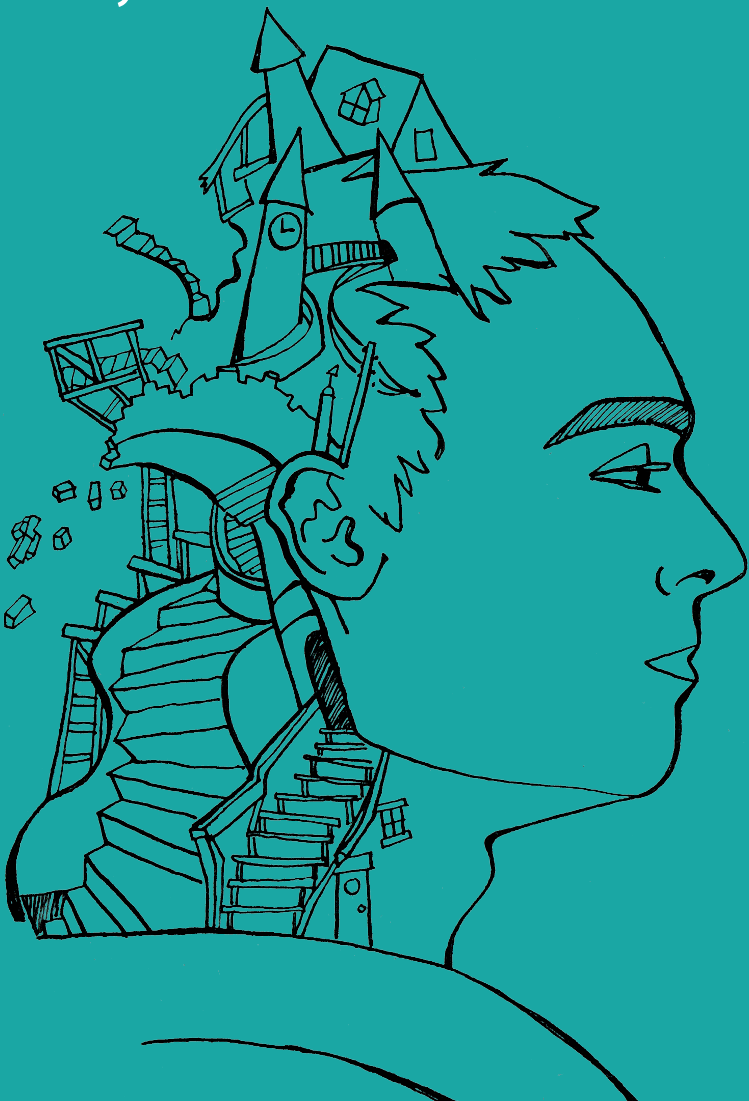
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TACKLING THE CAUSES AND CONSEQUENCES OF HOMELESSNESS

“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

At Cyrenians we tackle the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no ‘one size fits all’ approach to supporting people towards more positive and stable futures. That’s why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

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

Our person-centred work is always evolving; reflecting and supporting the changes we see within the community on both a local and national scale. With over 50-years experience we provide support to people at any point in their journey across six key themes:

- Home
- Family
- Food
- Health
- Community
- Work

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

Please visit www.cyrenians.scot for more information on the various ways Cyrenians supports people excluded from family, home, work or community on their life journey.

ACKNOWLEDGEMENT

We would like to personally thank everyone who supports us in the development and delivery of our work 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.

IMPROVING RELATIONSHIPS IMPROVING LIVES

SCOTTISH CENTRE FOR CONFLICT RESOLUTION

Since launching in 2014, 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 by **Scottish Government's Children, Young People and Families Early Intervention and ALEC Fund (2016-2025)** our work delivers and establishes a continuing legacy that encourages and enables young people, families and professionals, practitioners, and volunteers who support them to address conflict and access knowledge, understanding and life skills, to create healthy, safe and loving relationships and a more resilient and flourishing society.

The first edition of this report was originally published in January 2020 and covered work of the SCCR from April 2016-March 2020 when the current CYPFEIF and ALEC Fund was due to complete. However, with the COVID-19 pandemic, the fund was extended. This updated report provides insight into the impact of our work and continued developments and resources with an update on the work created and delivered during and after the pandemic and lockdowns. The report also incorporates highlights from our **2019 and 2022 National Surveys** completed by young people, parents/carers and those supporting families across Scotland.

Through building on our expertise, the SCCR has a proven track record of creating new solutions to problems 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: 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 5,000 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.”

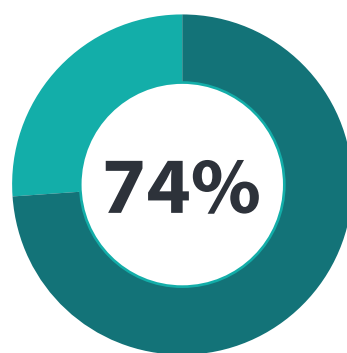
Diane Marr
Senior Manager Families

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 **5,000 young people presented as homeless in 2021-2022**, due to **family relationship breakdown**. This figure equates to **64% of all young people** who presented as homeless in Scotland that year (Scottish Government Youth Homelessness Statistics 2021-22).

The Scottish Government's Prevention Review Group 'Preventing Homelessness in Scotland' (2021) proposes a **'prevention duty'** requiring public bodies to assume a legal duty to **'ask and act'** to prevent homelessness. SCCR is well placed to provide guidance, given our focus on strengthening family relationships, the breakdown of which remains the leading cause of youth homelessness. We have the knowledge and experience to support public bodies fulfilling their legal duty to take action themselves once they've identified anyone at the risk of becoming homeless or in need of a rapid rehousing transition. 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 early intervention strategies.

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.



of young people would **access a website or app for information about mental health**.⁴

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'. We are committed to **The Promise** and **The United Nations Convention on the Rights of the Child (UNCRC)** applying **GIRFEC** to inform and underpin our work embedding the national wellbeing indicators **SHANARRI** to ensure best practice.

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.

¹SSSC
Workforce Skills
Report 2016-2017
(2017)



²Fife Council
Our Minds Matter: A
framework to support
children and young
people's emotional
wellbeing in Fife
(2017)



³NHS 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**

"I feel [the SCCR resources] will be beneficial to explain things to young people and aid their understanding of themselves which will tie in to parts of the SHANARRI framework around feeling included, respected and responsible as well as other parts."

**Professional/Practitioner
SCCR National Survey 2022**



**⁴Scottish Youth
Parliament**

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



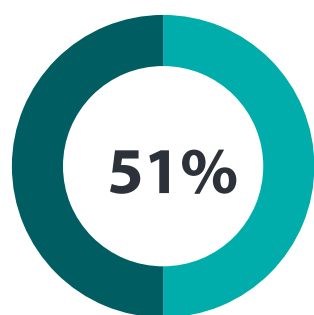
EVIDENCE OF NEED

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 2021-22, over **5,000 young people presented as homeless in Scotland due to family relationship breakdown** (Scottish Government Youth Homelessness Statistics 2021-22). 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 the issues we address in the content and models of delivery.

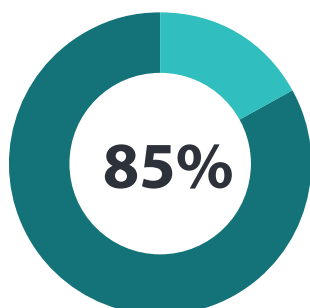
In 2013, 2016, 2019 and again in 2022 (extending our reach to new respondents), we asked young people, parents/carers and professionals their views and experiences of conflict and youth homelessness.

NATIONAL SURVEY 2019



51% of young people felt their **mental health and wellbeing** had been **negatively impacted** (an increase of 21% from 2016 survey).

85% of professionals agreed that **conflict was a regular occurrence** for young people and families they work with.



To read our 2019 National Survey report visit the website: www.scottishconflictresolution.org.uk.

NATIONAL SURVEY 2022

- **97%** of **professionals/practitioners** said **conflict** was a **regular occurrence** for **families** they work with
- **19%** of **young people** thought about **leaving home** due to arguments at least on a **monthly** basis
- **70%** of **parents/carers** felt that their **mental health** had been **negatively** affected by the **COVID-19 pandemic**

For further detail on our **2022 National Survey**, see **pages 37-48** in this report.

Full data sets are available upon request.

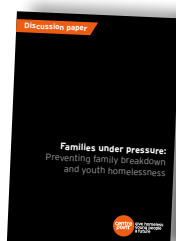
EXTERNAL RESEARCH

(SEE REFERENCES AT THE BOTTOM OF PAGES 5, 6 & 7)

- **'Dealing with conflict'** - highlighted as one of the top three areas where there was the **highest level of skills shortage**¹
- Internationally, young people report increasing levels of **stress and anxiety**, and the **decline in Scottish adolescents' mental health is steeper than in other countries**²
- **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 wellbeing³
- **Two-thirds (59%)** of young people seeking support had to **leave home** because of **family relationship breakdown**⁵
- 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**⁶

⁵Centrepoin

Families under pressure: Preventing family breakdown and youth homelessness (2016)



⁶Young Minds

#FightingFor Report (2018)



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. Our bespoke training, seminars/workshops and conference questionnaires for each of our three target groups (young people, parents/carers and professionals/practitioners) are 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 adaptable to their needs.

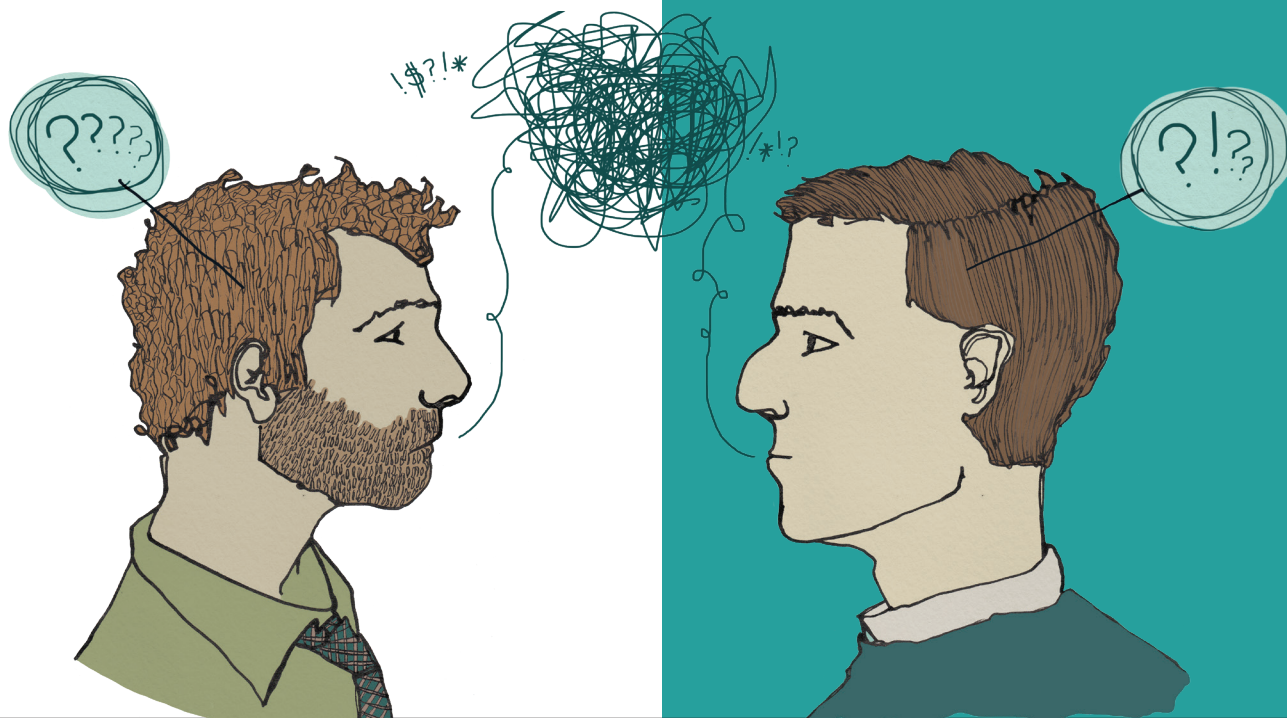
The results contained within this report offer a snapshot of our work and impact. They reflect our own evaluation processes, as well as Google Analytics' monitoring activity on our website and social media statistics.

Evaluation data, feedback and analytics cited on pages 11-28 are taken from April 2016-March 2020 (original CYPFEIF and ALEC funded period).

Evaluation data, feedback and analytics cited on pages 29-36 are taken from April 2020-March 2023 (extended additional funding years).

“[The work of the SCCR is important for families in Scotland because] knowing that it is normal to struggle in relationships, and that you are not alone, reduces the sense of shame and opens up the idea of looking at things differently because there might be something to learn from understanding misunderstanding.”

Dr Sara Watkin
SCCR Medical Advisor



7 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 BENEFICIARIES

9777 beneficiaries (6136 professionals/practitioners, 1411 parents/carers and 2230 young people) from **1090 unique organisations** across **31 local authorities** and **22 countries** have participated in our events. We have developed and delivered **528 free online and in-person events** including national and international conferences, training, seminars, workshops, public engagement events and presentations.



"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, October 2018

"Fantastic timing for this event both as a parent of twin teenage boys and an additional support needs teacher – thank you and what a great organisation this is."

Parent/Carer, December 2021

EVALUATION FEEDBACK

YOUNG PEOPLE

- 88%** reported a greater understanding of conflict
- 86%** have increased their learning and skills by attending SCCR events
- 80%** will use the SCCR digital resources to help manage their relationship conflict and overall wellbeing

PARENTS/CARERS

- 91%** now have the ability to manage conflict, anger and emotions in positive ways
- 92%** know where to access the support they need before the point of crisis
- 93%** feel better informed and able to access support required to resolve conflict and nurture relationships

PROFESSIONALS/PRACTITIONERS

- 79%** increased knowledge and understanding of policy and practice related to youth homelessness and working with families experiencing conflict
- 84%** increased confidence in ability to support families to positively transform conflict and improve relationships
- 92%** will apply their learning to positively change the negative impact conflict has on relationships, mental health and emotional wellbeing

RADIO

Live radio interviews including **Good Morning Scotland** (Jan 18) and **BBC Scotland 'Brainwaves'** (Feb 19), **Voice of Islam FM** (Sept 22) and **Radio Buena Vida** (Oct 22)

NATIONAL PRESS AND SPECIALIST PUBLICATIONS

SCCR articles published in **The Scotsman**, **Children in Scotland**, **The Herald**, (print and online) and **Holyrood Magazine** (online), **Scottish Housing News** (Oct 22), **Third Force News** (Nov 22), and **The Herald** (Nov 22)

APRIL 2016 - MARCH 2023

When the COVID-19 pandemic began, the SCCR quickly adapted and offered alternative activities and provisions including the move to online events supported by our interactive psychoeducational resources and multi-media website. This transition to online delivery expanded our reach to our various target groups and our ability to support those not just in Scotland but globally.

WEBSITE REACH AND DIGITAL IMPACT

We strategically sought opportunities to **extend our reach** by working with people and partners who have a strong, existing following among our target 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, blogs, social media campaigns, national press** and **special publications**.

709,709
PAGE VIEWS

87,237
UNIQUE VISITORS

187 (INCL. USA, CHINA, GERMANY, AUSTRALIA, CANADA, FRANCE, INDIA, IRELAND, NETHERLANDS, FINLAND)

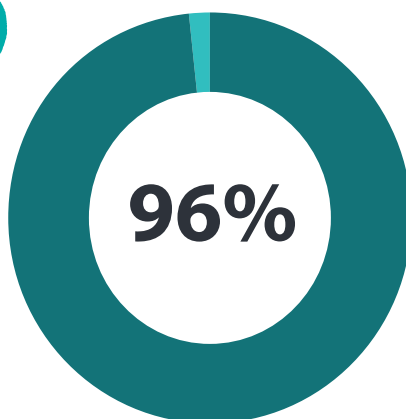
COUNTRIES DIGITALLY ENGAGED

2,402,344

SOCIAL MEDIA IMPRESSIONS

7,639,342

MEDIA REACH



96% of those **working to support families** will use the **SCCR website and online resources** to **positively change the negative impact** conflict has on relationships, **mental health and emotional wellbeing**

"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



DIGITAL CAMPAIGNS

Digital and social media campaigns run annually including **#ExamStress, Mediation Awareness Week, Christmas, World Homelessness Day** and **World Mental Health Day**

BLOGS

Blogs written for **No Knives, Better Lives, Young Scot** and international blog space **Hey Sigmund, British Association for Pharmacopsychology** (Sept 22), **Corra** (June and Sept 22), and **Children in Scotland** (December 22)

OUTCOMES AND INDICATORS

(April 2016 - March 2020)

During the funding period April 2016 - March 2020, as part of **Scottish Government's Children, Young People and Families Early Intervention and ALEC Fund** we set out clear outcomes and indicators. 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.

FIRST 4 YEAR HIGHLIGHT IMPACT REPORT (April 2016 - March 2020)

EVENTS AND EVALUATION FEEDBACK

We worked with **5377 beneficiaries** (**3240 professionals**, **663 parents/carers** and **1474 young people**) from **559 unique organisations** across **29 local authorities**. We developed and delivered **268 free events** including national conferences, training, seminars, workshops, public engagement events and presentations.

YOUNG PEOPLE

- 77%** reported a greater understanding of conflict
- 79%** increased understanding of managing conflict
- 73%** understand more about the support they have

PARENTS/CARERS

- 88%** increased ability to manage conflict
- 94%** increased understanding of managing conflict
- 85%** feel greater support for them and their family

PROFESSIONALS/PRACTITIONERS

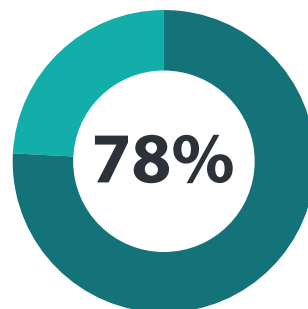
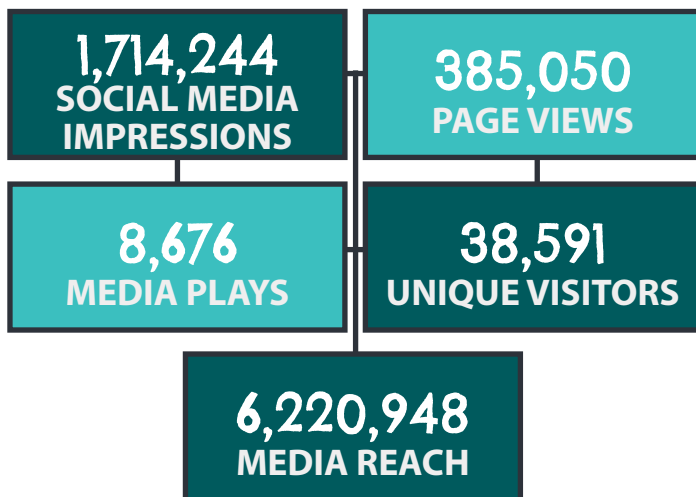
- 91%** increased skills in applying conflict resolution tools
- 88%** reported an increase in their knowledge base
- 83%** increased their ability to support families to manage conflict



"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



78% of **young people** will use the **SCCR website** to access support and information on dealing with relationships and conflict

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**

BENEFICIARIES & DEMOGRAPHICS

(April '16 - March '20)

NATIONAL REACH

5377

BENEFICIARIES

3240 PROFESSIONALS & PRACTITIONERS

1474 YOUNG PEOPLE

663 PARENTS & CARERS

559

UNIQUE ORGANISATIONS

268

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 **268 events** between **April 2016 - March 2020** - 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 **5377 beneficiaries** across **29 Local Authorities**.

- **3240** Professionals and Practitioners
- **1474** Young People
- **663** Parents and Carers

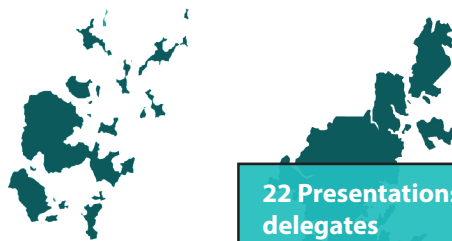
559 unique organisations attended our SCCR events, including:

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.

April 2016
SCCR awarded funding
from **CYPFEIF and ALEC**
Fund, administered by Corra
Foundation



EVENTS BREAKDOWN (April '16 - March '20)



1 Day Training -

173 sessions to 2765 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 three.

22 Presentations to 479 delegates

Presentations included:

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

4 National Conferences including 1 National Youth Event to 427 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

Seminars and Workshops -

54 sessions to 1321 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 Annual Receptions to 146 attendees

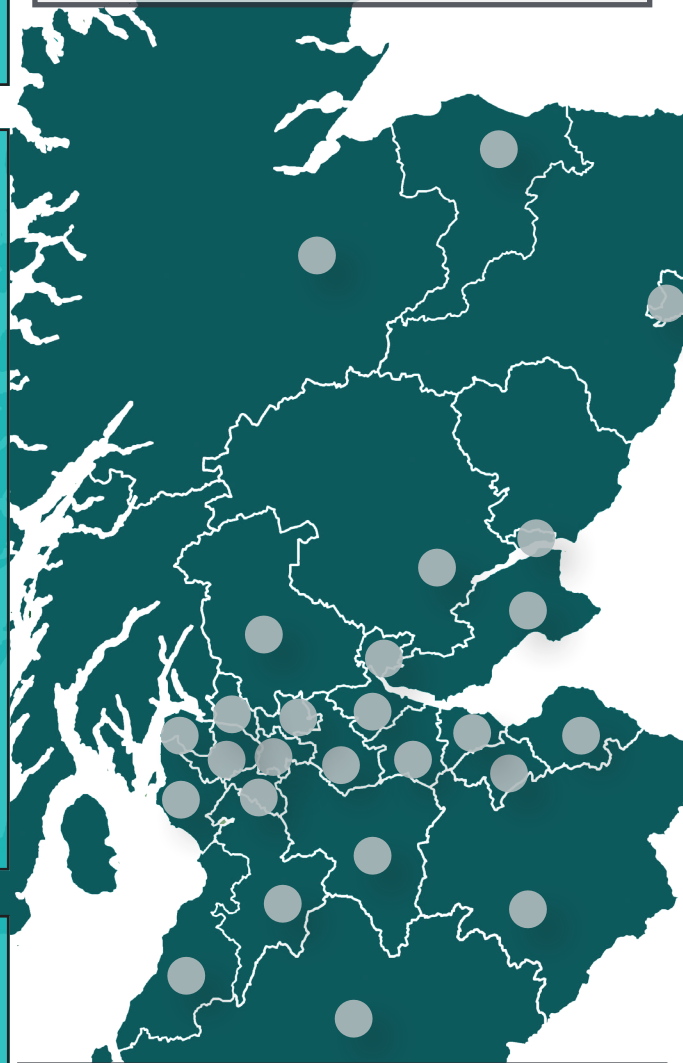
2 Annual Receptions have been sponsored by **Iain Gray MSP in The Scottish Parliament** (2016 -2017 and 2018-2019) and 1 Annual Reception hosted by **Gordon Jackson QC, Dean of the Faculty of Advocates** in the **Advocates Library** (2017-2018).

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

Our Annual Reception 2020, due to be hosted by **Gordon Jackson QC, Dean of the Faculty of Advocates** in the **Advocates Library** was unfortunately cancelled due to the COVID-19 pandemic.

3 Day Training - 12 sessions to 239 beneficiaries

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



October 2016

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



December 2016

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



YOUNG PEOPLE (April '16 - March '20)

"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.

1049 young people (against a target of 300) attended **42 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.

- **76%** report having a better understanding of what conflict is
- **79%** report an increased understanding of how to manage conflict
- **70%** felt that they understood more about the support they have

February 2017
7th National Conference
'Transforming Conflict, Nurturing Human Relationships'. Speakers include **George Hosking OBE** (WAVE Trust) & **Dr John Coleman OBE** (University of Oxford)



NATIONAL YOUTH EVENT NOVEMBER 2019

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 themselves 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'**.



100% of young people rated the **National Youth Event** at Glasgow Science Centre as **Good/Excellent** (November 2019)

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

SEMINARS & WORKSHOPS

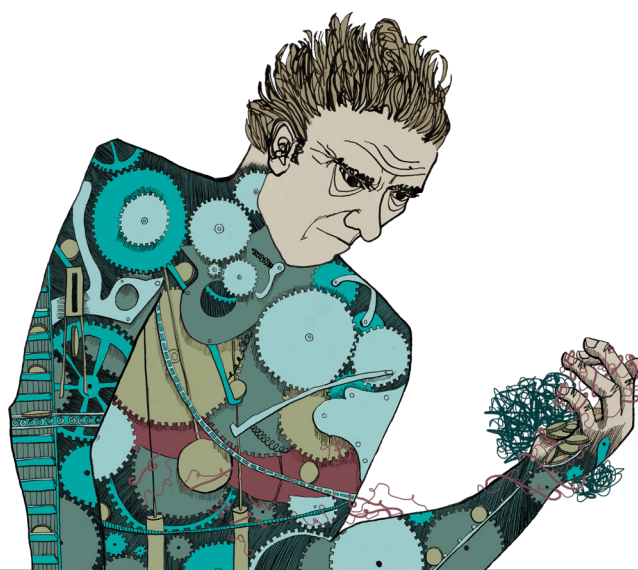
Our free events bring together young people from similar and yet different backgrounds and life experiences to nurture a more **confident, capable, empathic, caring** and **supportive society**. We continue to engage young people in innovative and creative ways to explore themes surrounding family conflict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



February 2017

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



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



PARENTS AND CARERS (April '16 - March '20)

"I particularly enjoyed the interesting strategies that were different 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)

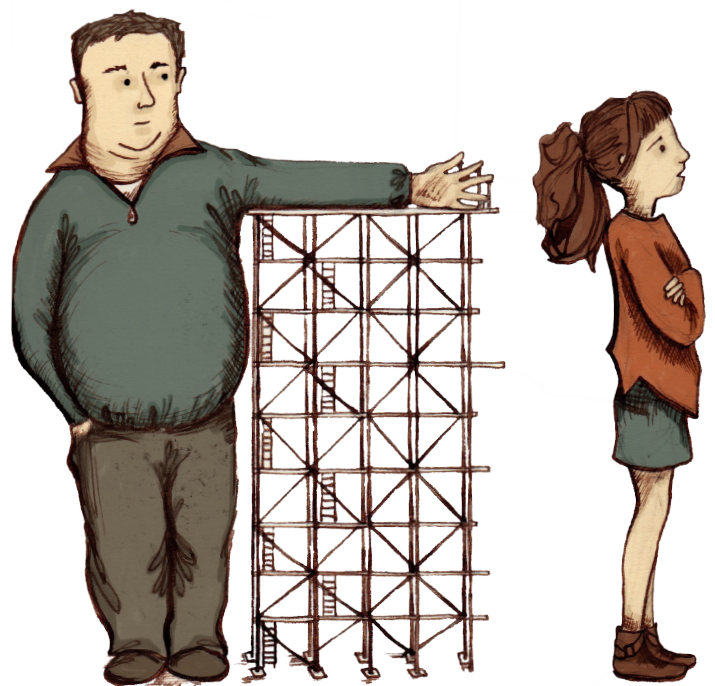
46 sessions were arranged and delivered to a total of **476 parents and carers**.

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 **95% return rate** of evaluation forms from parents/carers.

- **89%** reported feeling more confident about managing relationships at home
- **95%** reported an increased understanding of how to manage conflict
- **86%** now feel there is more support they could use for them and their family



November 2017

Collaborative seminar

'Mediation: two sides of a coin'
co-hosted with Scottish Mediation



SEMINARS & WORKSHOPS

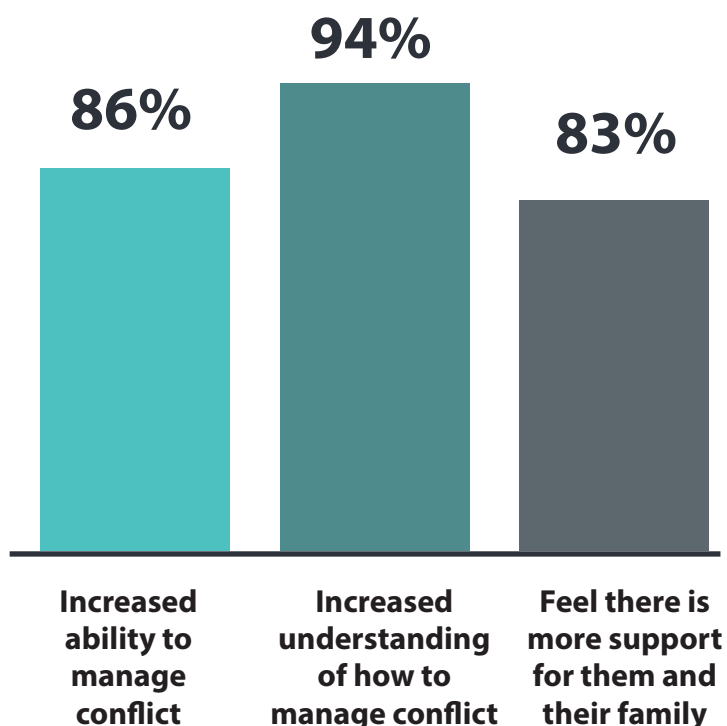
172 parents' and carers' family relationships have been further enriched through attending our engaging and interactive workshops.

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



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
February 2019**

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
April 2018**

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



January 2018
SCCR launches **'The Emotional Homunculus and the Brain's Amazing Drugs Cabinet'** Project and **'gifts' Scotland and Minister for Children & Young People** new suite of free, innovative and multi-media digital tools to help reduce conflict



PROFESSIONALS AND PRACTITIONERS (April '16 - March '20)

"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

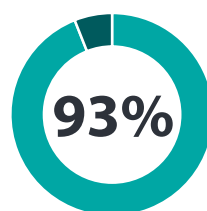
1,240 professionals and practitioners attended **85 sessions**. The training covers key elements including identifying triggers to family conflict and developing mediation skills for resolving it.

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

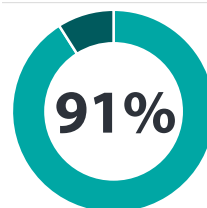
- **91%** reported an increase in their skills in applying conflict resolution tools and techniques
- **88%** reported an increase in their knowledge base
- **83%** reported an increase in their ability to support families to manage conflict

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 **12 courses** to a total of **239 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**.

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



NATIONAL CONFERENCES

A total of **365** professionals/practitioners attended **4** SCCR National Conferences

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

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)**, **Dr Sara Watkin (Child and Adolescent Mental Health specialist)**, **Callum Hutchison (Violence Reduction Unit)**, and **Gordon Jackson QC (Faculty of Advocates)**.

“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 **971** 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



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**



July 2018

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



DIGITAL ENGAGEMENT

(April '16 - March '20)

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**

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



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**, **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

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:

38,591
UNIQUE VISITORS

385,050
PAGE VIEWS

1,714,244
SOCIAL MEDIA IMPRESSIONS

15%
BOUNCE RATE*

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



October 2018

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



October 2018

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



WEBSITE DEVELOPMENT (April '16 - March '20)

"[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/nurturing-human-relationships-2017

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.

**8,676 VIEWS OF FILM
AND 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.



December 2018
Invited to speak at Holyrood
Event '**Supporting the
Mental Health of School
Leavers'**

HOLYROOD

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.

11,598 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



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

February 2019
Interview with SCCR Manager, kinship care young person and grandmother on **'BBC Brainwaves'** on BBC Radio Scotland



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 on **young people's mental health, child development** and **conflict at home** and in wider society

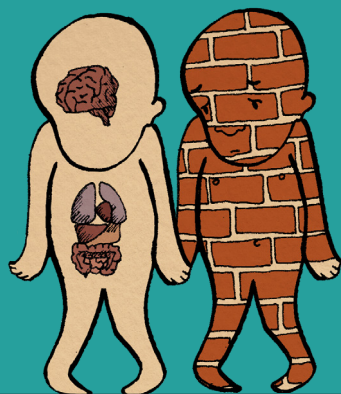


MEET YOUR EMOTIONAL HOMUNCULUS

(April '17 - October '18)

“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 (2018)



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

EMOTIONAL HOMUNCULUS

GETTING TO KNOW YOUR EMOTIONAL HOMUNCULUS

With thanks to **Scottish Government's Children, Young People and Families Early Intervention and ALEC Project Fund (April 2017 - October 2018)** 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

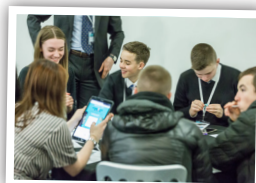


CONFLICT, IT'S ALL ABOUT THE BRAIN...OR IS IT?

This 18-month project **Get to know your Emotional Homunculus and the Brain's Amazing Drugs Cabinet** was created 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.

March 2019

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



THE BRAIN'S AMAZING DRUGS CABINET

THE SCIENCE BIT #CRANIALCOCKTAIL

The project's concept was initially inspired by an installation, the Cortical Homunculus, at Glasgow Science Centre. The cortical homunculus 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, 2018**

April 2019

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



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



HIGHLIGHTS AND ENGAGEMENT

(April '16 - March '20)

"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

We have held **three 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). Our Annual Reception in 2020 was due to be hosted and held in Faculty of Advocates but this was unfortunately cancelled due to the COVID-19 pandemic.

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 and 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 and 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**.



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.

MEDIA COVERAGE

Through strategic media planning, our work has resulted in **342 pieces of media coverage** with **6,220,948 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 Government's 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 **fifth 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**'.



October 2019
SCCR thanked in credits of new Ken Loach film "**Sorry We Missed You**"

Sorry We Missed You

January 2020
10th National Conference '**The Faces of Transition**' exploring the connection between our past, present and future



REVISED OUTCOMES AND INDICATORS (April 2020 - March 2023)

In April 2020, when the COVID-19 pandemic and lockdowns began, **Scottish Government's Children, Young People and Families Early Intervention and ALEC Fund** was extended. During this period, we revised our then current outcomes and indicators to allow us to continue and strategically plan and deliver our work in this challenging time. We adapted our evaluation methods to an online data capture system (Mentimeter) ensuring we were still able to regularly evaluate and monitor the impact of our work during COVID-19 against key performance indicators.

OUTCOME 1 - PROFESSIONALS & PRACTITIONERS

Across Scotland, professionals and practitioners will increase skills, knowledge and understanding, enabling them to support families, children and young people to reduce the negative impact of conflict; improve wellbeing and relationships. Reducing the risk of youth homelessness, due to relationship breakdown and conflict at home.

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 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 online and digital resources, to positively change the negative impact conflict has on relationships, mental health and emotional wellbeing.

OUTCOME 2 - PARENTS/CARERS

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 digital 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

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 and affect relationships.

Indicator 3.3

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

3 YEAR HIGHLIGHT IMPACT REPORT (April 2020 - March 2023)

EVENTS AND EVALUATION FEEDBACK

We worked with **4,400 beneficiaries** (2,896 professionals, 748 parents/carers and 756 young people) from **531 unique organisations** across **31 local authorities** and **22 countries**. We have developed and delivered **260 free online** and **in-person events** including national and international conferences, training, seminars, workshops, public engagement events and presentations.

"[Following this SCCR event] I will create a pack for parents with your resources explaining the teenage brain. I am also going to do some training with the PSE team and incorporate this information into the PSE programme. We will also use these resources with our ASN pupils to try and help them understand why they feel the way they do sometimes."



Professional/Practitioner National Youth Event, November 2022

YOUNG PEOPLE

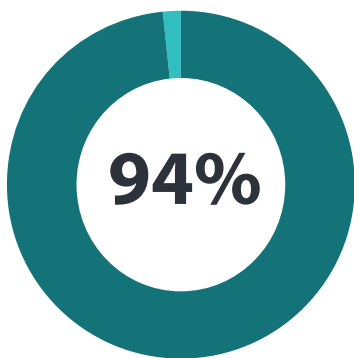
- 99%** reported a greater understanding of conflict
- 91%** have increased their learning and skills
- 90%** are now able to manage conflict in positive ways

PARENTS/CARERS

- 87%** greater understanding of the teenage brain
- 99%** know where to access support at point of crisis
- 92%** more aware of negative impacts of conflict

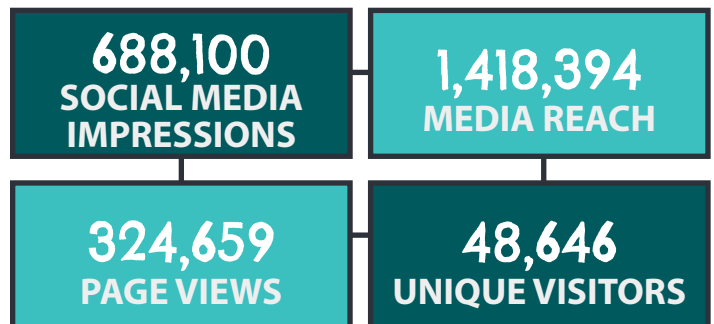
PROFESSIONALS/PRACTITIONERS

- 93%** use SCCR resources to change the negative impact of conflict
- 85%** increased confidence in ability to support families in conflict
- 82%** increased knowledge and understanding of policy & practice



94% of parents/carers now have the **ability** and **SCCR digital resources** to **manage conflict, anger and emotions** in **positive ways**

MEDIA REACH AND DIGITAL IMPACT



"I enjoyed the anger session, I found it really interesting. The different stages of anger were relatable to me and how I deal with family life (especially living with two daughters). I will now try to step back and engage my thinking brain, I am guilty of exploding! I have taken part in the quiz on your website and I came out as 'Lion Tamer', I think the interactive quizzes are great. I would recommend this site as I do feel that it does help with many issues that show themselves in daily lives."

**Parent/Carer
April 2022**

RADIO

Live radio interviews including **BBC Radio Scotland** (May 20) and **Radio Buena Vida** (Oct 22)

NATIONAL PRESS AND SPECIALIST PUBLICATIONS

SCCR articles published in **Scottish Housing News** (Oct 22), **Third Force News** (Nov 22), and **The Herald** (Nov 22)

BLOGS

Blogs written for **British Association for Pharmapsychology** (Sept 22), **Corra** (June and Sept 22), and **Children in Scotland** (December 22)

COVID-19 PANDEMIC

(April '20 - March '23)

"I am currently supporting children returning to school post COVID-19, dealing with anxieties going back to school and this has brought a lot of conflict between the child and parent. So this [SCCR event] will be useful to highlight and identify each personal conflict response to hopefully come to a better solution to understand both parties."

Professional/Practitioner
June 2020

"Fantastic timing for this event both as a parent of twin teenage boys and an additional support needs teacher – thank you and what a great organisation this is."

Parent/Carer
December 2021

Following the COVID-19 outbreak, SCCR commenced working from home in early March 2020. In response to the pandemic, we quickly adapted and began to offer alternative activities and provisions including the move to online events supported by our interactive psychoeducational resources and website that were much needed during the pandemic to our target groups to support others. This transition to online delivery and online evaluation platforms expanded our reach and ability to support those not just in Scotland but globally.

CONFLICT RESOLUTION SERIES

At the start of the pandemic we revised and adapted our events to online delivery, with a new "bite size" conflict resolution series. Key themes were shaped by users needs whilst addressing current issues and content focused on **anxiety, anger, transforming conflict, nurturing relationships, emotions** and **wellbeing**. Our target groups engaged with topics such as **'Understanding Anger', 'Anxious and Afraid'** and **'Conflict Response Styles'**.

2,488 beneficiaries (**1,218 professionals** and **practitioners, 664 parents** and **carers** and **606 young people**) from **246** unique organisations attended **195** online conflict resolution series sessions and training.

MEASURING IMPACT

We evaluated each session via an online evaluation platform (Mentimeter) with a **55% return rate**.

- **89% of professionals and practitioners** reported they will use the SCCR online resources to change the negative impact conflict has on relationships, mental health & wellbeing
- **95% of young people** reported a better understanding of conflict
- **86% of parents and carers** are now more aware of the negative impact of conflict and links to youth homelessness

March 2020

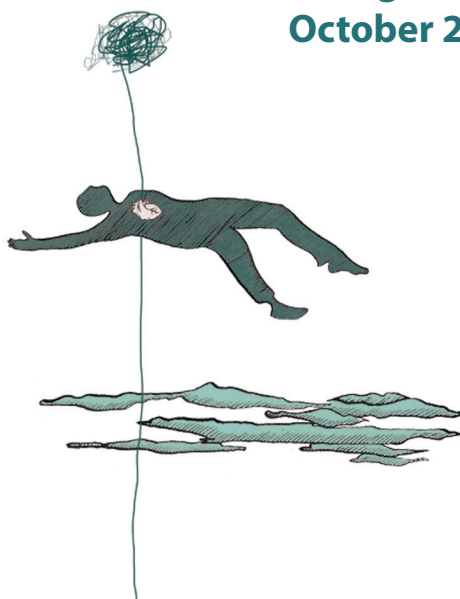
Cyrenians staff commence working from home due to the COVID-19 pandemic outbreak in line with Government and Public Health directives

ONLINE INTERNATIONAL CONFERENCES

In October 2020 and 2021, we turned a challenge into an opportunity and delivered two international online conferences. We brought together speakers, filmmakers, writers and artists from around the world to share knowledge and experience, combined with the opportunity to engage in interactive workshops. Our unique and inclusive conferences were a direct response to the growing need for **connection, understanding** and **kindness** during the pandemic. Conference themes included **youth homelessness, attachment, trauma, emotional regulation, relationships, the importance of hope, mediation, love, compassion, the teenage years, and the power of storytelling.**

"[The SCCR's Conference] has showcased what we can achieve together to provide support, kindness and compassion to young people and families across Scotland. And that's why I'm very passionate and committed to ensure the family support services we have in Scotland are supported."

Clare Haughey MSP
Minister for Children & Young People
October 2021



April 2020

We undertook surveys to establish users needs and hosted online '**Conflict Free Coffee**' for anyone who wished to join us during these challenging times. These sessions acted as a **support framework** and further developed into themed sessions

ONLINE CONFERENCES REACH AND AUDIENCE

A total of **653** beneficiaries (**595** professionals/practitioners, **42** parents/carers and **16** young people) attended **2** SCCR Online International Conferences (2020 and 2021) which included **19** different events and workshops to sign up. With no geographical barrier to attending, we had delegates signing in across **19** different countries including **Australia, Greece, India, New Zealand** and **Singapore.**

International speakers from across the globe included: **Karen Young (Hey Sigmund), Karen Holfrod (Family Therapist), Professor Alison Phipps (UNESCO), Dr Adam Burley (NHS), Ruth Unsworth (University of St Andrews)** and **Jo Bibby (The Health Foundation).**

95% Professionals/Practitioners agreed/strongly agreed they'll apply what they have learnt, to **positively change** the negative impact conflict has on **relationships, mental health** and **emotional wellbeing**

95% Parents/Carers agreed/strongly agreed they're better informed and able to **access support** required to **resolve conflict** and **nurture relationships** with their children/young people

100% Young People agreed/strongly agreed SCCR conferences increased skills to develop **positive relationships**

"Thank you - and to everyone involved today. A real privilege and very inspiring. I will remember and draw inspiration from today for years to come."

October 2020

"This information is valuable for educators, youth workers and parents."

October 2021

May 2020

Held online '**Perspective & Relationships**' event as part of **Scottish Mental Health Arts Festival**

SCOTTISH
MENTAL HEALTH
ARTS FESTIVAL

COVID-19 PANDEMIC (April '20 - March '23)

"Firstly I would like to say that I had the best time over the weekend! [...] I have been shielding since March last year and I work from home part time. Therefore it really was a bonus to be part of this wonderful event. It boosted my morale big time. I learned so much about how the brain and other parts of the body react to music. The mixture of people and different types of music was amazing. Hearing the speakers share their stories was very heart warming [...] I learned so much! It has made me think about wanting to venture further into this learning."

'A Discovery of Voice'
attendee
June 2021

SEMINARS & WORKSHOPS

By working collaboratively in challenging times with a range of organisations across Scotland, the SCCR delivered **31** online seminars and workshops to **558** beneficiaries including **Scottish Women's Autism Network**, **Dundee University**, **Youth Link Scotland** and **Scottish Adoption**. Highlights included:

A DISCOVERY OF VOICE

This interactive series of online workshops incorporated the discovery of emotions through music and used music as a platform to explore conflict, help boost confidence in individuals and to better understand music and your own voice as a way of communicating. **91** attendees from **28** organisations joined us with **14** different speakers, workshop facilitators and musicians including: **Heavy Sound**, **Nordoff Robbins**, **Music Action International**, **Heal & Harrow**, **Sistema Scotland** and **Kinnaris Quintet**.

DIFFICULT CONVERSATIONS

We supported Adoption UK's Kinship Care Service during their kinship carer week and developed a new online session '**Having Difficult Conversations**' based on the groups needs.

"The understanding shown by SCCR of the complex circumstances of Kinship families means that they are a partner trusted by Carers to deliver information, tips and techniques which will help in their day to day family life. The training leads to extremely positive changes to the interactions within our families. We highly value SCCR and hope to continue this valued partnership benefitting Kinship families."

**Project Co-Ordinator,
Kinship Care Advice Service
March 2022**

May 2020

Joined **Young Scot** for an online Q&A answering questions submitted by young people on resolving conflict.



UNTANGLING THE KNOTS

We redeveloped our conflict resolution skills course 'Untangling the Knots' (UTK) to be ready for online delivery in the latter half of 2020. **209** participants over **11** courses joined us to further develop their conflict resolution knowledge and skills and assist families to manage difficult relationships. Over **60 unique organisations** joined us including: **Rock Trust, Children 1st, The Good Shepard Centre, West Lothian Council** and **Argyll & Bute Health and Social Care Partnership**.

We delivered **seven new online 'Reconnect and Impact'** events where past UTK attendees could share with others from previous courses, expand their network and evaluate the impact of their learning in practice. Guest speakers joined us at each event from organisations such as **Cyrenians** and **Scottish Women's Autism Network**.

MEDIATION TRAINING

In response to recent requests for mediation training from those supporting young people and families, in early 2023, we developed and piloted a five-day '**Mediator Skills**' training. This training, **accredited by Scottish Mediation**, is the only Mediator Skills training **focusing on young people and families** and was attended by Cyrenians staff across services working with young people.

SCCR & GSC 'MINI EXHIBITION'

Since March 2023, visitors to Glasgow Science Centre (GSC) have been able to check out a new **visually engaging mini-exhibition** bringing together all four of our '**Brainy Stuff**' resources. This collaboration with GSC marks the latest round in our ongoing campaign to find **fresh ways to connect with the young people and families** who would benefit from using our resources.

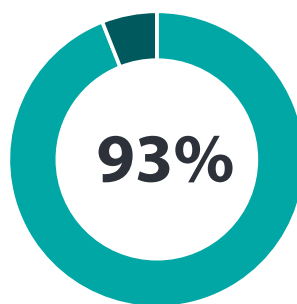
59 QR CODE SCANS IN THE FIRST MONTH TAKING USERS TO OUR WEBSITE TO LEARN MORE.

HYBRID APPROACH

As we moved out of lockdowns, we were delighted to get back to in-person events. Since June 2022 we have developed a hybrid model of delivering our work with our bite size 'Conflict Resolution' series continuing online to allow our target groups to join without geographical barriers but responding to in-person requests and opportunities for public engagement events. Examples this year have included: **Pride Youth Space, Scottish Young Carers Festival** and **Children in Scotland Conference**.

YOUTH EVENT '22

Our first national in-person event was held for young people at Glasgow Science Centre in November 2022. We welcomed over **100 young people, teachers** and **support staff** to explore the science behind conflict, why we act and react the way we do and how to maintain the best balance to keep ourselves mentally, physically and emotionally healthy. We were delighted to be joined by **Kevin Stewart MSP, Minister for Mental Wellbeing and Social Care** plus young musicians from **Sound Lab** and **TikTok**.



93% of young people increased their **understanding** of the **emotional and physical impact of conflict** on their development

"As a nurture, mental health and wellbeing teacher I have a greater set of resources to explain to young people and families why there is conflict and how to work together to help regulate and de-escalate."

**Support Staff
November 2022**

May 2020

Service Manager interviewed about conflict, relationships and kindness for **BBC Radio Scotland's 'The Afternoon Show'** Make a Difference campaign.



June 2020

Commenced our online bite-sized sessions and then built up and adapted our online events to our now established '**Conflict Resolution Series**' tailored to each of our target groups

THE THREE BRAINS (April '20 - March '23)

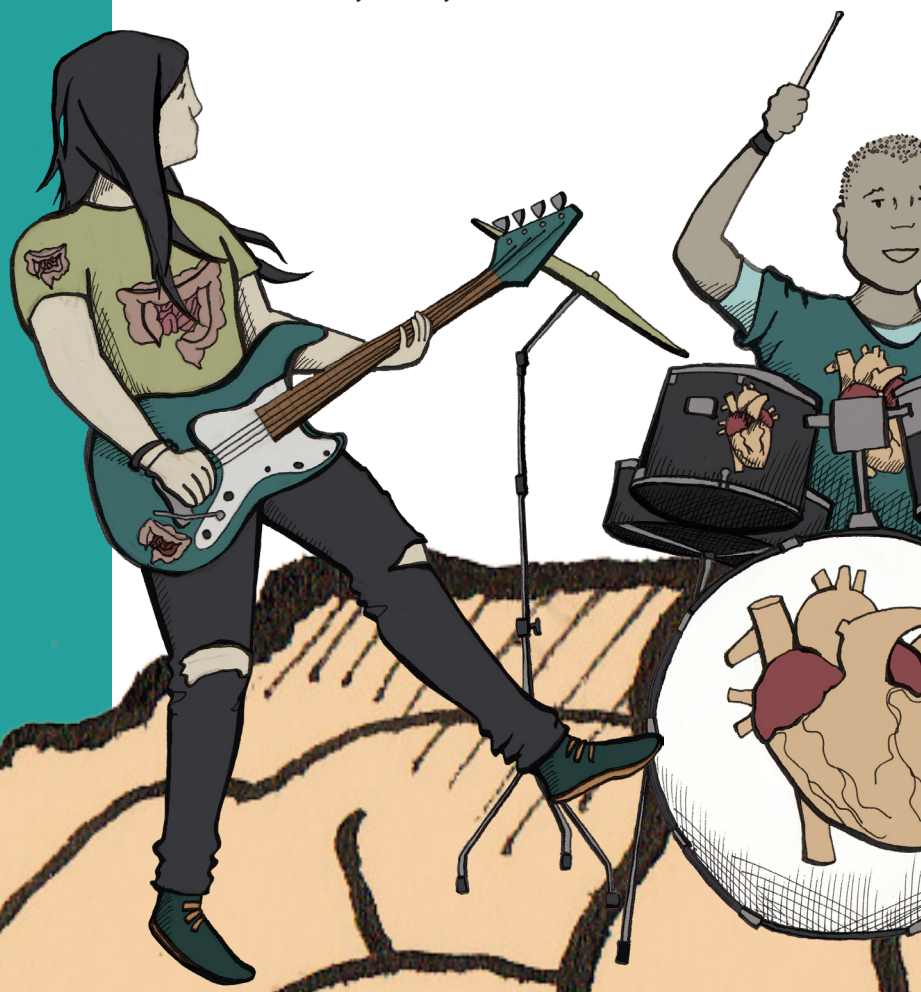
"I am delighted to participate in the Three Brains project. This is a hugely important topic, particularly in the current era of increasing mental health conditions. As a neuroscientist, I am delighted to provide guidance on the science elements of this project. Understanding how our brains engage with our bodies is empowering and will enable young people to take more control of their lives."

Professor Judith Pratt
University of Strathclyde
June 2022

MEET THE BAND

Continuing to build upon our series of innovative and multi-media digital psychoeducational developments, **'The Three Brains'** launched in the summer of 2022. Working with Neuroscientist **Professor Judith Pratt, University of Strathclyde**, this latest development explores the **mind-body connection** and its role in strengthening family relationships. By understanding the body's 'three brains', (**the actual brain, the heart and the gut**), we learn that having good **mental, physical and gut health** can lead to a healthy mind-body connection and help to **regulate our emotions**.

Your 'three brains' are like three musicians in a band. In the same way that band members have distinct roles and play in harmony to produce good music, your 'three brains', when held in balance, allows you to be in harmony with yourself and others.



August 2020

Two online collaborative workshop: **'Balancing Emotions'** and **'How Happy Couples Argue'** facilitated by Karen Holford, Family Therapist

GO TO THE GIG

The Three Brains was developed primarily for young people (14-18) following our 2019 national surveys where young people identified learning about **emotions, coping, mental health** and **wellbeing** would help to reduce family conflict. Parents, carers and those supporting families can use the resources with their young people to better understand the mind-body connection and its impact on relationships.

The development consists of two parts on our website. An **introductory film** with Dr Judith Pratt explains the importance of our 'three brains' and a **music-themed quiz** then allows users to test how they respond in certain scenarios and whether they tend to use a **strategic (brain), emotional (heart)** or **instinctive (gut)** response. Results are tallied and suggestions are given on how to improve the harmony of the 'three brains'.



THE GATHERING 2022

The Three Brains officially launched at SCVO's The Gathering in Glasgow and was our first in-person event since the pandemic. Along with guest speaker Professor Judith Pratt, University of Strathclyde, we engaged with **47** individuals from **39** different organisations including **Fife Young Carers, One Parent Families Scotland, NHS24, Youth 1st** and **The Queen's Nursing Institute Scotland**.

"Fantastic, thought provoking resource. Really simplified the science. Think will resonate with young people"

The Gathering Attendee June 2022

'THE THREE BRAINS' DIGITAL IMPACT (June 2022 - March 2023)

689
VIDEO PLAYS

3,776
WEBSITE PAGE
VIEWS

NEXT STEPS

Online engagement with 'The Three Brains' indicates an appetite for resources that place advice on strengthening relationships within a larger context of providing information about mental, physical and gut health and that those we work with want a fuller understanding of how wellbeing can prevent relationship breakdown.

Going forward, we will develop 'The Three Brains' resources and workshops focusing on mental and physical health to deepen young people's understanding of how they react in different situations, how to avoid reacting in ways that worsen those situations, and to nurture emotional health. From March 2023, 'The Three Brains' feature along with other SCCR psychoeducational resources in the Glasgow Science Centre as a public interactive installation

October 2020

First online international conference '**Connections and Bridging the Divide**' delivered over the month of October with **11 online events, 28 key note speakers** and **355 beneficiaries**



October 2020

SCCR Trainer delivers online guest lecture on conflict resolution to **Foundations of Law** students at **University of Dundee**



University
of Dundee

2022 NATIONAL SURVEY

EXECUTIVE SUMMARY

Three years on, following the SCCR's 2019 National Survey and consultation work and the COVID-19 Pandemic, 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 2019 surveys to hear more about issues and themes previously raised and to consider if these changed over time. Other questions were included to analyse the SCCR's impact including our website, resources and events and how the COVID-19 pandemic and lockdowns impacted mental health and family relationships.

Between August and November 2022, we received a total of **378 responses** from **31 Local Authorities**. **236 young people**, **63 parents/carers** and **79 professionals/practitioners** responded to individual online surveys – this included **17 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 COVID-19 pandemic and how this impacted on the relationships and mental health of families

The information collected from the surveys, combined with data captured from the evaluations of our events, will continue to help shape and inform our strategic work including: training, events and digital resources.

November 2020

SCCR delivers a session 'What next? Challenges & Opportunities' at YouthLink Scotland's online conference

SNAPSHOT FROM 2022 SURVEY

- 1** 39% of young people and 62% of parents informed us conflict at home happens at least weekly.
- 2** 19% of young people have thought about leaving home due to arguments at least on a monthly basis; 11% of young people have left home or have been asked to leave because of family arguments/disagreements.
- 3** 54% of young people and 70% of parents/carers felt that their mental health had been negatively affected by the COVID-19 pandemic.
- 4** 86% of parents/carers would find it helpful to deal with or manage family arguments/disagreements better; with 68% of young people also agreeing.
- 5** 97% of professionals/practitioners said conflict was a regular occurrence for families they work with; 70% stated that homelessness & sofa surfing was frequently experienced by the young people they work with.
- 6** 62% of professionals felt they had the knowledge and skills necessary to address conflict when it is present with the young people and families they work with.
- 7** 68% of young people and 84% of parents/carers agreed it would help to feel better supported in their family relationships; 40% and 27% respectively did not know of any relevant support services in their area.
- 8** 79% of professionals/practitioners felt that the COVID-19 pandemic and lockdowns had a negative impact on the young people, parents and families they were supporting.
- 9** 79% 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 84% of parents/carers would seek support.
- 10** 53% of professionals/practitioners, 68% of parents/carers and 89% of young people did not know or weren't sure of mediation services for young people and families in their area.

November 2020
SCCR Service Manager contributes opinion article '**Digitally connecting and bridging divides**' to Third Force News



January 2021
SCCR successfully runs first '**Untangling the Knots**' online with subsequent courses in February and March to ensure our targets are met



2022 SURVEY AIMS & METHODOLOGY

“During the pandemic this relationship [with SCCR] allowed our carers to access alternative virtual sessions when we firmly embedded them within our learning and development calendar. The training which the Cyrenians SCCR provide supports our philosophy by exploring behaviour which challenges, self-regulation, understanding behaviour and hormonal changes. The basis of the training establishes a grounding to consider and wonder further about managing the challenges of behaviour in a loving and caring family home.”

Professional/Practitioner

SURVEY AIMS

The **principle aims** of distributing our 2022 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 2019 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
- Consider the impact the COVID-19 pandemic and lockdowns had on families in Scotland
- Analyse the results in relation to **Scottish Government National Indicators** and **Scotland's National Performance Framework**



April 2021

Online event delivered to students at **Shetland College**, an example of how online delivery allowed us to expand reach to areas of Scotland we had previously been unable to connect with

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).

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

378 individuals responded to the online surveys: **236 young people**, **63 parents/carers** and **79 professionals/practitioners**. Professionals and practitioners were also invited to respond to a subsection of questions as parent/carers themselves, and **17** 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 2022 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. In addition, we were able to consider how the COVID-19 pandemic and lockdowns impacted young people and families across Scotland. 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.



April 2021

Continue to strengthen our relationship with organisations such as **SWIIS Foster Care Scotland** who have built SCCR sessions into their parent/carer training programme

May 2021

Held online 'The Emotional Mix of 'Normality?' event as part of **Scottish Mental Health Arts Festival**

**SCOTTISH
MENTAL HEALTH
ARTS FESTIVAL**

2022 NATIONAL SURVEY

FAMILY CONFLICT & HOMELESSNESS

“It depends on the situation but most arguments with my family that live with me (my mum and dad) are arguments around stupid/unimportant things. However even though they are not severe arguments they can still make me feel annoyed, upset, angry, frustrated etc.”

Young Person

“[When there are arguments at home I feel] inadequate as I don't know what I'm meant to say to make things better. [...] Also, I don't want to be there as it's just a relentless shouting episode and will go on for hours with me behind a door 'til their voice goes.”

Parent/Carer

Conflict is prevalent in family life and happens for a myriad of reasons. However, if not properly addressed, or left to fester, family conflict can be devastating and affect our relationships, education, life chances, mental health and wellbeing.

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

19% of young people said they think about leaving home, at least on a monthly basis with **11% having actually left** or been **asked to leave** home because of family arguments/disagreements. **14% of parents/carers** reported they had **left** home or had been **asked to leave** home due to arguments/disagreements and **39%** reported that someone else in the house had. Of these, **25% of young people** and **53% of parents/carers** would have found it **helpful** to have **support to reconnect** with their family.

39% of young people and **62% of parents/carers** also stated that **conflict at home happens at least weekly** consistent with figures from our 2019 national survey.

Whilst **47% of young people** feel they are able to **positively resolve** arguments/disagreements at home, a 1% decrease from the 2019 survey, only **34% of parents/carers** agreed, a drop of 23%.

Despite this, **86% of parents/carers** would find it **helpful** to **positively deal with** and **manage** family relationships better, an increase of 10% from the 2019 survey, with **68% of young people agreeing**.

June 2021

Hosted 'A Discovery of Voice'. A series of interactive online workshops where **91 attendees** from **28 organisations** joined us with **14 different speakers, workshop facilitators and musicians**



MENTAL HEALTH

In line with our 2016 and 2019 Surveys, young people still come away from arguments feeling **frustrated**, **annoyed** and **angry**, while parents/carers are left feeling **exhausted**, **frustrated** and **stressed**.

When asked the most common things to cause family conflict, young people and parents/carers chose different topics but with a thread of commonality from opposing sides. Young people felt conflict was caused by issues such as **control (31%)** and **studying/work (30%)**. And for parents the most common issues were **responsibility (43%)** and young people **not doing what they're told (39%)**.

Overall, **68% of parents/carers** and **57% of young** felt their **mental health and wellbeing** had been **negatively impacted** by **conflict/arguments**, an increase from 63% and 51% respectively in our 2019 Survey.

2022 again mirrored previous surveys which highlighted the impact of family conflict on mental health for young people and parents/carers. We asked respondents which aspects of their life family arguments had the most negative impact on. In line with the 2019 survey, the top three responses for both young people and parents/carers were:



"I've never felt good enough for my family."
Parent/Carer

PROFESSIONALS

Nearly all professionals (**97%**) in the 2022 Survey agreed that **conflict** was a **regular occurrence** for the families they worked with, an **increase of 12%** from 2019. The number of professionals who said that **homelessness** and **sofa surfing** was **frequently experienced** by the young people they worked with was **70%**, only a slight decrease from 74% in 2019.

"Many of the young people we work with have found themselves in care due to conflict."

"My team work with kinship families and often there are multiple layers of conflict"



agreed that **conflict** was a **regular occurrence** for the families they worked with, an **increase of 12%** from 2019

In a more positive light, compared with our 2019 Survey (40%), only **13%** of professionals felt that they didn't have the **knowledge** and **skills** necessary **to address conflict** when it presents in the young people and families they work with and could do with more support, information and training. However **25%** remained **unsure**.

"I have had some training in conflict resolution and restorative work and a parent to two teenagers, but every situation may have similarities and complexities. I often feel intense support beyond my ability is needed."

"I can maybe help the young person but wouldn't be comfortable speaking to many parents unless I already knew them well."

June 2021

Delivered workshop at **Frontline Network Annual Conference** to frontline staff with the theme of overcoming barriers

August 2021

SCCR Trainer and Service Manager invited to speak at online information day for **NUS (National Union of Students)**



2022 NATIONAL SURVEY

COVID-19 PANDEMIC & LOCKDOWNS

“We have seen a huge increase in reports of social anxiety in young people. Overnight they had their social groups stopped and were taken away from all the everyday activities and structure that helped them manage emotions and difficulties. They were then expected to return to a new normal in an unsafe world while their parents/carers were also struggling.”

Professional

“I didn’t get to finish primary school, missed out on trips, events and induction days at high school. I missed my friends.”

Young Person

Family life changed significantly when the COVID-19 pandemic led to national lockdowns for almost two years. This section explores the effects of family life during this challenging time and its impact on parents/carers and young people. This section also looks at professionals’ experiences of working with families during the pandemic.

YOUNG PEOPLE & PARENTS/CARERS MENTAL HEALTH

The COVID-19 pandemic has had a significant effect on mental health and wellbeing with **54% of young people** and **70% of parents/carers** feeling **negatively affected**. Young people identified feelings of **loneliness** and **isolation** as key factors that affected their mental health in the pandemic. A common theme also seemed to be that **existing mental health problems were exaggerated**, especially **depression** and **anxiety**. Some found it difficult not being able to do activities they enjoyed like exercise and meeting up with friends.

“My mental health got much worse over the lockdowns that I now have really bad anxiety and depression.”

Young Person

Similarly, parents/carers identified the difficulty of being **isolated** from friends, family and activities. Some comments suggest they felt **unable to cope**.

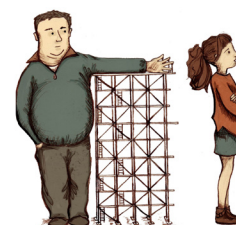
“It was a very stressful time for foster carers who had the children 24/7 and little opportunity to take a break.”

Parent/Carer

However, a small amount of parents/carers (**10%**) and young people (**14%**) found that the pandemic **improved** their mental health. The results suggested that this was due to having a **slower pace of life** and having **more time to spend together** as a family.

June 2021

SCCR invited to deliver a presentation about our work to the **Scottish Government’s Family Unit Team**



FAMILY RELATIONSHIPS

The survey results also suggest that the COVID-19 pandemic has had a significant effect on family relationships and conflict. **50% of parents/carers** and **25% of young people** felt that the lockdowns had a **negative impact** on their **family relationships**, with **47% of parents/carers** and **36% of young people** stating that the amount of **arguments** and **conflict increased** at home.

“Heightened stress and isolation impacted us. The more stressed I am, the less well I deal with conflict with my daughter.”

Parent/Carer

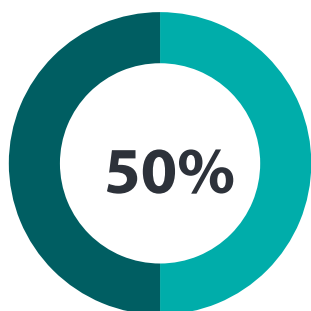
“Arguments became more common, nothing gets resolved so being in a house together constantly made tensions worse.”

Young Person

For some families lockdowns were a more **positive experience** with a reduction in family conflict. **25% of parents/carers** and **26% of young people** stated **family relationships improved** during this time.

“I feel like our relationships have got so much better as a family during lockdown because we spent so much time together and I think we got to understand each other more than before. My mum and me are really good friends and I really like that because I can tell her anything and speak to her about anything.”

Young Person



50% of **parents/carers** felt the **COVID-19 lockdowns** had a **negative impact** on their **family relationships**

PROFESSIONALS

Over three quarters of professionals agreed that the COVID-19 pandemic and lockdowns had a **negative impact** on those they were supporting, especially relating to families **mental health** and **wellbeing** with **85%** seeing a **negative impact**.

“Being together in the same space without their usual coping strategies led to tensions and conflict but also meant that conflicts were greater, lasted longer and had a more significant impact on young people and families.”

79%

OF PROFESSIONALS AGREED THE COVID-19 PANDEMIC AND LOCKDOWNS HAD A NEGATIVE IMPACT ON YOUNG PEOPLE AND FAMILIES

Professionals also noted that the COVID-19 pandemic had a **negative impact** on the **provision of services**, with a significant effect on the young people and families who were no longer receiving support they were prior to the lockdowns.

“Supports that were available were withdrawn or not face-to-face. Working with high risk families requires in the home and not on the phone. Lots of hidden harm was disguised or missed due to agencies not prioritising the needs of the family.”

50%

OF PROFESSIONALS WHO HAVE ACCESSED THE WEBSITE AND ONLINE RESOURCES DID SO DURING LOCKDOWN

October 2021

Second online international conference **‘The Power of Reconnection’** delivered over the month of October with **Clare Haughey MSP, Minister for Children and Young People** providing a recorded address



October 2021

SCCR joins **ThriveFest** to host an online mindfulness and creative writing event with Colin McGuire, Mindfulness Teacher with the **Mindfulness Association**

2022 NATIONAL SURVEY

SUPPORT & SUPPORT SERVICES

“I’m not so sure my teenager would engage [in support services], but as a parent, learning how to back down and repair a relationship and stay in parent ‘role’ is crucial - rather than being reactionary which is my instinct - which I know goes back to my childhood and is not helpful and can repeat the cycles. Parents need to understand and learn this.”

Parent/Carer

“It’s not a nice situation to be in so any help would be good.”

Young Person

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 **32%** of **young people** would seek **support** from their **friends** and **30%** would seek support from their **mum**. While the number of young people who would seek support from their mum has increased by 20% from 2019, there has been little change in the percentage of young people who would turn to **no one (23%)**.

For parents/carers, **38%** said they would seek **support** from their **friends** and **36%** from their **partner**. Unfortunately, **21%** of parents/carers also reported they **would keep it to themselves**.

84% of **parents/carers** and **68%** of **young people** said it would be helpful to feel **better supported** in their family relationships, an increase of 5% and 7% respectively from the 2019 survey. Whilst **81%** of **parents/carers** (an increase of 10% from 2019) indicated they **would use services** if they or their family needed some support, only **29%** of **young people** agreed, a slight decrease of 4% from 2019.

Of the **parents/carers** completing the survey who had attended an **SCCR event**, **62%** said they felt **more supported** in their family relationships

“No point [in getting support] if the adults don’t listen.”

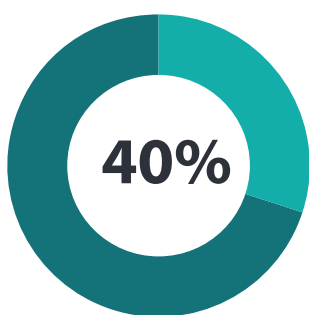
Young Person

January 2022

Over the course of a week, SCCR delivers online training to the whole S5 year group at **Musselburgh Grammar**

MEDIATION AND SUPPORT PROFESSIONALS

When asked about their **awareness of support** services in their area when struggling to cope with family arguments, **young people** most commonly identified **school/further education (33%), online resources (30%)** and **counselling services (28%)**. Similarly, **parents/carers** identified **counselling services (42%), online resources (42%)** and **conflict resolution services (40%)** as known support. However a number of young people and parents/carers were **not aware of any services; 40%** and **27%** respectively.



40% of **young people** **did not know** of any **support services** in their area when **struggling to cope** with family arguments.

When asked specifically if they knew of any **mediation services** for young people and families in their area only **32% of parents/carers** and **11% of young people** knew what services were available. Of those who did know of a mediation service within their area, **71% of parents/carers** and **46% of young people** knew that the service was **free to use** and **available** for young people **under 16**.

“There is no support available where I live. I have been trying to find support for over a year now.”

Parent/Carer

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 were also asked about their knowledge of services that they could refer families to if they were struggling to cope with conflict at home. If professionals do not know where to access support, it is unlikely that families would either. Only **6% of professionals** indicated they **did not know of any relevant services** in their area, a positive drop from **13%** in 2019.

“I’m trying to support a young homeless girl aged 16 who attended school in a different region to her family home. Her home town said it was her school area’s responsibility and her school area said it was her home town’s responsibility. She ended up with no help.”

TOP SERVICES:

#1 CHARITABLE ORGANISATIONS

#2 SOCIAL WORK

#3 (JOINT) SCHOOLS AND INTERNET/
ONLINE RESOURCES

#4 COUNSELLING SERVICES

#5 (JOINT) PARENT GROUPS AND
YOUTH GROUPS

Professionals were **slightly more likely** to know of mediation services (**47%**) within their area and of those who were aware, **65%** knew if the service was **free to use** and **available** to those **under 16**.

“Very few agencies are self-referral which makes it problematic for families who are embarrassed to ask for support.”

March 2022

Created a new session topic ‘**How to Have Difficult Conversations**’ which was added to our ‘**Conflict Resolution**’ series in response to the needs of Kinship Carers during Kinship Care Week

May 2022

With facilitators **Hannah Foley, SCCR** **Illustrator** and **Dr Sara Watkin, SCCR** **Medical Advisor**, held online event ‘**Glass People, Glass Houses**’ as part of SMHAF

2022 NATIONAL SURVEY NEEDS, WANTS AND RESOURCES

“I would like to attend a comprehensive conflict resolution course. I have completed counselling before and minor courses relating to conflict resolution but feel a heavier and more detailed course is what I would like to action but again not at a great expense which is often an issue especially working for an authority.”

Professional

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 wider communities. The topics provided were shaped by our experience to date.

YOUNG PEOPLE PRIORITISED:

- ANGER/EMOTIONS AND COPING
- COMMUNICATION
- CONFLICT TRIGGERS
- CONFLICT ESCALATION AND DE-ESCALATION
- MENTAL HEALTH AND WELLBEING

PARENTS/CARERS PRIORITISED:

- RESOLVING CONFLICT
- STAGES OF ADULTHOOD-INDEPENDENCE AND IDENTITY
- COMMUNICATION
- CONFLICT ESCALATION AND DE-ESCALATION
- BRAIN DEVELOPMENT, ATTACHMENT AND CONNECTION

Similar to previous surveys, **young people** and **parents/carers** are **both interested** in learning about topics such as **communication** and **conflict escalation** and **de-escalation**. Parents are more interested in **resolving conflicts**, while young people want to learn about how to **cope** with **strong emotions** when conflict is present.

June 2022

SCCR launch our latest digital psychoeducational development **'The Three Brains'** at The Gathering; our first in person event in almost three years



DIGITAL ENGAGEMENT

The internet, digital technology and accessing information continues to change the way we seek support, advice and learn, especially in this post-pandemic world. Given that some young people and parents/carers were hesitant to seek in-person support, having access to anonymous and confidential support and advice online is essential.

The internet/online resources are both parents/carers and young people's top place to find out about events/resources relevant to family conflict.

OVER 60% OF PARENTS/CARERS USED THE SCCR WEBSITE/ONLINE RESOURCES DURING THE PANDEMIC AND LOCKDOWNS

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 **neurodiversity, hearing other families' experiences of conflict to feel less isolated, LGBTQ+ family conflict, mental health, trauma** and **how to manage anger and strong emotions**.

"Living examples from other families. Stories of things that have worked. Some Facebook pages have great peer support from live pressing situations, even just to reassure parents that they've been or are going through the same and are not alone and that it can get better"

Parent/Carer

"Neurodiversity examples of how to get family to understand more."

Young Person

PROFESSIONALS

Professionals identified the need for **more training courses** around managing conflict to **further develop** their **knowledge, understanding** and **needs** in relation to conflict resolution within a family context. They also identified the continued need to **identify** and **learn** about **services** in their **local area** that they can direct services users 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 RESPONSES AND STYLES
- DYNAMICS OF CONFLICT
- FAMILY RELATIONS
- ANGER- EMOTIONS AND COPING
- CONFLICT ESCALATION AND DE-ESCALATION

66% of respondents informed us they had **attended** an **SCCR event**, whether in person or online. **100%** felt their **understanding** of **policy** and **practice** in relation to working with families experiencing conflict had been **increased**.

"Superb training from SCCR – clear and structured and can immediately put into action in a wide range of circumstance."

"I often sent the link to the website to carers who were experiencing conflict. The feedback I received was very good. I also encouraged my colleagues to book on to future courses, which some did."

"I now recommend the resources for anyone interested in improving their communication skills, not just for conflict."

August 2022

Continued in person engagement through public facing events we were invited to exhibit at, including **Scottish Young Carers Festival** and **The Royal College of Physicians**



September 2022

SCCR take part in **Education Scotland's 'Scottish Learning Festival'** with a workshop and joining their panel discussion



LOOKING TO THE FUTURE

Our sincere note of thanks to the Scottish Government for their continued 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

We will 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 build resilience. 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 function. Furthermore, we are committed to embedding the UNCRC in our work, through involving more young people in design, production and delivery.

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 affected by multiple deprivation and rural communities across Scotland. Creating and encouraging inclusivity and equity for young people and families to access clear, concise, engaging and factual knowledge about conflict, self, society, mental, physical and psychological development and wellbeing. Post-pandemic, we plan to get out more, staging events in a variety of locations as well as re-establishing relationships that suffered during the pandemic.

4

We will continue our strategic, lifetime approach to improving mental health, in line with the Scottish Government's Mental Health Strategy 2017-2027, underpinned by strong relationships to a) increase confidence, resilience and integral life-skills essential for good health, mental wellbeing and happiness, and b) reduce the lifelong impact of homelessness, poverty and addiction that are often a consequence of stigma and lack of support in childhood and adolescence. In our events and resources, we are committed to exploring how strengthening emotional health and wellbeing can deepen family bonds and so diminish the number of young people presenting as homeless in Scotland.

5

We will continue to seek, embrace and work with partners on digital platforms with multimedia content and psychoeducational resources that share our experience of developing innovative digital delivery and nurturing an inclusive, supportive and sustainable digital culture across Scotland, to share and build knowledge, informed by A Changing Nation: How Scotland Will Thrive In A Digital World (2021).

November 2022

In person **national youth event** held at Glasgow Science Centre where we welcomes almost **100 young people and support staff** from across Scotland to engage in our work and resources



February 2023

SCCR develops and runs pilot '**Mediation Skills**' Training Course for those supporting young people and families. This course is now **accredited by Scottish Mediation.**

FUTURE OUTCOMES AND INDICATORS

OUTCOME 1 - 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 inter-generational conflict and youth homelessness.

Indicator 1.1

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 1.2

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

Indicator 1.3

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.

OUTCOME 2 - PARENTS AND 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 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 relationship breakdown and know where to access the support they need before the point of crisis.

OUTCOME 3 - PROFESSIONALS AND 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 well-being, relationships and reducing the risk of relationship breakdown and youth homelessness.

Indicator 3.1

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 3.2

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

Indicator 3.3

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

March 2023

Launch of new mini-exhibition at **Glasgow Science Centre** where visitors will be able to explore our four psychoeducational resources **Monkey vs Lizard**, **Keep The Heid**, **Cranial Cocktail** and **The Three Brains**



April 2023

SCCR thanks **Scottish Government** for their **continued support** through the CYPFEIF & ALEC Fund for a further two years



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.

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

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 www.scottishconflictresolution.org.uk

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

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