

Mediation Services



GLASGOW
COMMUNITY & SAFETY
SERVICES



making Glasgow safer together



Glasgow Community and Safety Services (GCSS)

Glasgow Community and Safety Services (GCSS) is an organisation which aims to prevent crime, tackle antisocial behaviour and promote community safety in the city. It brings together staff from Glasgow City Council and Strathclyde Police to work in partnership on a wide range of issues to make a real difference in communities.

Mediation – who and what is it for?

Mediation has few limits. We've worked with neighbours, families, colleagues, schools, landlords, teenagers and pensioners. Our service can be used in any situation where there is conflict, whether the disagreement is a few days old or 30 years running. Issues we have dealt with include noise, pets, music, repairs and relationships – sometimes all at once!

How does it work?

Mediation is a voluntary process. It works by offering everyone the support of a neutral, third party, through each stage. Because mediators are not personally involved, we are able to provide a fair, balanced environment and people are more likely to take part. We do not judge or tell you what to do. Our job is to help people work together to make things better for everyone.

How does it help?

Mediation improves communication and allows everyone to talk, listen and be heard. It can clear up misunderstandings and highlight priorities. While the process acknowledges emotions, it also helps take the 'personal' aspect out of issues. It can release some of the stressful feelings associated with conflict. Mediation helps everyone involved to focus on realistic, positive, change for the future.

Is it for me?

Are you feeling angry, frustrated, trapped, annoyed, upset, stressed, pre-occupied, scared or unhappy? Does it seem impossible to change a situation or talk to the other person about it? Mediation may be for you. Give us a call!

making Glasgow safer together - 24 hours a day

www.saferglasgow.com

The Process

Mediation is an entirely voluntary process at all times.

Referral

You can contact us directly.

Alternatively your details may be passed to us by somebody else.

Stage 1

We will call you to ask if you are interested in finding out more about mediation. If so we will make an appointment for you with 2 of our mediators.

Stage 2

Will meet with you to talk over your point of view, explain mediation and look at how the situation might move forward.

Stage 3

Looking to the future, each situation is unique and we tailor the process to suit the parties involved.

Quotes from client:

Before:

'I couldn't be bothered with anything. My head wasn't there...I thought it was personal against me.'

During:

'You're not judging us, you're sitting down, listening to us and trying to understand how we feel.'

After:

'It was well worth it, well worth the time (and) energy... to go for it. It's only yourself that can make things better.'



If you have any information about anyone you believe to be involved in incidences of antisocial behaviour, call Glasgow Community and Safety Services (GCSS in complete confidence on:

North

Andy Fox - Mediation Officer - 0141 276 7415
Lynsey Hutchison - Administration Officer - 0141 276 7566

East

Barbara Harding - Mediation Officer - 0141 276 7402
Rhona Wilson - Mediation Officer - 0141 276 7418
Carol Grant - Administration Officer - 0141 276 7450

0800 027 3901

(GCSS' antisocial behaviour out of hours)

If you see an incident of antisocial behaviour then call our Public Space CCTV on **(0141) 287 9999** and we can capture it on camera

With your help we can stamp out antisocial behaviour in your community.



Westergate, 11 Hope Street, Glasgow. G2 6AB. Tel: 0141 276 7400.

Glasgow Community and Safety Services is a limited company incorporated in Scotland (No. 130604) and a registered charity (SCO17889)

We can provide this document in other languages, Braille, large print, audio tape or CD.
Call 0141 276 7400.

making Glasgow safer together - 24 hours a day
www.saferglassow.com