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COMMUNICATING CLEARLY

We are happy to translate on request and provide information and publications in other formats, including Braille, tape or large print.

如有需要我們樂意提供翻譯本，和其他版本的資訊與刊物，包括盲人點字、錄音帶或大字體。

Zapewnimy tłumaczenie na żądanie oraz dostarczymy informacje i publikacje w innych formatach, w tym Braillem, na kasecie magnetofonowej lub dużym drukiem.

ਅਸੀਂ ਸੰਗ ਕਰਨ ਤੇ ਖੁਸ਼ੀ ਨਾਲ ਅਨੁਵਾਦ ਅਤੇ ਜਾਣਕਾਰੀ ਤੇ ਹੋਰ ਰੂਪਾਂ ਵਿੱਚ ਪ੍ਰਕਾਸ਼ਨ ਪ੍ਰਦਾਨ ਕਰਾਂਗੇ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਬਰੇਲ, ਟੇਪ ਜਾਂ ਵੱਡੀ ਛਪਾਈ ਸ਼ਾਮਲ ਹਨ।

Körler için kabartma yazılar, kaset ve büyük nüshalar da dahil olmak üzere, istenilen bilgileri sağlamak ve tercüme etmekten memnuniyet duyarız.

اگر آپ چاہیں تو ہم خوشی سے آپ کو ترجمہ فراہم کر سکتے ہیں اور معلومات اور دستاویزات دیگر شکلوں میں مثلاً بریل (ناپیدا افراد کے لیے) اچھے ہوئے حروف کی لکھائی، ٹیپ پر یا بڑے حروف کی لکھائی میں فراہم کر سکتے ہیں۔

Contact 0131 270 7500 or email: enquiries@midlothian.gov.uk

East and Midlothian Resolution Service



Keeping Communities Safe

East and Midlothian Resolution Service



Resolution Effective Solutions Outcomes Listen Understand Tolerance Impartiality Opportunity Neutral

A positive alternative to enforcement actions

Early intervention to find resolution prevents escalation

Our officers help find relevant solutions for your issues

We support and monitor referrals to achieve a positive outcome

We listen to how your dispute is affecting you

We understand the importance for you of resolving the dispute

Our communities will become more tolerant and safer places to live

Key to successful outcomes, we will not take sides

We provide the opportunity for a fresh start

We will meet you at your home or in a safe and neutral place

The Resolution Service is **FREE** for ALL residents of East and Midlothian

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WHO WE ARE

A new resolution service has been launched by East and Midlothian Councils. The service is a partnership between our Community Safety Teams and Antisocial Behaviour Officers, together with schools, housing agencies and community organisations.

we're here
to help 😊

OUR AIM

Our aim is to help residents in dispute find a solution to their issues, avoiding the need for enforcement actions which could worsen relationships.

We promote tolerance and the right of every resident to enjoy peace and quiet in their own home, with respect for and from their neighbour.

WHAT WE DO

We can help with a number of issues that can cause stress and the breakdown of relationships within communities, including:

- Loud music
- Inconsiderate parking in streets
- Noisy/messy pets
- Boundary disputes, shared access
- Communal repairs
- Minor verbal harassment



Such issues can exacerbate mental health problems, while some people may be more vulnerable because of age, disability or if they live on their own.

HOW DOES THE RESOLUTION SERVICE WORK?

From the outset, we will highlight to all parties that our councils and their partners want people to resolve their issues and that the service is designed to help them get there using the following steps:

- Our resolution officers will receive a referral from our partners where they believe there is an opportunity for us to help,
- We meet with each person separately to establish what is happening, how you feel and how you think things can be resolved,
- We will not take sides or be judgmental - we will help you find common ground and encourage practical solutions,
- We will bring people together with our team and help find a solution and agreement. If it is difficult for people to be together the resolution officers can act as a go-between to reach agreement,
- Once agreement is reached and a resolution is found, we will monitor and support each party until they are satisfied that the dispute is in the past.

At the end of the process, we will report back to our referrers and partners. We will either advise that the service has brought an end to the dispute or, in some cases, that alternative action may require consideration.

As a last resort, this could result in tenancy warnings, antisocial behaviour warnings or, possibly, legal action.



A RESOLUTION SERVICE FOR YOUNG PEOPLE AND FAMILIES

Midlothian Council offers this service to families and young people. The resolution of disputes within families prevents homelessness, improves attendance at school, and helps find the pathway to a positive destination for our young people when they leave school. We work with schools to find practical solutions, tailor-made for each young person. Those who have worked with us are no longer involved in criminal activities.

We can also help:

- during relationship breakdown.
- when parents or a young person identify difficulties with changes at home or where practical arrangements need to be resolved.
- where a young person becomes homeless, we can help re-establish contact or residence, repair communication with family members and bring in other supports to keep the family unit intact.

tailor-made
solutions

SUPPORTING YOUNG PEOPLE

Our referrals come from schools and partner agencies, we mediate contracts with young people, school and family for change. Our emphasis is on the young person. The aim is to avoid becoming homeless, improve prospects, and take a young person out of crime.

