

Peaceworks Newsletter – Winter 2009/10

Welcome to our second Peaceworks Newsletter for agency professionals, designed to keep you up to date with the services we provide and how to access them.

What is Peaceworks?

We are a not-for-profit mediation agency based on the south coast, working through a variety of programmes to build peace locally, nationally and internationally. We provide low cost mediation interventions and training to local authorities, businesses and the not-for-profit sector.

Community Conferencing

As well as inter-personal mediation interventions, we offer help with problem-solving for group disputes – otherwise known as ‘community conferencing.’ Community conferencing brings together everyone in a community that is affected by a dispute. Trained facilitators help key members of the community to look at how the problem is affecting those involved and how to negotiate long-lasting solutions.



Peaceworks recently worked with a community in greater London at the request of local police. Community tension had built up between a group of young people and residents over the young people’s anti-social behaviour. Residents felt intimidated and distressed, and dispersal orders by the police had only served to prolong the conflict and leave the young people feeling unfairly treated.

Peaceworks mediators first met with the residents and young people separately, then brought both groups together in a ‘community conference’. Both groups were given equal voice and opportunity to explain their point of view, and to hear the other’s point of view. The mediators enabled them to identify key issues that needed to be resolved and come up with ideas which were worked into a formal agreement and signed at celebration ceremony.

Now twelve months on from the community conference, police have measured its impact and gathered feedback from the community. Their evidence shows a reduced number of police call outs, and a very high percentage of residents felt that the area had vastly improved, that peace had returned, and that understanding had been built between the young people and the residents. The police have been so impressed with the long-term results that they have submitted a report on the community conferencing process for an awards competition.

Peaceworks Mediation Service

In addition to helping groups resolve conflicts, we provide a mediation service in the following areas; families in crisis, commercial, workplace, landlord and tenant, organisational, local authorities and neighbourhood. If you would like to enlist our mediation service please do get in touch. Our philosophy is based around providing professional services on a non-profit, low-cost basis, and our charges reflect this.

Mediation Skills Training

In 2010 we are running our nationally-approved Mediation Skills Training course as both a residential course and as three units delivered separately - making it flexible and accessible to those who already have experience in mediation or who may not want to access the whole course. Our trainers use a mix of teaching and role play scenarios to look at the theory of conflict, the mediation process and mediation styles.

Our January/February course is full but we are taking bookings for the following courses:

- Mediation Skills Training 5 day Residential course - Bala, North Wales
14 – 18 June 2010
- Mediation Skills Training 3 day Foundation course – Bognor Regis
20 – 22 September 2010
- Mediation Skills Training 2 day Intermediate course – Bognor Regis
30 September – 1 October 2010
- Mediation Skills Training 1 day Advanced course – Bognor Regis
9 October 2010

There are a limited number of places on these courses, please get in touch if you are interested. We are currently training a team from the West Sussex Fire Service - if you are interested in Peaceworks running a Mediation Skills Training course in your area and for colleagues and contacts, why not contact us for more details.

Arun Angels launch

An exciting new scheme was launched in December here in Bognor Regis. 'Arun Angels' involves teams of trained volunteers working on the town centre streets of Bognor on Saturday nights to provide a listening ear and practical support to those who are or have become vulnerable in the late night environment. Peaceworks has been key in setting up and supporting the scheme. It is run in partnership with Churches Together, the Arun Crime & Disorder Reduction Partnership, local businesses and Sussex Police.



Courtesy of Bognor Regis Observer

The teams have been out on three nights since the launch last month, and have had been warmly welcomed by the public. After asking who the Arun Angels were and what they were doing, one punter responded with, "That's amazing, I'm really glad you're here". So far the Arun Angels have assisted at least six people who were vulnerable or extremely vulnerable.

How do I access Peaceworks' services?

If you would like to access our mediation service, find out about community conferencing, our Peer Mediation work in schools, or the Mediation Skills Training courses, please get in touch or visit our new-look website: www.peaceworks.org.uk or contact us directly on: 01243 820604 and info@peaceworks.org.uk

With thanks and best wishes,

Chris Seaton for Peaceworks Staff & Trustees

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