



East Lothian
Council

Resolution Service

Keeping Communities Safe



Resolution

A positive alternative
to enforcement action

Effective

Early intervention to prevent escalation

Solutions

We help find appropriate solutions
to complex problems

Outcomes

We support and monitor your
written Agreements

Listen

We listen to how your dispute
is affecting you

Understand

We understand the importance
to you in resolving the dispute

Tolerance

Our communities will become more
tolerant and safer places to live

Impartiality

We will not take sides

Opportunity

We provide the opportunity
for a fresh start

Neutral

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

We work in partnership with East Lothian Council and Police Scotland in promoting the right of residents to peaceably enjoy their own homes.

The resolution service provides free support and advice to assist parties in reaching sustainable solutions to historical or ongoing problems.

We're here to help

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

- Loud music
- Inconsiderate parking
- Noisy/messy pets
- Boundary disputes
- Communal repairs
- Verbal harassment



Such issues can have a detrimental effect on a person's physical and mental wellbeing and we will do all we can to assist those whose lives are affected by the actions of others.

How does the service work?

- We become involved in cases at the request of one of our partner agencies.
- We accept self-referrals from parties in dispute.
- We meet with each party separately to establish what is happening, how they feel, and how they think things can be resolved.
- We will not take sides or be judgemental – we will help you find common ground and encourage practical solutions.
- We bring people together with a view to finding mutually acceptable solutions.
- We can facilitate “shuttle” resolution sessions between parties who prefer not to meet.
- Once agreement is reached and a resolution to the problem 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 to be taken.



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199

East Lothian Resolution Service

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The Resolution Service is **FREE** for ALL East Lothian residents.