

WHAT IS COMMUNITY MEDIATION?

Community Mediation is the process of bringing those who have been affected by a dispute together in a safe and structured way so that they can come to newly formed agreements and develop a better understanding.

Many neighbourhood disputes, even minor ones, can escalate if not dealt with at an early stage, and mediation has an excellent track record in assisting people to find positive solutions.

It allows everyone affected to play a part in repairing any harm and finding a positive way forward.

Community Mediation must be entered into with an open mind, a willingness to learn and potentially change your stance on the situation.

COMMUNITY MEDIATION IS NOT

Arbitration – our facilitators will not offer advice on any course of action or provide a verdict to resolve a dispute. Our role is to support open conversation between those involved.

For solutions to work within this process, they must come from the people who are involved in the dispute and are willing to be open to changing their own behaviours if necessary.

WHAT IS THE RESTORATIVE HUB?

The Restorative Hub is a free, independent service available to individuals or families affected by conflict or anti-social behaviour.

We are funded by the Police, Crime and Victims Commissioner and are a community-based support service working alongside Local Authorities.



WHAT'S IN IT FOR ME?

You have an opportunity to tell the other people involved about the issue from your point of view.

Your voice can be heard, you can play an active part and you can take back some control!

The process allows questions to be answered, situations to be understood and agreements to be developed.

DOES IT WORK?

The scheme supports around 350 people every year. The situations we meet are often tense and difficult, and yet 91% of previous clients would recommend the process to anyone else in their position.

On average previous clients have rated us 4.8 out of 5 for satisfaction with the overall restorative experience. They report that it's an opportunity to feel better about the event and move on with life.

WHAT CAN I EXPECT TO HAPPEN?

A team of two trained Restorative Facilitators will contact you and arrange to meet you.

The purpose of this is to find out about the impact of the incident(s), and how you continue to be affected. They will work with you to find out what can realistically be done to make things better.

The facilitators will discuss the case with any other (agreed) parties, keep you up to date with progress and plan out future actions.

