



Broxtowe Borough  
mediation service

# Annual Report

2015 - 2016

The Way Forward

A group of diverse hands holding up colorful letters that spell out 'The Way Forward'. The letters are in various colors (red, green, blue, yellow, purple) and are held up by hands of different skin tones. The background is white, and the text is set against a purple curved line at the bottom.

## Issues with neighbours?

We all have neighbours some more friendly than others, but problems can occur. If you are in any kind of dispute with your neighbours – whether it's over kids playing, noise, dogs etc – you may have thought "I'll ignore it", or "It'll go away" or you may just suffer in silence. Many people also feel embarrassed that they haven't resolved the problem themselves, but it is easy for small misunderstandings to grow into big misunderstandings. However, you no longer need to deal with the problem on your own.

**Broxtowe Borough Mediation Service** exists for this very reason.

**You don't have to like your neighbours, but you do have to live near them.**



**Broxtowe Borough**  
mediation service

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**Mediation Listens**

# Annual Report 2015/16

## Members of the Management Committee

- Marie Butler - Chairperson
- Peter Butler
- Councillor Josie Marsters
- Gill Goodchild
- Retired Rev. Richard Turnbull
- Joy Wilkinson
- Councillor Mia Kee

The aim of the management committee is to oversee the mediation service, give advice on its development and promote the work of the service throughout the borough.

Broxtowe Borough Mediation Service enjoys helping the residents of Broxtowe to find solutions to their issues.

The Service consists of two paid staff; Dawn Partington is the full time manager with Sue Williams as the part time co-ordinator. We work with 25 mediators who volunteer for the service.

We are a service that aims to empower residents of Broxtowe to look for their own solutions to problems, supporting them to find a realistic solution where all involved are happy with the outcome.

## Who are our mediators?

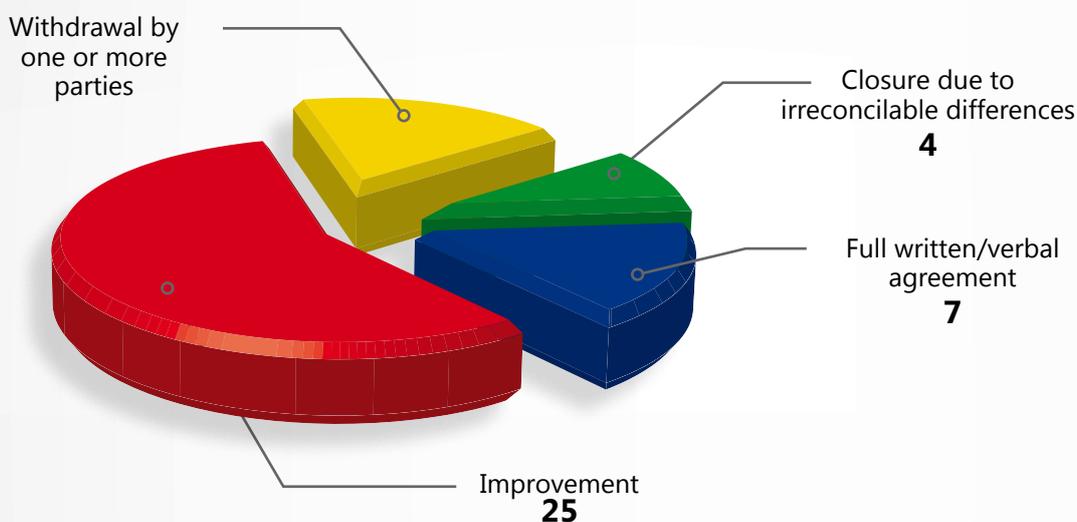
They really do represent our community. Volunteers come with a variety of different backgrounds; all bring their rich experience to mediation.



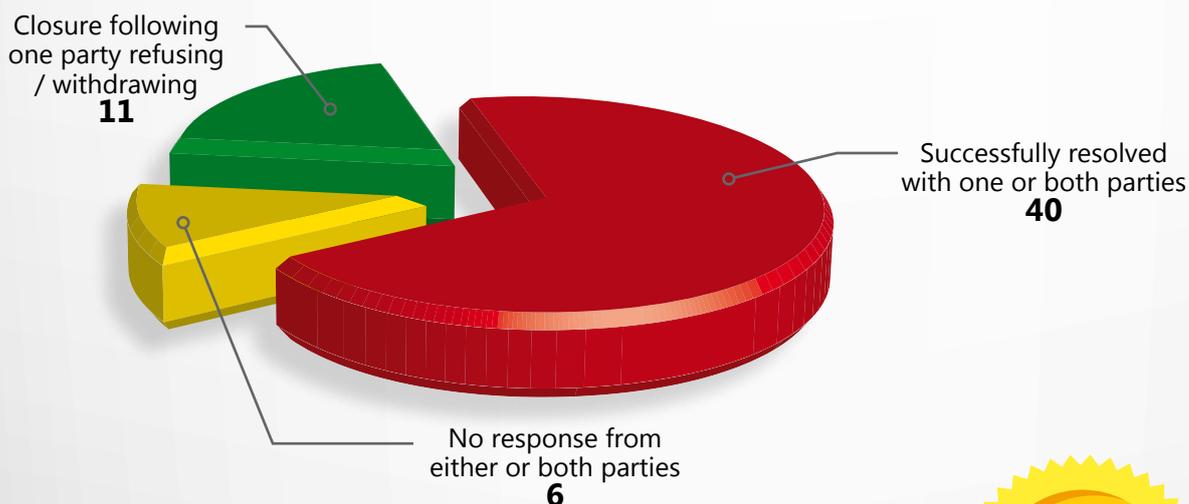
# Mediation Outcomes

In 2015 – 2016 we received 93 community mediation referrals. We completed 79 cases together with 21 cases from 2014/15. The statistics below do not include the successful resolution of a workplace mediation case for Broxtowe Borough Council and a group mediation project with a Midland Heart, Birmingham.

## Cases Completed with Mediators



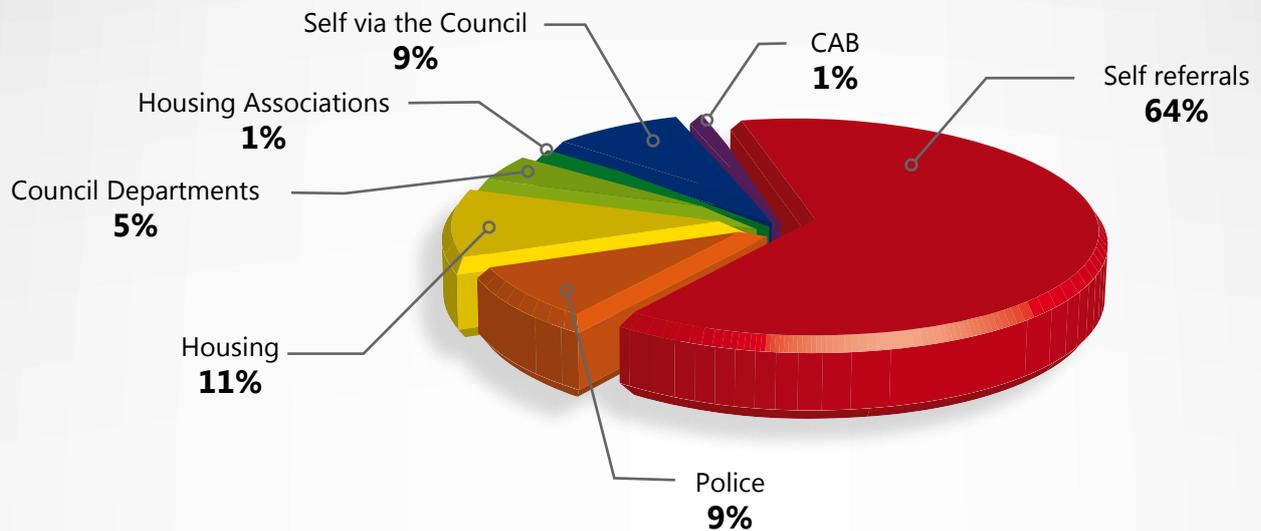
## Cases Mediated in the Office



This year **82%** of cases have been resolved successfully.



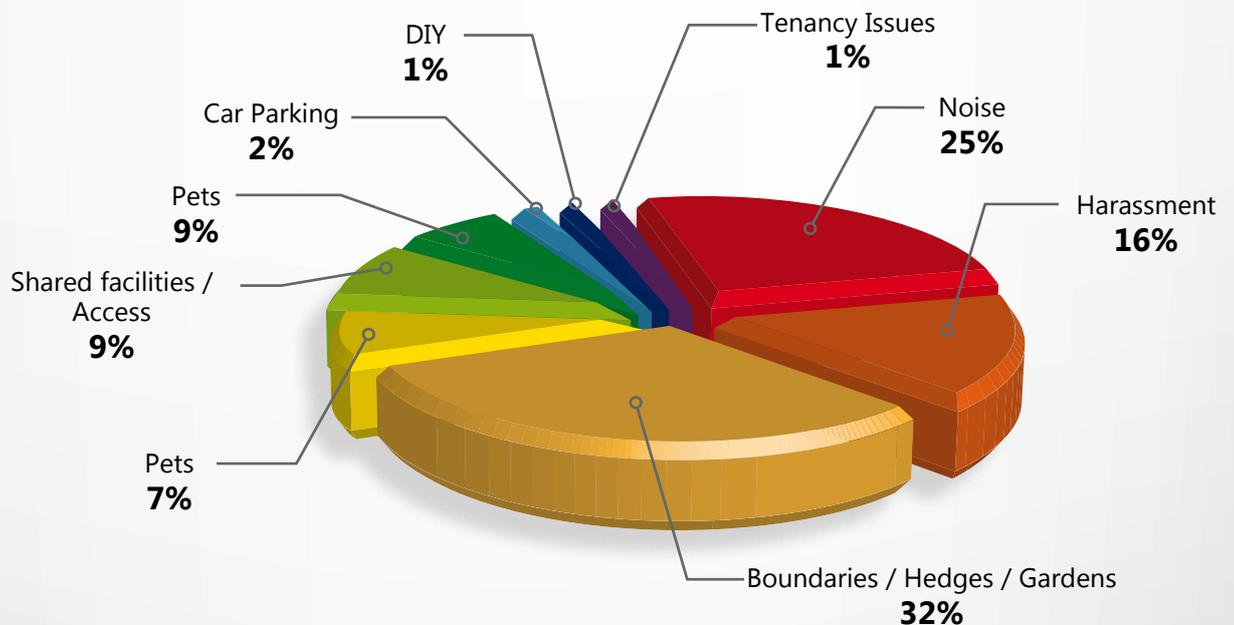
# Who uses Broxtowe Mediation Service



As you can see from the chart, 64% of our enquiries have come directly from the resident. Departments within

Broxtowe Borough Council account for 16% and Nottinghamshire Police referred 9% of our total cases.

## Nature of new disputes



We deal with neighbourhood issues such as noise, car parking, boundaries, verbal abuse, general harassment and young people. We mediate between

neighbours, tenants and landlords, residents and businesses. If there is an opportunity to mediate we will investigate it.

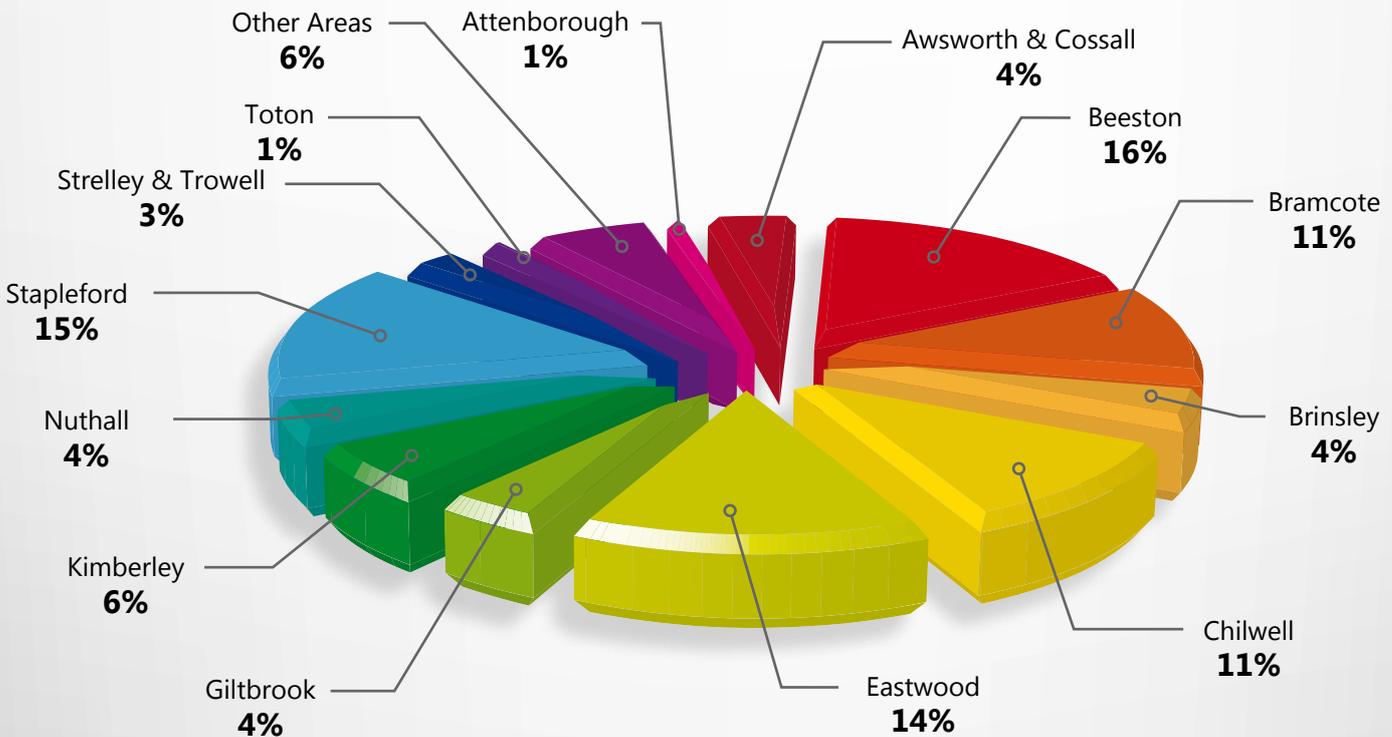
# Nature of new disputes

some cases have more than one dispute



This year property disputes including boundaries, trees, and high hedges have been our most common issue. There has been an increase in harassment and abusive behaviour. This tends to be associated with other issues and it seems to show a level of frustration at not being listened to or at people being unable to make themselves heard.

## Where in the borough do our referrals come from?



# Customer Satisfaction

We sent our customer satisfaction survey forms out to all residents who took part in shuttle mediation and face to face mediation. The figures below represent 41% of customer satisfaction surveys returned.

Was your initial enquiry dealt with in an efficient and sensitive manner?	<b>100%</b>
Did you feel that the mediators acted in a professional manner?	<b>100%</b>
Would you recommend the service to anyone else?	<b>100%</b>
Did you feel listened to?	<b>100%</b>
Did you feel that the mediators did all they could for you?	<b>100%</b>

## Here is what some of our clients said . . .

**“Both mediators were very helpful and made me feel comfortable.”**

**“Mediators were able to put my feelings across to the other party in a way where they listened and their behaviour has changed positively.”**

**“Mediating with my neighbours made me less stressed it gave me peace and quiet.”**

**“It is an excellent and honest service.”**



# What's new for Broxtowe Borough Mediation Service?



We are developing projects with EMH Homes within the Erewash area, to be their provider of Community Mediation.

We are already actively working on referrals with them, so they can support their tenants with neighbour issues. This will generate additional income for the service.

We successfully completed a group community mediation project with over 40 residents. This has generated additional income for the service.

*"Broxtowe Borough Mediation service dealt with our initial enquiry in an efficient and sensitive manner. Using the service has made a real difference.*

*Mediators acted in a professional manner and managed the communication process clearly. We felt they were impartial; we felt listened to and were satisfied with the way the meetings were conducted. Mediators did all they could to reach a successful outcome.*

*We would use them again and recommend Broxtowe Borough Mediation Service to others."* (D Hitchcock Midland Heart 2015)



Dawn Partington, Manager is an accredited supervisor and can supervise and coach other community and workplace mediators from services within the Midlands. Dudley Metropolitan District Council is interested in acquiring this. This could generate additional income for the service.



Dawn Partington, the manager of Broxtowe Borough Mediation Service, continues to provide Employee Coaching for Broxtowe Borough Council.

*"The Broxtowe Borough Mediation Service has proved to be a valuable asset with the provision of employee coaching with positive results and outcomes gained. This service has been invaluable and has provided the Council with added tools to support employees who would like one-on-one confidential coaching and improve their competencies when dealing with conflict management.*

*Thanks very much for all your help so far."*

**(A Gidney Human Resources)** This will generate additional income for the service.

### **Workplace mediation:**

The best news is that Mediation is a positive opportunity for people to resolve practical problems and interpersonal issues.

*"We experienced a couple of difficult staffing relationship issues recently. Following attempts within the workplace to resolve the issues without much success we engaged the services of the Mediation team to assist with a resolution pathway. The Mediation team reacted swiftly to both requests meeting with all parties individually and within a group setting.*

*The Mediation team provided a confidential and independent service which ultimately resulted in positive 'working' strategies and agreements allowing all parties the opportunity to start building positive, constructive working relationships.*

*During the whole process the Mediation team were professional & supportive but above all they worked in a positive and encouraging manner."*

**(A Manager at Broxtowe Borough Council)**



**Broxtowe  
Borough  
COUNCIL**

# Community Mediators Awards Evening



Congratulations to Caron, Brian, Faheed, Shanlin and Imogen who collected their Open College Network Certificates in Community Mediation from Mayor of the Borough of Broxtowe, Councillor Susan Bagshaw.

The service trains its mediators to a nationally recognised standard in community mediation and this training is FREE to people who volunteer.

Not only can this training give you an opportunity to make a difference in your community, it could also improve your career prospects!

We are now an accredited service with Open College Network London, their courses and resources enable us to facilitate a new and improved community mediation course, which is nationally recognised



**The next training course starts in January 2017. Anyone interested in learning new skills and self-development should contact Sue or Dawn on 0115 9173736.**



# Interested in becoming a mediator?

Broxtowe Borough Mediation Service runs a course in Community Mediation Skills and is accredited by OCN London. The programme develops a set of skills, attitudes and knowledge so that participants are equipped to carry out all aspects of community mediation work.

The course is free for those people prepared to become a volunteer mediator.

Here is what our latest students had to say ...

- The training in general gave a very comprehensive insight into community mediation and equipped us with the tools needed to be successful in mediation.
- This course should be taught in schools and all job training courses!
- Overall, everything was to a very high standard. Thoroughly enjoyed the course!
- Dawn is a very good teacher, she taught us how to deal with people and not everybody is the same. I have learnt to be more patient and I listen to people more. This course was excellent!
- I would certainly recommend this course to others as it teaches you a lot about people and you also learn new things about yourself.
- A very valuable learning experience.

## What about our mediators why do they become involved ...

'I really enjoy being a mediator as it gives me the opportunity to work with a variety of committed people looking at the sorts of things that cause problems between neighbours. It might seem to be a difficult thing to do, but the support from the other mediators and the staff in the office make it a very worthwhile thing to do.'

'This service provides an opportunity for participants to put their views and feelings forward in a way that is fair, reasonable and balanced with the help of mediators.

Vulnerable parties have an opportunity to be on an equal footing with others and it makes me feel better about my environment to be part of that'.



# Invest in Conflict Resolution



## Broxtowe Borough mediation service

**Broxtowe Borough Mediation Service is an established, experienced mediation service offering:**

- **Community Mediation**
- **Accredited Mediation Training with Open College Network London**
- **Mediation Service Consultancy and Mediator Supervision**

**For more information:**

**Call us on: 0115 917 3736**

**Email us at: [mediation@broxtowe.gov.uk](mailto:mediation@broxtowe.gov.uk)**