

Extract from Key Findings

M = Mediation Service

Referrers

... While M went to considerable lengths to ensure the process and its limitations were properly understood (...) more could be done. Probably this should take the form of more written literature aimed at potential users..... Issues of reporting, when mediation was completed, (...) was accepted by interviewees to be an area fraught with confidentiality issues. However, it would be genuinely beneficial to interviewees if more consistency of practice was observable....

Clients

Clients accepted (...) the limitation of mediation, and some seemed to believe that once both parties agreed to mediation, the process should be transparent and involve complete integrity..... While all acknowledged due process and professionalism, there appeared to be a lack of consistency by M....

Extract from Focus Group 1: Referrers

Respondent A ... A lot of the time there's kind of this misconception that it's going to be a big round table and there's going to be a mediator or one sat one side, one sat the other and they're going to argue it out....It's almost that people believe Mediation are going to tell them what to do, rather than just listen and try and get them to suggest a solution...

Facilitator: It's been explained to me that a successful mediator might say nothing (laughter) during the mediation session. . What's your understanding of mediation and its outcome?

Respondent B: ...the officer visits one party in their home and then visits the other party in their home and listens to what the problem is and tries to then go on to around the table meeting, at which either that one or a subsequent one they try and draw up a little agreement....

Facilitator: Interesting. And is that your experience?

Respondent A: Yeah similar to that.... But I think they (M) seem to be fairly flexible....

Facilitator: Right, so if M were going to expand the number of people that were going to use them, then one of the opportunities would be to get all this flexible approach explained very clearly first?

Respondent A: Yes, definitely.

Extract from Focus Group 2: Clients

Facilitator: OK. Do you think they explained things clearly enough to you, about mediation, its limitations?

Respondent A: Yeah, they did explain all that to us, but they didn't really deliver though what they said they was going to, they kind of went back on some things....I just thought that their job was to, just for us to sit and talk and for them to intervene when they needed to. And then afterwards they said 'Sort it out amongst yourselves.'

Facilitator: And you haven't heard from them since?

Respondent A: No, just after we wrote the letter to them and that's it.

Facilitator: OK, your experience?

Respondent B: Well after the meeting, about a week later, I got a letter confirming what had gone on.... They'd copied notes (...) and then printed it out and sent it to me.

Facilitator: And that had come from the mediations services?

Respondent B: Yeah.

Facilitator: And did you get anything like that?

Respondent A: No.

Facilitator: That may be a difference in practice.

Extract from Scorecard Report

Key Findings

The findings are consistent with views of referrers and clients....the organization is held in very high regard for its approaches and professionalism. It is for M to consider how to address these issues; the points raised by clients about apparent differences in practice, together with issues raised by referrers about 'reporting back' might merit some attention.

Please rate your level of agreement with the following statements about M

Our mediation services have total integrity

1 Strongly Disagree	0.00%
2	0.00%
3	0.00%
4	22.22 %
5 Strongly Agree	77.78 %

The organisation has properly identified my skills gaps

1 Strongly Disagree	3.70 %
2	18.52 %
3	25.93 %
4	33.33 %
5 Strongly Agree	18.52 %

I am confident the service will take steps to ensure the gaps are filled

1 Strongly Disagree	0.00%
2	11.11 %
3	33.33 %
4	33.33 %
5 Strongly Agree	22.22 %